

Local Housing Strategy 2016 - 2021



Homelessness
Local Housing Strategy
Energy Efficiency
Gypsy Travellers
House Condition
Private Rented Sector
Adaptations

Specialist Provision
Fuel Poverty
Energy Efficiency
Empty Homes
Temporary Accommodation
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Councillor Barry McCulloch
Convener of Housing & Social Work Services
North Lanarkshire Council

Foreword by Convener of Housing and Social Work Services

Welcome to the North Lanarkshire Local Housing Strategy (LHS) which covers the five year period from April 2016 to March 2021. The strategy has been co-produced in partnership with our key stakeholders including other registered social landlords, service providers, statutory bodies as well as our tenants, residents and elected members. Formal consultation took place between December 2015 and February 2016 and the final strategy was approved by Housing and Social Work Services Committee in April 2016.

The new LHS comes at a challenging time for the council and its partners as we face significant reductions in public sector resources, as well as the ongoing uncertainty from welfare reforms that affect the lives of many local people while reducing the funding available to pay for housing services. At the same time we need to meet the needs of an increasingly elderly population and an increase in the overall number of households as well as the continued need to address homelessness and fuel poverty.

Despite these challenges we believe the Local Housing Strategy can and will help deliver real improvements to people's lives by setting out how we will improve the quality and energy efficiency of the housing stock in our area; build much needed new affordable homes and deliver a range of support services to help people achieve their potential, and be safe, healthy and included.

We will therefore continue to build on our excellent track record of working in partnership to deliver positive housing outcomes for all households in North Lanarkshire and contribute to the regeneration of our communities.





I. Introduction

The Housing (Scotland) Act 2001 places a statutory duty on local authorities to prepare a Local Housing Strategy supported by an assessment of housing need, demand and provision. Scottish Government Guidance was issued in August 2014 to assist authorities in preparation of their LHS.



We recognise that an affordable, warm and accessible home is the foundation for building a successful life and provides the platform for improved employment, education and health outcomes. The LHS aims to deliver a positive housing future for all people in our area by ensuring provision of high quality housing and neighbourhoods where people want to live. In developing our Strategic Action Plans we have considered how we can work with our partners to increase housing supply to meet identified need and contribute to the priorities within the Single Outcome Agreement (SOA), Scottish Government National Outcomes and National Health and Wellbeing Outcomes. The LHS provides a strategic link to enable delivery of these outcomes locally for communities across North Lanarkshire.

The LHS 2016-2021 builds on the success of our previous strategies and supports the Scottish Government's vision within Homes Fit for the 21st Century and the joint Housing Delivery Plan for Scotland of 'a housing system which provides an affordable home for all' and our vision:

'to assist people to achieve their potential, and be safe, healthy and included, by providing access to high quality housing and support'

In order to support delivery of our vision we have developed six LHS Priorities in conjunction with our partners and stakeholders, which also reflect the priorities set out in the Scottish Government LHS Guidance.

These are:

Priority 1:
Promote supply of good quality affordable housing across all tenures

Priority 2:
Contribute to regeneration and sustainability of places

Priority 3:
Homelessness is prevented and appropriate housing support provided to sustain living arrangements

Priority 4:
Ensure there is a range of housing solutions and appropriate support to meet the needs of older households and those with other specific needs

Priority 5:
Tackle Fuel Poverty and contribute to meeting Climate Change Target

Priority 6:
Improve stock condition across all tenures

2. Strategic Planning Framework

North Lanarkshire Partnership

The LHS is set within the wider Community Planning and Single Outcome Agreement (SOA) for the council and its partners. The current North Lanarkshire Community Plan promotes the vision that North Lanarkshire 'will be a place where people want to live because of the range, quality and affordability of the housing available, the safety of our communities, the quality and accessibility of the natural environment and the quality of the amenities and services in the area'.

A partnership approach provides collaboration and joint working across LHS activities to assist in delivering the overall Scottish Government vision of promoting a wealthier, fairer, smarter, healthier, safer, stronger and greener Scotland. The fifteen national outcomes are delivered through the Single Outcome Agreements in place between Scottish Government and Community Planning Partnerships.

The North Lanarkshire Partnership is responsible for community planning in our area. This means engaging with people and communities, listening to their views, experiences and needs, and planning our services to meet those needs, which includes incorporating the SOA national and local priorities within the LHS.

Health and Social Care Integration

The LHS also has to consider the newly established North Lanarkshire Health and Social Care Partnership agenda, which focuses on the integration of expertise and resources for adult health and social care services. The LHS contributes to the delivery of health & social care integration in North Lanarkshire by helping ensure that people's housing and support needs are met to enable them to live healthier, independent lives in the community.

The Housing Contribution Statement (HCS) provides the link between the LHS and the Health and Social Care Strategic Commissioning Plan. It sets out the arrangements for carrying out housing functions delegated to the partnership and how it intends to work with its partners. The HCS highlights the role and contribution housing makes in meeting the outcomes and priorities within the Commissioning Plan.

Strategic Development Plan and Local Development Plan

North Lanarkshire forms part of Clydeplan Strategic Development Plan Area (SDPA) and our Planning and Housing representatives represent the council within the Strategic Housing Market Partnership responsible for determining housing need and demand across Clydeplan SDPA. The Housing Estimate Outputs from the SDPA inform Housing Supply Targets for the LHS and the council's Local Development Plan (LDP). The North Lanarkshire Local Development Plan (NLLDP) will be the replacement for the current North Lanarkshire Local Plan (NLLP) and is expected to be adopted in 2017. The LHS is linked to the NLLDP process in assessing housing requirements and ensuring a generous supply of land for housing.

Strategic Housing Investment Plan (SHIP)

The SHIP identifies housing investment priorities that will contribute to meeting the key priorities set out within the LHS. The main purpose of the SHIP is to ensure resources available from Scottish Government Affordable Housing Supply Programme are effectively targeted to deliver new and improved housing to meet local priorities.

Preparation and delivery of the SHIP requires close collaboration between a range of stakeholders including Registered Social Landlords (RSLs), Scottish Government, Private Developers and other services within the council, including Planning. These well established and effective partnership arrangements help facilitate delivery and implementation of the LHS and SHIP.

Joint Housing Delivery Plan for Scotland

The Joint Housing Delivery Plan aims to ensure all people in Scotland live in high quality sustainable homes that are affordable and meet their needs. The LHS contributes to meeting this aim by demonstrating how housing can contribute to health and wellbeing through provision of affordable warm homes.

Other Strategic Planning Arrangements

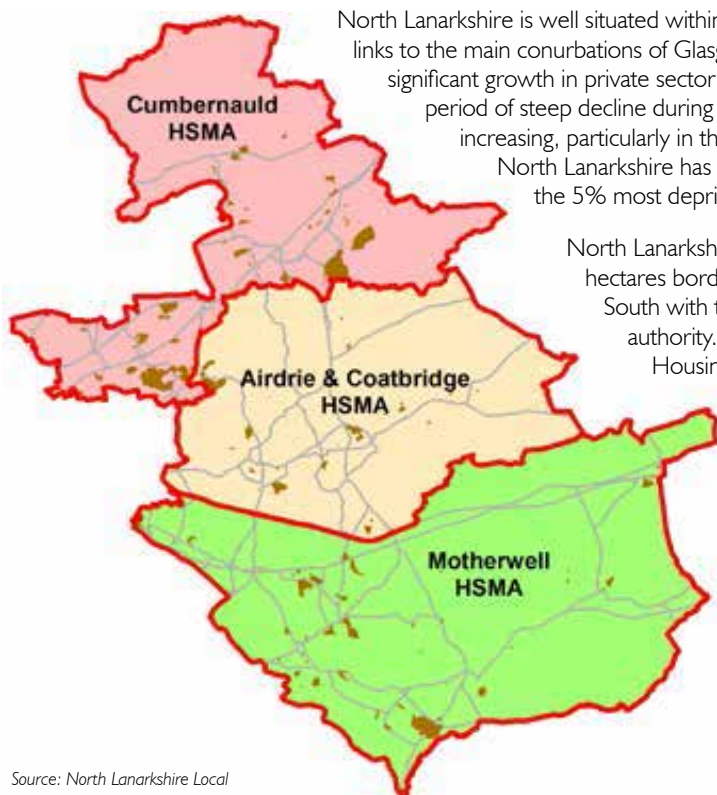
We link with other local authorities to progress a range of joint activities such as the West of Scotland Housing Options Hub and Scottish Empty Homes Partnership Lanarkshire Project and participate in Scottish Housing Network (SHN) sub groups for homelessness, private sector housing, welfare reform and LHS.



3. Local Context

North Lanarkshire is the 4th largest local authority area in Scotland with a population of 337,950 and comprising a number of distinct communities.

With a stock of 36,834, we are the largest local authority landlord in Scotland and at 24% there is a higher proportion of social rented stock in North Lanarkshire than in Scotland overall.



North Lanarkshire is well situated within the central belt of Scotland with good transport links to the main conurbations of Glasgow and Edinburgh. As a result there has been significant growth in private sector new build housing in the last ten years. Following a period of steep decline during the recession new build private sector housing is now increasing, particularly in the Cumbernauld Housing Sub Market Area (HSMA).

North Lanarkshire has many strengths as a place to live despite having 23 of the 5% most deprived datazones in Scotland.

North Lanarkshire covers a predominantly urban area of 47,222 hectares bordered by the river Clyde and M74 Motorway to the South with the M8 Motorway cutting across the centre of the authority. The LHS focuses at a local level on our ten Local Housing Market Areas and our three distinct Housing Sub Market Areas:

The Housing Sub Market Areas are consistent with those used in the Clydeplan Housing Need and Demand Assessment and within the current Local Plan and proposed Local Development Plan.

Housing market analysis undertaken within the Clydeplan area has highlighted a strong influence from surrounding authorities, with significant household movement into North Lanarkshire.

An overview of the key housing issues and trends that inform the housing market are included within the LHS. The housing system is affected by a broad range of ever-changing social, economic and political influences, some of which are included within this LHS.

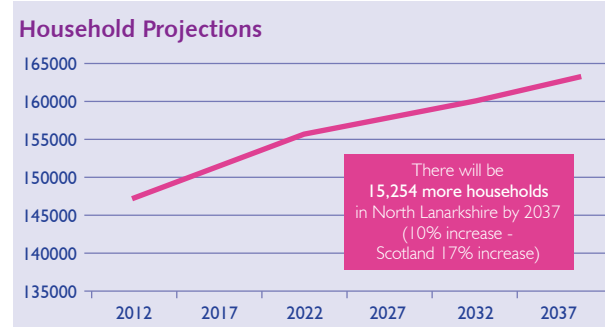
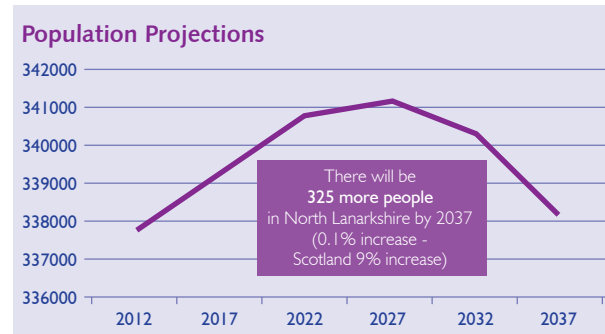
3rd Tier Housing Sub Market Area	Local Housing Market Area
Airdrie and Coatbridge	Airdrie Coatbridge
Cumbernauld	Cumbernauld Kilsyth Moodiesburn
Motherwell	Bellshill Motherwell Shotts Viewpark Wishaw

Source: North Lanarkshire Local Development Plan Main Issues Report, 2015

Key Issues and Trends for North Lanarkshire

Population, household and economic change

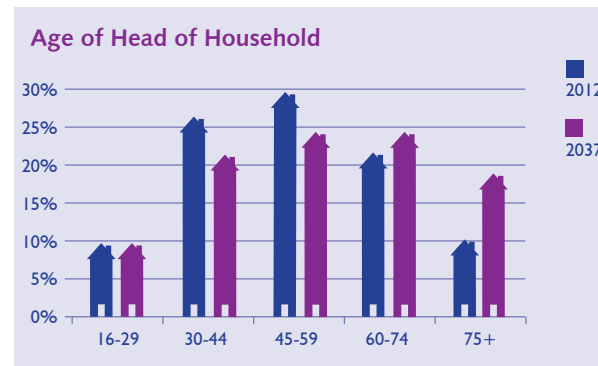
The 2011 census population for North Lanarkshire was 337,727, an increase of 16,627 from 2001.



Source for Population and Household Projections: National Records for Scotland 2012 Mid Year Estimates

Although the population is projected to remain relatively static, the number of households in North Lanarkshire is expected to increase by 10% between 2012 – 2037.

This increase in the number of households is due to household size decreasing, as a result of elderly population and a rise in one person households. It is expected that by 2037 the older population in North Lanarkshire will have increased by 68.4% from 2012. The implications of this will be an increasing need for suitable accessible accommodation and associated support services.

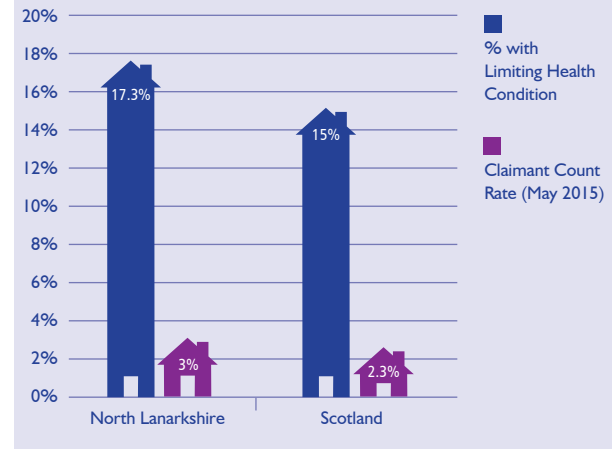


Source: National Records for Scotland

The ageing population will be a challenge going forward and reinforces the scale of future need, not only for homes and services for an increasing older population overall, but also for people in the oldest age groups (75+).

65.0% of the population in North Lanarkshire are of working age (16 - 64) which is a similar proportion to Scotland overall (64.9%), however, within North Lanarkshire there are significant numbers of the working age population who are unemployed and have either a limiting long term illnesses or disability. The proportion of resident working age population on benefits is also higher in North Lanarkshire than Scotland overall.

Working Age population



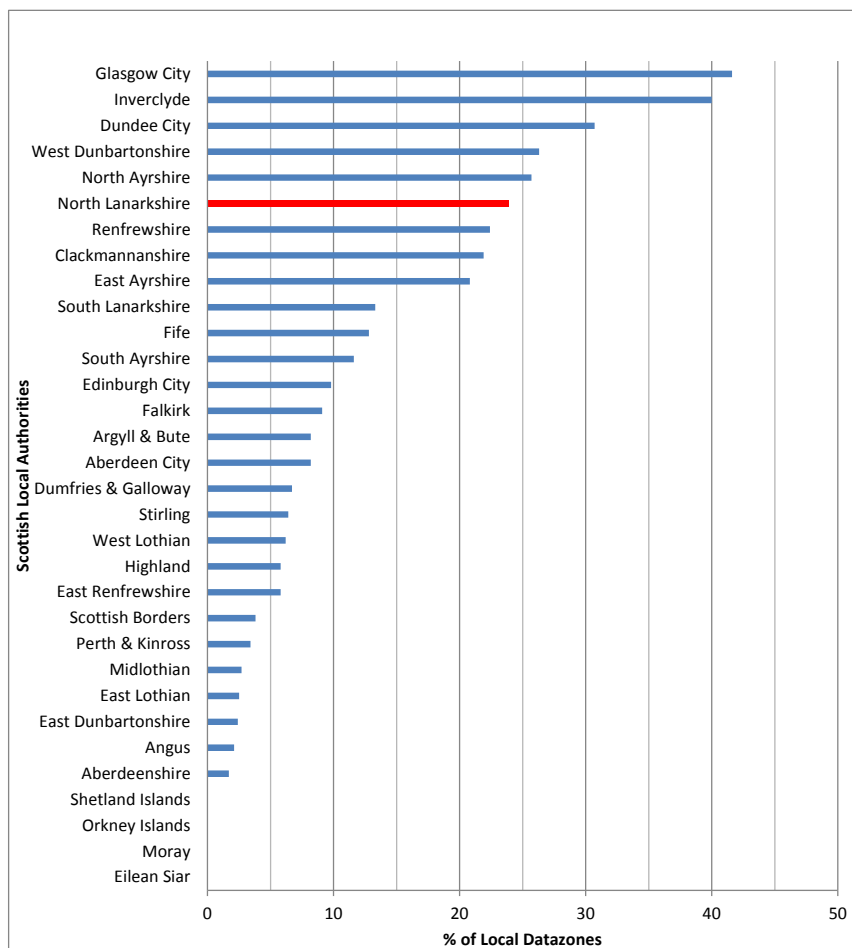
Source: Scotland's Census 2011 - National Records of Scotland Table DC3101SC - Long-term health problem or disability by sex by age

Scottish Government - Labour Market Monthly Briefing Summary Tables – May 2015

According to the 2011 Census data 21.4% of North Lanarkshire's overall population experience a limiting long term illness in comparison to 19.7% of Scotland's population overall. When considering the 16 – 64 age group the difference is more marked, with 17.3% of 16 – 64 year olds either long term sick or disabled in North Lanarkshire in comparison to 15.0% of the same age group across Scotland. This would suggest that there are other factors which influence limiting long term illness in North Lanarkshire which are not age related, including poverty and deprivation.



Scottish Index of Multiple Deprivation (SIMD) 2012

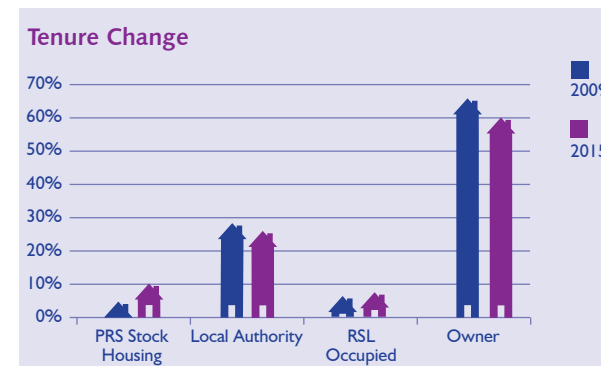


Source: Scottish Index of Multiple Deprivation

Indeed, North Lanarkshire is ranked 6th most deprived out of the 32 local authorities in Scotland, with 100 (10.2%) of the 976 most deprived datazones in Scotland (worst 15%) found in North Lanarkshire.

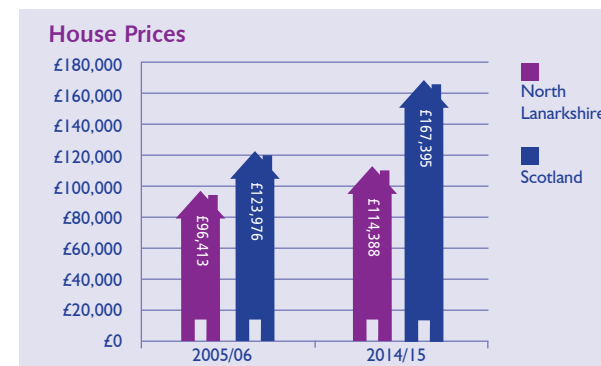
Housing market and housing needs

Over the last six years there has been a significant rise in the private rented sector in North Lanarkshire, which has grown from 3.7% in 2009 to 9.8% in 2015. This increase may in part be a result of an increase in households who have been unable to sell their property due to the economic downturn and have become what is known as 'reluctant landlords'. The increase in private rented properties has therefore contributed to meeting the needs of households who were unable to access finance for owner occupation and those households unable to access social housing.



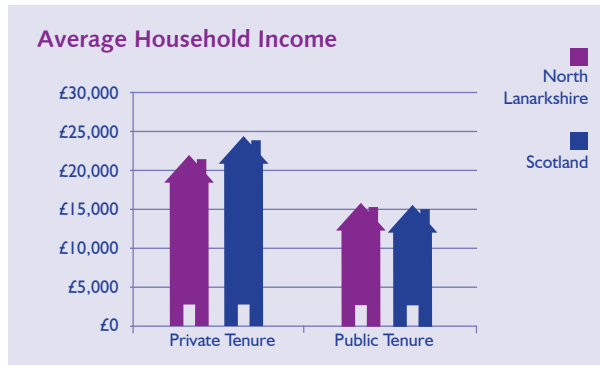
Source: North Lanarkshire Council Area Profiles 2015

The average house price in North Lanarkshire is £114,388, which is lower than the Scottish average, indicating owner occupation is a more affordable option within North Lanarkshire than in other areas of Scotland.



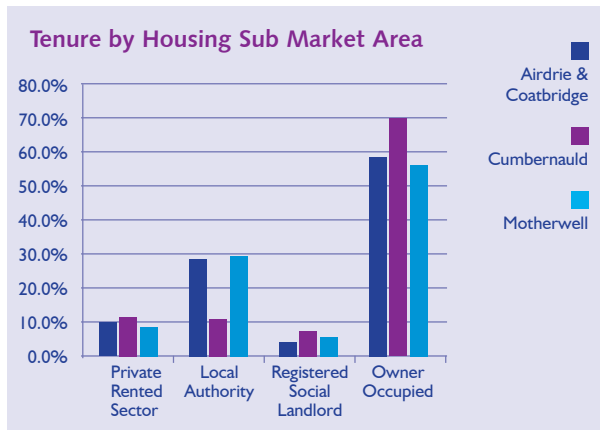
Source: Registers of Scotland 10 Year Property Market Report 2005 - 2015

However, the population of North Lanarkshire has a lower average income than Scotland as a whole, which indicates there are affordability issues; particularly since 23 (5.5%) of the most severely deprived data zones in Scotland (worst 5%) are located within North Lanarkshire.



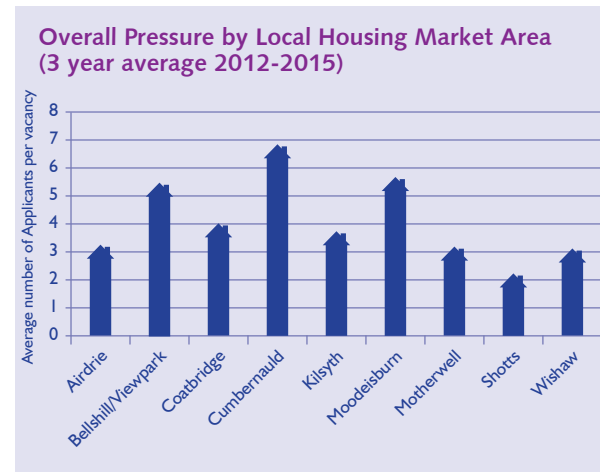
Source: Scottish House Condition Survey – (2011-2013), Scottish Government

Owner occupation is more prominent in the Cumbernauld Housing Sub Market Area (HSMA) with the income profile of households being above the North Lanarkshire average. Furthermore this HSMA has the smallest proportion of local authority stock and has highest pressure on social housing indicating a shortfall of affordable housing. The table below provides a breakdown of tenure by HSMA and demonstrates the variations in tenure across the authority.



Source: PRS: Landlord Registration / LA: NLC Housing Stock File /RSL: Partner Data / Owner Occupiers: Lanarkshire Valuation Joint Board Live Council Tax Bands – as at 31 March 2015.

As at 31st March 2015 there were 13,077 applicants on the Common Housing Register. In 2014/15 the council and its CHR partners allocated 3,600 properties. Demand varies significantly between and within localities in North Lanarkshire.

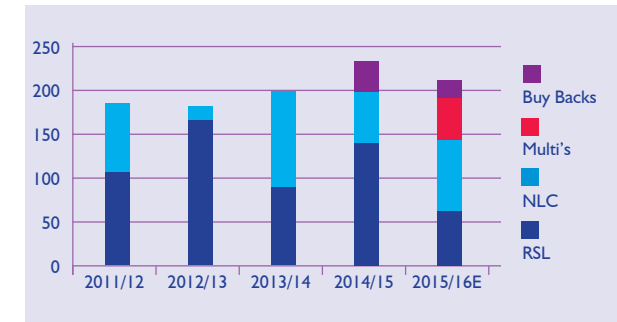


Source: CHR Waiting List / CHR Allocations and NLC/RSL Stock Files - as at 31 March 2015

In order to alleviate this pressure within the Cumbernauld and Moodiesburn areas the council has Pressured Area Designation, preventing significant numbers of social rented homes from being lost to owner occupation. An Affordable Housing Policy has also been approved through the Local Plan to help enable the delivery of new affordable provision.

By the end of the 2015/16 there were 1,007 new build completions which is just above the target of 1,000 new build affordable homes set out in the LHS 2011-2016.

New Supply Social Rented Housing

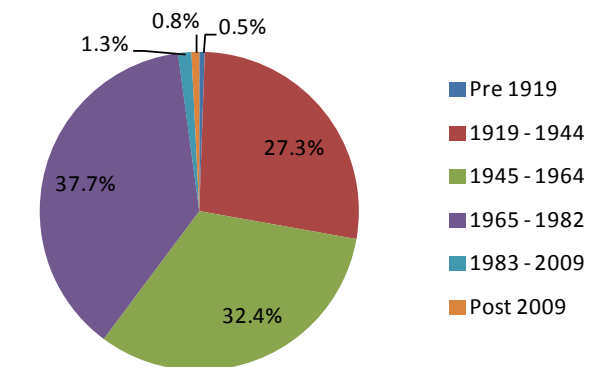


Source: Scottish Government Affordable Housing Supply Programme 2014/15 Outturn

Profile of Council Stock

Newbuild stock makes up 0.8% of council stock (built after 2009), however, pre-war properties make up 28% of council housing stock (10,241) with 202 of these being built before 1919. It is significant that almost a third of the stock is now in excess of 70 years old as it suggests that substantial investment will be required as building elements go beyond their useful life. The chart below shows a breakdown of council stock by age.

Age of Council Stock



Source: NLC Stock File - as at 31 March 2015



Flats comprise 58% of the stock with the majority of these being 4 in a blocks (25% of the housing stock). Mixed tenure blocks can cause issues with lack of owner / private landlord engagement for common repairs.

Specialist Housing

Specialist housing stock accounts for around 29% of all social rented stock in North Lanarkshire. This is shown in comparison to the percentage of population who are 60+ and who will be 65+ by 2037.

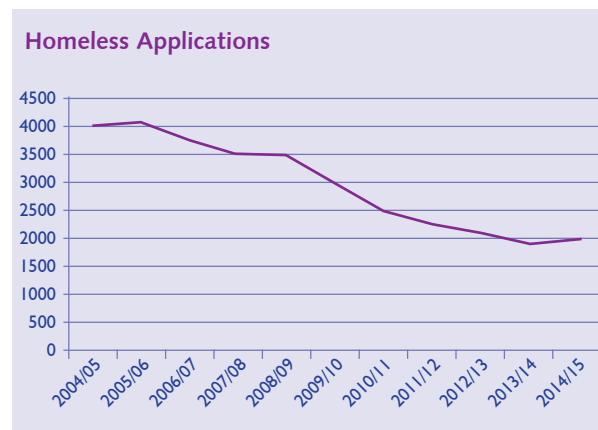
Specialist and Potentially Accessible Housing as % of Projected 65+ population

Specialist and Potentially Accessible stock in NL	Numbers	As % of 60+ population (74,093)	As % of projected 65+ population 2037 (88,088)
Specialist	2,339	3.2%	2.7%
Potentially Accessible	11,202	15.1%	12.7%
Total	13,541	18.3%	15.4%

Source: RS Demographic Fact Sheet Population Estimates and Population Projections 2014; NLC 2014-15 Council Area Profiles, Scottish Government Supported Housing Statistics.

Homelessness

In 2014/15 there were 1,957 homeless applications which is less than half the number of applications in 2004/05 (4,000). This is a result of extensive homelessness prevention and sustainability services.



Source: Scottish Government HLI Data

In 2014/15 over half of the applications resulted in a Scottish Secure Tenancy (55.48%). This is a 13.2% increase from 2004/05. It is also evident that there is greater use of the Private Rented Sector with 2.5% increase in this tenancy outcome since 2004/05.

There are 650 temporary accommodation units within North Lanarkshire, of which 36 are supported transitional units. A recent review of our Temporary Accommodation Strategy has identified that there is some imbalance in current provision and a need for more supported and hostel type accommodation to reflect applicant's needs.

Regeneration and sustainable places

Cumbernauld multi storey flats – re-provisioning

We have worked in partnership with Sanctuary Cumbernauld on a significant regeneration project involving the re-provisioning of 12 multi-storey tower blocks in Cumbernauld. The 12 blocks consisted of 566 flats in total with 351 of these privately owned. The properties were in serious disrepair and following an options appraisal demolition and re-provisioning was identified as the most viable, sustainable solution. The 10 year project got underway in 2011 and when complete will see all 566 demolished and replaced by around 450 new flats. The artist's impression below is an example of the work at Berryhill Road, Cumbernauld.



Berryhill Road. Source: Sanctuary Cumbernauld Housing Association, 2015



Newlands Place Seafar. Source: Sanctuary Cumbernauld Housing Association, 2015



Town centres

North Lanarkshire has 8 town centres which vary in size and nature. The council is in the process of developing town centre action plans for each of its town centres and the important role of housing is recognised both in helping to improve the fabric of buildings and increasing residential provision within town centres by converting or developing vacant buildings and sites.



Housing Quality

In March 2015, we achieved 100% compliance with the Scottish Housing Quality Standard (SHQS) with a 9.5% abeyance/exemption level.

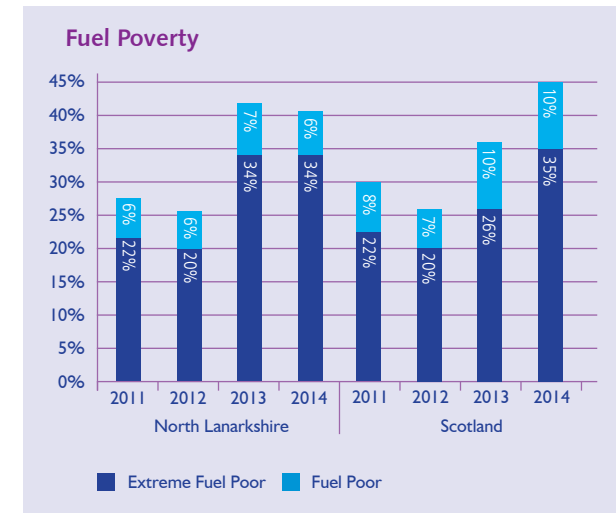
The SHQS has now been amended to incorporate the Energy Efficiency Standard for Social Housing (EESH) to help improve the energy efficiency of social housing stock in Scotland and is based on ratings from Energy Performance Certificates. We are currently finalising our assessment of EESH compliance but we currently estimate that 78.5% of our stock already meets the relevant EESH standard through previous investment works.

The Scottish House Condition Survey in 2014 indicated around 73% of all owner occupied properties in North Lanarkshire are in disrepair, with issues surrounding common blocks such as roofs, roughcast and damp works. In many cases, properties evidence at least one element of serious disrepair.



Fuel Poverty

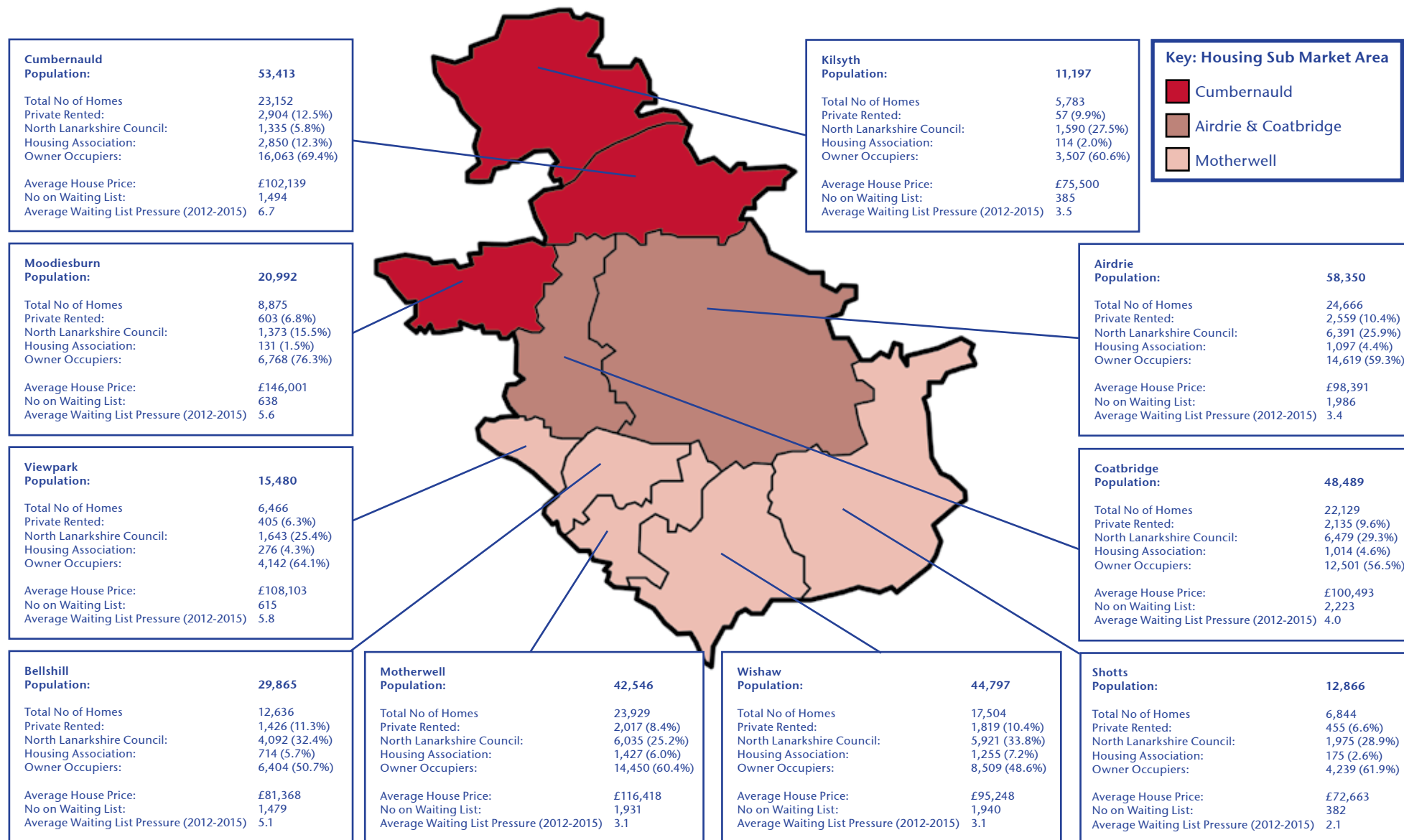
The key drivers for fuel poverty are income, fuel costs and the energy efficiency of homes. Despite significant investment in social housing, there were still 40% of households in North Lanarkshire living in fuel poverty due to a range of external factors (2014).



Source: Scottish House Condition Survey 2012 - 2014



Key Housing Statistics in North Lanarkshire as at 31st March 2015



4. Consultation & Prioritisation

The Housing (Scotland) Act 2001 requires local authorities to consult on their proposed LHS. Furthermore, statutory Equality Duties require public bodies to involve, consult and engage with as wide a range of local residents as possible.



Opportunities to contribute to the development of this LHS have been considerable, with an early start to the process at the North Lanarkshire Tenants Conference in November 2014.

The consultation process to develop the LHS has involved a wide range of partners and stakeholders with a variety of opportunities to be involved in the development of priorities and subsequent action plans. In addition to statistical and research evidence the issues identified through the consultation process have been identified specifically within each priority area.

A range of media has been used to ensure that the council has engaged with as many local communities, interest groups and individuals as possible and that as wide a range of representation from local communities has been attempted to reflect a variety of views.

The last LHS saw the successful piloting of Co-production and the ethos and experience gained from this has been carried through into the consultation and engagement undertaken to produce this Local Housing Strategy. The original Co-production group have been involved from an early stage and were influential in carrying out the Equality Impact Assessment.

A list of consultation events and engagement opportunities are listed opposite. These helped inform and contribute to the development of this LHS:

- Older People Strategy Event, June 2014
- Initial Stakeholder Event, November 2014
- North Lanarkshire Council Tenants Conference, November 2014
- 2014 Tenant Survey
- 3 Citizen Panel Focus Groups, March 2015
- Quarterly Co-production Group Working Group Meetings and online survey
- Private Landlord Forum, May 2015
- Local 'Pop Up' Events across the 10 First Stop Shops, June & July 2015
- Young Staff Consultation Event, July 2015
- 4 Thematic Events, May – September 2015
 - Fuel Poverty/Stock Condition
 - Homelessness & Support
 - Private Sector/Empty Homes
 - Young People
- RSL Housing Forum, September 2015
- North Lanarkshire Federation of Tenants and Residents Associations Open Meeting, September 2015
- 'Ask Housing' Live Twitter Question and Answer Session, September 2015
- Elected Members Briefing, October 2015

Formal consultation on the Consultative Draft Local Housing Strategy 2016-2021:

- RSL Housing Forum, February 2016
- North Lanarkshire Tenants and Residents Groups, January and March 2016
- Older Person Partnership Board
- Mental Health Partnership Board
- Addictions Partnership Board
- Disability Partnership Board
- Corporate Working Groups: Health and Wellbeing, Regeneration, Learning and Leisure and Community Safety, December - February 2016
- Online survey returns
- Advertisement of engagement opportunities on social media, council website and visual display screens within Doctor Surgeries, Libraries and First Stop Shops across North Lanarkshire



The key messages from public consultation and stakeholders can be summarised as:

- **Build more affordable homes across all tenures**
- **Maintain affordable rents while continuing to improve homes in the social rented sector**
- **Increase awareness in relation to housing options advice to prevent homelessness and enable movement across the housing system**
- **Improve neighbourhoods by tackling anti-social behaviour and low demand housing**
- **Make homes and wider environments more accessible for people with disabilities**
- **Develop combined housing and support solutions for older people and those with specific needs**
- **Promote responsibility and provide appropriate support to owner-occupiers to repair and maintain their homes**
- **Tackle fuel poverty among low income groups and older people**
- **Improve quality and management standards in the private rented sector**

The Co-production group for people with disabilities highlighted similar priorities and key issues facing people with disabilities:

- **Quality control of adaptation processes and services**
- **Kitchen and bathroom replacement programmes within the social rented sector and extent to which accessibility issues are taken into account**
- **The accessibility standards of new build homes in the public and private sector**

- **Anti-social behaviour**
- **Housing options for people with disabilities**
- **Impact of welfare reform changes on housing and services for people with disabilities**

The Consultative Draft LHS was presented to Partnership Boards and the council's Corporate Working Groups during the formal consultation period. Partners and Stakeholders who were engaged in the development process also had an opportunity to feedback their views. In addition, Scottish Government Peer Review feedback was considered when finalising the LHS. A wide range of media was used to gather views on the Consultative Draft LHS from our wider partners and stakeholders, including the co-production group.

Scottish Government Peer Review Feedback indicated that consultation undertaken was both extensive and inclusive and the principles of co-production used were deemed to be good practice. Our approach to consultation has been endorsed by both Housing and Social Work Services Equalities Working Group and the Corporate Equalities Working Group with particular support for the involvement of the co-production group in developing the strategy and completing the equality impact assessment.

The LHS aims to support the delivery of an effective housing system through implementing the six Priorities and associated action plans. The outcomes and priorities have been developed as a result of carrying forward priorities from our previous LHS, Scottish Government Local Housing Strategy Guidance, August 2014 and the extensive consultation process undertaken with our partners and stakeholders to develop the LHS.

The LHS Priorities are:

Priority 1:

Promote supply of good quality affordable housing across all tenures

Priority 2:

Contribute to regeneration and sustainability of places

Priority 3:

Homelessness is prevented and appropriate housing support provided to sustain living arrangements

Priority 4:

Ensure there is a range of housing solutions and appropriate support to meet the needs of older households and those with other specific needs

Priority 5:

Tackle Fuel Poverty and contribute to meeting Climate Change Target

Priority 6:

Improve stock condition across all tenures

The priorities and associated actions look forward over the period 2016-2021 and clearly relate to national outcomes, national health and wellbeing outcomes and our local Single Outcome Agreement. Each Priority has been developed to take account of the considerations outlined within the LHS Guidance, August 2014 and both national and local evidence including feedback from the extensive consultation process. Delivery of the Action Plans will contribute to meeting national and local outcomes.

5. Impact Assessments



Equality Impact Assessment

North Lanarkshire Council's Equality Strategy is based on involvement and consultation; promoting positive attitudes; access and opportunities and employment; information and communication.

We are committed to ensuring that everyone receives a high quality service and will strive to encourage equal opportunities and diversity, responding to the different needs and service requirements of people who live in North Lanarkshire. In 2010 the new Equality Act came into force which centres around nine protected characteristics. Everyone has a protected characteristic and as such the new act helps ensure that everyone has fair access and inclusion through:

- the elimination of unlawful discrimination
- the advancement of equality of opportunity between people who share a protected characteristic and those who do not
- fostering of good relations between people who share a protected characteristic

The protected characteristics are: age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The LHS has been developed with the involvement of a wide variety of partners and stakeholders including young people and our co-production group whose members include people with disabilities, older people and carers. Meeting our equalities duties and improving the lives of those most at risk of social exclusion and disempowerment are ongoing priorities in the provision of housing and access to housing services. The strategy provides the foundation to promote this approach and our Strategic Action Plan for Independent Living and Specialist Provision provides a specific focus on this area.

An Equality Impact Assessment (EQIA) was undertaken and highlighted that the LHS was likely to impact on a range of people who share protected characteristics. It is very clear that older people and people with disabilities are likely to benefit from this strategy given the objectives and range of specific measures to enable independent living for older people and disabled people. The impact of the LHS however is much more far reaching and affects everyone who lives in North Lanarkshire considering everyone shares one or more protected characteristics. It is the vehicle for meeting the broad range of housing and related support needs of North Lanarkshire's population and will have a positive impact on all groups. A summary of the EQIA for the LHS can be found on the council's website or the full EQIA is available upon request.

Strategic Environmental Impact Assessment (SEA)

A Screening Request was submitted to SEA Gateway under Section 9(3) of the Environmental Assessment (Scotland) Act 2005. The key consultation authorities indicated that there was no likelihood of significant environmental effects through the LHS 2016-2021.



6. Monitoring and Evaluation

Positive Outcomes from our 2011-2016 Local Housing Strategy

The vision of our previous LHS was 'To build housing futures for all people in North Lanarkshire by meeting their housing needs and providing opportunities for them to fulfil their housing aspirations.'



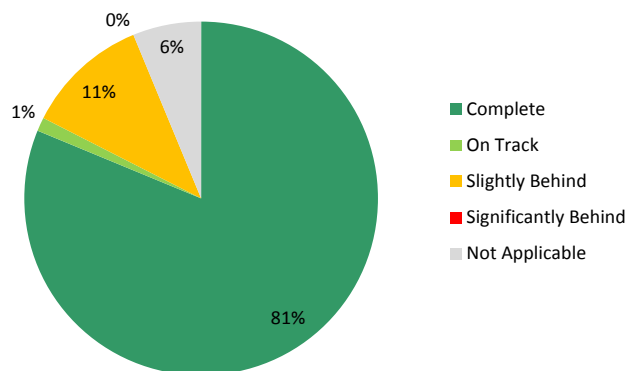
annual performance report
housing services 2014-2015



To support this vision we developed housing outcomes that recognised affordable, warm and accessible homes were the foundation for building a successful life and provide the platform for improved employment, education and health outcomes.

The annual review for 2015/16 found that 89% of actions had been successfully completed during the course of the strategy (or are no longer applicable), with the remaining 11% being carried forward into the new LHS. We continue to value the provision of high quality housing and neighbourhoods where people want to live and the priorities underpinning the new LHS have been informed by our previous strategy.

Overall Progress



Source: LHS Annual Review 2014/15

Developing new LHS priorities required a partnership approach to ensure future joint delivery of the action plans for each of the 6 priority areas. The LHS is reviewed annually to evaluate progress in relation to milestones/targets and that these are achieved within agreed timescales.

Delivery of the strategic actions are monitored and reported to:

- LHS Steering Group on a quarterly basis
- Annually through the Business Planning Arrangements
- Annually through the Single Outcome Agreement
- Reporting on specific priorities as required within the wider partnership frameworks

There are clear links between operational duties and delivery of the LHS Strategic Action Plans. The council's Annual Return on the Scottish Social Housing Charter provides a further tool to monitor progress in achieving the overall priorities of the LHS in relation to the management of the council's own housing stock.



7. Resources

The Local Housing Strategy sets ambitious targets to help meet the housing needs of the area but it also has to be set within the context of the likely resources available, taking into account current public spending constraints and the impact of welfare reform and other legislative requirements.



The delivery of the LHS therefore requires close collaboration and partnership working across public, private and independent sectors, to maximise and make best use of resources available, which may include re-configuring services or alternative delivery methods to help meet our overall objectives.

The council has had to make average annual savings of £21.8m (2% of its gross revenue budget) to achieve cumulative savings of £109m over the period of the previous LHS (2011/12 to 2015/16). Going forward, it is presently projected that further cumulative savings of between £100m and £200m could be required over the next five years, with £42.4m to be delivered in 2016/17 alone. Given increased demand for council services arising from demographic change, this presents significant challenges for the LHS in relation to funding available to provide housing support and advice services; regenerate town centres and local neighbourhoods and assistance for homeowners to carry out repairs.

The council's Housing Revenue Account (HRA) funds the management and maintenance of our own housing and also supports investment in new housing and improvements to our existing houses. Despite the financial challenges we face as a result of welfare reform, we have been able to increase our investment in our stock to £257m over the LHS period. In addition, we project we will invest around £21m per annum on our new house building programme over the period of this LHS. We have been able to increase investment levels while maintaining rents at an average of £59 per week (2016/17), which is below the Scottish average.

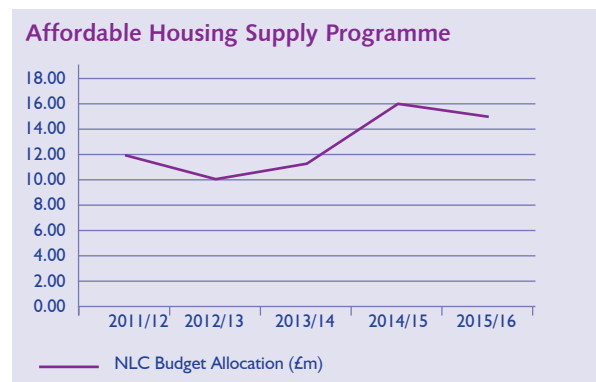
Welfare Reform

However, the impact of welfare reform, including introduction of Universal Credit (UC), has financial implications and poses risks to current HRA income, in addition to the direct impact that reductions to benefits has on tenants and the local economy. In particular the impact of direct payment of housing costs to tenants carries significant risks for social sector landlords. UC was introduced in North Lanarkshire in March 2015 and at the time of writing claims have been awarded to 2,627 local residents. Of the 536 council tenants in receipt of UC, 429 are in rent arrears. Our estimates of future risks suggest that approximately £8.3m per annum of current council rent revenue are at risk when UC in its proposed form is fully implemented. In addition, there are significant risks to the revenue that funds temporary and supported accommodation, which we estimate to be in the region of £4m per annum when the reforms are implemented in full.

To help mitigate the impact of welfare reform, the council and Scottish Government have increased investment in a number of ways including the Scottish Welfare Fund; Discretionary Housing Payments, to off-set impact of the bedroom tax; welfare rights and income maximisation services. The council has also established a Prevention and Sustainability Fund for tenants to help tenancy sustainment.

Affordable Housing Supply Programme (AHSP)

In terms of investment in new supply this is supported through council and RSL funds along with grant subsidy from the Scottish Government's Affordable Housing Supply Programme. Over the period of the previous LHS, our allocation for investment in new affordable provision, including top sliced resources for the Cumbernauld multi storey flats re-provisioning project, was £64.5m, which represented around 4% of the total housing investment budget. The graph below shows fluctuations in the level of Scottish Government Grant provided for affordable new build over the period of the previous LHS. This funding has supported delivery of just over 1,000 new affordable homes between 2011 – 2016, which was the target set within the LHS.



Source: Scottish Government Housing Supply & Innovation Division, 2015



The level of investment available through the AHSP for the full LHS period (2016/17-2020/21) is not yet known although confirmation has been received that the budget for 2016/17 will increase significantly to £23m, which includes the top sliced allocation for the Cumbernauld multi storey flats project. The following minimum Resource Planning Assumptions have also been confirmed:

- 2017/18 - £18.4m
- 2018/19 - £13.8m
- 2019/20 - £9.2m

It is anticipated that full five year RPAs will be announced following the spending review later in 2016. This will greatly assist with planning the effective delivery of affordable housing in our area to meet LHS priorities. The Housing Supply Target of 1,500 affordable units has been set on the assumption that the AHSP budget will not be less than £17m per annum over the five years of the plan, excluding top sliced resources for the Cumbernauld multi storey flats project.

Affordable Housing Policy

We have an Affordable Housing Policy in place in the Cumbernauld Housing Sub Market Area (HSMA) which currently applies to 25% of site capacity on private development sites over 5 units. In addition to on-site provision, where appropriate commuted sums can also be paid which are then re-invested in affordable housing provision within the Cumbernauld HSMA. Each site is considered individually at the time when the developer is preparing a planning application. It is therefore not possible to project the level of affordable housing policy contributions beyond those that have already been agreed in principle.

Projected Available Resources

The resources needed to deliver the LHS are shared across a number of partners including the Scottish Government, housing associations, the independent sector, private sector and public bodies such as Health and Social Care North Lanarkshire. In terms of public sector resources, it is difficult to predict levels of future available funding, particularly given uncertainty around public sector spending cuts, Scottish Government housing investment levels and welfare reform impact. The table opposite reflects the projected funding position as at 31 March 2016 but will be subject to on-going review and any targets within the LHS will be adjusted accordingly if required.

Year	2016/17	2017/18	2018/19	2019/20	2020/21	Total
	£000	£000	£000	£000	£000	£000
Non HRA	9,990	10,115	10,317	10,523	10,733	51,678
HRA Capital Programme (incl new build)	79,592	79,338	75,832	80,249	67,426	382,437
HRA revenue	125,787	126,300	130,363	134,355	138,936	655,741
AHP – commuted sums	171	-	-	-	-	171
Council Tax Levy	300	270	243	219	197	1,229
Sub Total NLC	215,840	216,023	216,755	225,346	217,292	1,091,256
AHSP (RPAs)	23,004	18,403	18,000	18,000	18,000	95,407
Energy Funding	1,871					1,871
Grand Total	240,715	234,426	234,755	243,346	235,292	1,188,534

Source: Enterprise and Housing Resources, 2016.

Overall it is estimated that £1.1 billion of housing related public sector investment is required over the five years of the LHS. This demonstrates the contribution that public sector housing investment in new homes and services across North Lanarkshire and supports industry and employment in the public, private and independent sectors.

The contribution of private sector finance in supporting the housing strategy and wider economic benefits associated with it, for example infrastructure development, is vital, however it is difficult to estimate the overall contribution of private finance to the local housing system.

LHS Priority I: *Promote supply of good quality affordable housing across all tenures*

LHS Context

This Priority sets out our approach to addressing housing need and demand across North Lanarkshire. The LHS is an all tenure document and therefore considers the current and future housing needs and sets out the strategic vision for the future of housing across public and private sectors.

The Housing Needs Evidence Paper explains the clear strategic direction for housing investment within North Lanarkshire which is supported by our proposed Local Development Plan and Strategic Housing Investment Plan. Providing the right types of housing in the right places, to meet local need is fundamental to the LHS. This has been achieved through setting challenging but realistic Housing Supply Targets (HSTs) for North Lanarkshire, informed by the Glasgow and Clyde Valley Housing Need and Demand Assessment (HNDA), GCV Housing Market Partnership (May 2015). It is clear that an all-tenure approach to delivering the HST is required and the council has consulted with social landlords, private landlords and developers to ensure our overarching vision is understood, as well as taking into account provision of specialist housing as an integral part of future delivery.

HNDAs provide the strategic evidence base required by Scottish Government to inform Housing Supply Targets (HSTs) within Strategic Development Plans, Local Development Plans and Local Housing Strategies. It is the role of Housing Market Partnership (HMPs¹) to work together to produce housing estimates that can be used to inform HSTs. HMPs are encouraged to use Scottish Government's Centre for Housing Market Analysis (CHMA) HNDA Guidance and HNDA Tool to estimate the future number of additional homes required to meet existing and future housing need and demand. The CHMA are also responsible for considering the approach taken by HMPs to produce their HNDAs and where this is acceptable to them it is signed off as robust and credible.

HNDAs are undertaken in three stages. First, the number of households that are currently in housing need, who cannot meet their need through their own resources, and whose need requires the provision of additional housing units is estimated. It has been assumed that all of these households will require social rented housing. Second, need and demand from households yet to form is estimated; again the analysis is concerned with calculating the additional housing units required. The HNDA Tool is built up from a set of factors that can be modified to reflect each local area: demographic scenarios; house prices and incomes; and affordability assumptions. The output from the HNDA Tool is an estimate of the additional homes required

to meet housing need and demand, broken down by tenure (owner occupied, private rented sector, below market rent and social rented housing). Finally, an adjustment has been made to the housing estimate to accommodate mobile demand².

The HNDA also captures information on the operation of the housing system to assist local authorities develop policies on new housing supply, the management of stock and the provision of housing related services. In particular, it includes analysis of households currently in housing need whose housing need requires an in-situ solution; analysis of the pressures facing the social rented sector stock, including issues around under-supply and stock mismatch; and analysis of specialist provision to support independent living for as long as possible.

In addition to meeting housing need there is a requirement to address the mismatch between supply and demand which could involve re-provisioning or demolition of stock that is low demand or where there is an oversupply of certain types of property.

The private rented sector plays a role in delivering homes within North Lanarkshire. This is evidenced by the almost doubling of the sector during the lifetime of the previous LHS. With such high growth in this sector it is important to encourage private landlords to aspire to provide good quality homes with high management standards.

Evidence

Housing Need and Demand Assessment

Clydeplan Housing Need and Demand Assessment, 2015 was given 'Robust and Credible' status by Scottish Government Centre for Housing Market Analysis (CHMA) early in 2015. It has informed development of both the LHS and the council's proposed new Local Development Plan.

A key output of the HNDA is an estimate of the number of additional homes needed within North Lanarkshire, by tenure, over the period of the LHS. This information combined with local area profiles and local pressure analysis has provided a clear understanding of housing need across the authority. The ability to triangulate these different data sources has been invaluable and has provided a level of certainty and credibility to justifying housing need within North Lanarkshire.

1. Housing Market Partnerships (HMPs) oversee the development, production and sign off of the HNDA

2. Detailed work was undertaken at the start of the HNDA process to define the geographies for the private sector housing market model. This used the standard approach that the majority of house moves (c. 65% and above) would be made within the defined area. However, it is appreciated that the approach does not capture a substantial level of movement, typically from Glasgow to neighbouring authorities; so a further exercise to address this 'mobile demand' was undertaken.



The methodology for assessing housing needs in the most recent HNDA means households are only assessed as being in need if they generate a requirement for a net additional dwelling. The table below provides a breakdown of the net housing need and demand for housing over the period of the new LHS 2016-2021.

Net Housing Need for Social Rented Sector/Below Market Rent and Private Sector, 2016-2021

Social rented/below market rent	Total net need	
	Annual	2016-2021
Existing need	131	655
- Homeless need	32	160
- Concealed and overcrowded	99	495
Need from new households	191	955
Total SR/BMR	322	1,610
Private sector	547	2,735
Total	869	4,345

Source: Clydeplan HNDA, Tables 5.2 and 5.4. Note that Clydeplan HNDA presents these figures for the SDP period, whilst figures have been annualised for the LHS

Clydeplan HNDA, 2015 provides the evidence base for setting North Lanarkshire's Housing Supply Target within the Local Housing Strategy 2016-2021 and the allocation of land through the Local Development Plan.

Housing Supply Targets

Annual Housing Supply Targets (HSTs) were derived from the HNDA and take account of factors that influence delivery, for example: local pressure analysis, Scottish Government grant funding and completion levels over the past five years.

We have taken account of the factors Scottish Government Guidance requires HMPs to consider, including:

- environmental factors
- social factors
- economic factors which may impact on demand and supply
- capacity within the construction sector
- the potential inter-dependency between delivery of market and affordable housing at the local level
- availability of resources
- likely pace and scale of delivery based on completion rates
- recent development levels
- planned demolitions
- housing stock brought back into effective use

The graph on this page shows the level of completions in both the private and social rented sector during the lifetime of the previous LHS. The social rented sector HSTs were met whilst private sector completions were impacted by the economic recession and were less than estimated.

New Build Completions, 2011 - 2015



Source: NLC Housing Land Audit and Social Newbuild Completions Summary
Note: 2014/15 Private Completions Figure is from 2015 Draft Housing Land Audit which may be subject to change

These important factors were considered alongside a number of other drivers and conclusion reached that a realistic and deliverable Social Rented/Below Market Rent Housing Supply Target for North Lanarkshire would be 300 units per annum over the next five years.

There will be a clear link between the Strategic Development Plan (SDP), Local Development Plan and LHS Housing Supply Target for North Lanarkshire. The table on the next page sets out the net housing need calculated from Scottish Government CHMA Tool, the adjusted net housing need estimate to take account of mobile demand within Glasgow and Clyde Valley SDP area and the resulting realistic and achievable HST followed by the annual requirement. The table on following page demonstrates how the HST was reached.



Housing Supply Target Stages			
Stage	Private Sector	Social Rented Sector/Below Market Rent	All Tenure Total
1. Annual housing estimate	547	322	869
2. Annual housing estimate - adjusted	738	322	1,059
3. Annual Housing Supply Target	759	300	1,059
4. Annual Land Requirement	835	300	1,135

Source: Housing Supply Target Evidence Paper 2016

- 1. Annual Housing Estimate**
Derived from CHMA Housing Need and Demand Assessment Toolkit
- 2. Annual Housing Estimate – Adjusted**
22% increase to private sector to account for mobile demand from across the conurbation. Social component remains the same as there is no mobile demand to account for
- 3. Annual Housing Supply Target**
To reflect the estimated level of annual funding, the social component is adjusted from 322 to 300. The difference is added to the private component to maintain the overall figure of 1,059
- 4. Annual Land Requirement**
10% generosity is added to the private component to reach to Annual Housing Land Requirement

Local Demand Analysis

As at March 2015 there were 13,077 households seeking a new home across North Lanarkshire on the Common Housing Register. Of these 10,442 (80%) were new applicants and 2,635 (20%) were transfer applicants.

The social rented sector’s capacity to respond to this demand is dependent on the number of properties available to let each year. The council undertakes annual analysis of the demand pressure on the social rented sector in North Lanarkshire, based on the ratio of applicants for social housing at the end March compared with the number of lets over the financial year. The analysis is carried out for North Lanarkshire as a whole and for the ten Local Housing Market Areas.

The Affordability Analysis undertaken in 2015 indicated that the majority of households across North Lanarkshire could afford social rented housing, with those experiencing affordability issues being able to access the sector through housing benefits. Not all households are entitled to housing benefit to fully cover their rent costs and forthcoming welfare reforms are likely to have a detrimental impact on young and vulnerable households’ ability to access the social rented sector. Affordability of the private rented sector varies considerably depending on size and location with larger properties being significantly less affordable than smaller properties. There are opportunities to consider mid market rent products to deliver good quality housing in the private sector at lower rents within areas where market rents and pressure on social housing is significantly higher than the North Lanarkshire average. Finally, the analysis suggests that on average some 40% of all households could not afford to buy an entry level (lower quartile) property in North Lanarkshire.

Private Rented Sector

The private rented sector has increased significantly in North Lanarkshire over the past five years and is likely to continue to increase over the period of this LHS.

Year	2011	2012	2013	2014	2015
PRS Properties	7,277	8,995	10,203	14,104	14,895

Source: Landlord Registration – as at 31 March 2015

There has been a marked increase in PRS provision across North Lanarkshire over the period of the previous LHS 2011-2016, mainly due to households being unable to sell their property and becoming landlords instead. The number of approved landlords’ registrations is significantly less (11,562), the reason for this being pending approvals and suspensions. Although we appear to be moving out of the recession there is no evidence to suggest that demand for PRS is likely to decrease over the period of the new LHS given the continued constraints on finance availability and access to the social rented sector being needs based. House sales and completions have increased steadily for the past two years but are still relatively low which could lead to a continued supply of PRS properties from households who decide to let rather than sell.

Affordability analysis shows that private rented sector rents are unaffordable for a significant proportion of households (44% of households in North Lanarkshire). More detailed analysis indicates that private rents are unaffordable for younger households, that is, those aged 30 and below. There is also anecdotal evidence of poor quality within the private rented sector but limited local data available, however this may be linked to the fact that around 75% of landlords own only one property and may be in the sector unintentionally due to being unable



to sell or having inherited property in the recession. The issues surrounding quality and powers available to the council to address same are discussed in more detail within the House Condition section of the LHS.

Supporting Documents

Further evidence to support development of Priority 1 includes:

- Clydeplan HNDA2
- North Lanarkshire Local Plan
- Affordability Analysis
- Housing Needs Evidence Paper for the Development of the Local Housing Strategy 2016-2021
- Private Rented Sector Evidence Paper for the Development of the Local Housing Strategy 2016-2021
- Housing Supply Targets Evidence Paper for the Development of the Local Housing Strategy 2016-2021
- Strategic Housing Investment Plan

Key Issues and Priorities Identified Through Evidence and Consultation

Social Rented Sector

- Evidence of shortfalls in provision of social rented stock with some 10,442 waiting list applicants (excluding transfer applicants) on the Common Housing Register as at 31st March 2015
- The Glasgow & Clyde valley Housing Need and Demand Assessment 2014 identified a net shortfall of 322 units per annum over the next 5 years, with a Housing Supply Target and Land Requirement of 300 units per annum

- Highest shortfall continues to be in the Cumbernauld Housing Sub Market Area, supporting the need to continue a flexible Affordable Housing Policy in the Cumbernauld area
- Many applicants on the Common Housing Register have insufficient 'need points' to be realistically considered for the house type, size and in the area of their choice. Other forms of affordable housing such as Mid Market Rent (MMR), Low Cost Home Ownership (LCHO) and Shared Equity (SE) should continue to be explored for this group along with improved information and advice on the private rented sector

Private Rented Sector

- The Private Rented Sector has grown substantially in size over the period of the previous LHS
- Less than 1% of registered landlords are accredited, suggesting a lack of awareness, limited appetite or barriers to becoming accredited
- The Private Rented Sector is increasingly accommodating a diverse range of households, including those choosing the flexibility of the sector; those unable to access social housing and those unable to afford owner occupied housing, which means demand for PRS is likely to continue
- Private rents are unaffordable for a large proportion of households across North Lanarkshire, especially for younger single people where access to some benefits, including housing benefits, is increasingly limited
- There is evidence of poor property condition in the sector, and of properties not being managed or maintained effectively. There is therefore a continuing need to understand the profile of the housing market to inform future service provision and housing development

Specialist Provision

- Older person and smaller households are projected to continue to increase over the next five years and beyond, the increasing requirement for smaller specialist provision properties
- The housing needs and aspirations of young people are varied. A key challenge for this LHS will be to enable a range of appropriate housing options and housing support to meet the needs of vulnerable young people
- HNDA2 did not find evidence of a shortfall in provision for gypsy traveller or travelling showpeople sites. Summer 2015 saw a marked increase in the number of unauthorised encampments across North Lanarkshire. Further work is required across the Greater Glasgow area to improve this information base

Private Sector - Land Supply

- The private sector land supply over the period of this LHS is sufficient to meet the annual housing land requirement of 835 units per annum identified within Clydeplan Housing Need and Demand Assessment. However, it is noted that there are some mismatches across the authority, with a shortfall in the Airdrie Coatbridge area, while many of the identified sites across the authority have significant constraints which will make them resource intensive to develop out

What we are doing

- We have increased the supply of council housing through delivery of our new build programme and by bringing empty homes back into use
- We have met our social rented Housing Supply Targets over the period of the current LHS

- On-site affordable housing and developer contributions for re-investment in new supply have been delivered through our Affordable Housing Policy
- We develop an annual Strategic Housing Investment Plan, linked to LHS priorities, identifying investment priorities for both council and RSL provision. This has delivered 1,007 new affordable homes over the period of the last LHS 2011 - 2016
- We have developed good quality housing advice services to help people access suitable accommodation or enable them to remain in their accommodation



Developing our Strategic Actions for Priority 1:

Promote supply of good quality affordable housing across all tenures

National Outcome

- We live in well-designed, sustainable places where we are able to access the amenities and services we need

National Health and Wellbeing Outcomes

- People are able to look after and improve their own health and wellbeing and live in good health for longer
- People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community

Single Outcome Agreement Local Outcomes

Health and Wellbeing

- Improve the quality of housing and build new housing for rent

Regeneration

- Housing need is resolved as quickly as possible and people can meet their housing aspirations
- Create strong sustainable town centres and communities that are attractive places to live in, work in and visit

Community Safety

- Reduce disorder, anti-social behaviour, violence, and abuse within our communities

Service/Partner Key

HS - Housing Services **EH** – Environmental Health **RSLs** - Registered Social Landlords

GCV - Glasgow & Clyde Valley Ayrshire LHS Group

**LHS Priority 1 Indicators: Promote supply of good quality affordable housing across all tenures**

Indicator	Frequency	Baseline 2014/2015	Target
Number of landlords registered	Annual	11,562	N/A
Private Landlord Forums Held	Annual	2 per annum	10
Number of landlords referred to Fit and Proper Person (F&PP)	Annual	61	N/A
No of third party referrals	Annual	N/A	N/A
No of referrals from Private Rented Housing Panel (PRHP)	Annual	7	N/A
No of landlords removed from register (No of properties)	Annual	1	N/A
No Rent Penalty Notices served	Annual	25	N/A
Number of new build affordable homes delivered	Annual	200 per annum	300 per annum

LHS Priority 1 Action Plan: Promote supply of good quality affordable housing across all tenures

Strategic Action	Baseline 2015	Milestone	Target	Timescale	Service/ Partner
KEY ACTION 1.1: Identify and assess the feasibility of different options for increasing the supply of affordable housing		• Identify options, including funding models; intermediate tenures and partnering options, and undertake feasibility studies	Complete	2016/17	HS/Planning/ Legal
		• Subject to outcome of feasibility studies progress and implement models for increasing supply of affordable housing where appropriate	Complete	2021	HS/Planning/ Legal
KEY ACTION 1.2: Improve our strategic understanding of housing need and aspirations of young people across North Lanarkshire to help meet their housing requirements		• Undertake further analysis of housing needs of young people, including affordability analysis, and impact of Universal Credit, Welfare Reform and Sanctions	Complete	2016/17	HS
		• Develop wider youth profile for North Lanarkshire in conjunction with Health & Social Care partners	Complete	2017/18	HS

LHS Priority 1 Action Plan: Promote supply of good quality affordable housing across all tenures					
Strategic Action	Baseline 2015	Milestone	Target	Timescale	Service/ Partner
KEY ACTION 1.3: Improve access to and quality of the private rented sector through provision of information, advice and assistance		<ul style="list-style-type: none"> Agree protocol for Third Party Referrals to the Private Rented Housing Panel 	Complete	2016/17	HS/EH
		<ul style="list-style-type: none"> Improved engagement and take up of energy advice and assistance by private landlords 	↑	2021	HS
	8	<ul style="list-style-type: none"> Continue to make effective use of enforcement options, including referrals to Licensing Committee for removal of landlords from the register 	N/A	2021	EH
	18 Accredited Private Landlords	<ul style="list-style-type: none"> Increased participation in private landlord accreditation scheme 	↑	2021	HS/EH
	Average 29 landlords in attendance	<ul style="list-style-type: none"> Increased participation in private landlord forum 	↑	2021	HS
KEY ACTION 1.4: Ensure land supply is available for the house-building industry to build over 5,000 homes in North Lanarkshire by 2021	1,354 units pa (2014 HLA)	<ul style="list-style-type: none"> Land available for private sector Housing Supply Target (HST) 	759 units pa	2021	Planning/ Clydeplan
		<ul style="list-style-type: none"> Land available for social rented/ below market rent sector HST 	300 units pa	2021	Planning/ Clydeplan
		<ul style="list-style-type: none"> Land available for all tenure housing land requirement for HST 	1,059 units pa	2021	Planning/ Clydeplan
KEY ACTION 1.5: Maximise provision of affordable homes, to meet a range of housing needs, across North Lanarkshire by delivering 300 new homes per annum (council and RSL)	201 units pa (2011/12-2015/16)	<ul style="list-style-type: none"> Review and update Strategic Housing Investment Plan (SHIP) every two years 	Complete	2016/17 and 2018/19	HS
		<ul style="list-style-type: none"> Deliver Affordable Housing Supply Target of 300 units pa, on average 	300 units pa	2021	RSLs/HS/ Planning
		<ul style="list-style-type: none"> Identify mismatch of supply and demand in social rented housing, including need for re-provisioning, to inform investment priorities 	Complete	2021	HS



LHS Priority 1 Action Plan: Promote supply of good quality affordable housing across all tenures

Strategic Action	Baseline 2015	Milestone	Target	Timescale	Service/ Partner
KEY ACTION 1.6: Continue to implement the Affordable Housing Policy (AHP) in the Cumbernauld Housing Sub Market Area in order to address unmet housing need	25% developer contribution	<ul style="list-style-type: none"> Adoption of the North Lanarkshire Local Development Plan (LDP) which contains revised AHP of 20% 	20% developer contribution	2017	Planning/ Developers and agents/ ClydePlan
		<ul style="list-style-type: none"> Monitor and evaluate the impacts of the AHP, to ensure the Policy continues to deliver positive outcomes 	Complete	2021	
KEY ACTION 1.7: Contribute to the wider strategic planning for housing in Glasgow and the Clyde Valley	Housing Need and Demand Assessment 2 (HNDA2)	<ul style="list-style-type: none"> Develop and maintain partnership relationships through Clydeplan Housing Market Partnership Adoption of the Strategic Development Plan Contribute to Housing Need and Demand Assessment 3 (HNDA3) Joint working to deliver key priorities for HNDA3 and forthcoming LHS Continue joint working locally and at a regional level with Glasgow and Clyde Valley LHS Group and Clydeplan Housing Market Partnership to identify housing need of gypsy/travellers 	HNDA3	2021	HS/Planning/ Clydeplan/ GCV Ayrshire LHS Group
	2015/16 Area Profiles	<ul style="list-style-type: none"> Maintain local North Lanarkshire, HSMA, and sub-area need, demand and supply analysis, including area profiles and low demand analysis 	Complete	2016/17	HS



LHS Priority 2: Contribute to regeneration and sustainability of places

LHS Context

We are committed to the development and maintenance of sustainable communities and town centres. In North Lanarkshire we have a strong track record of working in partnership with others to deliver regeneration projects that have helped create vibrant and sustainable communities. An example of this is the current re-provisioning of the Cumbernauld multi-storey flats led by Sanctuary Scotland Housing Association. Increasingly it is disrepair or neglect of private sector properties that is causing concern within our communities and town centres. We also recognise the problems caused by empty and abandoned private properties and we are working hard to tackle these issues using the powers available to us.

There are eight town centres in North Lanarkshire which are important to the communities they serve. At this time, many appear to be experiencing decline having been affected by the economic downturn, change in shopping habits, and competition from out of town retail parks and large supermarkets. We recognise the important role of Housing in helping to regenerate our town centres by supporting projects to increase residential accommodation within town centres and refurbish or repair town centre buildings.



Evidence

Empty Homes

The profile of long term empty properties across North Lanarkshire has changed over the last 10 years, with numbers increasing around 2009 and then again in 2013. The most recent changes result in part from properties being held empty to accommodate demolition for the regeneration of the Cumbernauld area; and in part as a response to legislative changes which enabled the council to increase the council tax levied on long-term empty properties. The appointment of an Empty Homes Officer will mean the figures increase in the short term as the role actively seeks out empty properties to provide advice and assistance and ensure unregistered empty properties are identified to allow the appropriate Council Tax to be applied.

At a local level the majority of long term empty properties are located in the Cumbernauld/Kilsyth areas followed by Wishaw, Motherwell and Airdrie. There are significant stock condition issues with some property types within the Cumbernauld area that may contribute to this higher than average figure, including the demolition and re-provisioning programme of all multi-storey tower blocks in Cumbernauld.

Long Term Empty Homes, by LHMA, 2014 & 2015

Local Housing Market Area	At end March 2014		At end March 2015	
	No.	% of stock	No.	% of stock
Airdrie	180	0.7%	216	0.9%
Bellshill	84	0.7%	124	1.0%
Coatbridge	140	0.6%	177	0.8%
Cumbernauld/Kilsyth *	473	1.6%	570	2.0%
Moodiesburn	75	0.9%	62	0.7%
Motherwell	174	0.7%	166	0.7%
Shotts	82	1.2%	65	0.9%
Viewpark	35	0.5%	32	0.5%
Wishaw	176	1.0%	185	1.1%
North Lanarkshire	1,419	0.8%	1,597	1.1%

**There are significant stock condition issues with some property types within the Cumbernauld area, including the demolition and re-provisioning programme of multi-storey tower blocks*

Source: Council Tax Civic Open Revenue System, 2015

The council and our RSL partners are pro-active in addressing empty properties. This includes using legislative powers to enforce works to improve condition and amenity of private sector and the use of CPO powers where appropriate, to enable demolition, re-provisioning or improvement works within initiative areas such as Cumbernauld.



Cumbernauld Multi Storey Flats Re-Provisioning Project

We are working in partnership with Sanctuary Cumbernauld and the Scottish Government to support the delivery of the re-provisioning of 12 blocks of mixed tenure multi storey flats. The flats suffered from severe water penetration and following an appraisal of all options it was determined that the best long term option for the flats was to demolish and re-build on the vacant sites. The re-provisioning programme commenced in 2011 and is projected to be completed within a 10 year period, resulting in demolition of 566 flats to be replaced with around 450 new homes for rent and shared equity. The total investment in the project is estimated at £64m and has been supported by funding from the Scottish Government. The council is progressing CPOs to support the re-provisioning project, and at April 2016 137 flats have been demolished; 176 new flats built and 88% of owners' flats purchased.

Low Demand Private Sector Areas

Increasingly, problems of low demand, poorly maintained and managed housing are within the private sector. In particular blocks of flats in the Millcroft Road area in Cumbernauld and Forgewood area in Motherwell are giving cause for concern and there are increasing problems of empty/ abandoned properties; vandalism; disrepair and poor maintenance. The market value of these flats is very low and generally properties are being purchased by private landlords which can exacerbate problems due to higher levels of turnover and therefore a more transient population. There have not been any sustainable factoring arrangements in these blocks for many years and owners, particularly private landlords, are unwilling or unable to participate in common repair works, resulting in the properties increasingly falling into disrepair. The council has used its enforcement powers to try and improve conditions in these areas, including demolition notices for fire damaged blocks in Forgewood and

Maintenance Orders in Millcroft Road. However, without a willingness from the majority of owners to pay for works and put factoring arrangements in place, it is unlikely that further use of enforcement powers alone will provide sufficient long term solutions for these areas.

Low Demand Social Rented Areas

There are pockets of low demand Council properties across North Lanarkshire that continue to cause management and maintenance issues. These are predominantly flatted properties in areas with below average pressure on social housing and can include multi-storey flats.

Our low demand analysis is updated annually. This identifies areas of low demand stock, and sets out an action plan, including systematic option appraisal of potentially non-viable stock where demolition may be appropriate. There are 4,280 properties within low demand areas in the 2014/15 Low Demand Analysis.

Tower Strategy

We have 4,080 homes within our 48 multi storey flats (11.1% of stock). Tower blocks across North Lanarkshire vary in popularity with some having high levels of turnover. We have developed a Tower Strategy which seeks to ensure the tower blocks are safe, sustainable and attractive for current and prospective tenants.

Town Centres

Town centres across Scotland, like those elsewhere in the UK, have suffered from the combined effects of changing consumer habits, the increase in out-of-town and online shopping, car parking issues, increasing business rates and the impact of the recession. This has led to an increase in the number of empty premises in town centres. The image of many high streets today is of vacant and deteriorating buildings. Support from both private sector investors and public sources is vital to help regenerate town centres and, in the process, reduce the number of empty properties above commercial premises.

A number of initiatives have been developed to regenerate town centres including, charrettes, which promotes community engagement in planning; the empty homes town centre pilot project has been established to work with owners with a view to improve the condition of their properties and explore the potential to bring some of them back into use as affordable housing; and the Town Centre Empty Home Fund, which includes the bid for Coatbridge Library, which will bring an iconic building back into use providing affordable housing in the town centre.

Supporting Documents

- Empty Homes Statement, 2015
- Town Centre Action Plans
- Low Demand Analysis
- Tower Strategy



Key Issues and Priorities Identified Through Evidence and Consultation

- In some locations there are concentrations of poorly maintained and managed private flatted properties that affect the amenity and sustainability of communities and provide poor quality living conditions for residents. There is a need to work with owners to help improve conditions, using enforcement powers where appropriate, while looking at longer term solutions, subject to available funding
- There are a number of long term empty properties, sometimes causing blight to local areas, that if brought back into use, could help meet housing need. Empty residential properties contributing to decline within town centres. There is a need to assess and prioritise the potential role for Housing to help implement town centre Action Plans to improve condition of buildings, and help bring empty properties back into use
- Within our stock there are pockets of low demand housing and we will continue to look at options to address low demand, including, where justified, demolition and re-provisioning
- Properties within town centres have been identified as an issue due to deteriorating property condition and lack of maintenance which impacts on both visual amenity and safety

What we are doing

- Supporting Sanctuary Housing Association with the re-provisioning programme of the Cumbernauld multi-storey tower blocks
- Deliver newbuild Council housing that is secure by design, makes best use of vacant and derelict land and contributes to regeneration
- Continuing to deliver council's Empty Home Purchase Scheme
- Appointed a full time Empty Homes Officer to engage with owners, and provide advice and assistance to bring empty homes back into use, as well as encourage owners to ensure the correct Council Tax discount/exemption/levy is applied
- Carrying out low demand analysis of council stock annually to identify pockets of low demand stock to inform local letting plans
- Continuing to ensure our multi-storey flats remain safe and secure through delivery of the Tower Strategy

- Actively supporting Town Centre Action Plans to provide assistance to residential owners and consider sustainable opportunities for town centre living
- Contribute to developing sustainable communities through the provision of new housing by meeting sustainable design principles
- Use enforcement powers to seek to address issues around low demand private sector stock

Developing our Strategic Actions for Priority 2: *Contribute to regeneration and sustainability of places*

National Outcome

- We live in well-designed, sustainable places where we are able to access the amenities and services we need

National Health and Wellbeing Outcomes

- People are able to look after and improve their own health and wellbeing and live in good health for longer
- People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community

Single Outcome Agreement Local Outcomes

Health and Wellbeing

- Improve the quality of housing and build new housing for rent

Regeneration

- Housing need is resolved as quickly as possible and people can meet their housing aspirations
- Create strong sustainable town centres and communities that are attractive places to live in, work in and visit

Community Safety

- Reduce disorder, anti-social behaviour, violence, and abuse within our communities

Service/Partner Key

HS - Housing Services, **HP** - Housing Property, **EH** – Environmental Health,
Sanctuary HA Sanctuary Housing Association



LHS Priority 2 Indicators: Contribute to regeneration and sustainability of places

Indicator	Frequency	Baseline 2015	Target
No of properties purchased through Empty Homes Purchase Scheme	Annual	23	20
No of empty homes brought into use	Annual	35	30
No of residential properties in town centres brought into use	Annual	0	↑

LHS Priority 2 Action Plan: Contribute to regeneration and sustainability of places

Strategic Action	Baseline 2015	Milestone	Target	Timescale	Service/ Partner
KEY ACTION 2.1: Review and progress delivery of the Tower Strategy to ensure council multi storey flats are safe, secure and attractive	-	<ul style="list-style-type: none"> Complete review of Tower Strategy and Action Plan in consultation with tenants Implementation and monitoring of Strategy 	Complete	2016/17	HS
KEY ACTION 2.2: Contribute to delivery of Town Centre Action Plans including increasing opportunities for residential use	-	<ul style="list-style-type: none"> Identify opportunities and assess their feasibility to increase supply of affordable housing in town centres, e.g. <ul style="list-style-type: none"> Coatbridge Library The Whitehouse, Kilsyth Former tax office, Muirhall Street, Coatbridge Former Tesco Site, Wishaw Former Alexandra Primary School, Airdrie 7-13 Bank Street, Coatbridge 	Complete	Ongoing	HS/EH
		<ul style="list-style-type: none"> Develop partnership approach to address disrepair and bring empty properties in town centres back into use. Progress pilots in Wishaw and Airdrie 	Complete	2017/18	HS/EH
KEY ACTION 2.3: Explore long term sustainable solutions to address poor maintenance/disrepair within large scale private sector blocks such as - Millcroft Rd, Cumbernauld and Forgewood, Motherwell	-	<ul style="list-style-type: none"> Identify and review short term and longer term options to help address problems arising from lack of maintenance/repair in identified blocks. Continue to work with owners to help them maintain their properties and use enforcement powers where necessary 	Complete	2021	HS/EH

LHS Strategic Housing Outcome 2 Action Plan: Contribute to regeneration and sustainability of places					
Strategic Action	Baseline 2015	Milestone	Target	Timescale	Service/ Partner
KEY ACTION 2.4: Continue to involve tenants in a range of ways to inform and influence our decisions in relation to Housing Services	-	<ul style="list-style-type: none"> Implementation of Involve Inform Improve, A Strategy for Tenant Participation 2015-2020 Involve tenants in LHS Review process 	Complete	2016/17	ALL
KEY ACTION 2.5: To progress and complete the Cumbernauld multi storey re-provisioning programme	-	<ul style="list-style-type: none"> Progress CPO process for Berryhill Rd, Hume Road and Burns Road 	Complete	2020	Sanctuary HA/HS
		<ul style="list-style-type: none"> Complete demolition of remaining 9 blocks of flats 	374 flats	2020	Sanctuary HA/HS
		<ul style="list-style-type: none"> Complete new build programme to provide re-housing for eligible residents 	281 units	2020	Sanctuary HA/HS
KEY ACTION 2.6: Increase the number of long term empty homes brought back into use	1,479	<ul style="list-style-type: none"> Continue to deliver Empty Homes Purchase Scheme Review operation of current Council Tax levy and consider any changes required Review potential incentives to owners of empty homes to help bring back into use Work in partnership with RSLs to bring empty properties in disrepair back into use Use enforcement measures, including Compulsory Purchase Orders (CPO) as required to bring empty homes back into use 	30pa	2021	EH/HS/HP /Legal
KEY ACTION 2.7: Continue to address low demand issues within council stock including demolition where appropriate	4,280	<ul style="list-style-type: none"> Update Low Demand Analysis and action plan annually Undertake option appraisals for potentially non viable stock Review and update local lettings plans 	Complete	Ongoing	HS



LHS Priority 3: Homelessness is prevented and appropriate housing support provided to improve health, wellbeing and tenancy sustainment

LHS Context

The Housing (Scotland) Act 2001 places a statutory duty on local authorities to carry out an assessment of homelessness and to prepare and submit to Ministers, a strategy (as part of the LHS) for the prevention and alleviation of homelessness. The strategic actions set out under Priority 3 are based on a detailed assessment on the extent and nature of homelessness in North Lanarkshire as set out in more detail in the Homelessness, Temporary Accommodation and Housing Support Evidence Paper.

In 2014/15 1,957 households made a homeless application in North Lanarkshire, which was a slight increase of 4.5% from the previous year. This increase is the first since 2005/06 when double the number of applications were made. Early indications are that homeless applications in 2015/16 will be around 1,900 for the year and would be a reduction on 2014/15 applications.

We have consistently shown that we work with our partners to ensure a positive and effective approach to tackling homelessness at a local level with a continuing focus on prevention. This can be evidenced through participation and facilitation of various partnership groups including:

- **The Homelessness Implementation Group (HIG) which has representation from Housing Services, RSLs, Health and Social Care North Lanarkshire and advice and housing support agencies and has been instrumental in developing this part of the LHS**
- **The External Providers Steering Group with responsibility for managing and improving housing support services**
- **West of Scotland Housing Options Hub**

- **Thematic Continuous Improvement Groups; which manage service delivery and related service improvements of the Housing Service**
- **Bi-annual Private Landlord Forum and annual RSL Forums used to discuss strategic planning to prevent homelessness, mutual cooperation in referrals and the Common Housing Register**
- **The Health and Care Partnership Boards encompass the wider health and wellbeing responsibilities and include partners from across the local authority such as Health and Social Care North Lanarkshire, other public agencies and the voluntary sector**

A partnership approach is taken to plan for households subject to protocol which include looked after children, people affected by domestic abuse and those leaving prison. Individuals at risk are identified early; and through partnership working effective housing provision is put in place along with relevant housing support.

We have adopted a Housing Options approach to support delivery of our existing homelessness prevention and sustainability ethos in 2010/11 by a process of restructuring, integration and re-training. Nevertheless, our housing service has committed to continuous improvement across all service areas and recognises that aspects of our current service model may now require adjustment to further improve performance and service quality.

The Scottish Housing Regulator's Housing Options and Homelessness Thematic Inquiry recommendations have informed our action planning; alongside the findings of recent local audit activity to consider the effectiveness of our existing services. An action plan is already in place and regular, useful and appropriate data will continue to be collected on housing

options that will allow ongoing evaluation of our approach. The National Housing Options Guidance has recently been published and work is now ongoing to integrate this into our practices. A Training Toolkit is also in development which will provide support and practical assistance to housing advice agencies to support the delivery of broader housing options services at a local level.

Welfare Reforms have created additional difficulties and anxieties for homeless households in North Lanarkshire. Benefit sanctions are routinely applied to vulnerable people, many of whom have learning disabilities, poor mental health and a range of complex social and health care needs. Our renewed Temporary and Supported Accommodation Strategy sets out the significant changes that will be required to ensure the continuing viability of our temporary and supported accommodation. In particular, we have assessed that there is a need to increase supplies of supervised and supported hostel type accommodation to more effectively meet the needs of single people; both as a response to welfare reforms and to improve outcomes. Further consideration will be given to the impact of shared room rates and implications for households under the age of 35 and what potential action can be taken to assist.

We provide floating housing support services to young people aged 16 to 26 and a mix of supported accommodation and adult floating housing support through external providers. These services combined with council in-house support services assist homeless households to sustain accommodation. Floating housing support services across the partnership target those at risk of homelessness through early intervention and homeless prevention activity. Supported accommodation services prepare homeless households for future resettlement and prevention of repeat homelessness.

Although the Housing Support Duty is only legally applied to homeless households, the ethos and intention is to aid homelessness prevention and is specifically targeted at those who have complex needs and therefore difficulty in sustaining their accommodation. In order to develop good practice, Housing Support and Homeless Prevention activities are not just targeted at homeless households but at all households approaching the Housing Service. However, it should be recognised that this practice may not always be achievable due to limited and reducing resources.

The Scottish Social Housing Charter monitors our performance in terms of access to help and advice, the quality of temporary accommodation, and continuing support to help homeless people access and keep a home. The improvement ethos and focus on performance locally, ensures that every effort is made to provide effective and efficient services that address homelessness and improvements can clearly be illustrated in certain areas, e.g.

- In 2014-2015, we housed 2,823 tenants in properties that became vacant in the year. The time taken to re-let homes has improved to an average of 26.9 days from 28.4 in 2013/14
- Every new tenant has a 'settling in visit' which provides an opportunity to discuss responsibilities of the council and the tenant and consider any housing support that may be required in order for the tenant to sustain their tenancy. A housing support assessment and subsequent plan is developed for those where there is an identified housing support need
- 'Settling in visits' also include an income maximisation service to ensure that all tenants are receiving the income they are entitled to and assists in mitigating the impacts of welfare reforms. In 2014/15, we assisted tenants to receive additional benefits amounting to £7.8 million pounds

- Performance has improved in tenancy sustainment rates from 81.80% in 2013/14 to 83.10% in 2014/15 and highlights the importance of homeless prevention and housing support approaches in improving the lives of tenants
- 88% of homeless applicants provided with temporary accommodation were satisfied with the standards, which is an improvement from the previous year of 1.6%

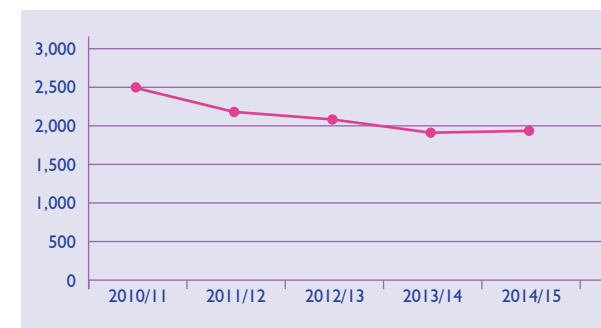
However, the average length of stay in temporary accommodation increased to 30 weeks in 2014/15 compared with 29 weeks in 2013/14. This is a direct result of the abolition of priority need with more people requiring permanent housing and because the number of available permanent lets in the social sector has reduced. Additionally 27% of all homeless applicants have varying levels of support needs; 16.6% had multiple needs and 42% required intensive support provided within a hostel or specialist/supported type of accommodation environment.

The number of temporary accommodation offers refused in 2014/15 was 13.57%, which is a slight increase from the previous year; and the figures for not homeless, repeat applications and intentionally homeless decisions are under continuous review given the emphasis on sustainable housing solutions for all.

Evidence

The increase in applications of 4.5% is the first rise in applications since 2005/06 when the figure was more than double the current number at 4,092. This compares to an overall decrease of 4% across Scotland as a whole.

Homeless Applications, North Lanarkshire 2010 - 2015



Source: NLC Homeless Applications – as at 31 March 2015

As a proportion of all households in North Lanarkshire the number of homeless applications increased by 0.3% to 0.58% in 2014/15 and is the first increase over the five year period. This could be caused by increasing pressure on families affected by changing economic and social circumstances and is consistent with general increases in poverty and deprivation resulting from the economic downturn. In comparison, the proportion of homeless applications has continued to fall across Scotland to 0.67% in 2014/15, although over the period North Lanarkshire has consistently remained lower than the national average.

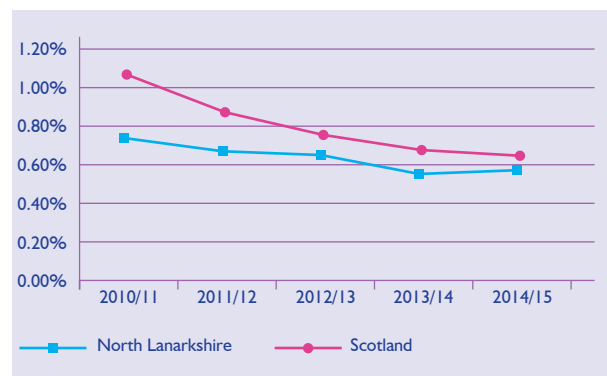
Young people between 16 and 25 years represent 12.5% of the North Lanarkshire population but 34.5% of all homeless applicants in 2013/14, which suggests that young people are disproportionately affected by homelessness and could need



more targeted prevention activities. Young people appear to be particularly affected by social isolation and sporadic engagement with some services that could address their needs. Over the last five years, we have provided housing support specifically targeted for young people.

The Youth Housing Statement considers this aspect more fully, as well as the other issues and challenges faced more particularly by young people.

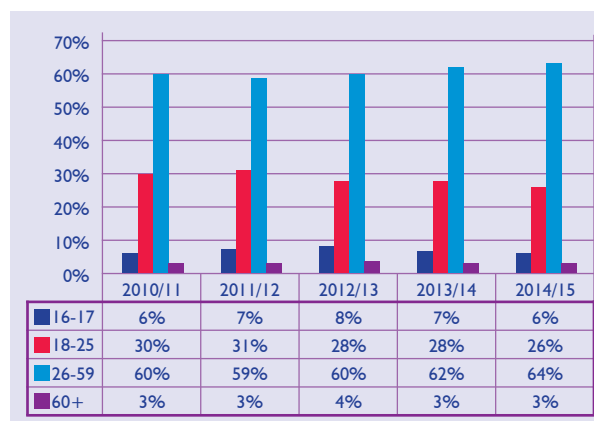
Homeless Applications as a Percentage of all Households



Source: Scottish Government HLI Data and NLC Homeless Applications – as at 31 March 2015

The majority of homeless applicants in North Lanarkshire are those in the 26 to 59 age band, accounting for 64% of all applications in 2014/15. This is a 4% increase in the last 5 years and could indicate applicants who were previously assessed as non priority may now be re-applying and being assessed as being in need. It could also illustrate a potential lack of effective prevention interventions in the past with this particular group when they were younger.

Homeless Applicants by Age



Source: Scottish Government HLI Data and NLC Homeless Applications – as at 31 March 2015

The gender and household profile of homeless applicants in North Lanarkshire highlights an increased level of single males at 39% in 2014/15, although this is still below the national average of 45%. This suggests that younger and working age males are perhaps less resilient to economic shocks and social policy changes, particularly if they lack supportive social networks. All adult household numbers appear to have slowly risen over the last three years to 7% and are 1% above the national average.

Reasons for Homelessness

In keeping with other parts of Scotland the reasons given for homelessness at the application stage are typically that family, friends and relatives can no longer accommodate. This accounted for 514 or 26% of all applications in 2014/15.

Other reasons for leaving accommodation, including applicant terminated accounts for 14.7% or 287 applicants. This is likely to include a number of applicants who have terminated accommodation in the PRS due to affordability issues and has

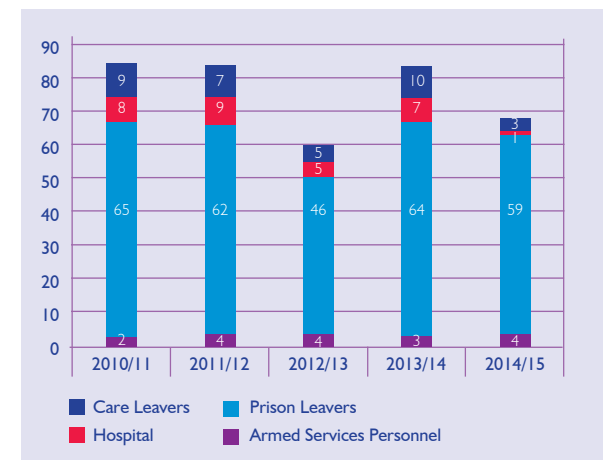
become more of a pressure for North Lanarkshire residents since the implementation of welfare reforms.

The number of people having to make a homeless application after being discharged from an institution fell from 3.4% in 2011/12 to 2.3% in 2012/13. However this increased again to 4.1% in 2013/14 and is currently 3.2%. This suggests that there is a lack of consistent planning for these individuals and that improvement in protocols and processes are required to prevent homelessness from occurring.

The figure below highlights that the largest group presenting as homeless from an institution (pre-homeless property) are those leaving Prison and was recorded at 59 people in 2014/15 which is 3.01% of all homeless applications.

However, a range of justice services and inter-agency protocols have been developed to improve the local response. A more cohesive and holistic approach to working with offenders and ex-offenders has been developed to tackle underlying issues of offending and support people to sustain future accommodation.

Discharged From Institution



Source: Scottish Government HLI Data and NLC Homeless Applications – as at 31 March 2015

There were a further three homeless applicants who were looked after and accommodated by the Local Authority in 2014/15 which is 0.15% of homeless applications. This is an improvement of 0.38% (7) on the previous year which peaked at 10 over the five year period. The 2014/15 figure compares favourably with the national trend of 0.16% (879). Care leavers are another priority group which should be targeted specifically to prevent homelessness. Whilst a Care Leavers Protocol is in place to ensure the early identification of housing needs in a young person's pathway plan, further improvements can still be made to ensure homelessness is prevented in future.

There are also a range of services delivered across the council to assist and includes a North Lanarkshire Violence Against Women partnership group with a fully developed Strategy and Action Plan to ensure adequate and effective service delivery to prevent gender based violence in the longer term. We have housing support contracts in place with local Women's Aid services, which provide support and accommodation to women and their families experiencing domestic abuse.

Temporary and Supported Accommodation Strategy

We are required by law to provide all homeless households with temporary accommodation whilst their homeless application is being assessed. For those assessed as unintentionally homeless, this duty is extended until they are permanently housed. There are a total of 650 temporary accommodation places within North Lanarkshire. There are 36 supported accommodation places managed through contractual arrangements by voluntary sector agencies; and 83 places within council managed premises that have on-site supervision with visiting floating support. The remaining dispersed units are located throughout North Lanarkshire and provide self-contained, furnished homes to meet the needs of local households, some of whom will also have floating support provided.

The stock profile is provided here:

NLC	Accommodation Type	Stock Profile
	Dispersed Units	531
	Specified Hostels	83
	Supported	36
Total		650

Source: North Lanarkshire Council Temporary and Supported Accommodation Strategy

The number of properties available for temporary accommodation has continued to increase during a period of reducing numbers of homelessness applications. This is likely to be partly related to the extended length of stay in temporary accommodation to around 30 weeks; but is also related to the changing profile of homeless households. A more detailed analysis is provided in our revised Temporary and Supported Accommodation Strategy, and includes illustrations of the re-classification of certain stock due to welfare reforms.

Housing Support

An analysis of both the support indicator and the reason a household failed to maintain their previous accommodation in 2014/15 provides a more accurate reflection of support need and highlights that 48% of all homeless applicants required support, with 22.9% having multiple needs, and demonstrates an increase in the overall number of people requiring support. A multi agency approach is required to meet the needs of homeless applicants who have a range of support needs in order to assist them to sustain future accommodation.

Our Prevention and Sustainability (PAS) information (2014/15) highlights that around 1,500 people were assessed as having a high level of risk of not sustaining their tenancy and a further 2,227 a medium risk. Of those identified, nearly 2,000 made a homeless application, which suggests that these applicants

may present at time of crisis where homeless prevention and housing options work may be limited. Housing support is provided by Housing Services internal housing support service for households with medium to lower level support needs. People who have a medium to high level of risk can be referred to commissioned third sector agencies that provide a more specialist housing support role. However, due to the volume of high needs cases, the in-house support service are also likely to provide support to people who have a high level of need as commissioned agencies may already be at full capacity.

In 2014/15 there were 1,795 housing support cases with a live support plan across both internal and externally provided services. Of these, 23 (1.3%) were long term ongoing cases, 11 from between 2008 to 2011. A number are likely to be very vulnerable individuals including former care leavers who have multiple and complex needs. 44.4% of all Housing Support plans were closed as complete in 2014/15 and a further 23.2% of cases were cancelled and are most likely to be around those people who were hospitalised, taken into custody or refused to engage with housing support services.

The commissioned housing support services assist over 500 households per annum, with the number of people exiting commissioned housing support services to a settled housing outcome being fairly consistent at around 80% per annum.



Commissioned Housing Support Services Caseloads & Outcomes

	2012/13	%	2013/14	%	2014/15	%
Caseload	503		538		526	
No. of people who left services	320	64%	340	63%	354	67%
No. of people who moved on to settled accommodation	250	78%	271	80%	277	78%

Source: NLC Monitoring Reports - Commissioned Support Services

Supporting Documents

- Temporary and Supported Accommodation Strategy, 2015
- Youth Housing Statement, 2015
- Homelessness and Housing Support Evidence Paper for the Development of the Local Housing Strategy 2016 - 2021

Key Issues and Priorities identified through Evidence and Consultation

- A need for even more emphasis on tailored housing options advice and earlier intervention/prevention
- An improved focus on outcomes is required by all partners
- The importance of person centred needs assessment and risk assessment to achieve more effective outcomes
- Improved consistency and shared responsibility in joint planning and case management is required
- The need for enhanced transitional services to support independent living and tenancy sustainment for vulnerable young people, especially those leaving the care system

- Better understanding of the particular issues, for example social isolation and loneliness affecting younger and working age homeless men is needed
- The continuing challenges of increasingly complex and multiple exclusion homelessness affecting men and women
- Increased numbers assessed with poor mental health and/or addictions issues that affect tenancy security and sustainment
- Better use could be made of referral opportunities between agencies, e.g. to the Health and Homelessness Service and learning and employability services
- High levels of refusal by homeless households for offers of permanent social rented stock in some areas
- Negative perceptions about the quality and affordability of the private rented sector
- Negative perceptions about sharing a home with an unrelated person
- The significant challenges presented by welfare reforms
- Shortfalls of appropriate temporary and supported accommodation to meet all needs

What we are doing

- Carrying out a joint health and homelessness needs assessment with partners in NHS Lanarkshire to improve our shared understanding of the health inequalities that can be a cause and consequence of homelessness
- Completely reviewing our Temporary and Supported Accommodation Strategy to ensure the mix of available stock meets the changing needs of homeless people
- Re-classifying some stock and identifying future changes required to ensure the continued viability of temporary accommodation in light of welfare reforms
- Re-designed and re-tendered our commissioned housing support and supported accommodation services to improve efficiency and more effectively meet needs
- Providing dedicated Financial Inclusion and tenancy sustainability services to assist households affected by welfare reforms
- Reviewing our Housing Options Guide, training planning and supporting procedures to ensure the most effective approach to prevention is delivered
- Developed a Youth Housing Statement with a detailed action plan to support delivery of improved services for young people with emphasis on our increasing Corporate Parenting duties
- Reviewing our risk assessment, support assessment and performance monitoring frameworks for housing support to ensure continued improvements in outcomes for people with support needs
- Engaging positively with Health and Social Care Integration to ensure the principles of joint planning and integrated service delivery are applied to homelessness services as well as other adult services

- Continuing to fund independent housing options and advice services via the Housing Advice Network provided by the Citizen's Advice Bureau (CAB)
- Providing Restorative Justice and community payback orders where skills are developed to aid future employment and break the cycle of re-offending



Developing our Strategic Actions for Priority 3: *Homelessness is prevented and appropriate housing support provided to improve health, wellbeing and tenancy sustainment*

National Outcome

- We live longer, healthier lives & we have tackled the significant inequalities in Scottish society
- We live in well-designed, sustainable places where we are able to access amenities and services we need
- We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others
- Our young people are successful learners, confident individuals, effective contributors and responsible citizens
- Our children have the best start in life and are ready to succeed
- We live longer, healthier lives
- We have improved the life chances for children, young people and families at risk

National Health and Wellbeing Outcomes

- People are able to look after and improve their own health and wellbeing and live in good health for longer
- People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community

Single Outcome Agreement Local Outcomes

Health and Wellbeing

- Reduce homelessness through the provision of a high quality housing options and support service Regeneration

Service/Partner Key



HS - Housing Services, **HSC** - Health & Social Care North Lanarkshire, **LPGs** - Locality Planning Groups, **CAB** - Citizens Advice Bureau



LHS Priority 3 Indicators: Homelessness is prevented and appropriate housing support provided to improve health, wellbeing and tenancy sustainment

Indicator	Frequency	Baseline 2015	Target
No. of homeless applications	Annual	1,957	↓
Percentage of PAS interviews leading to homeless applications	Annual	54%	↓
Number of people assessed as 'not homeless'	Annual	192 (9.71%)	↓
Number of people assessed as 'intentionally homeless'	Annual	133 (8%)	↓
Number of people who 'lost contact' before duty discharged	Annual	146 (8.08%)	↓
Number of repeat homeless applications	Annual	69 cases (3.5%)	↓
Number of people leaving institutions becoming homeless	Annual	67 (3.42%)	↓
Percentage new tenancies sustained for more than a year, by source of let: homeless	Annual	83.10%	↑
Percentage new tenancies sustained for more than a year, by source of let: All waiting lists combined	Annual	86.20%	↑
Percentage new tenancies sustained for more than a year, by source of let: General List	Annual	83.71%	↑
Percentage new tenancies sustained for more than a year, by source of let: Transfer List	Annual	93.78%	↑




LHS Priority 3 Action Plan: Homelessness is prevented and appropriate housing support provided to improve health, wellbeing and tenancy sustainment				
Strategic Action	Milestone	Target	Timescale	Service/ Partner
KEY ACTION 3.1: Review Housing Options approach in response to development of Housing Options Hubs, National Guidance and Training Toolkit to ensure effective personal housing advice and sustainable housing solutions	<ul style="list-style-type: none"> Implement revised local Housing Options Guide which reflects local priorities but set within context of National Guidance 	Review Complete and Reports Available	2016/17	HS
	<ul style="list-style-type: none"> Implement Training Plan for staff and based on Training Toolkit developed by HUBS 			HS / West HUB
	<ul style="list-style-type: none"> Implement Individual financial assessments to ascertain affordable housing options 			HS
	<ul style="list-style-type: none"> MCO Reports developed to evidence extent and nature of Housing Options Interviews and Outcomes 			HS / CAB
KEY ACTION 3.2: Improve risk assessment tools to identify opportunities and target homeless prevention activity	<ul style="list-style-type: none"> Homelessness is prevented where possible through earlier intervention when housing difficulties are identified 	Percentage of homeless applicants presenting at time of crisis reduced	2016/17	HS
	<ul style="list-style-type: none"> Improved recording of preventative actions evidenced through PREVENT I 			
KEY ACTION 3.3: Review Mediation Service to improve homeless prevention interventions	<ul style="list-style-type: none"> Review complete 	Families are assisted to resolve issues to prevent homelessness from occurring	2018/19	HS
	<ul style="list-style-type: none"> Identified improvements implemented 			
KEY ACTION 3.4: Improve housing outcomes across a range of measures for young people	<ul style="list-style-type: none"> Implement Youth Housing Statement 	Improved outcomes for young people	2021	HS / LPGs / HSC
KEY ACTION 3.5: Explore ways to improve access to the Private Rented Sector	<ul style="list-style-type: none"> Improve provision of information and advice on PRS as a Housing Option to CHR Applicants 	Complete	2018/19	HS
	<ul style="list-style-type: none"> Increase in number of accredited private landlords 		2018/19	
	<ul style="list-style-type: none"> Improved uptake of Rent Deposit Guarantee Scheme 		2016/17	



LHS Priority 3 Action Plan: Homelessness is prevented and appropriate housing support provided to improve health, wellbeing and tenancy sustainment

Strategic Action	Milestone	Target	Timescale	Service/ Partner
KEY ACTION 3.6: Improve access and affordability of housing by considering the development of shared tenancies both within the social sector and Private Rented Sector, especially for those under 35 years of age	<ul style="list-style-type: none"> Research various models of shared tenancy schemes and best practice Consider delivery options in line with CRISIS Training and Toolkit and develop recommendations 	Feasibility Study Complete	2016/17	HS
KEY ACTION 3.7: Review allocation protocols to ensure that people leaving institutions do not become homeless	<ul style="list-style-type: none"> Protocols, policies and procedures reviewed and recommendations implemented Completion of Pathway Plans and Personal Housing Plans for young care leavers 	Reduction in number of people leaving institutions becoming homeless	2018/19	HS/HSC
KEY ACTION 3.8: Continue to develop and deliver high quality outcome focussed housing support services	<ul style="list-style-type: none"> Review data collection of housing support needs for those approaching the service 	Complete	2016/17	HS
	<ul style="list-style-type: none"> Review in-house support service 	Complete	2016/17	
	<ul style="list-style-type: none"> Review protocol and procedures for Commissioned Housing Support Services 	Complete	2016/17	
	<ul style="list-style-type: none"> Develop and implement effective and robust quality assurance framework and reporting mechanisms to demonstrate individual's journey of support 	Framework and reporting in place	2017/18	
KEY ACTION 3.9: Strengthen existing partnerships to ensure people with complex needs are pro-actively supported on a consistent basis to improve outcomes by tackling health inequalities and supporting healthier lifestyles	<ul style="list-style-type: none"> Consider options on how to co-ordinate support planning and provision for those with complex needs across Housing and Health and Social Care Integrated Board 	Options Appraisal Complete	2018/19	HS / HSC / LPG's
	<ul style="list-style-type: none"> Complete staff training on: <ul style="list-style-type: none"> Developing a broader understanding of needs and triggers of individuals with complex needs Roles, responsibilities, limitations and expectations across services 	Complete		
KEY ACTION 3.10: Explore Assets Based models of support and intervention to prevent Multiple Exclusion Homelessness (MEH)	<ul style="list-style-type: none"> Options for joint commissioning of community support models with the Alcohol and Drug Partnership (ADP) considered 	Options Appraisal Complete	2017/18	HS / HSC

LHS Priority 3 Action Plan: Homelessness is prevented and appropriate housing support provided to improve health, wellbeing and tenancy sustainment				
Strategic Action	Milestone	Target	Timescale	Service/ Partner
KEY ACTION 3.11: Improve health and wellbeing of homeless households as part of the Joint Health Needs Assessment to tackle recurring and extreme distress for those who have poor mental health and high instances of self-harm	<ul style="list-style-type: none"> Workforce development and training opportunities to move towards a holistic approach to health and wellbeing is completed 	Training complete	2018/19	HS / HSC
	<ul style="list-style-type: none"> Staff across the partnership recognise and understand how to help people in extreme distress 			
KEY ACTION 3.12: Explore the feasibility of developing a "Housing First" type model to wrap support around the individual to help them achieve good outcomes	<ul style="list-style-type: none"> Costs identified and funding sources considered 	Feasibility Study complete and options considered	2018/19	HS / HSC
	<ul style="list-style-type: none"> Available model options are considered <ul style="list-style-type: none"> Permanent tenancy from the outset Wrap around support to sustain accommodation Combat distress for people with poor mental health Increased health and wellbeing of homeless people 			
KEY ACTION 3.13: Improve understanding of why people do not engage with housing support and associated services and develop innovative practice to aid engagement	<ul style="list-style-type: none"> Existing good practice identified 	Improved engagement with homeless people	2019/20	HS
	<ul style="list-style-type: none"> Good practice solutions adapted and implementation in North Lanarkshire considered 			
KEY ACTION 3.14: Mitigate the impacts of welfare reform on homeless people	<ul style="list-style-type: none"> Ensure all support plans address issues resulting from welfare reforms 	Impact of welfare reforms are mitigated as far as reasonably possible	2016/17	HS
KEY ACTION 3.15: Ensure the most appropriate and affordable mix of temporary and supported accommodation is available locally to meet needs	<ul style="list-style-type: none"> New Temporary and Supported Accommodation Strategy 2015-2020 implemented 	TAS Implemented	2021	HS
KEY ACTION 3.16: Review temporary accommodation provision in order to reduce the impact of welfare reforms on income levels as well as improve the range of provision to meet needs	<ul style="list-style-type: none"> Increase the provision of hostel/supported stock to meet needs of homeless households 		2016/17	HS
	<ul style="list-style-type: none"> Develop and implement Guidance for staff 	Complete	2016/17	



LHS Priority 3 Action Plan: Homelessness is prevented and appropriate housing support provided to improve health, wellbeing and tenancy sustainment

Strategic Action	Milestone	Target	Timescale	Service/ Partner
KEY ACTION 3.17: Re-classify some existing hostel type temporary accommodation to a more supported/supervised model	<ul style="list-style-type: none"> Conversion of block in Airth Court and Thrashbush complete 	Accommodation is re-classified where appropriate	2016/17	HS
	<ul style="list-style-type: none"> Staffing and resources reconfigured 			
	<ul style="list-style-type: none"> Recording mechanism developed to record exclusions, abandonments and crisis moves within temporary accommodation 			
KEY ACTION 3.18: Improve sustainability and affordability of temporary accommodation for people in receipt of benefits by considering the introduction of sharing within some dispersed properties	<ul style="list-style-type: none"> Research existing sharing models and good practice Develop recommendations on sharing within some dispersed properties 	Complete	2016/17	HS
KEY ACTION 3.19: Consider feasibility of transitional accommodation options for different client groups who may take time to become tenancy ready	<ul style="list-style-type: none"> Carry out research to develop an understanding of transitional accommodation requirements for young care leavers and those with poor mental health 	Feasibility study complete	2017/18	HS / HSC
	<ul style="list-style-type: none"> Consider good practice and develop recommendations 			
KEY ACTION 3.20: Improve referral process to employability services and Health and Homeless service across the partnership	<ul style="list-style-type: none"> Review referral pathway process and implement recommendations 	Improved levels of referrals	2017/18	HS / HSC

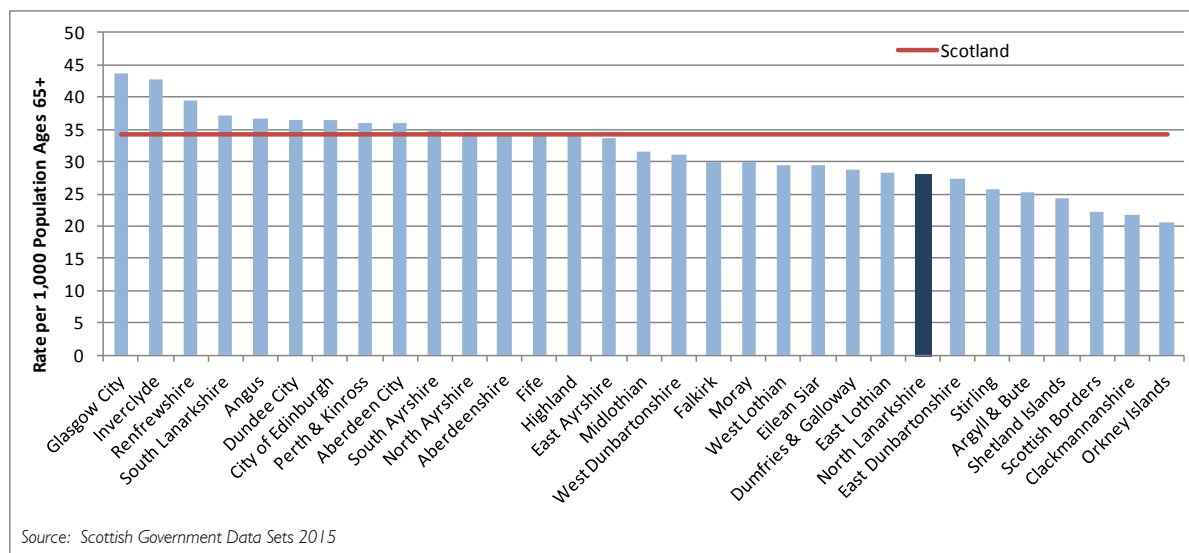
LHS Priority 4: *Ensure there is a range of housing solutions and appropriate support to meet the needs of older households and those with other specific needs*

LHS Context

The LHS provides a vehicle for planning independent living within North Lanarkshire and policy and practice to ensure appropriate specialist housing provision and support is in place when it is required. As individual need can vary considerably, a broad range of flexible housing and related support options are required to help ensure older people, people with disabilities and people with other particular needs have access to the same life opportunities as others to achieve their full potential.

The Older Persons Evidence Paper and the Particular Needs Evidence Paper demonstrate how North Lanarkshire Council has a strong track record of partnership working to deliver and enable services that support independent living. Reshaping Care for Older People (RCOP) has illustrated the value of housing's contribution in supporting independence, improving health and wellbeing and reducing the need for more intensive, often higher cost interventions for older people. The change fund programme, a key catalyst for RCOP realised investment of over £2.3 million pounds in housing initiatives to increase capacity in communities and improve housing infrastructure to enable older people to live independently for longer, particularly older people with more complex needs. Evidence of the impact of this coordinated and joined up approach to meeting people's needs in North Lanarkshire on rebalancing the health and social care system can be seen in the proportion of older people supported at home as opposed to a care home setting. North Lanarkshire is ranked eighth out of all Scottish Local Authorities for the lowest proportion of older people supported in a care home even though we face some particular local challenges such as lower life expectancy and increased levels of poorer health in comparison to other areas.

Rate per 1,000 of Population of People Aged 65+ Supported in a Care Home



It is anticipated that these strong foundations will be further strengthened through the integration of Health and Social Care arrangements which will be instrumental in shaping housing services over the life span of this strategy.

Integration of Health and Social Care

The integration of health and social care is the most substantial reform to health and social care services in recent times. The Public Bodies (Joint Working) (Scotland) Act 2014 introduced in April 2014 provides a framework to improve the quality and consistency of outcomes for people who use health and

social care services through the integration of all adult social care services, community health services and some acute health services. It requires each Health Board and Local Authority to delegate some of its functions to the Integration Authority. Some of the local authority functions for delegation include housing functions, some of which are compulsory and others that are optional. The housing functions being delegated to North Lanarkshire's Integration Authority are the functions which are compulsory for housing authorities to delegate. These are garden assistance and equipment and adaptations, which were already part of an integrated Joint Adaptation and Equipment service in North Lanarkshire.



Housing plays a vital role in achieving the Scottish Government's nine National Outcomes for Health and Wellbeing with a particularly strong contribution to outcome 2:

'People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community'

Housing is key to enabling independent living, improving health and wellbeing and addressing health inequality through the provision of safe, accessible and affordable housing options but also, importantly, through the provision of a range of housing supports such as care and repair services and support services for older people and people who are homeless. Housing staff in many instances have a unique, pivotal role as community anchors given the scope of housing's contribution which means they are well placed to influence the wellbeing of people and improve the communities in which they live.

Housing Contribution Statement

The Integration Board produced a Strategic Plan in April 2016, which included a Housing Contribution Statement (HCS). North Lanarkshire's HCS has been developed in tandem with the new Strategic Plan which will set out how integration will look in North Lanarkshire. This is a key document as it sets out housing's role in the governance arrangements for the integration of health and social care to ensure Housing Services' input to the strategic decision making processes are robust and competent. The North Lanarkshire Joint Integration Board (NLJIB) has developed a shared evidence base to inform resources and service provision for locality planning which will inform operational practices and

processes. The NLJIB has identified six strategic priorities that it will focus on over the ten year lifetime of the Strategic Plan. Our shared priorities are:

- Addressing Inequalities
- Person centred support
- Maximising all our assets
- Prevention and early intervention
- Effective, safe and timely care
- Making the whole system work efficiently

These priorities will help the NLJIB and its partners achieve and deliver better outcomes for people. The HCS sets out in detail the shared evidence, key issues for housing and the contribution housing makes to achieving these shared outcomes. It articulates the link between the LHS and the Strategic Plan and illustrates how we can work better in partnership to reduce health inequalities and improve the health and wellbeing of people in North Lanarkshire. Some of the key ways in which housing makes a strong contribution includes:

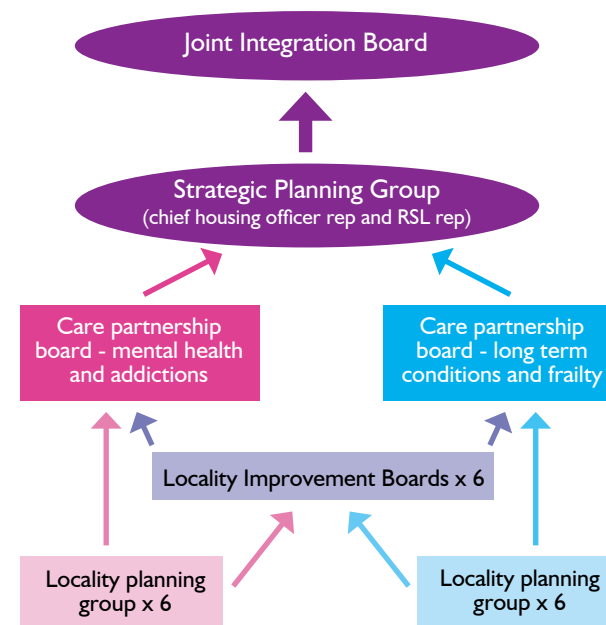
- The provision of accessible housing, specialist housing and a broad range of adaptations and equipment to help people continue to live independently
- The provision of housing support services for people affected by homelessness and older people and intensive housing support for people with more complex needs
- The provision of a range of preventative type services which aim to keep people safe and well in their own home such as the joint handy person and small repairs service, energy advice, income maximisation information, advice and assistance

It is intended that the Strategic Plan will undergo further development following the 1st April to produce a more detailed Strategic Commissioning Plan which outlines further the commissioning and decommissioning of services in North Lanarkshire. As such the HCS will be reviewed to reflect this. The HCS is included as part of the suite of supporting documentation.

Community Care Planning Arrangements

North Lanarkshire already has well established community care planning structures in which Housing are key partners. They cover all community care groups from operational to strategic planning and decision making level. The figure on this page illustrates these arrangements.

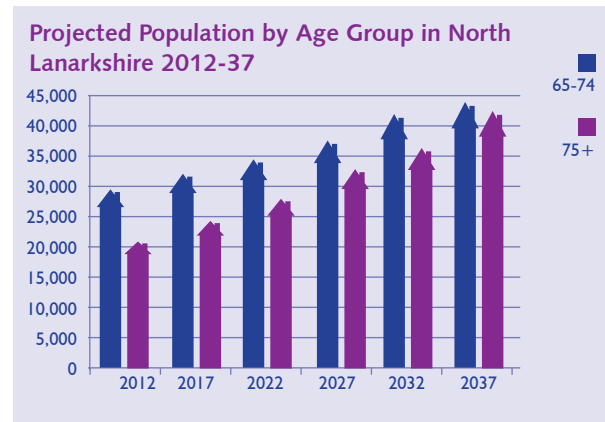
Community Care Planning Structures in North Lanarkshire



Evidence

Older People

Demographic change is one of the most significant challenges affecting service providers. The scale of demographic change in North Lanarkshire is of particular significance with North Lanarkshire projected to have the third greatest population growth amongst older households of all Clydeplan local authorities³. Population growth is projected to increase by 68.4% in people aged 65+ with the most marked population growth projected amongst people aged 75+, an increase of 97.2%. This almost doubling of the 75+ population over the 2012-37 period indicates that the potential requirement for older people's housing and housing related supports will be considerable. The chart below illustrates how the older population is projected to rise over the next 20 years.



Source: NRS Population Projections for NL 2012-37

Moodiesburn, Bellshill and Cumbernauld/Kilsyth are projected to experience the greatest growth in older population of all localities with the lowest growth projected in Wishaw and Motherwell localities.

3. Clydeplan Housing Need and Demand Assessment (HND A2)

4. This includes all one level properties that are not designated as specialist on the housing management system but have potential in meeting needs of older and disabled households

Specialist Provision

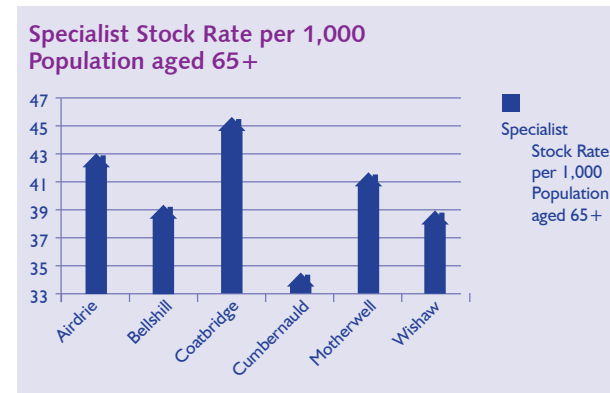
North Lanarkshire's older people's housing accounts for 5% of all social rented housing stock. This is slightly lower than the national level of specialist older people's housing provision of 6.0%. Of this:

- 🏠 1,837 (79%) are sheltered homes
- 🏠 189 (8%) are very sheltered homes
- 🏠 313 (13%) are amenity/medium dependency homes

North Lanarkshire has the second greatest provision of sheltered housing of all Clydeplan local authorities but has the lowest provision of very sheltered housing with almost half the levels provision evident in other local authority areas.

There are 11,202 'potentially accessible'⁴ homes in North Lanarkshire. When 'potentially accessible' homes are included as part of the overall specialist stock provision it accounts for 29% of all social rented housing stock. This compares to 18% of North Lanarkshire's population who are aged 60 and over.

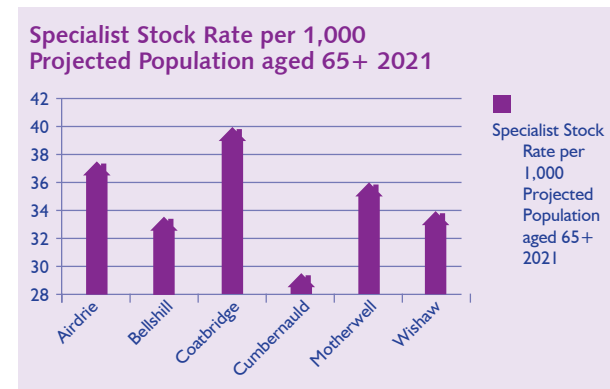
Evidence suggests that there is some disparity evident in the geographic distribution of specialist housing stock. Cumbernauld shows the current greatest need for additional provision with the lowest level of specialist stock for its estimated older population, followed by Wishaw and Bellshill locality. Coatbridge, Airdrie and Motherwell have the best levels of provision of all localities.



Source: CHR and Score Data, NLC Social Work Locality Population Estimates

When specialist provision is considered in respect of projected population growth amongst older people over the period of this strategy the need for additional provision is even more pronounced in Cumbernauld.

The trends for need in terms of the other localities remain broadly similar to the current picture with Wishaw and Bellshill showing greater need than Coatbridge, Airdrie and Motherwell.



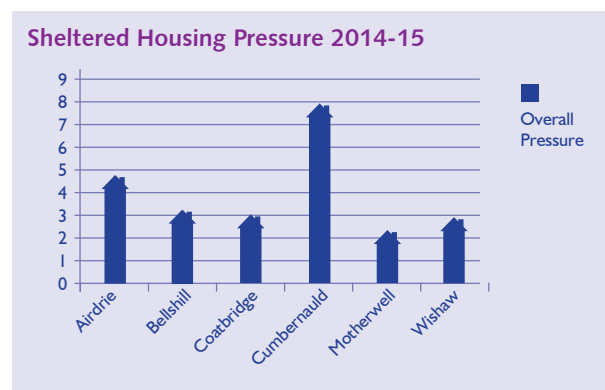
Source: CHR and Score Data, NLC Social Work Locality Population Projections 2021



The Clydeplan HNDA2 indicates that based on current levels of provision, future demand for older people's housing may be up to 7% of the population aged 60 and over for the Glasgow and Clyde Valley area. This provides some indication of forecast of needs and estimates a need for up to 295 additional older people's housing units per year across the GCV area from 2012-37. This equates to 56 units per annum for the North Lanarkshire area. This is obviously influenced by the impact of other interventions such as adaptations, developments in home support services and other community supports aimed to keep people well and independent at home. It is therefore an upper estimate of the actual requirement.

Sheltered Housing Pressure

When need and demand is explored for sheltered housing there has been a slight decline in pressure over the past 3 years in North Lanarkshire with a current pressure of 4 applicants for every sheltered house allocated in North Lanarkshire. The greatest pressure for sheltered housing is evident in the Cumbernauld locality with the least pressure evident in the Motherwell locality.



Source: NLC CHR and Score Data March 31st 2015

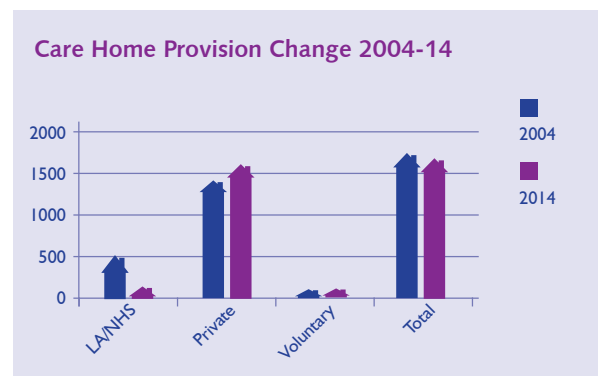
This is to be expected considering Cumbernauld has the lowest level of specialist provision per 1,000 of older population and Motherwell is amongst one of the localities with the greatest levels of provision.

The evidence clearly indicates that there is the greatest need for additional specialist provision in the Cumbernauld locality and the least need in the Coatbridge and Motherwell areas.

The majority of sheltered housing applicants in North Lanarkshire are owner occupiers (34%), followed by NLC tenants and Housing Association tenants which account for 27% and 12% respectively. The tenure profile of sheltered housing applicants are broadly similar across localities, with the vast majority owner occupiers, followed by Local Authority tenants.

Care Home Provision

There has been significant change in terms of care home placements in North Lanarkshire with a noticeable reduction in the number of local authority places over the past ten years.



Source: Care Home Census, Scottish Government 2004-2014

This reduction can be attributed to the range of measures put in place over the past decade to shift the balance of care in North Lanarkshire, enabling older people, particularly those with complex needs to stay at home for longer as opposed to a care home. The only local authority care homes in North Lanarkshire are short stay care units which are designed to provide short term accommodation and support for older people whilst further assessment and rehabilitation takes place. There are two such units with a further one being built currently. There is no waiting list for North Lanarkshire Council care homes and there is no delay in North Lanarkshire Council's approval of funding of care placements for older people who can no longer be supported at home. Demand for private care homes varies across North Lanarkshire with some of the more popular homes operating waiting lists.

Tenure of Older Households

Tenure is of significant importance when considering the housing aspirations of older people. Within North Lanarkshire 62.7% of older people own their home, with 73.7% of those owning their home outright. There is no private sector specialist older people's housing in North Lanarkshire which may be part of the reason for the significant proportion of sheltered housing applicants who are owner occupiers.

North Lanarkshire is currently participating in the Scottish Government equity release pilot 'Help to Adapt' to provide options for owners to access equity held in their homes to fund adaptations.

There is a need to consider alternative tenure options for older owner occupiers who may wish to move to alternative accommodation in the future, e.g. shared equity retirement housing.

Disability

Specialist Provision and Need

The Scottish House Condition Survey (2012-14) estimates that 22% of public sector dwellings in North Lanarkshire are adapted and 15% of private sector dwellings are adapted. 19% of all local authority dwellings are adapted. The survey also provides an estimate of unmet need and demand for adapted housing in North Lanarkshire with 4% of social households reporting a required adaptation.

There are an estimated 17,000 wheelchair users in Scotland with unmet housing needs. When considering unmet need in a North Lanarkshire context, in accordance with household estimates this suggests there is unmet need of around 1,000 wheelchair standard homes. Considerable progress has been made over the past few decades to help ensure that all new build housing has minimum accessibility standards, both in the social rented and private sector. Housing for Varying Needs Standards' is the accessibility standard employed in social rented new build housing and ensures all new build social rented properties are 'barrier free'. This standard also helps ensure that the property is flexible and adaptable and has potential to meet a wide range of needs, from people with disabilities to families with children. There has been subsequent design guidance which has been developed since; such as 'Designing Streets' in 2010, which takes into account external space.

The LHS sets a minimum target of 5% of all new build social rented housing to be built to wheelchair standard. It is intended that in practice we will exceed this target with our intention to increase wheelchair standard provision as we develop improved processes for better quantifying the need for specialist provision. It is anticipated that the integration of health and social care will be key in enabling us achieve this and as integration becomes embedded we will develop an improved understanding and accurate assessment of need for specialist housing provision and related housing support

5. *Housing Need and Demand Assessment; CIH/Horizon Mind the Step Research*
 6. *NRS 2014 household estimates*
 7. *Scottish Household Survey 2013*
 8. *Census 2011*

services. It is also important to highlight that within the council new build programme higher targets have been set for wheelchair standard housing, with a minimum target of 10% of all council new build homes to be built to wheelchair standard. Equally important to highlight is the impact of preventative housing interventions specifically adaptations and equipment which contribute considerably to meeting the housing needs of people with disabilities.

The provision of adaptations and enhancements to improve the accessibility of existing stock will continue to be a priority for us going forward and is crucial in addressing the wider housing needs of people with disabilities as new supply forms only part of the solution going forward. Instead a combination of approaches which are preventative, anticipatory and proactive in nature are required to meet the broad range of housing needs and to support people to live healthier, safer, independent lives. The ways in which we intend to achieve this are set out in this action plan.

Limiting Long Term Conditions and Health Needs

Health and support needs are important in considering specialist provision and in particular the types and range of housing support services for people. The correlation between increasing age and prevalence of illness is well documented and widely acknowledged with older households much more likely to have a member that has a long standing illness, health problem or disability⁷.

In North Lanarkshire there is marked difference in the proportion of economically inactive people who are long term sick or disabled in comparison to Scotland's whole population, with 21.5% of North Lanarkshire's working age population either long term sick or disabled compared to 16.6% nationally⁸. This is reflected in the larger proportion of North Lanarkshire residents who claim benefits compared to the proportion of claimants nationally⁹. This would suggest that there are other factors affecting health in North Lanarkshire which are not age related.

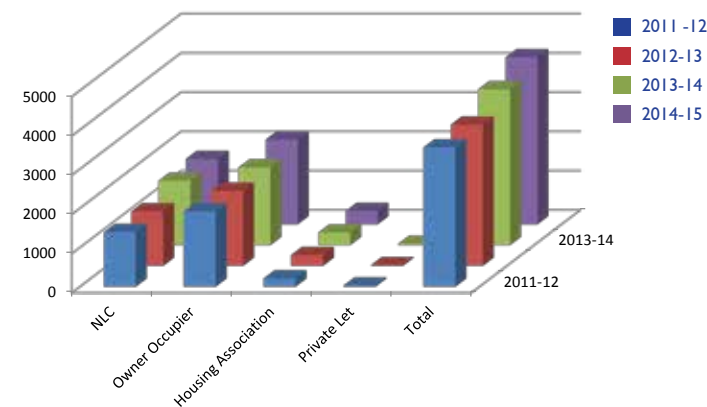
9. *Scottish Neighbourhood Statistics 2012*
 10. *The Scottish Household Survey 2013*
 11. *The Scottish Household Survey 2014*

This premise is supported when deprivation is considered. The proportion of adults reporting 'good' or 'very good' health increases with decreasing area deprivation from 10% in the most deprived areas to 87% in the least deprived areas.¹¹ North Lanarkshire has a higher proportion of defined areas considered to be within the 20% most deprived areas which has a much greater impact on the health and wellbeing of residents. This emphasises the role that housing and the environment can play in supporting health and wellbeing.

Services to Support Older People and People with Disabilities

North Lanarkshire has an integrated equipment and adaptation service which provides one point of contact for all adaptations and equipment across tenures. It is jointly funded and managed by the health board and local authority and is effective in providing a range of advice and solutions to meet the broader housing needs of people living in North Lanarkshire. In line with the increased proportion of older people supported at home as opposed to a care home and the increased number of households this service has grown considerably over the past 4 years as can be seen in the graph on this page.

Adaptations by Tenure (2100-2015)



Source: NLC Housing Services

*Includes major, small adaptations and all equipment including technology



The provision of adaptations and equipment makes an immense contribution to preventing admissions to and aiding discharge from hospital. Adaptations and equipment are vital in reducing more costly, acute interventions and as such there has been significant development of this service in North Lanarkshire. In line with the policy directive to rebalance the health and social care system this service will need to develop further in order to meet the anticipated increase in demand arising from an increasing older population. 'Making Life Easier' (MLE) which is an online self assessment tool providing a range of information, advice, access to small equipment as well as signposting to other services and for further assessment has been successful in North Lanarkshire in managing some of this increased demand.

Further development of this tool is planned over the forthcoming years to provide new ways of managing increasing pressure and to provide enhanced information, signposting and assessment to other services. Housing will be crucial in the further development of MLE providing a wide range of housing advice and connecting people to services.

A continued increase in low level housing support services such as the Care and Repair Service which incorporates both a small repairs service and handyperson service is also evident with significant growth of 84.3% between 2011 and 2014. This service meets a broad range of needs with the small repairs service providing assistance to home owners who are either aged 60 or over or have a disability with a range of repairs including small plumbing works, small electrical jobs and joinery works and the handyperson service providing support to anyone aged 60 or over or who has a disability with tasks such as changing light bulbs and general household jobs that do not require technical skills. In 2014/15 3,147 people in the private sector received help from the Care and Repair service. This provides some indication of the demand and effectiveness this service has in sustaining independent living.

12. North Lanarkshire Draft Strategic Plan 2016

13. Draft Health and Homelessness Report, A Rapid Health Needs Assessment, 2016

14. Scottish Consortium for Learning Difficulties eSay Statistical Release 2014 Report

People with Mental Health Problems

One in five adults in North Lanarkshire will have mental health care needs at some point in their life¹². It is estimated that in a typical week 17% of adults and 10% of children (aged between 5 and 15) will have a self reported mental health problem and that 1% are living with severe and/or enduring mental health care needs.

We know, from a range of evidence, that mental ill-health is closely linked with socio-economic disadvantage and that the scale of mental ill-health is both a national and a local problem because of high prevalence rates, duration and the range of ways it can have an adverse impact on a person's life for example in respect of physical health, education, employment, income, personal relationships and social participation.

There is a clear correlation between mental health problems and homelessness with research showing some stark health inequalities in this respect with psychiatric admissions for people affected by homelessness ten times higher than the North Lanarkshire population¹³.

It is important to highlight however that mental health issues do not necessarily translate into a particular housing need or result in some form of housing crisis. It is clear nonetheless from local and national evidence that there is a need to ensure a range of appropriate early interventions and preventative supports for people with mental health issues to prevent vulnerable people from becoming homeless.

People with a Learning Disability

In North Lanarkshire there are 1,624 known adults with learning disabilities or 5.9 per thousand of the population. This figure includes only those who are in receipt of a service funded by the council and therefore is likely to be an under-estimate of the overall number of people with a learning disability. The significant majority of adults with a learning disability in North Lanarkshire live in mainstream accommodation (98.0%). Of this just over half live in

15. Thinking Ahead: Improving support for people with learning disabilities and their families to plan for the future, Foundation for People with Learning Disabilities, 2013

16. Census 2011

17. NLC Housing Statistics 2014

mainstream accommodation with support (54.0%) and 43.9% live in mainstream accommodation without support. Only 1.8% of adults with a learning disability live in adult care homes. This differs significantly from the national picture in which 47.8% of adults with a learning disability live in mainstream accommodation, of which 18.1% with support and 29.7% without support. 7.3% of adults with a learning disability live in registered adult care homes in Scotland, around three times higher than the North Lanarkshire level¹⁴.

This is reflective of the closure of mental health and learning disability institutions in North Lanarkshire which was completed during the period of the last LHS and a successful resettlement programme for over 200 people leaving these institutions.

Evidence shows that people with learning disabilities are disproportionately over represented in deprived areas with over half of adults with learning disabilities for whom the Scottish Index of Multiple Deprivation (SIMD) information is known 52.9% live in the 40% most deprived areas in Scotland.

Evidence also tells us that life expectancy for people with learning disabilities has increased and continues to increase, reflecting improvements in public health and standard of living. It also highlights however that there is an identified gap in both policy and practice regarding responsibilities and guidance for supporting families to plan for the future¹⁵.

Young People

42,168 young people aged 16 – 25 live in North Lanarkshire (21,520 male and 20,648 female)¹⁶. This represents 12.5% of the total population of North Lanarkshire. Our evidence tells us that tenancy sustainment is lower for young people than any other group (80.2% in comparison to 86.3%)¹⁷ and is markedly lower amongst young males with 31.8% of males aged 16-25 years failing to sustain their tenancy in comparison to 14.0% of females aged 16-25 years.

The number of full time students has continued to increase in North Lanarkshire with an increase of 24% in students over the 2001-2011 period. This is lower than other Clydeplan authorities and the national level where students have increased by 35% over the same period¹⁸.

There are 210 children looked after and accommodated in North Lanarkshire with the vast majority of children and young people looked after in a community setting (94.5%). Of this the majority are looked after at home (73.8%) and the minority are looked after in residential settings (5.5%)¹⁹.

Changes to legislation in the Children's and Young People (Scotland) Act 2014 extends duties to support up to 25 year olds. This will have a significant impact on housing and related support services for young people across authorities.

Ethnic Minority Groups

Black and minority ethnic communities account for 2.1% (7,048) of North Lanarkshire's population, with 'other white' groups accounting for 1.5% (5,037). Polish people account for the greatest proportion of 'other white' population in North Lanarkshire accounting for 0.9% (3009). Although North Lanarkshire's population is becoming more culturally diverse it is less diverse than the Clydeplan area as a whole, with the BAME population accounting for 5.6% of the Glasgow and Clyde Valley area and 'other white' groups accounting for 2.2%²⁰.

Polish people continue to account for the highest proportion of minority ethnic applicants on the council's CHR. This is a continuing trend and indicates that social rented housing remains a common house choice for Polish people in North Lanarkshire.

Asylum Seekers and Refugees

NLC is participating in the Syrian Vulnerable Person's Relocation (VPR) Scheme for the resettlement of some of the most vulnerable refugees who have fled the ongoing

conflict in Syria. Housing has a vital role in this resettlement programme and has provided homes for 43 Syrian refugees so far with future plans to resettle a further 77 as part of the Scottish Government's commitment to resettle 2000 refugees from the Syrian conflict. North Lanarkshire has a strong track record of successful resettlement programmes with 80 refugees from the Democratic Republic of Congo resettled in the Motherwell area in 2007, part of the UK Government's Gateway Protection Programme.

Gypsy/Travellers

Clydeplan Housing Need and Demand Assessment, 2015 indicated that there was no evidence to support requirement for site and pitch provision within North Lanarkshire over the period of the Strategic Development Plan.

At a local level Housing Services have a Gypsy Traveller Liaison Officer, who is a key member of the Gypsy Traveller Corporate Working Group. The group consider the overall requirements of gypsy traveller households including health, social care, education, waste and environmental issues as well as housing.

The Glasgow, Clyde Valley and Ayrshire Local Housing Strategy Group are actively engaged in joint research to establish current levels, standards and types of site and pitch provision and whether this is adequate across the area. It is hoped that the outcomes of this research will inform future LHS work and the next Housing Need and Demand Assessment.

The Gypsy Traveller Evidence Paper provides an overview of services provided to gypsy/travellers and provides an insight into the scale of unauthorised encampments within North Lanarkshire. It is clear from the anecdotal evidence gathered to date that households are passing through North Lanarkshire and choose to stop in locations that they feel are safe and accessible. The majority of households indicated that they would not use an official site if this was available and few

expressed concern over discrimination from communities surrounding the locations, this is possibly because most of the unauthorised sites are within industrial areas.

The council are of the view that due to travel patterns, especially during the summer months, the existence of unauthorised encampments in North Lanarkshire does not at this time indicate a need for year round sites/pitches. This is supported by previous joint research carried out by health, housing and social work. This research however also concluded that access to services remained an issue for Gypsy Travellers on unauthorised encampments and the importance of services such as the 'Keep Well' programme to improve access to health services for Gypsy Travellers and signpost or link Gypsy Travellers into other services. It is intended that ways in which we can improve access to services will be explored further through the corporate working group.

Travelling Show People

Clydeplan Housing Need and Demand Assessment, 2015 indicates that four authorities within the Strategic Development Plan Area (SDPA) have sites for travelling showpeople, providing some 812 pitches, the vast majority (over 90%) are located in Glasgow City, with substantial variation in site size, density and conditions across sites. The conclusion was that there was no strategic requirement for additional future accommodation provision for travelling show people across the SDPA.

North Lanarkshire has one permanent Show people site within the Motherwell Housing Sub Market Area. The site is a permanent base and provides not only accommodation but storage and maintenance of equipment. The site has 12 pitches and covers 0.75ha with an average density of 16ha. At this time, North Lanarkshire have received no further applications for Planning Permission for Show people sites and can therefore conclude that the needs of this community are being met within North Lanarkshire.

19. NLC Social Work Statistics 2015

20. Census 2011



Other Care Groups

Housing has an integral role in public protection and works in partnership with a range of agencies and other organisations to ensure there are appropriate and effective public protection arrangements. As such there are robust procedures in place for adult protection, child protection, the management and resettlement of offenders.

It is recognised that acquiring and maintaining accommodation is a key factor in resettlement for offenders and a critical part of rehabilitation with evidence showing that prisoners who become homeless on release are more likely to be re-convicted. Consultation carried out on the draft LHS has highlighted the need for services to be more aligned in their discharge planning processes from prison and from other judiciary settings. This will help ensure services deliver effective information provision, follow up support and access to services, particularly medical and health services for offenders with drug and alcohol problems.

The number of homeless applications from prison leavers has continued to decrease in North Lanarkshire since 2008. This may be attributed to the reduction in the overall number of homeless applications evident over the past decade.

Referrals to social work services in North Lanarkshire for domestic abuse have increased by 16.4% over the 2013-2015 period²¹. This mirrors the national picture of increasing reported domestic abuse incidents²². Homelessness statistics provide us with some indication of the scale of domestic abuse and housing need arising from it. Violent or abusive disputes within households accounted for 11% of all homeless applications in North Lanarkshire in 2014/15. This is part of a decreasing trend in homeless applications for domestic abuse over the past four years and may be linked to better application of the domestic abuse housing protocol which assists people affected by domestic abuse to access housing without presenting as homeless.

21. NLC Social Work Performance Score Card 2015

22. Domestic Abuse Recorded by the Police in Scotland 2010/11 and 2011/12 Scottish Government 2014-15

Determining Future Needs

The integration of health and social care will help quantify future requirements for specialist provision both in terms of housing and related support services. As planning processes become further embedded following the integration of services it is anticipated that evidence can be better shared amongst partners to help inform new provision.

Determining future needs will also be informed by regular demand analysis for specialist housing, review of the joint handy person and small repairs service, review of effectiveness of equity release pilot 'help to adapt' and the demand for adaptations and impact of 'Making Life Easier'. The action plan sets out the fuller range of actions that will assist to varying degrees in establishing the future need for specialist provision.



Supporting Documents

- Older Persons Evidence Paper for the Development of the Local Housing Strategy 2016-2021
- Particular Needs Evidence Paper for the Development of the Local Housing Strategy 2016-2021
- Gypsy Traveller Evidence Paper for the Development of the Local Housing Strategy 2016-2021
- Older People Housing Strategy
- The Housing Contribution Statement
- The Strategic Plan
- The Local Housing Strategy Equality Impact Assessment

Key Issues and Priorities Identified Through Evidence and Consultation

Older People

- The projected increase in older people will bring significant challenges for the council and other service providers in terms of provision of accessible housing and housing support to meet the increasing demand arising from this population growth
- There is a need to explore other housing options such as shared equity given the level of older people in owner occupation and increased demand from owner occupiers for social rented specialist older people's housing
- There is a clear need for additional specialist older people's housing provision in the Cumbernauld locality. Overall there is an adequate supply of sheltered housing in North Lanarkshire so new provision should predominantly focus on amenity type provision where care and support can be more flexibly provided
- Given the lower proportion of very sheltered housing in North Lanarkshire and the high proportions of older people supported at home as opposed to care homes, consideration should be given to the need for additional very sheltered or other enhanced specialist forms of housing provision

Disability

- There is a clear correlation between life expectancy and deprivation levels in North Lanarkshire, with those living in the least deprived areas least likely to have a health issue. This is reinforced by the disparity in life expectancy between the most deprived and most affluent areas
- Long term illness and ill health appear to be a particular issue amongst the 'working age' population in North Lanarkshire reflected in the higher proportion of benefit claimants in North Lanarkshire. This need does not translate directly into a need for new additional provision, it does however highlight that there is a need to develop the broader range of housing services that support people with health needs such as adaptations and equipment services
- Reshaping Care for Older People has influenced a number of successful community based, preventative focussed housing initiatives, which have supported older people to live independently for longer in their own home. Evaluation of these initiatives has demonstrated the success and impact of these projects for example enhanced dementia friendly design in sheltered housing enhancing the usability of common space for older people with complex needs improving social inclusion and health and wellbeing
- Given the integration of health and social care services covers all adult groups it would be prudent to consider the scope of such successful initiatives for the wider population
- Self directed support has increased considerably over the period of the last LHS. Housing's role in relation to housing support functions will require consideration throughout the period of this LHS especially in light of the new integrated arrangements

Other Groups

- Life expectancy for people with learning disabilities is increasing and the majority of people with a learning disability live in ordinary housing with some support, many of whom live with carers. Given this it is important that we consider to how to improve future planning for adults with a learning disability to better quantify and plan for housing need and prevent crisis from occurring. The strategic and locality planning arrangements of the new integrated health and social care structures should be used as the main vehicle to achieve this
- The impact of housing on health, particularly mental health requires further exploration. The health needs assessment for homeless people will provide a foundation to do this
- The introduction of legislation changes to the Children's and Young People (Scotland) Act 2014 will increase demand for housing and housing support
- Services need to develop better access to information, advice and health services following discharge from prison or other judiciary settings to ensure people have the optimum chance of successful resettlement
- North Lanarkshire is becoming more culturally diverse and as such it is important to ensure that access to housing and related services are accessible and meet a broad range of needs





What we are doing

- Community resource flats providing short term accommodation to enable swifter discharge from hospital
- Implementing a revised allocation policy for older people's housing to ensure we make best use of older people's housing in meeting the broad range of older people's housing needs
- Implementing technology infrastructure in Sheltered Housing Complexes and Older People Multi-storey Towers to enable a range of wi-fi based technology supports
- Participating in Scottish Government 'Help to Adapt Pilot' which enables older owner occupiers to use equity in their homes to fund adaptations
- Investing over £2.25 million across tenures delivering a broad range of equipment and adaptations to enable discharge from and prevent admissions to hospital from falls and accidents
- Further developing 'Making Life Easier' to enhance the range of housing and care information, advice and options and transform how demand for services is managed
- Reviewing Very Sheltered Housing Contract Specifications to ensure capacity for more complex needs
- Investing in a range of improvement works to enhance Multi-storey Towers designated as Older Persons housing, incorporating dementia friendly design principles
- Reviewing the Adaptations Process to ensure we make best use of adapted properties and wherever possible adaptations are recycled
- Reviewing operational processes for new build developments to ensure particular needs are identified at an early stage
- Developing two short stay Intermediate Care Units at Chryston and Wishaw
- Developed new build integrated day services for older people in all localities, three of which are co-located within Sheltered Housing Complexes
- Housing Services are represented on the Community Justice Partnership with a view to improving access to housing options advice to people with convictions

Developing our Strategic Actions for Priority 4: *Ensure there is a range of housing solutions and appropriate support to meet the needs of older households and those with other specific needs*

National Outcome

- We live longer, healthier lives
- We have tackled the significant inequalities in Scottish society
- We live in well-designed, sustainable places where we are able to access amenities and services we need

National Health and Wellbeing Outcomes

- People are able to look after and improve their own health and wellbeing and live in good health for longer
- People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community

Single Outcome Agreement Local Outcomes

Health and Wellbeing

- Older people and people with disabilities are able to live as safely and independently as possible in the community and have control over their care and support
- Older people and those with particular needs can live independently through the provision of accessible homes and support services

Service/Partner Key

HS - Housing Services, **HP** - Housing Property, **EH** - Environmental Health, **RSLs** - Registered Social Landlords, **HSC** - Health and Social Care North Lanarkshire, **NLF** - North Lanarkshire Federation of Tenants and Residents, **TIS** - Tenant Information Service, **Horizon HA** - Horizon Housing Association **Link HA** - Link Housing Association.

LHS Priority 4 Indicators: Ensure there is a range of housing solutions and appropriate support to meet the needs of older households and those with other specific needs

Indicator	Frequency	Baseline 2015	Target
Number / % of new build affordable homes built to wheelchair standard	Annual	313 amenity homes 11,202 ground floor 'potentially accessible' homes	Min 5% new build social rented
Number/ % of new build affordable homes built for older people	Annual	2,228 older people's housing units	↑
Number of new affordable homes built to Housing for Varying Needs Standards (council and housing association)	Annual	796	1,500
No. of people aged 65 and over in long term care (per 1,000 population)	Annual	23.8	↓
Number of adaptations undertaken in homes across North Lanarkshire (council, housing association and private homes)	Annual	4,260	↑
Number of older people and those with disabilities in the private sector assisted with repairs and maintenance	Annual	3,147	3,200 per annum
Number of people using equity from their own home to fund adaptations through 'Help to Adapt'	Annual	0	↑
Number of people accessing 'Making Life Easier' website	Annual	-	↑
Number of people supported with technology	Annual	1,084	↑



LHS Priority 4 Action Plan: Ensure there is a range of housing solutions and appropriate support to meet the needs of older households and those with specific needs

Strategic Action	Milestone	Target	Timescale	Service/ Partner
KEY ACTION 4.1: Increase the number of wheelchair standard homes to ensure a minimum of 5% in new build social rented housing	<ul style="list-style-type: none"> Incorporate wheelchair standard housing within all suitable new build social rented developments In partnership with the Veteran's charities/ Houses for Heroes, facilitate the development of additional wheelchair standard homes 	Minimum 5% of all social rented new build	2021	HS/ Partner RSLs
KEY ACTION 4.2: Review council new build and capital programme works specification to improve accessibility standards and incorporate dementia friendly design	<ul style="list-style-type: none"> Carry out review and make recommendations for capital programme and new build specifications 	Complete	2021	HS/HP/EH
KEY ACTION 4.3: Utilise information on needs arising from health and social care integrated planning arrangements to better estimate the need for specialist housing provision	<ul style="list-style-type: none"> Develop processes for the locality planning groups (LPGs) for contributing to new build site mix and type 	Complete	2021	HS / HSC
	<ul style="list-style-type: none"> Complete strategic needs assessment and strategic commissioning plan 	Complete	2016	
	<ul style="list-style-type: none"> Housing representation established across revised integrated health and social care strategic planning and decision making structures 	Complete	2016	
	<ul style="list-style-type: none"> Carry out analysis of housing issues contributing to hospital admission and delayed discharge 	Complete	2018	
KEY ACTION 4.4: Increase the suitability of existing housing stock in meeting disabled people's needs by continuing to provide equipment and adaptation services and make best use of adapted housing stock	<ul style="list-style-type: none"> Continue to ensure that people who are assessed as Priority 1, 2 and 3 have their equipment and adaptation needs met 	Increase in households whose needs are met	Annual	HSC
	<ul style="list-style-type: none"> Full implementation of new Asset Management System to help ensure effective allocation of adapted stock 	Asset Management System in place	2016/17	HP
KEY ACTION 4.5: Increase the number of people who have access to technology based care and support by installing broadband within council sheltered housing complexes	<ul style="list-style-type: none"> Install broadband within all council sheltered housing complexes and older people's tower blocks 	Complete	2021	HP
KEY ACTION 4.6: Further develop housing options and financial inclusion advice through the 'Making Life Easier' website	<ul style="list-style-type: none"> Housing options advice incorporated in Making Life Easier website providing information and signposting people to housing services where required 	Complete	2018	HS / HSC

LHS Priority 4 Action Plan: Ensure there is a range of housing solutions and appropriate support to meet the needs of older households and those with specific needs				
Strategic Action	Milestone	Target	Timescale	Service/ Partner
KEY ACTION 4.7: Identify new ways of involving people/groups who are under-represented in tenant and resident participation and the co-production group	<ul style="list-style-type: none"> Expand the housing co-production group to involve people/groups who are under represented 	Complete	2021	HS / HSC / NLF/ TIS Tenant Participation Project
KEY ACTION 4.8: Assist older owner occupiers meet their housing needs, including through use of their equity	<ul style="list-style-type: none"> Participate in the 'Help to Adapt' pilot in North Lanarkshire 	Complete	2017	Horizon HA / Link HA / HS
	<ul style="list-style-type: none"> Consider further options to help older people repair and maintain their homes, including through equity release 	Complete	2017	
	<ul style="list-style-type: none"> Consider feasibility of development of shared equity housing for older owner occupiers 	Complete	2018	
	<ul style="list-style-type: none"> Carry out review of the current care and repair service and commission a new service 	Complete	2017	
KEY ACTION 4.9: Make better use of specialist older people's housing to meet future needs	<ul style="list-style-type: none"> Implement revised specialist older people's housing allocation policy 	Complete	2018	HS / HSC
	<ul style="list-style-type: none"> Consider and agree enhancements to specialist older people's housing that has capacity to meet high needs 	Complete	2018	
	<ul style="list-style-type: none"> Review sheltered housing support requirement to reflect the re-designation of sheltered housing complexes 	Complete	2019	
KEY ACTION 4.10: Develop additional older people's housing provision in areas where there is an identified shortfall	<ul style="list-style-type: none"> Carry out need and demand analysis for older people's housing to inform future provision 	Complete	2021	HS/Partner RSL's
	<ul style="list-style-type: none"> Increase housing for older people in areas where there is an undersupply 	Complete	2021	
	<ul style="list-style-type: none"> Develop proposal on extra care housing 	Complete	2017	
KEY ACTION 4.11: Evaluate effectiveness of 'community resource flats' to inform future provision	<ul style="list-style-type: none"> Complete evaluation of flats to identify new supply/alternate models 	Complete	2021	HS / HSC



LHS Priority 4 Action Plan: Ensure there is a range of housing solutions and appropriate support to meet the needs of older households and those with specific needs

Strategic Action	Milestone	Target	Timescale	Service/ Partner
KEY ACTION 4.12: Develop a new build short stay care facility to replace the council residential care home in Chryston and consider further re-provisioning where required	<ul style="list-style-type: none"> Complete short stay care facility in Chryston 	Complete	2016	HSC
	<ul style="list-style-type: none"> Explore the need for short stay care provision in other localities 	Complete	2019	
KEY ACTION 4.13: Review very sheltered housing contract specifications to ensure revised specifications meet the current and future needs of older people	<ul style="list-style-type: none"> Review contracts and make recommendations based on needs of older people supported in very sheltered housing 	Complete	2017	HS/HSC
KEY ACTION 4.14: Help ensure Gypsy Travellers accommodation and related support needs are met	<ul style="list-style-type: none"> Complete research with Ayrshire and GCV authorities to establish current levels of site and pitch provision for Gypsy Travellers 	Complete	2021	HS/ Planning
	<ul style="list-style-type: none"> Review the role and remit of the corporate Gypsy Traveller working group and explore how membership and remit can be developed 	Complete	2017	
	<ul style="list-style-type: none"> Monitor the outcomes of planning applications for Gypsy Travellers 	Complete	2021	
	<ul style="list-style-type: none"> Monitor CHR applications from Gypsy Travellers 	Complete	2021	
	<ul style="list-style-type: none"> Maintain and update procedures for collection of information on encampments 	Complete	2021	

LHS Priority 5: Tackle Fuel Poverty and contribute to meeting Climate Change Target

LHS Context

We are committed to improving the energy efficiency of our homes and we provide dedicated advice and assistance to households to help reduce energy consumption in order to help tackle fuel poverty and contribute to meeting the Scottish Government's 2020 climate change targets. Since 2013, we have secured over £7m in external funding to improve energy efficiency of domestic housing which has had a direct impact on helping us achieve our carbon reduction commitment. Works have included insulation programmes for home owners and tenants through Green Homes Cashback, incorporating measures such as the installation of new heating controls, LED light bulbs, condensing boilers and £3.9m in Home Energy Efficiency Programmes for Scotland: Area Based Schemes (HEEPS:ABS) funding to improve energy efficiency of homes within the most fuel poor areas.

A person is living in fuel poverty if, in order to maintain a satisfactory level of heating, they would need to spend more than 10 per cent of their household income (including Housing Benefit or Income Support for Mortgage Interest) on all household fuel use. The Scottish Government have pledged to ensure that by November 2016, so far as is reasonably practicable, people are not living in fuel poverty in Scotland. Within North Lanarkshire, around 35% of social rented tenancies and 31% of owner occupied homes are estimated to be in fuel poverty. Social rented stock has had significant investment to improve energy measures but households living within this sector continue to be more at risk of being in fuel poverty due to lower incomes and wider poverty issues. In 2015-16, we launched and delivered a high profile and successful fuel switching campaign entitled 'The Big Switch' (rebranded in March 2016 to 'It Pays to Switch'). Its main aim is to encourage households to realise cheaper energy tariffs through a collective switching scheme. To date,

nearly 2,000 households have registered over the successive campaigns delivered to date.

The Energy Efficiency Standard for Social Housing (EESSH) aims to improve the energy efficiency of social housing in Scotland. It will help to reduce energy consumption, fuel poverty and the emission of greenhouse gases. It will contribute to reducing carbon emissions by 42 per cent by 2020 and 80 per cent by 2050 in line with the requirements set out in the Climate Change (Scotland) Act 2009.

Improving the energy efficiency of existing housing within the private sector is a priority for Scottish Government which will contribute to reducing greenhouse gas emissions and meeting climate change targets as well as helping to eradicate fuel poverty in Scotland. Scottish Government planned to consult on Regulation of Energy Efficiency in Private Sector Homes (REEPS) in 2015, however, as a result of announcements in relation to the funding of energy efficiency measures the consultation on REEPS has been delayed until the next Parliamentary session.

Through our Warm Homes Statement, fuel poverty continues to be identified and addressed at local levels across North Lanarkshire. Our aims are to:

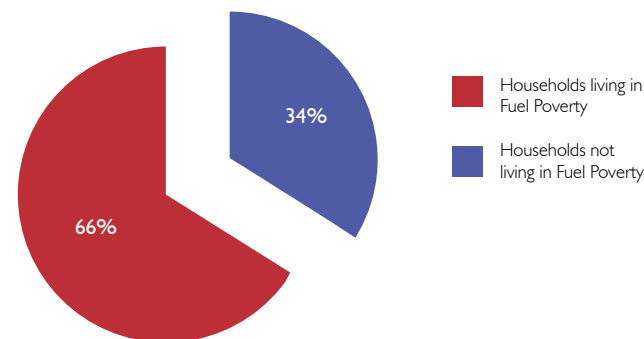
- Reduce, where possible, domestic energy bills
- Improve energy efficiency of homes
- Develop alternative domestic energy choices such as renewables
- Help people who cannot afford to heat their homes comfortably
- Contribute to reducing household greenhouse gas emissions

Evidence

Households Characteristics

There are 146,935 households within North Lanarkshire, the main household characteristics that increase the risk of living in fuel poverty are small household size, elderly households and economic inactivity. The Scottish House Condition Survey 2012-2014 indicated that over 50,000 households in North Lanarkshire were living in fuel poverty and extreme fuel poverty.

Households in Fuel Poverty in North Lanarkshire

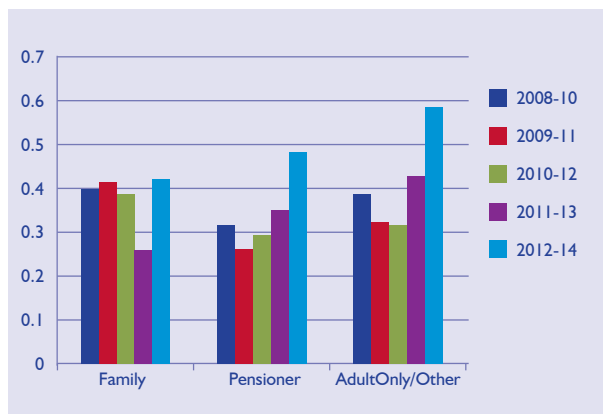


Source: Scottish House Condition Survey 2012-2014



The characteristics influencing fuel poverty are evident in North Lanarkshire where the number of single person households has increased over the past ten years along with an ageing population (29% Pensioners). The graph shows the changing profile of household types in North Lanarkshire over the past five years.

Change in profile of household Types in North Lanarkshire 2008-2013



Source: Scottish House Condition Survey 2012-2014

Economic inactivity and deprivation can also be evidenced as contributing factors for fuel poverty. The Scottish Index of Multiple Deprivation Statistics 2012 provide evidence of wider poverty. Of North Lanarkshire's 418 datazones 23 are within the 5% most deprived and account for 7% of Scotland's most deprived. Deprivation is made up of seven indicators including income which is one of the most influential and highlights that households within these datazones are at greater risk of fuel poverty due to lower income levels.

Furthermore the incidence of long term illness and disability is significantly higher in North Lanarkshire (50%) than Scotland

as a whole (36%). These households are more vulnerable to fuel poverty as they are more likely to spend longer periods at home and therefore use more domestic energy, and they are more likely to be on fixed lower incomes.

Local data suggests that on average households in social rented properties spend around £1,300 per annum on energy costs. Despite significant investment in the housing stock to improve energy efficiency many tenants remain in fuel poverty due to energy prices and low incomes.

Property Characteristics

The Council spends around £300k per annum on energy efficiency measures and £7.5m per annum on heating replacement and boiler renewal/servicing and maintenance contributing to carbon reductions and improved energy efficiency of homes across North Lanarkshire. In 2015/16, £1m was directed at targeting specific energy efficiency measures such as fuel changes and external wall insulation etc.

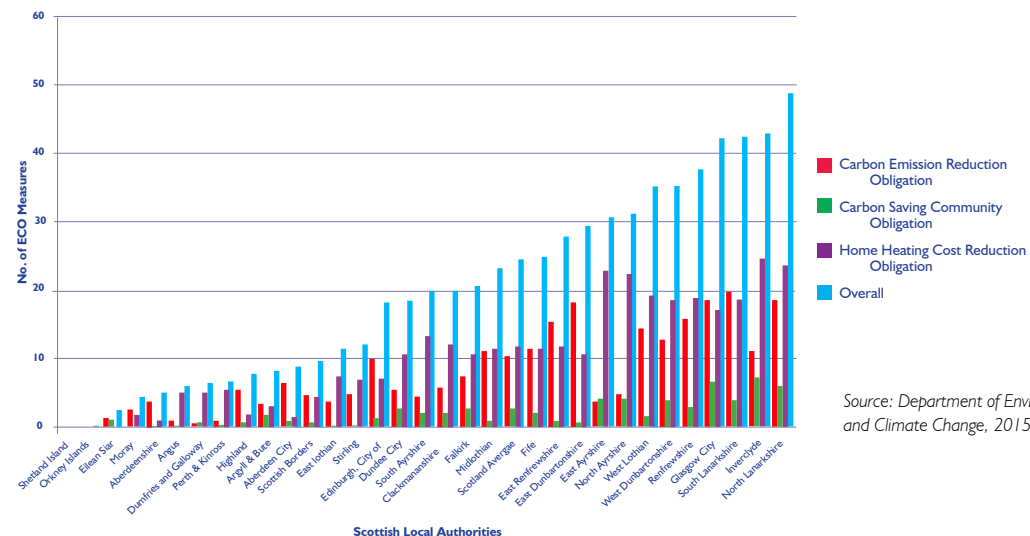
The Energy Efficiency Standard for Social Housing (EESH) is now incorporated within the SHQS. The standard has been further developed to help improve energy efficiency of social

housing stock in Scotland and is based on Energy Performance Certificates. We currently estimate that the council will require to invest £8.5m to achieve the required measures and this will result in estimated annual savings for tenants of approximately £800,000 with carbon savings of just over 32,000 tonnes. At the time of writing it was estimated that around 78.5% of council stock met EESH requirements with all main RSLs operating in North Lanarkshire having 100% of their stock SHQS compliant on energy efficiency measures, however, the percentage of stock meeting EESH was not available at the time of writing.

The private sector appears to be behind the social rented sector in terms of thermal efficiency despite initiatives available to owners such as the former Green Deal Improvement Fund.

Although fuel poverty is greater in North Lanarkshire than across Scotland as a whole, the council was the best performing authority across Scotland (July 2014) in terms of the number of Energy Company Obligation measures per 1,000 population according to Department of Environment and Climate Change.

ECO Measures per 1000 Households - Scotland



Source: Department of Environment and Climate Change, 2015

Other Impacts

Another aspect of Climate Change which impacts on housing is flooding. Recent research Mapping Flood Disadvantage in Scotland 2015 indicates that less than 0.5% of properties in North Lanarkshire are exposed to surface water flooding and less than 2% exposed to river flooding.

In addition to increased rain water causing flooding Climate Change has affected temperatures and has increased incidences of freak weather such as prolonged periods of cold weather and snow. Through the retrofit of energy measures, improving new house building standards, developing energy reducing cost initiatives and maximising income, we are ensuring homes are as energy efficiency as possible and that households have an increased ability to heat their homes to the required levels to remain healthy.

Supporting Documents

- Warm Homes Statement, 2015
- Climate Change Evidence Paper for the Development of the Local Housing Strategy 2016 - 2021
- Low Carbon Strategy 2015-2018

Key Issues and Priorities identified through Evidence and Consultation

Fuel Poverty

- Early identification and alignment of programmes to ensure a better understanding of stock condition across all tenures and maximise funding streams such as Home Energy Efficiency Programmes Scotland: Area Based Schemes (HEEPS:ABS)
- Linking various schemes to improve private sector engagement in HEEPS: ABS
- North Lanarkshire has a high proportion of vulnerable households including those with long term illness and disability as well as an ageing population indicating that fuel poverty is likely to increase due to higher energy consumption of these groups, despite significant investment in energy measures within social rented stock
- Increasing fuel prices have contributed to increasing numbers of households in fuel poverty, however, it is hoped a general reduction in domestic energy prices coupled with 'It Pays to Switch' will alleviate the scale of those at risk of fuel poverty
- Households most at risk of fuel poverty are not necessarily the households who have benefited to date from 'The Big Switch' / 'It Pays to Switch'. It is a priority to provide assistance to do so, including targeted publicity within areas affected by deprivation
- Households are unaware and/or insufficiently instructed on how to make effective use of their heating system or how to access information in relation to improving the energy efficiency of their home. There is a clear opportunity to provide further advice in such areas
- Lead in timescales and funding shortfalls to develop large scale district heating schemes make such schemes prohibitive

Climate Change

- Ensuring homes can adapt to changing climate and be sustainable for the future will be important going forward and will have an impact on the future design of homes
- We will continue to investigate the use of district heating schemes, particularly through the use of biomass plants as a means of affordable heat whilst delivering overall carbon reductions within North Lanarkshire
- Climate Ready Clyde indicate an increase in rainfall and incidences of adverse weather will impact on infrastructure such as roofs, gutters, drain pipes and water run offs which has potential to lead to damp and condensation issues and a requirement for increased investment
- There is a need to identify potential areas where properties could be susceptible to flooding and where sewerage systems would be unable to cope, although this would only be achievable through partnership working with Scottish Government and Scottish Water
- Private sector disrepair is more significant than in the social rented sector and improvements in this sector in relation to energy measures are progressing at a much slower pace which has a resulting impact on the condition and energy efficiency of properties within the private sector. Although in its early stages of development, it is hoped the forthcoming Regulation of Energy Efficiency of Private Sector (REEPS) will begin to help to address this issue



What we are doing

- Continuing to invest in our stock to maintain 100% SHQS and meet 2020 EESSH targets
- ‘The Big Switch/It Pays to Switch’ campaign has been very successful
- Promoting income maximisation and other support services across all tenures
- Encouraging owners to participate in programmes that will improve energy efficiency of their homes
- Providing energy information and advice across all tenures
- All new build affordable homes are built to good energy efficiency standards and the council is now building to the higher ‘Silver’ sustainability standard for energy efficiency
- We are fully signed up to Scotland’s Climate Change Declaration and have been since 2007
- Assisting in delivery of the Council’s Low Carbon Strategy 2015-2018



Developing our Strategic Actions for Priority 5:

Tackle Fuel Poverty and contribute to meeting Climate Change Target

National Outcome

- We live in well-designed, sustainable places where we are able to access amenities and services we need
- We reduce the local and global environmental impact of our consumption and production
- We value and enjoy our built and natural environmental and protect it and enhance it for future generations

National Health and Wellbeing Outcomes

- People are able to look after and improve their own health and wellbeing and live in good health for longer
- People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community

Single Outcome Agreement Local Outcomes

Health and Wellbeing

- Older people and people with disabilities are able to live as safely and independently as possible in the community, and have control over their care and support
- Older people and those with particular housing needs can live independently through the provision of accessible homes and support services

Regeneration

- Create strong and sustainable town centres and communities that are attractive places to live in, work in and visit
- Improve the quality and energy efficiency of homes, which contributes to meeting the climate change target
- Improve energy efficiency and reduce CO2 emissions

Service/Partner Key

HP - Housing Property, **EH** - Environmental Health,

RSLs - Registered Social Landlords, **CAB** - Citizens Advice Bureau





LHS Priority 5 Indicators: Tackle Fuel Poverty and contribute to meeting Climate Change Target			
Indicator	Frequency	Baseline 2014/15	Target
% of Council properties meeting EESSH	Annual	78.5%	100%
% of RSL Stock that is EESSH compliant	Annual	-	100%
No of Households provided with energy advice/information	Annual	370	Accumulative increase
No of households in fuel poverty	Annual	50,000	↓
No of households in extreme fuel poverty	Annual	9,000	↓
No of households registering for 'It Pays to Switch'	Annual	1,782	↑
No of private sector properties where measures installed	Annual	373	Increase

LHS Priority 5 Action Plan: Tackle Fuel Poverty and contribute to meeting Climate Change Target					
Strategic Action	Baseline 2015	Milestone	Target	Timescale	Service/ Partner
KEY ACTION 5.1: Develop and implement technologies to help people reduce energy consumption in their homes	-	• Trial of suitable technologies being progressed	Complete	2021	HP
		• More independent living for elderly residents	N/A		
KEY ACTION 5.2: Agree strategy for future delivery of alternative heating options within council stock subject to available resources	-	• Strategy developed	Complete	2016/17	HP
KEY ACTION 5.3: Continue to mitigate impacts of climate change in relation to housing by improving energy efficiency of homes, meeting EESSH requirements and meeting improved new build standards	78.5% of Council Stock % RSL stock unavailable	• Council stock meeting EESSH • RSL Stock meeting EESH	100%	2021	HP/RSL Partners
	100%	• All Council new build units to meet Silver energy efficiency standards	100%	2021	HP/RSL Partners

LHS Priority 5 Action Plan: Tackle Fuel Poverty and contribute to meeting Climate Change Target					
Strategic Action	Baseline 2015	Milestone	Target	Timescale	Service/ Partner
KEY ACTION 5.4: Effectively target available funding to improve the energy efficiency of homes	457 Measures installed in Council Stock	<ul style="list-style-type: none"> Reduction in social rented households within Scottish House Condition Survey in fuel poverty When Funding secured develop energy programmes 	NLC full budget spend	Annual	All
	376 Installed via HEEPS: ABS	<ul style="list-style-type: none"> Reduction in private sector households within Scottish House Condition Survey in fuel poverty When Funding secured develop energy programmes 	Full HEEPS: ABS spend	Annual	All
KEY ACTION 5.5: Continue to implement collective switching framework for North Lanarkshire residents	2,174 households registered (completed)	<ul style="list-style-type: none"> No of 'It Pays to Switch' campaigns completed 	Accumulative increase	Annual	HP
	1,187 households switched		Accumulative increase	Annual	HP
	£290 average annual saving per household / £346,995 accumulative anticipated saving		Saving to households / accumulative increase in anticipated saving	Annual	HP



LHS Priority 6: Improve stock condition across all tenures

LHS Context

This priority sets out our approach to improving stock condition across North Lanarkshire. The LHS covers all tenures and sets out the strategic priorities for housing across social and private sectors.

Social Rented Sector

The Social Sector Stock Condition Evidence Paper provides an assessment of the condition of existing council and RSL housing stock.

Scottish Housing Quality Standard

Council stock achieved 100% compliance with the SHQS with a 9.5% abeyance/exemption level. This is above the national SHQS average of 90.2%. The Annual Return on the Charter (ARC) 2014-15 for those RSLs whose stock is predominately located in North Lanarkshire shows SHQS achievements ranging from 76.9% to 100.0%.

Energy Efficiency Standard for Social Housing

The measures we and our partners intend to take to achieve EESSH ratings are included within LHS Priority 5 along with further information on funding and envisaged progress towards the 2020 milestone. At present 78.5% of council stock meet EESSH requirements.

Below Tolerable Standard

There is now no identified Below Tolerable Standard (BTS) council stock within North Lanarkshire, although given the age profile of our stock, on-going investment will be required to continue to maintain this achievement.

Private Sector

The Private Sector Stock Condition Evidence Paper provides an overview of private sector house condition in North Lanarkshire.

Below Tolerable Standard

The Scottish House Condition Survey 2012-14 indicates 2% of all stock in North Lanarkshire fails at least one part of the tolerable standard. The council has 840 private sector properties recorded as either BTS or in serious disrepair. The Private Sector Housing Team and Environmental Health Officers work together to reduce and prevent BTS housing through a combination of information, advice and in some cases financial assistance. Enforcement action may also be taken as a last resort.

Housing Renewal Areas

The council will use all powers available to deal with areas where housing and/or environmental issues are affecting the impact of the area and people living there. This may include use of Housing Renewal Area (HRA) Powers. However, it is felt that the use of alternative powers are available to ensure works are enforced and carried out in default as necessary is a more suitable and quicker course of action at this time.

Scheme of Assistance

The council's Private Sector Housing Team provide owners with advice and assistance through the Scheme of Assistance and tackle issues such as private sector disrepair, common works, title complexities, property factoring and use of enforcement powers. Over the last five years the council's Scheme of Assistance has provided financial assistance of just over £2.9m to owners to help them improve the condition of their homes, address substandard and BTS housing.

Evidence Stock Profile and Characteristics

As at 31 March 2015 there were 151,984 dwellings within North Lanarkshire with just under two thirds of dwellings being owner occupied.

Tenure	Number	%
Private Rented Sector	14,895	9.8%
Council	36,834	24.2%
RSL	9,083	6.0%
Owner Occupied	91,172	60.0%
Total	151,984	100.0%

Source: PRS: Landlord Registration / LA: NLC Housing Stock File /RSL: Partner Data / Owner Occupiers: Lanarkshire Valuation Joint Board Live Council Tax Bands – as at 31 March 2015

Social Rented Sector

Stock Profile

Around 60% of council stock is more than fifty years old with over half of this being located in the Motherwell Housing Sub Market Area, whilst only 21% of RSL stock is within this age band. Twenty eight percent of council stock is in excess of 70 years old, suggesting that substantial investment will be required as building elements go beyond their natural lifespan. There is very little RSL stock in excess of 70 years old, accounting for only 6% of all RSL stock in North Lanarkshire.

Stock Age							
Social Landlord	Total Stock	Pre 1919	1919 - 1944	1945 - 1964	1965 - 1982	1983 - 2009	Post 2009
North Lanarkshire Council	36,834	202	10,039	11,934	13,870	497	292
Main RSLs North Lanarkshire	8,787	357	250	1,887	563	2,088	3,642

Source: North Lanarkshire Common Housing Register, 2015 and Scottish Housing Regulator ARC Returns 2014-15

Council stock is diverse in terms of property types with 58% of dwellings being flatted, including 12% high rise and 4% maisonettes, which brings a number of challenges in terms of particular investment requirements. For example, in multi storey flats and the requirement to secure owner participation in mixed tenure blocks. Non traditional house types equate to approximately 24% of the council's stock with over 10% being multi storey flatted accommodation. In common with many other social landlords, the council faces challenges ensuring the long term suitability and sustainability of such property types which are now predominantly over 40 years old. As part of our tower strategy, the council is currently undertaking technical assessment of the structural long term requirements for the blocks which may include selective demolition, if appropriate. For our remaining 4600 non traditional houses and flats, the main considerations relate to ensuring their structural longevity and EESSH compliance in terms of the measures required which is currently being undertaken.

SHQS, EESSH and Disrepair

Council stock was 100% SHQS compliant (including abeyances/exemptions). Abeyances will continue to be prioritised within our ongoing survey programme and void management procedures and we will continue to examine new technologies to tackle historical exemptions.

We are currently evaluating council properties which will not meet EESSH requirements with any reasonable measures being applied; properties identified will continue to be reviewed to determine appropriate solutions. It has been identified that RSLs operating in the Cumbernauld Housing Sub Market Area have the lowest level of SHQS and EESSH compliance. The lower levels of compliance are in the Cumbernauld area where there is a high level of mixed tenure blocks of flats, including the 12 high rise blocks which are part of a planned demolition/ re-provisioning programme. However, there are no RSLs in North Lanarkshire with properties failing the SHQS due to serious disrepair or because they are not energy efficient.

Investment

In 2015-16, investment in council housing planned maintenance was £16.34m with a further £42.1m invested in our HRA Capital Programme which resulted in:

- over £10million on installation of energy efficient double glazing resulting in all council stock now being double glazed
- Over £14million on replacement kitchen and bathroom within tenants homes
- Over £9million on roofing and rendering work to tenants homes

Through our asset management system and related house condition survey information, we have mapped and modelled our requirements and identified that we require to invest £1.2billion over the next 30 years with £86.5m (£256m – including EESSH) required over the period of this LHS to maintain SHQS requirements. In line with ensuring ongoing SHQS compliance and enhanced tenant expectations, the £256million 2016/17 – 2020/21 HRA investment plan, approved by council in February 2016, includes:-

- Over 13,000 tenants receiving new kitchens
- Over 23,000 bathrooms replaced in tenants homes
- Over 13,000 homes having new energy efficient double glazing installed
- Ensuring the current maximum 15 year lifespan for boiler replacement continues to be achieved



The Scottish Government are still to announce 2050 EESSH targets which could require additional funds not already identified.

Sanctuary Housing Association owns around 2,000 homes in Cumbernauld and the stock achieved 100% SHQS compliance as at 31 March 2015. This includes 24% abeyances or exemptions, largely related to the tower stock that is planned for demolition. It is currently completing its assessment of EESSH compliance which will inform its future investment plans. The planned investment programme for 2016/17 is £2.4m, including £1.7m on roofing/ render and £0.4m on kitchen and bathroom replacement. Like the council, Sanctuary's ability to progress common works is affected by the high level of mixed tenure blocks of flats within the area where the progression of common works is dependent on securing the participation of owners. The council works closely with Sanctuary Housing Association to provide grant assistance for roofing and render programmes.

Private Sector

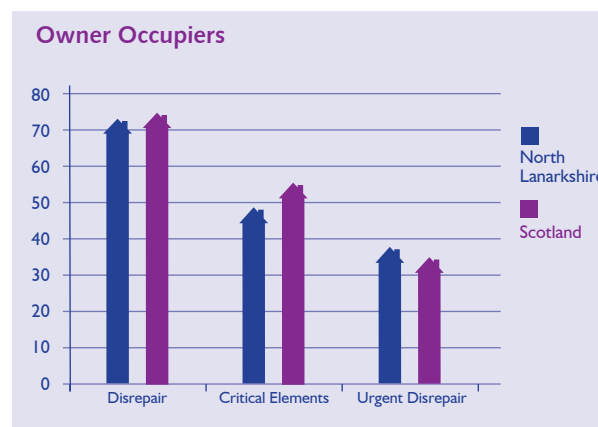
Stock Profile

It is estimated that just over 106,000 properties across North Lanarkshire are within the private sector with 9.8% of these being private rented properties and around 35% formerly owned by a local authority, Development Corporation or a housing association. Many owners, who bought under the Right to Buy, are now finding it difficult to pay for the necessary repairs to their homes and the high level of mixed tenure blocks of flats has significant implications for the ability of the council, and RSLs, to progress planned common works programmes.

The Scottish House Condition Survey 2012-2014 reported 18% of private sector properties were over 70 years of age, indicating many of these will require significant investment as elements come to the end of their life cycle.

Disrepair

The Scottish House Condition Survey found that around 73% of owner occupied properties in North Lanarkshire have some form of disrepair whilst almost half (48%) have critical elements of disrepair with 36% being in urgent disrepair. Furthermore, private sector disrepair is higher in North Lanarkshire than across Scotland as a whole.



Source: Scottish House Condition Survey 2012-14

Below Tolerable Standard

Since 2011, we have assisted almost 400 owners with properties that are Below Tolerable Standard and/or in Serious Disrepair through either grant, advice or enforcement action. The Scottish House Condition Survey 2012-14 suggests that 2% of all housing stock across North Lanarkshire fails at least one part of the tolerable standard.

As the strategic housing authority, work has been ongoing with local RSLs to progress mixed tenure and regeneration initiatives such as the Cumbernauld multi storey tower project and Ainslie Road and Madehose Road, Cumbernauld demolition and re-provisioning, where properties were

suffering extensive water penetration and serious disrepair. Millcroft Road, Cumbernauld and Woodville Rise, Forgewood are examples of areas with large scale private sector blocks of flats in serious disrepair. These areas have significant numbers of empty properties, with fire raising and vandalism being concerns. We continue to try to engage with owners to undertake necessary repairs and maintenance, however, alternative regeneration approaches will be required to address the ongoing issues.

Supporting Documents

- Private Sector Stock Condition Evidence Paper for the Development of the Local Housing Strategy 2016-2021
- Social Sector Stock Condition Evidence Paper for the Development of the Local Housing Strategy 2016-2021
- North Lanarkshire Council Scheme of Assistance

Key Issues and Priorities identified through Evidence and Consultation

Social Rented Sector

- Substantial investment required for pre-war 1944 stock as building elements go beyond their useful life
- The long term viability of properties in some areas must be considered to determine if investment is the appropriate way forward or if other options such as demolition, re-provisioning and regeneration would be more successful
- There is a need to ensure recording of accurate property information through an appropriate fit for purpose asset management system to enable early identification and planning for long term property viability
- Continue to meet SHQS, incorporating EESSH 2020 targets
- Greater collaborative working between RSLs and the council is required to ensure a joined up approach to tackling energy improvements in areas most in need

Private Sector

- Need to improve local information on property condition within the private rented sector as it is currently difficult to quantify the issues
- Title complexities and lack of factoring arrangements in relation to repairing responsibility for common areas
- Mixed tenure blocks and large scale common blocks are an issue for tenants, owners, private landlords and the council as it can be difficult to progress necessary investment works due to non-engagement and unwillingness or inability to participate

- Maintenance and repair of right to buy properties causing issues where owners are unable or unwilling to take part in Capital Programmes
- Owners unwilling to consider releasing equity within their homes to assist them to carry out repairs where no other funding is available
- There are significant numbers of poor condition, high density, negative equity, private flatted properties with absent owners across the authority

What we are doing

- Approved record investment of £256m between 2016/17 and 2020/21
- Prioritise SHQS abeyances within survey programme and ongoing SHQS management procedures
- Continue to work towards EESSH targets
- Further developing our ATRIUM Asset Management System
- Explore external funding opportunities to improve stock condition and amenity of areas across tenures e.g. council secured additional funding from Scottish Government to progress a major regeneration project in Cumbernauld involving the demolition and re-provisioning of 12 blocks of multi storey flats, which were mixed tenure ownership and suffering from extensive water penetration and serious disrepair
- We provide a range of assistance to home owners to help them improve and repair their homes through the Scheme of Assistance and continue to review the scheme as required
- Grant assistance has been provided to 373 owners across 97 council led Capital Programmes, 2011-2015
- Grant assistance provided to 120 owners in RSL led Capital Programmes, 2011-2015
- Make use of enforcement powers through serving Maintenance Orders e.g. 169 owners in 3 large blocks of flatted properties resulting in Maintenance Plan and subsequent works by council to 2 of the blocks due to default.
- Missing Share powers have also been used to assist owners to complete works where necessary and will make use of new enforcement powers in relation to commercial properties as well as residential properties
- Use of Compulsory Purchase Order Powers where appropriate to tackle serious disrepair. For one project, this facilitated demolition of structurally defective blocks of flats with new housing provided for owners on a nearby site
- Bi-annual Private Landlord Forum to keep landlords up to date with latest initiatives and opportunities to receive advice and assistance
- Contribution to development of 'Under One Roof' national website which is being developed by Scottish Housing Network to inform and engage owners of all types of properties to maintain and improve their buildings
- Continue to ensure tenant engagement and involvement in relation to investments required to council stock



Developing our Strategic Actions for Priority 6: *Improve stock condition across all tenures*

National Outcome

- We reduce the local and global environmental impact of our consumption and production & we live in well designed, sustainable places where we are able to access the amenities and services we need

National Health and Wellbeing Outcomes

- People are able to look after and improve their own health and wellbeing and live in good health for longer
- People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community

Single Outcome Agreement Local Outcomes

Health and Wellbeing

- Older people and people with disabilities are able to live as safely and independently as possible in the community, and have control over their care and support
- Older people and those with particular housing needs can live independently through the provision of accessible homes and support services

Regeneration

- Create strong and sustainable town centres and communities that are attractive places to live in, work in and visit
- Improve the quality and energy efficiency of homes, which contributes to meeting the climate change target
- Improve energy efficiency and reduce CO2 emissions

Service/Partner Key

HS - Housing Services, **HP** - Housing Property, **EH** - Environmental Health



LHS Priority 6 Indicators: Improve stock condition across all tenures			
Indicator	Frequency	Baseline 2015	Target
Percentage of council homes meeting the SHQS	Annual	100% excluding abeyances	100% excluding abeyances
Percentage of RSL homes meeting the SHQS	Annual	79% - 100%	100%
£256m Investment in Council stock	Annual	£42m	Average £51m /year
Uptake of owners in council contracts	Annual	36%	40%
No of no access's and tenant refusals within capital programme	Annual	17%	8%
No of owners assisted through the Scheme of Assistance	Annual	683	3,700
No of private sector homes brought up to the tolerable standard and assisted with serious disrepair	Annual	142	160 pa
No of third party referrals for poor house condition in the Private Rented Sector to the Private Rented Housing Panel (PRHP)	Annual	N/A	N/A
No of housing enforcement notices served:			
• Defective Buildings	Annual	52	N/A
• Dangerous Buildings		6	
• Work Notices		7	
• Maintenance Orders		0	
• Demolition Orders		0	
No of works carried out in default to tackle serious disrepair and below tolerable standard properties	Annual	14	N/A



LHS Priority 6 Action Plan: Improve stock condition across all tenures

Strategic Action	Baseline 2015	Milestone	Target	Timescale	Service/ Partner
KEY ACTION 6.1: Ensure continued compliance with the Scottish Housing Quality Standard (SHQS) and reduce SHQS abeyances	100% Subject to abeyances	<ul style="list-style-type: none"> Future programmes of work based on ensuring continued compliance Reduce number of abeyances 	100% Subject to abeyances	Annual	HP
KEY ACTION 6.2: Improve condition of council homes by targeted investment through the capital programme	£42m	<ul style="list-style-type: none"> Implementation of ATRIUM Asset Management System Develop new five year investment plan informed by new Asset Management System 	£256m investment to 26,000 homes	Annual	HP
KEY ACTION 6.3: Fully review and update the Housing Asset Management Plan 2013/14 – 2018/19		<ul style="list-style-type: none"> 6 monthly updates on the action plan Full review due 2018/2019 	Review complete	2018/19	HP
		<ul style="list-style-type: none"> Produce new Asset Management Plan 	Asset Management Plan in place	2018/19	
		<ul style="list-style-type: none"> Develop future investment plans through new Asset Management System 	Investment Plan in place	2017/18	
KEY ACTION 6.4: Continue to assist over 700 owners per annum through the Scheme of Assistance (SoA)	626 owners assisted through SoA	<ul style="list-style-type: none"> Review options to further encourage owner participation in council and RSL led mixed tenure investment programmes 	740 owners assisted per annum through SoA	2016/17	HS
		<ul style="list-style-type: none"> Continue to review the Scheme of Assistance and assess implications of Housing (Scotland) Act 2014 		2016/17	
		<ul style="list-style-type: none"> Consider options to provide owners with support to change unworkable title deeds in large blocks 		2016/17	
		<ul style="list-style-type: none"> Improve identification and recording of poor maintenance in large scale blocks and review sustainable options to prevent them from falling into serious disrepair 		2016/17	
KEY ACTION 6.5: Increase the number of homes brought up to the tolerable standard and effectively tackle serious disrepair across all sectors, including through the use of enforcement action	-	<ul style="list-style-type: none"> Review and further develop process for identifying and recording BTS and serious disrepair in private sector 	Complete	Annual	HS/HP/EH
	142pa	<ul style="list-style-type: none"> No of below tolerable standard and serious disrepair properties brought up to tolerable standard 	160pa	Annual	HS/HP/EH

LHS Priority 6 Action Plan: Improve stock condition across all tenures					
Strategic Action	Baseline 2015	Milestone	Target	Timescale	Service/ Partner
KEY ACTION 6.6: Seek to improve stock condition in the Private Rented Sector	Stock Condition Survey 2007	<ul style="list-style-type: none"> Develop policy regarding 3rd party right to refer to the PRHP to support vulnerable private sector tenants 	Complete	2016/17	HS/HPS/ES
		<ul style="list-style-type: none"> Raise awareness of the role of the PRHP in dealing with landlords of poor quality housing 	As required	Annual	HS/HP/EH
		<ul style="list-style-type: none"> Consider options to improve assessing house condition within private rented sector and private sector 	Complete	2016/17	HS





9. Supporting Documentation

Supporting documentation is available from the council's LHS consultation web page at: <http://www.northlanarkshire.gov.uk/lhs2016> and includes:



Consultative Draft LHS published in December 2015

Strategic Housing Investment Plan 2014/15 to 2019/20

Local Housing Strategy Equality Impact Assessment

Evidence Papers informing the development of the LHS 2016-2021:

- Housing Supply Target
- Housing Needs
- Private Rented Sector
- Homelessness, Support and Temporary Accommodation
- Meeting the Housing and Related Support Needs of Older People
- Meeting the Housing Needs of Disabled people and people with other Support or Specific Housing Needs
- Gypsy Travellers
- Climate Change
- Social Rented Sector: House Condition
- Private Sector: House Condition

Strategic Statements/Strategies informing the development of the LHS 2016-2021

- Empty Homes Statement
- Youth Housing Statement
- Warm Homes Statement
- Temporary Accommodation Strategy

Housing Contribution Statement

Scheme of Assistance

Town Centres

The Clydeplan Housing Need and Demand Assessment

Available on the Strategic Development Planning Authority website at:

www.clydeplan-sdpa.gov.uk

Consultation Reports:

Consultation Plan

Consultation Report

North Lanarkshire Council and North Lanarkshire Partnership Citizen's Panel Report on LHS, March 2015

Reports from LHS Stakeholder Events

Tenants Conference 2014 Workshop Report and Open Meeting Report, September 2015

10. Housing Jargon Buster



Action

A task that is to be carried out.

Affordable Housing

Affordable housing includes social rented, affordable rented and intermediate housing, provided to specified eligible households whose needs are not met by the market. It can be a new-build property or a private sector property that has been purchased for use as an affordable home.

Allocations

In housing terms refers to the letting of dwellings for rent such as houses, flats and bungalows etc.

Allocation Policy

It is a document which states how the landlord will make its empty homes available to people who need them.

Annual Return on the Charter (ARC)

Social landlords must provide the Scottish Housing Regulator (SHR) with an ARC return by the end of May each year. The ARC reports our performance information to the SHR against the charter outcomes and includes contextual data relating to our stock.

BTS

Below Tolerable Standard

Care and Repair

A scheme for home owners and private renters. It helps the elderly and people with disabilities by providing information and assistance with regard to repairs and improvements to their homes.

Clydeplan Housing Need and Demand Assessment (Clydeplan HNDA)

Background Report to the Strategic Development Plan proposed Plan.

Common Housing Register (CHR)

It is a single register through which people can apply for council and housing association homes that become available.

Community Planning

A plan which councils have a legal duty to produce to support and improve the social, economic and environmental interests of their areas.

CPO

Compulsory Purchase Order

Energy Efficiency Standard for Social Housing (ESSH)

ESSH has been developed to help improve the energy efficiency of the social housing stock in Scotland.

Fuel Poverty

Is where households, in order to keep their home comfortably warm, spends more than 10% of their income fuel.

GROS

General Registers of Scotland

HEEPS:ABS

Home Energy Efficiency Programmes for Scotland: Area Based Schemes

HMO

Housing in Multiple Occupation

Housing Market Partnership

Housing Market Partnerships (HMPs) oversee the development, production and sign-off of the HNDA. The structure and membership of the HMP should be determined locally to reflect the circumstances and requirements of individual partnerships. As a minimum, however, the HMP should consist of a core group of housing and planning officials within each of the constituent authorities.

Housing (Scotland) Act 2001

This is a law which sets out a number of powers and duties for housing providers, duties for housing providers and tenants' rights in Scotland.

Housing (Scotland) Act 2006

A law that changed the way in which councils and their partners deal with repairs, housing improvements and adaptations for people with disabilities in private sector housing. One of the main changes is that councils no longer have to offer grants to all home owners. Instead councils can also offer help such as information, advice and alternative financial assistance (e.g. loans).



Housing Need and Demand Assessment (HNDA)

The assessment looks at all the housing in an area in terms of affordability and whether there is enough housing of the right size and type within locations people want to live. It also looks at the population to identify the number, location and type of housing required, both now and in the future.

Housing Renewal Area (HRA)

An area which the council has named as such because there are a relatively large number of houses below standard; because of the way the houses look; or the state of repair of the houses is having a negative impact on the area. This allows the council to take action to improve the condition of the homes in the area.

Income Maximisation

This is a service which helps households by making sure they are claiming all the benefits and receiving all the money that they are entitled to.

JSNA

Joint Strategic Needs Assessment

Landlord Accreditation Scheme

It is a voluntary scheme for private landlords and letting agents. The scheme has a set of rules and standards that its members must obey. These standards demonstrate that the property is maintained to a certain standard, there are management processes in place that treat tenants fairly and that repairs are carried out promptly.

LIFT

Low-cost Initiative for First-time Buyers. This is a Scottish Government scheme offering help to people wishing to buy their home. It includes home ownership through shared equity.

Local Development Plan (LDP)

The LDP sets out policies and proposals for the use, development and protection of land in our area.

Local Housing Strategy (LHS)

The Housing (Scotland) Act 2001 requires councils to carry out an assessment of all housing needs and conditions. Councils then use this to produce a document that outlines how they and others will tackle the housing problems in their areas.

Low Cost Home Ownership (LCHO)

A form of subsidised home ownership for first-time buyers and some other groups of people. See also LIFT.

LPG

Locality Planning Group

MAPPA

Multi Agency Public Protection Agencies

Mid Market Rent (MMR)

MMR is a form of affordable housing. It allows tenants to pay rent levels below the normal market rent level in their area, although rents are higher than what a tenant would normally expect to pay in social housing.

NHER

National Home Energy Rating which generates an energy rating per dwelling on a scale of 0 (poor) to 10 (excellent). It is based on the total energy costs per square metre of floor area required to achieve a standard heating regime.

North Lanarkshire Partnership (NLP)

Is a group made up of a number of agencies. They work together to address issues affecting North Lanarkshire. Members of the group include North Lanarkshire Council, the voluntary sector and public sector agencies such as Jobcentre Plus, Police Scotland, HSC North Lanarkshire and the Fire Brigade etc

Outcome

This is the result of doing something. In terms of the Local Housing Strategy, this is the effect we will have had by the end of the strategy.

Owner-occupation

This refers to home owners who live within their properties.

Pressured Area Designation (PAD)

The Housing (Scotland) Act 2001 allows councils to stop the Right to Buy in certain areas for a specific period of time. Generally the area will not have enough dwellings to meet the demands of those waiting to be housed and allowing people to buy council or housing association homes will make this worse.

Private sector

In terms of housing, this includes owner-occupation and private rented sector.

Renewable Technology

Is the term used for equipment that uses energy from sunlight, wind, rain, tides or heat stored in the earth to generate electricity or heat. It is called 'renewable' because the energy is produced and replaced by nature i.e. restocked naturally.

Respite

It is short-term care for those who require family members or others to look after them. It aims to give the carers a short break whilst avoiding the need to place those they care for permanently in a facility which is not their home.

Right to Buy (RtB)

A legal right which allows council and housing association tenants to purchase their home at a discounted price. The proportion of the discount is dependant of length of continuous tenancy and when the tenancy began. Sheltered housing cannot be purchased using the Right to Buy.

Registered Social Landlord (RSL)

An RSL is a non-profit landlord registered with the Scottish Housing Regulator. The term covers housing associations, housing trusts and housing co-operatives.

Scheme of Assistance (SoA)

A system of help introduced in the Housing (Scotland) Act 2006 which is provided by councils. Assistance can be financial as well as practical help and advice/information.

SHN

Scottish Housing Network

Scottish Housing Quality Standard (SHQS)

A standard set by Scottish Government that defines good acceptable quality housing. All council and housing association properties need to achieve this by 2015.

Shared Equity

This is offered by the Scottish Government's LIFT scheme. This allows a first-time buyer to buy a home without having all the money to pay for it. The Scottish Government initially pays the remaining cost of the home.

Shared Ownership

This allows a person to buy a share of the house, whilst the rest is owned by another party. This is usually offered by some housing associations but can be provided by private developers, who then own the remaining share. Rent is still payable on the share of the house owned by the housing association or developer.

Sheltered Housing

This is housing for mainly older people where there is staff based on-site to provide assistance and support. There is usually a community alarm provided and communal facilities for residents such as meeting rooms.

Single Outcome Agreement (SOA)

An agreement between a community planning partnership such as North Lanarkshire Partnership and the Scottish Government. This agreement sets out how each will work in the future towards improving outcomes for people who live in the area by finding local solutions.

Social Rented or Waiting List Pressure

For each empty home that becomes available over the course of a year, it is the number of households waiting on the list for a new home.

Social Sector (or Social Rented Sector)

This category includes both council and housing association homes.

Stakeholder

An individual or group that affect or can be affected by the actions of the strategy.

Standard Assessment Procedure (SAP)

An energy efficiency measure that is based on information on appliances (e.g. heating) and insulation. Properties are scored on a scale from 1 to 100.

Strategic Housing Investment Plan (SHIP)

A plan for prioritising affordable housing to meet housing demand.

Strategy

A plan of action(s) designed to achieve a particular goal.

Tenancy Sustainment

North Lanarkshire Council define this as a tenancy which lasts longer than a year. Tenancies shorter than this are classed as 'not sustained'.

Tenure

Is the circumstance under which households have the right to occupy a property such as home ownership or renting.

Tolerable Standard

The standard which a home in any tenure is measured against to ensure they are fit to live in. Housing that falls below this is known as Below Tolerable Standard (BTS).

Universal Credit

Universal Credit is a welfare benefit launched in the UK in 2013 to replace six means-tested benefits and tax credits: Jobseeker's Allowance, Housing Benefit, Working Tax Credit, Child Tax Credit, Employment and Support Allowance and Income Support.

For further information please contact:

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This information can be made available in a range of languages and formats, including large print, braille, audio, electronic and accessible formats.

如果你需要用其他语言或者其他格式表示这些信息，请与我们联系以便讨论你的要求。

Jeżeli potrzebujesz tą informację w innym języku lub formacie, proszę, skontaktuj się z nami, żeby przedyskutować Twoją potrzebę.

اگر آپ کو دوسری زبان میں یہ معلومات درکار ہو تو برائے مہربانی ہم سے مندرجہ ذیل پتے پر رابطہ کریں