



Chief Executive's coronavirus update

Throughout the recent pandemic our staff, partners and community volunteers have worked tirelessly to keep people in our communities safe and cared for.



Since March, our new Community Assistance Helpline has made contact with thousands of residents to make sure good support is in place throughout this health emergency.

We've made over 12,394 calls to people who are having to shield, delivered 5,927 food packages, collected and delivered 1,037 prescriptions and made 1,174 referrals to other services.

Housing teams and community hubs came together and prepared and delivered nutritious hot meals to residents across our sheltered housing complexes. Mental health and issues such as loneliness are areas of critical concern. We are continuing to lift community spirits within the complexes through weekly entertainment treats - from a live piper and singer to outdoor bingo and competitions, there's always

lots going on. One resident said, "What a thoughtful thing to do, filling people's homes with music at this time just means so much!"

Estate officers are also going above and beyond to protect residents by cleaning and disinfecting intercoms, door handles, lift buttons and other touch points in tower blocks on a daily basis and they have played a key role in helping deliver essential personal protective equipment.



We are acutely aware of the economic impact of the virus and we have been reaching out to tenants who are in arrears or struggling to pay their rent and have created a special Rent Relief Fund to help. So far, we have paid out temporary relief of £198,000.

Although, this health crisis has created challenges for us all, I'd like to assure you that our ambitious plan to transform our towns and communities remain on-track despite everything that has happened recently.

We are continuing work towards much needed new homes and the council's



plan called 'The Place, The Vision,' will provide a further critical boost to the local economy, helping transform towns and communities and creating new jobs across North Lanarkshire.

Before the outbreak our economy was recognised as among the fastest growing in Scotland and a new independent report shows that we are one of the best-placed councils to withstand the economic impact of coronavirus.

For more information on our plans and what it means for you, visit: www.northlanarkshire.gov.uk/vision

Thank you and keep safe,

Des Murray
Chief Executive

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Cooking at home really can be easy peasy

Since the schools closed in March our **Easy Peasy Cook** campaign has provided recipe inspiration for people receiving school meal vouchers and shielding food packs.

If you like cooking or just want to improve your cooking skills, our step by step, easy to follow recipes should get you going. Cooking can be fun, relaxing and getting the kids involved, will teach them important life skills.

From speedy soups to no cook wraps and hearty, healthy family dinners, there's something for everyone.

Our school favourites have proved the most popular and school chicken curry is a sure winner!

Chicken curry for dinner anyone?

You can see all our recipes here: www.northlanarkshire.gov.uk/easypeasycook



Shaping a housing future for all with our new Local Housing Strategy

The development of our new Local Housing Strategy (LHS) for the next five year period 2021-26 is now underway. The LHS is a pivotal plan that sits at the heart of the arrangements for housing and planning through its links with Development Plans and its strategic role in directing investment in housing and housing related services locally.

Engagement from a wide range of stakeholders will work to create a robust strategy that reflects local need accurately, helping create communities which are

safe, resilient and connected, in which people can prosper.

As part of the early engagement we will launch and publicise a range of ways in which tenants and residents can feed into the review and shape the priorities and actions set out in the new strategy.

If you would like to get involved or share your views on what housing priorities should be in the meantime, please contact:

localhousingstrategy@northlan.gov.uk



Construction and jobs boost as new housing projects announced

We're driving forward our ambitious plans to deliver 5,000 new council homes across North Lanarkshire, and through our investment we're supporting the local economy by creating new jobs, regenerating communities and transforming our town centres.

Further sites have been added for our new homes; new contracts awarded to take forward more developments and housing plans outlined for villages and town centres.

We've also introduced a Development Pathfinder Scheme allowing us to buy new 'off the shelf' homes from developers and continue to buy back former council homes through our Open Market Purchase Scheme.

Some of the recently approved proposals include:

- potential sites for new homes identified at Glenacre Drive, Airdrie; Gibb Street, Chapelhall and Graham Street, Wishaw
- approval to award contracts to take forward new build homes on the sites of the former Belhaven House, Wishaw; the former Chiltern's House, Chryston at the former council flats in Northburn Avenue, Airdrie; Burnhall Place, Waterloo and Caledonian Avenue, Bellshill

- ambitious plans to convert Municipal Buildings, Kildonan Street, Coatbridge, into new affordable homes.

It's an exciting time for North Lanarkshire and we're committed to our vision to make North Lanarkshire 'The Place to Live'.

Read more about our plans to transform communities and town centres on our website.



Continuing improvements for North Lanarkshire tenants

We continue to show strong performance across most of the standards and outcomes of the Scottish Social Housing Charter in our 7th annual submission to the Scottish Housing Regulator.

It shows that overall we continue to perform well in the service areas that matter most to tenants.

- 91% are satisfied with the overall service the council provides
- 98.83% of our homes met the Scottish housing quality standard
- the average time we took to complete emergency repairs reduced from 4.4 hours to 4.25 hours
- the average time for non-emergency repairs to be completed reduced from 7.7 days to 6.95 days
- 97% of tenants who had repairs or maintenance carried out were satisfied with the service they received

- it took an average of 21.58 days to re-let homes, compared to 23.5 days previously
- in relation to our antisocial behaviour service, 97.05% of cases have been resolved, the remaining cases will be resolved in the following reporting year.

The Scottish Housing Regulator Landlord Report which provides information on all Scottish Social Landlords will be available later this year. Comparing ourselves to Scottish averages and other landlords enables us to benchmark our performance and improve services.



Waste services

Our Household Waste Recycling Centres are open for a range of items of rubbish, while maintaining physical distance rules to protect staff and the public.

You can dispose of up to 20 bags of household rubbish, cardboard, wood, carpet and underlay, mattresses and suites.

From 6 July, you can also get rid of garden waste at the centres.

The number of cars on site at any time is limited and the centres are only open for North Lanarkshire residents so please bring photo id and proof of your address.

A limited special uplift service is also available for a maximum of 10 items or 20 bags of rubbish.

To follow physical distancing rules, we can only uplift bags of waste or items that can be carried by one person. Items must be a maximum of 20kg and no more than 1m in length.

A £35 charge is payable when you book the uplift - phone **01698 403110**.

Our household waste collection service continues to operate as normal. For more information, to check your collection day or the materials which can be placed in each bin please visit:

www.northlanarkshire.gov.uk/recycle



Online Anytime

Providing secure and easy to access services without the need to leave home is particularly valuable at the moment.

Our new Council Tax, Benefits and Business Rates Portal is a fast, online way to carry out routine transactions, such as checking statements and making payments. It can also be used to apply for council tax reductions and exemptions.

To help provide extra guidance about how to set up an online council tax account, we have produced a short animated video featuring step-by-step instructions. It is available on our website northlanarkshire.gov.uk/doitonline so please log on to find out more about the benefits available and how to get started.

All you will need is your Council Tax Reference Number and National Insurance Number if you have had a previous benefit claim.

