

LOCAL HOUSING STRATEGY

ANNUAL PROGRESS REPORT 2022



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Contents

Introduction	3
Housing delivery	5
Placemaking and communities	7
Preventing and addressing homelessness	9
Specialist provision	11
Fuel poverty, energy efficiency and climate change	13
House condition	16
Private sector housing	17
Strategic housing outcomes	18

Introduction

The Local Housing Strategy (LHS) is the main overarching plan for housing. It sets out our housing priorities and the actions we will take to achieve our vision:

“To make North Lanarkshire the place to live, through provision of high-quality housing and support in sustainable communities, that enables people to thrive and prosper”

The strategy plays an important part in delivering our ambition set out in The Plan to make North Lanarkshire the place to live, learn, work, invest and visit, and is closely connected and aligned to other key plans and strategies such as the Local Development Plan, the Town Visions, and the Economic Regeneration Delivery Plan.

The strategy will help deliver real improvements to people's lives, by:

- Continuing to build much needed new affordable homes, reducing poverty, boosting the local economy and improving outcomes
- Improving the quality and energy efficiency of housing, helping reduce fuel poverty and helping achieve our net-zero climate change target

- Delivering a range of support services to help people achieve their potential, be healthy and included
- Helping create sustainable and attractive communities, through tackling empty homes and low demand and regenerating areas and places

North Lanarkshire's Local Housing Strategy for 2021-26 was approved by Committee in November 2021. This is the first annual update on progress since the strategy was approved and provides an update on progress since the LHS was published, featuring key highlights and achievements as well as ongoing challenges.

Strategic Context

The Housing (Scotland) Act 2001 places a statutory requirement on local authorities to prepare a Local Housing Strategy supported by an assessment of housing need and demand. The LHS provides the strategic direction, together with policies and plans to enable the council and its partners to invest in the delivery of high-quality affordable housing and housing related services, across all housing tenures, to meet identified need. There is a requirement to set out the contribution housing can make towards the effective integration of health and social care; as well as its approach to meeting a range of statutory housing responsibilities such as addressing fuel poverty, improving house condition and homelessness.

Our Priorities

Our LHS has seven priority outcomes which will be delivered over the five-year period 2021-2026. These priorities are:

- **Priority 1:** We Will Increase the Supply of High-Quality Sustainable Homes Across Tenure
- **Priority 2:** Our Communities Are Vibrant, Attractive and Sustainable
- **Priority 3:** We Prevent and Resolve Homelessness Effectively
- **Priority 4:** We Have a Range of Housing Options and Supports Which Promote Independence, Health and Wellbeing
- **Priority 5:** We Will Tackle Climate Change and Fuel Poverty
- **Priority 6:** Our Homes Will Be Fit for The Future
- **Priority 7:** We Contribute to Improving the Quality and Accessibility of The Private Rented Sector

Progress on the seven priorities is outlined in this report highlighting any key success and challenges. The action plan indicates the status of each action.



Housing delivery

PRIORITY 1: WE WILL INCREASE THE SUPPLY OF HIGH-QUALITY SUSTAINABLE HOMES ACROSS TENURE



389 new affordable homes built



22 wheelchair liveable homes



Scottish Government funding of £32.9m secured for 2023/24



SHIP planned delivery of 3,229 homes over the next five years



25 MMR homes planned by 2027

New Supply Affordable Housing

Despite ongoing challenges due to inflation and resource availability, we delivered 137 new affordable homes for rent in 2021/22 and are on track to achieve the target of delivering 5,000 new, affordable rented homes by 2035. This brings the total new council homes built in North Lanarkshire to 970¹.

Site Name	Area	Number of Homes	Completion Date
Caledonian Avenue	Bellshill	8	April 2021
Dimsdale Road	Wishaw	55	November 2021
Roberts Street	Wishaw	16	February 2022
Lismore Drive	Coatbridge	58	February 2022

Mossburn, Waterloo (20 units) and Plains Primary School have also been completed post- 31st March 2022.

We have secured a number of new sites for our homes, including several town centre sites as well as land linked to our tower re-provisioning programme. We currently have 421 homes under construction.

Site Name	Area	Number of Homes	Scheduled Completion Date
Lindsaybeg Road (former Chilterns Home)	Chryston	21	February 2023
Community Road	Bellshill	29	January 2023
Northburn Avenue (Re-provisioning)	Airdrie	31	March 2023
South Bridge Street (Former Orrs Building)	Airdrie	20	June 2023
Earls Rise (Gateside Farm)	Stepps	30	August 2023
Dykehead Road (Re-provisioning)	Airdrie	150	September 2023
Ravenscliff Road (Former BRE site)	Motherwell	24	October 2023
Berwick Street	Coatbridge	19	November 2023
Castlehill Road	Wishaw	97	May 2024

Community benefits are built into every council new build contract, helping to secure work experience and job opportunities for local residents, providing educational support via virtual school sessions, as well as supporting local businesses through supply chain improvements.

Our RSLs partners have delivered 252 affordable homes over the past year, increasing the total number of new affordable homes built in the past year to 389.

The Pathfinder Scheme, which allows the council to purchase new affordable homes directly from private developers, is progressing well. We are currently in the process of purchasing 24 homes at Lorne Place in Coatbridge, 39 homes at the former DWP offices in Coatbridge and 20 homes at the former Orrs Department Store in Airdrie (where works are now on-site).

Over the past year we have brought 75 homes back into use through our Empty Homes Purchase Scheme and Open Market Purchase Scheme, bringing the total properties bought to date to 594. Despite current market pressures which have reduced supply and increased costs, the scheme continues to be popular, allowing us to increase the supply of affordable housing whilst also addressing issues associated with property repair and long-term empty homes.

In 2021, committee approval was given to expand the scheme to allow the purchase of properties from owners in blocks of flats and cottage flats, where all the other flats are already owned by the council, allowing them to stay in their homes as tenants. This helps to progress common works for the benefit of our tenants. A further expansion of the scheme in August 2022 means that we will also consider buying homes from private landlords and allow the tenant to remain living in the home as a council tenant, helping prevent homelessness and increase the council's housing stock.

Our Strategic Housing Investment Programme (SHIP) for 2022/23-2026/27 was approved by Committee in August 2022 and subsequently submitted to the Scottish Government in October 2022. The SHIP sets out plans to deliver over 3,200 new affordable homes in the next five years, helping regenerate local communities and support the economy by creating new jobs.

Despite increased grant subsidy available from the Scottish Government, a refreshed feasibility study and financial analysis has shown that, at present, delivery of Mid-Market Rent (MMR) by the council remains financially unviable. However, work is ongoing to establish a Housing Delivery Partnership to deliver alternative tenures should market conditions allow. We are also exploring options for delivery of MMR in town centres through the Town Centre Project and Levelling-up Agenda.

Work on the third Glasgow and Clyde Valley Housing Need and Demand Analysis is now complete and due to be submitted to the Centre for Housing Market Analysis for 'Robust and Credible' status assessment. Further discussions on setting the Housing Supply Target will commence thereafter with anticipated completion in Spring 2023 for inclusion within the LHS.

North Lanarkshire's Local Development Plan (LDP) was adopted by Scottish Ministers in July 2022. The LDP includes a continuation of the Affordable Housing Policy for the Cumbernauld Housing Sub-Market Area, with the potential for this to be applied elsewhere on a case-by-case basis. Revision of the Supplementary Planning Guidance now includes provision for Shared Equity housing as a delivery option. A separate options report on the delivery of Shared Equity is also now complete.

We have developed a Housing Asset Management Database which captures a range of information to help inform demand and investment decisions. Work is underway to test assumptions before weightings are applied and the information is used to draw conclusions.



Placemaking and communities

PRIORITY 2: OUR COMMUNITIES ARE VIBRANT, ATTRACTIVE AND SUSTAINABLE

Our key Town Centre Ambition projects are on track to proceed this year subject to the acquisition of The Centre in Cumbernauld Town Centre proceeding this financial year. Significant funding has been provided by the Scottish Government and UK Government for regeneration projects.

During 2021/22, we delivered 79 council homes in town centres and edge of town centre locations bringing our total to 104 homes.

Town Centre visions have been developed for all eight town centres in North Lanarkshire and work is well underway to develop action plans for each of the town centres. To help deliver our visions, work is underway to prepare and submit bids to supplement the council's own capital investment. This includes the UK Government's Levelling Up Fund, the Scottish Government's Place Based Investment Programme and Regeneration Capital Grant Fund, the Vacant and Derelict Land Fund and Vacant and Derelict Land Investment Programme. Funding bids have also been prepared seeking National Lottery Heritage Fund and Historic Environment Scotland support to deliver the heritage-led regeneration of Airdrie town centre. The council is also exploring

opportunities to lever in external funding to deliver mid-market rent in our town centres.

Some key progress over the period includes:

- Demolition of Bank Street, Coatbridge to enable residential development
- Detailed designs and plans produced to convert the former Municipal Buildings at Kildonan Street, Coatbridge into residential accommodation
- Completion of Broomknoll Street town centre site in Airdrie, delivering 30 new homes by Clyde Valley Housing Association
- Demolition of the former Orrs department store for residential redevelopment
- Creation of a new active travel link connecting Abronhill with Cumbernauld Town Centre
- Acquisition of the Old Town Hall in Motherwell for conversion to residential use
- Acquisition of the Masonic Halls in Motherwell for façade retention and redevelopment for residential use
- Acquisition and demolition of the former office building Kingshouse, Wishaw for residential redevelopment
- Commencement of construction works on the former Tesco site in Wishaw to create new housing, scheduled for completion in early 2023
- Properties re-developed on Buchanan Street and Graham Street in Airdrie to deliver both commercial and residential accommodation

In line with our ambitions to develop integrated community hubs throughout North Lanarkshire, we have commenced work on three community hubs this year:

- Newmains and St Brigid's Community Hub which will provide a shared campus for two primary schools and a family learning centre, delivering an inclusive learning environment and modern facilities for all members of the community.
- Chryston Community Hub which will replace the existing primary school and provide a new Community Health Clinic, offering residents access to state-of-the-art health and wellbeing facilities.
- Riverbank Community Hub, Coatbridge which will bring together two primary schools, Carnbroe PS and Sikeside PS, along with an early years class. The hub is designed to provide an exciting and flexible learning environment which will accommodate a wide range of requirements both now and in the future.

The local community is set to benefit through building of the hubs, as local contractors and smaller businesses will be supported, and work placements and training opportunities created. All three hubs are anticipated to be complete by Autumn 2023.

Good progress continues to be made on the Ravenscraig Access Road, with the construction

of the rail bridge currently running ahead of programme. In preparation for the following stages, detailed specifications and tender documents for procurement of the new connection between Motherwell and Ravenscraig have been developed. The contract is expected to be awarded in summer 2023, following completion of the bridge.

Phase 1 of the re-provisioning programme is progressing well with 1,600 out of 1,750 properties now vacant. Only one owner remains in-situ. Negotiations to purchase this property are ongoing. Options for Phase 2 are currently being considered using findings from the structural survey, demand analysis and the availability of housing for re-provisioning.

Demolition of Coursington, Allan and Draffen Towers in Motherwell and the Shawhead flats in Coatbridge is progressing well. Site establishment at both sites is now complete and meetings with nearby residents have been held to inform them of proceedings. A total of 209 properties were demolished during 2021/22 which met all year end targets.

The contract to demolish 8 low-rise blocks at Gowkthrapple, Wishaw (Phase 1) has recently been terminated due to a request from the contractor for a significant uplift to the original tender value. We are now undertaking a revised procurement exercise which will include all 19 blocks on the site including the surrounding structures. This isn't expected to delay the programme, which is on track for completion by 2025.

The first sites of the re-provisioning programme are now under construction at Northburn Avenue and Dykehead Road, Airdrie. These developments will deliver over 180 modern and energy efficient new build homes for the local area and are planned for completion by the end of 2023.

Creation of 20-minute neighbourhoods with good access to physical, digital and social infrastructure continues to be progressed through several ways. This includes the Town Centre Visions, the Active Travel Strategy, the creation of Town and Community Hubs as well as the New Supply Programme, which includes the expansion of the Open Market Purchase Scheme to increase supply whilst addressing important issues such as prevention of homelessness, mixed tenure repairs to improve housing condition, as well as tackling the blight of empty homes in communities. The new Local Development Plan, which was adopted in 2022, sets out the Placemaking Policies which help create 20-minute neighbourhoods.

A total of 41 long-term empty properties were brought back into use in the private sector during 2021/22, with a further 4 brought back into use as social housing through the Open Market Purchase Scheme. The Empty Homes Officer has been working alongside colleagues from Building Standards, Environmental Services and Planning to bring properties back to habitable condition, including one property in a conservation which has been empty since 2009.

Preventing and addressing homelessness

PRIORITY 3: WE PREVENT AND RESOLVE HOMELESSNESS EFFECTIVELY

1,697 homeless applications
in 2021/22
(down slightly since last year)

Repeat applications
down 34%

90.9% of new tenancies sustained
for **more than a year**

48 individuals
supported through Homes First

Youth homelessness reduced
from **29.24%** in 2020/21
to **27.51%** in 2021/22

(since 2015/16 youth homelessness has reduced by 8.2% from 35.75% in 2015/16 to 27.51% in 2021/22)

Average length of stay in temporary accommodation

REDUCED

(2021/22 was 76.98 days representing a reduction of 8.1 days from the 2020/21 period where it was 85.08).

9th lowest Local Authority rent

Average rent £74.58 per week (12.6% below Scottish average for social landlords).

In response to the COVID-19 pandemic, and to protect those experiencing financial hardship, the Scottish Government implemented temporary legislation to suspend all evictions from both private and social housing for a period of up to 6 months. The effect of this is apparent in the reduction of households made homeless due to rent arrears, which fell by 72% between 2019/20 and 2020/21 and remained similar in 2021/22. Emergency legislation brought into force in October 2022 will extend the moratorium on evictions offering extra protection to those facing financial difficulty due to the cost-of-living crisis.

By carrying out financial health checks, Welfare Rights and Income Maximiser Officers have helped generate more than £35m in additional benefits for residents over the past year, working in partnership with the Council's Tackling Poverty Team. We have also established a Universal Credit Assistance Fund to help tenants who fall into rent arrears due to built-in waiting times for Universal Credit payments, and a Rent Relief Fund for those facing hardship due to furlough or other reasons.

We administered more than £562,000 of grant funding from the Covid-19 Tenant Grant Hardship Fund, set up by the Scottish Government to support people affected financially by the Covid-19 pandemic and who have fallen into rent arrears and are at risk of becoming homeless. Initiatives continue to be implemented through the Council's Tackling Poverty Officers Action Group which involves the third and independent sector, NHS Lanarkshire and Council services, working together with local people and communities to tackle the current unprecedented cost-of-living crisis.

Modules 1, 2 and 3 of the Housing Options Toolkit were finalised and released for use across the country in January 2022. These modules cover all housing activity including legislation, policy and practice delivery. Modules 5 and 6, which cover employability and financial advice, were completed in the Spring and have also been made available for use. Module 4 which is around Health and Wellbeing is due for completion by January 2023.

We continue to deliver the Family Plus Project in partnership with Barnardos Scotland, funded by North Lanarkshire's Alcohol and Drugs Partnership (NLADP), which provides housing support to families and young people affected by domestic abuse, addictions and other trauma. Other Rapid Rehousing Delivery Plan (RRTP) partnership projects that continue to be delivered include the Youth Life Coach Project, which aims to upskill young people with the skills and experience they need to live independently and Creative Faces, which provides

opportunities for therapeutic interventions to improve health and wellbeing amongst young people. Bespoke housing options for Care Experienced Young People (CEYP) to prevent homelessness and improve housing options for when housing crisis or periods of housing insecurity arise have been developed and a revised CEYP protocol has been developed in partnership with Health and Social Care to improve pathway planning for CEYP in North Lanarkshire. Youth Housing Champions have also been established across all our housing localities, providing a key point of contact for advice and information in relation to pathway planning for services, whilst also helping improve awareness of CEYP's rights, wider rights for children (UNCRC) and housing's role as a Corporate Parent. Progress in relation to embedding Children's Rights and Wellbeing Impact Assessments into housing policy and strategy has also been implemented since the publication of the LHS, helping to mitigate adverse impact and strengthen positive impact for children and young people.

Actions contained within the RRTP continue to be progressed, with the Housing First Team well established and support scaled up over the course of 2021/22 to increase capacity and reach of the Housing First service. As part of the work around RRTP, we are also exploring development of a crisis out-of-hours response service, alongside assertive outreach to help meet the needs of people who experience crisis and require an immediate response, which will also support people not currently linked in with services. A Trauma Informed

Practice Co-ordinator has been recruited to implement a trauma training plan across the council and wider partner workforce. So far, 59 housing staff have been trained in trauma informed approaches, with a training plan under development which will incorporate tailored levels of trauma training for all housing staff.

New policies have been developed and implemented for tackling domestic abuse and improving tenancy sustainment, to help prevent homelessness and ensure timeous access to support, information and advice, and training for staff.

Homes previously earmarked for demolition through the re-provisioning programme have been brought back into use to house refugees fleeing the war in Ukraine. Thirty two families have moved into the newly refurbished block at Birkshaw Tower, Wishaw with an additional twelve families housed by Clyde Valley Housing Association. The refurbishment of Highcoats in Coatbridge is making good progress and will be ready for residents in late January 2023. Families have settled in well and have access to a variety of supports including English language classes, employment support through Routes to Work, NHS Lanarkshire staff and daily on-site support from our resettlement team. Work is ongoing to identify and house additional families within the towers which will, in total, provide 200 new homes for Ukrainian refugees.

Specialist provision

PRIORITY 4: WE HAVE A RANGE OF HOUSING OPTIONS AND SUPPORTS WHICH PROMOTE INDEPENDENCE, HEALTH AND WELLBEING



3,137 adaptations



22 new homes built to wheelchair standard
(15 NLC/ 7 RSL)



389 homes built to HfVN standards
(total 970 NLC, 1,862 RSL to date)



78 new council homes suitable for older people built in 2021/22.

All new build developments delivered by NLC incorporate best practice, dementia design principles to support those living with dementia or with other support needs, including, but not limited to:

- different coloured front doors to help with visibility and navigation
- clearly visible entrances, level access and good lighting
- clearly visible door numbers and doorbells that contrast with the wall surface

- extended curtain plates to maximise natural light from windows
- worktops/flooring in clear, solid colours to avoid confusion from patterns or speckles.

The remodelling of our linked corridor retirement complexes has progressed over the last year, with work at Dundyvan Gardens linked corridor complex nearing completion and work at other linked corridor retirement complexes scoped and planned over a phased period. This programme of improvements in older people's housing will help provide specialist housing and communal facilities that enable

independence and promote health and wellbeing, providing sustainable, future-proofed environments.

Our incentive to downsize scheme has been implemented over the last year, with a financial package of assistance provided to tenants under-occupying properties to help bring larger homes back into allocation to meet the needs of family households. Despite the scheme being implemented recently, popularity for the scheme is evident and anticipated to increase as energy costs and the cost of living continues to rise. A targeted communications campaign is planned to further



increase awareness of the scheme amongst under-occupying households, helping match housing better to people's housing needs.

Adapting for change training has continued to be delivered via the development of an e-learning module which is enabling increased access to training on early intervention to prevent housing crises from occurring. The training continues to be delivered across housing and health and social care services, encouraging a collaborative approach to early identification of housing issues to achieve better housing, health and wellbeing outcomes.

New processes have been implemented over 2021/22 to help reduce delayed hospital discharge, with weekly meetings established which involve all locality housing, health and social care teams and hospital discharge coordinators. The technology flat continues to be promoted, with in-person visits taking place again following Covid-19 restrictions. Discussions are ongoing in identifying alternative accommodation for the resource flats, which will help further improve options for enabling swift hospital discharge and preventing delayed discharge.

The Gypsy Traveller Strategic Group has continued to make good progress against several key actions over the course of the last year, with new data collation methods implemented which helps capture the housing and support needs of Gypsy Travellers in North Lanarkshire in unauthorised encampments. Work is ongoing with Scottish Government and COSLA on the national action plan, to develop a

housing need and demand toolkit for assessing the housing needs of Gypsy Travellers and on negotiated stopping. North Lanarkshire Council housing is represented on the national groups and coordinates action at a local level through partnership arrangements.

Engagement with private developers on an all tenure wheelchair target has taken place, and work is underway for a residents' survey to further inform the evidence base for the target. Engagement with developers to increase awareness amongst developers on the need for wheelchair liveable

housing is planned to continue in 2023 with a view to setting a target for the delivery of wheelchair liveable homes in the private sector early in the year.

Improvements in digital connectivity have been made, with new smart technology being piloted in homes which assists with maintenance and lowering energy consumption, alongside new technologies showcased in the Tech Flat, which supports independence, health and wellbeing, improving awareness amongst staff, services, providers, people and communities of potential technological solutions.



Fuel poverty, energy efficiency and climate change

PRIORITY 5: WE WILL TACKLE CLIMATE CHANGE AND FUEL POVERTY



1,045 council homes fitted with new heating systems



99.2% of homes meet EESSH



100% of council new builds meet NLC New Build Sustainability Standards



Average energy efficiency of our new build homes is currently Band B (above the national average which is Band D)



£275,500 funding received from Social Housing Net Zero Heat Fund.

We published our Climate Plan – Act on Climate Together 2030 this year. The document cements our pledge to achieve net-zero emissions in North Lanarkshire by 2030 and sets out the targets and next steps needed to achieve this. A recent change in Governance has further embedded the agenda within the organisation, ensuring we have a 360 perspective on climate change.

We are reviewing our approach to space and water heating in our new builds in line with the Scottish Government's Heat in Buildings Strategy, published in October 2021, which sets out the Government's aim for all our homes and buildings to be net zero by 2045. We are exploring both short- and longer-term options for low emission heating, being mindful of the potential negative impact these technologies may have on social tenants due to the higher running costs.

Construction has begun on 19 'Net Zero' homes at Dykehead Road, Airdrie which feature a number of low carbon technologies including air-source heat pumps, battery storage, enhanced solar PV arrays and enhanced insulation. The measures are designed to reduce energy costs for tenants, help keep carbon-emissions low and help tackle fuel poverty. It is expected that the homes will all achieve an 'A' Energy Performance Rating.

The pilot forms part of the larger Dykehead Road re-provisioning site, where a total of 150 new homes will be built. Data and tenant feedback will be collected from both the Net Zero homes and the homes heated by gas combination boilers. This will allow us to assess the performance and future viability of these options to help inform future investment decisions.

In 2021, we installed our first electric vehicle charging points on a new build housing development at Nobles View, Bellshill. We have committed to providing an EV charging pillar within each parking court of our new developments, where

the National Grid has capacity. In addition, we aim to install individual charging points on each new build home that has a private driveway.

Other examples of how we're building greener include:

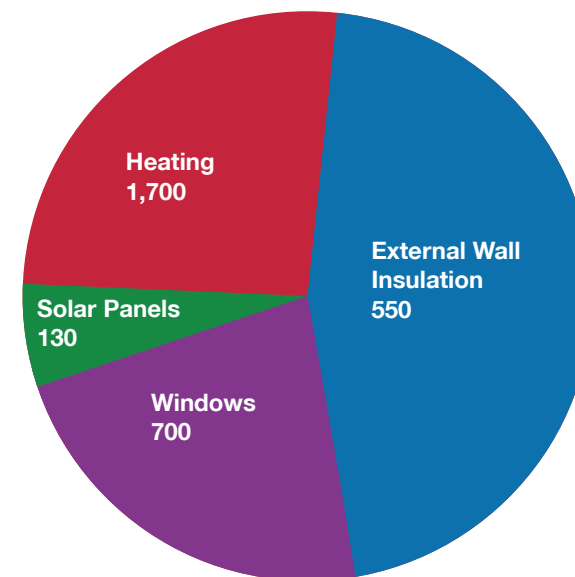
- Minimising heat loss by using mineral wool insulation and windows and doors exceeding requirements set out in the Building Standards.
- On-site renewable energy. Photovoltaic provision has recently been increased and homes currently being built will have an in-roof photovoltaic array which will reduce CO2 emissions, assist with running costs for the home, and reduce demand on the National Grid.
- Energy efficiency measures which see over 99% of our new build homes achieve a 'B' Energy Efficiency Rating and over 90% achieve a 'B' EPC CO2 Rating.

We have commissioned consultants to develop a route map to achieving EESSH2 compliance in our existing social housing stock. The new EESSH requires that all social housing meets EPC Band B by the end of 2032, within the limits of cost, technology and necessary consent. In addition, no social housing below EPC Band D should be re-let from December 2025, subject to temporary specified exemptions. Currently 99.2% of our stock is EPC Band D or above. This is a 1% improvement on last year.

Our drive to improve energy efficiency in our existing council homes has seen us receive a top award for Large Scale Project of Year at Scotland's Energy Efficiency Awards. By installing measures such as wall insulation, loft insulation, windows, roof, render, as well as renewable technologies such as solar panels, we have helped bring homes up to SHQS and EESSH standards and reduce fuel poverty for tenants.

We have been awarded a further £2,242,200 in 2022/23 from the Social Housing Net Zero Heat Fund for the works to upgrade non-traditionally constructed homes in Wishaw, Motherwell, Newmains, Newarthill and Airdrie.

Over 3,000 energy efficiency measures installed in 2021/22.



Following on from the successful delivery of a pilot scheme in Pather to install single room heat recovery fans, we have installed these in our mainstream programme where appropriate. These work by extracting and using heat from stale air to warm fresh air coming into the home, saving energy. It is hoped that, if successful, this technology will be rolled out to other properties in the future.

We have delivered around £9.5m of energy improvements in North Lanarkshire since 2016, with 1,284 private homes improved. In 2020/21 we upgraded 34 council homes and 35 private homes through EES:ABS (formerly HEEP:ABS). Uptake for the scheme has since been affected by

changes in legislation and external funding meaning a percentage contribution from owners is now required to carry out the improvement works. It is anticipated that this will affect uptake for the scheme going forward, unless there is a change in funding parameters. Measures are being taken to encourage owners to participate.

We are also working to encourage energy improvements in the private sector. Current landlord registration processes now require that all new and renewal applications have a suitable EPC for the property and work is ongoing to ensure compliance at this stage.

Low-income households at risk of fuel poverty were supported with almost £1m of funding through the Tenant Hardship Payment Scheme. In the 6 months from January to June 2021, more than 8,000 applications were received for the scheme which was targeted at those at risk of fuel poverty but unlikely to receive financial support elsewhere. The scheme has recently been reviewed with the income threshold lowered in October 2022, increasing the reach of the scheme to more working households in fuel poverty.



House condition

PRIORITY 6: OUR HOMES WILL BE FIT FOR THE FUTURE

98.5% of reactive repairs completed “right first time”



Emergency repairs completed within 3.18 hours on average
(below Scottish average, and year on year improvement)



Non-emergency repairs completed 30% quicker than Scottish average (6.19 days)



We have invested more than £27m to improve the quality of our homes over the past year, including £13 on roof and render, £6.5 on kitchens and bathrooms, and £4.2m on home safety and security.

Despite a variety of ongoing challenges, including labour/ material shortages and cost increases, we still plan to invest over £50m in the coming year². The type of works being undertaken this year include:

- roof upgrades
- external wall insulation
- windows, kitchens and bathrooms
- lift replacements
- lead water pipe replacements
- energy efficient heating systems
- electrical rewiring of houses and common areas of low-rise blocks of flats

We continue to invest in our tower blocks to ensure they are safe, secure and attractive places to live. Our structural survey programme, which began in 2016 and is now complete, has informed a wide-ranging programme of works to improve fire safety in our towers. The programme which includes installation of emergency lighting, fire-doors and improved compartmentation/fire-stopping is now complete. In line with recent change in legislation, interlinked smoke detection has also been installed within properties and sheltered complexes.

The programme to install sprinkler systems within individual properties is also progressing well with the first phase now complete and the second phase on track for completion in Winter 2022.

We are nearing completion of the refurbishment of Blairgrove, Merryston, Glen and Millbrae Towers in Coatbridge with the installation of parking bays and charging canopies underway.

Our average days to re-let homes increased to 31.81 days during the year mainly due impact of the pandemic, however we performed well when compared to the Scottish average of 51.6 days. Our housing and repairs teams are working together and liaising closely with our contractors to continually improve these timescales with a view to bringing our performance back to pre-pandemic levels.

Following approval at committee in November 2021, the council will now lead the large-scale re-provisioning of privately owned flats at Millcroft Road, Cumbernauld. Intensive work during 2022 has ensured that all remaining owners have been traced, concluding this workstream and allowing the CPO Order Schedule to be finalised and progressed. The Rehousing Strategy is now underway with the first voluntary acquisitions taking place, allowing residents to move to Sanctuary's new development at Burns Road.

Private sector housing

PRIORITY 7: WE CONTRIBUTE TO IMPROVING THE QUALITY AND ACCESSIBILITY OF THE PRIVATE RENTED SECTOR



8,397 Registered Landlords
12,809 Approved Properties
Private landlord forum re-established

We re-established our Private Landlord Forum this year, the first time the event has been held since 2017. By holding the event online, through Microsoft Teams, we have increased participation and made the event more accessible for those unable to attend an in-person event. The event was recorded and made available on our website, allowing landlords to access and replay the event at a time convenient to them.

We hope to further increase engagement through our bi-annual Private Landlord Newsletter which aims to provide landlords with clear information on their rights and responsibilities, give relevant updates on policy and legislation changes, as well as providing guidance on sources of support and assistance.

We have made significant progress reviewing and redesigning our Landlord Registration processes and procedures. Initially this work has focussed on how we approach landlords whose registration has expired but work also continues in other areas of the registration process such as application and audit/enforcement of regulations.

Our Private Sector Officers carried out several hundred inspections in support of the Ukrainian Re-settlement Programme, ensuring the properties of those applying to the Programme were of a suitable standard and fit to house those arriving from Ukraine.

We await publication of the new Rented Sector Strategy which is expected to provide improved data on the Private Rented Sector. In the interim, we will undertake further analysis using Home Analytics Data, as well as collaborative efforts with the Private Sector Team to improve understanding.

We are planning research with NHS Lanarkshire and larger employers within North Lanarkshire to establish gaps and demand for tenures such as Mid-Market Rent, Shared Equity and Low Cost Home Ownership. This will be progressed in partnership with the Growth Team.

Strategic Housing Outcome 1: We increase the supply of high-quality sustainable homes across tenures									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2021/22	Indicator 2021/22
KEY ACTION 1.1 Deliver alternative tenure housing to meet a broad range of needs and deliver sustainable, inclusive and diverse communities	38 mid-market homes delivered to date	Enable RSLs to deliver Mid Market Homes in large council developments to provide more mixed tenure, sustainable and diverse communities and support town visions and regeneration projects ³	Deliver Mid Market Homes	NS	Ongoing	Number of MMR homes in council developments	Ongoing	25 MMR homes included in 2023/24-2027/28 SHIP.	-
	Initial feasibility report	Re-visit initial feasibility studies to determine viability of council delivery of MMR	Re-freshed feasibility study	BDS/NS	2023	Report	Complete	Refreshed feasibility study and financial modelling complete. Council delivery of MMR remains financially unviable despite new subsidy from Scottish Government for council delivery of MMR.	
	-	Establish a Housing Delivery Partnership to deliver MMR and other alternative tenure to ensure readiness should market conditions allow for council delivery of alternative tenure	Establish HDP	NS/BDS	2022	HDP established	Ongoing	Exploration of Housing Delivery Partnership ongoing. Council delivery of MMR remains financially unviable but scope exists potentially through the Town Centre Project and Levelling Up Agenda to deliver mixed tenure within Town Centre locations.	
	Initial feasibility report	Explore use of Affordable Housing Policy to deliver shared equity housing	Complete options report	BDS/NS	2022	Report	Complete	The Affordable Housing Policy Supplementary Planning Guidance is currently under review following adoption of North Lanarkshire's Local Development Plan in 2022. The revised Affordable Housing Policy SPG contains provision for Shared Equity housing as a delivery option. A separate options report on the delivery of Shared Equity housing is also complete.	
	Initial discussions held	Explore Build to Rent feasibility	Build to Rent explored	NS/BDS	Ongoing	Report	Ongoing	Initial discussions held with developers.	
	-	Carry out engagement and analysis with key workers and employers to identify further the future housing needs of key workers	Engagement and Analysis complete	BDS	2023	Engagement and Analysis Report	Not yet started	Not yet started. Engagement to be carried out early 2023.	
	-	Develop a self-build register to be published on the council's website	Self-build register developed and published	BDS/PI	2022	Register	Ongoing	Initial discussions held.	
	-	Consider ways in which planning policy and use of public land can support delivery of self-build	Methods considered	BDS/PI	2022	Report	Ongoing	Ongoing	
KEY ACTION 1.2 Improve our strategic understanding of Covid-19 on housing need and aspirations	-	Undertake further analysis of housing needs and aspirations as further evidence and data emerges	Analysis complete	BDS	Ongoing	Analysis report	Complete	Research complete on impact of Covid-19 on housing needs and aspirations.	

³ This milestone has been revised to 'enable RSLs to deliver Mid Market Rent Homes to provide more mixed tenure, sustainable and diverse communities and support town visions and regenerations projects'.

Strategic Housing Outcome 1: We increase the supply of high-quality sustainable homes across tenures									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2021/22	Indicator 2021/22
KEY ACTION 1.3 Contribute to the strategic planning for housing in Glasgow and Clyde Valley	HNDA2	Contribute to Housing Need and Demand Assessment 3	Completion of HNA3	BDS	2021/22	HNDA3	Ongoing	HNDA 3 sign-off in process and anticipated submission to CHMA prior to year end for assessment for 'robust and credible' status. Thereafter further discussion required on Housing Supply Targets, and refresh of the current LHS. Anticipated Spring 2023.	
	HLR 2021 (under consultation)	Land available for private sector Housing Supply Target (HST)	759 units per annum (based on HNDA2 to be updated to reflect HNDA3)	PI	2026	HLA	Ongoing	857 units per annum (based on HNDA2 to be updated to reflect HNDA3)	
	HLR 2021 (under consultation)	Land available for social rented/below market rent sector HST	300 units per annum (based on HNDA2 to be updated to reflect HNDA3)	PI	2026	HLA	Ongoing	242 units per annum (based on HNDA2 to be updated to reflect HNDA3)	
	HLR 2021 (under consultation)	Land available for all tenure HST	1,059 units (based on HNDA2 to be updated to reflect HNDA3)	PI	2026	HLA	Ongoing	1,099 units (based on HNDA2 to be updated to reflect HNDA3)	
KEY ACTION 1.4 Maximise provision of affordable homes, to meet a range of housing needs	SHIP 2021/22 – 2025/26	Review and update the Strategic Housing Investment Plan (SHIP) annually	SHIP updated annually	NS/BDS	Annually	SHIP	Complete	Produced annually.	SHIP 2022/23-2026/27 submitted to Scottish Government October 2022.
	2024 council and RSL units delivered since 2010	Deliver Affordable Housing Supply Target identified in HNDA3	300 units per annum but subject to change following progression of HNDA3	NS	2026	Number of affordable homes	Ongoing	2,796 council and RSL units delivered since 2010.	389 units delivered in 2021/22 (NLC = 137; RSLs = 252).
	-	Identify mismatch of supply and demand in social rented housing to inform investment priorities (linked to the council's asset management plan)	Analysis undertaken	BDS	2026	Low demand analysis and additional reports	Ongoing	Housing Asset Management Database and Indicator System created, which captures a range of information on various aspects to help better inform demand and investment decisions. Work currently underway in relation to testing assumptions before weightings implemented and initial conclusions drawn.	
KEY ACTION 1.5 Evaluate the impact of the Affordable Housing Policy to further understand impact	-	Undertake evaluation of the Affordable Housing Policy	Evaluation complete	BDS/NS	2023	Evaluation report	Ongoing	Affordable Housing Policy SPG underway which outlines a 20% AHP policy contribution in the Cumbernauld HSMA in line with the new Local Development Plan for North Lanarkshire. Some initial analysis undertaken on pressure analysis in the North to further understand impact of AHP on pressure.	

Strategic Housing Outcome 2: Our communities are vibrant, attractive and sustainable									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2021/22	Indicator 2021/22
KEY ACTION 2.1 Help re-shape and populate our town centres	Town visions developed and engagement ongoing	Identify and deliver transformative town centre projects to provide new residential provision <ul style="list-style-type: none"> • Kildonan St, Coatbridge • Bank St, Airdrie • Motherwell Town Hall • Former Tesco Site, Wishaw • Broomknoll St, Airdrie • John Orrs Building, Southbridge St, Airdrie 	Complete projects	NS	2026	Number of projects complete	Ongoing	<p>The Whitehouse and Broomknoll Church complete. Former Tesco site due for handover Jan/ Feb 2023. Orrs in progress.</p> <p>Bank Street: Due to the high costs of retaining the façade, and its close proximity to the railway line leading to construction complexities, it was decided at Board level to redesign the proposals and seek permission from planning and Historic Environment Scotland to remove the façade in favour of a complete new build design. This is a more favourable design in terms of buildability, functionality as well as being more economical. A new planning application is being developed with submission expected in Spring 2023. The proposals consist of 6 flatted homes for social rent as well as supported accommodation.</p> <p>Kildonan Street: Stage 2 designs were valued higher than the expected value approved at the committee in March 2020. Costs have increased largely due to inflation, but also due to the revised energy strategy required to meet the higher building regulations for housing. In order to reduce the total costs towards the agreed value of the project, and to deliver on the main objective to refurbish and re-purpose the municipal building, it was decided at Board Level to omit the 6 town houses. The footprint of the town houses is instead planned to be a mixture of car parking and a landscaped community garden (including planters) for the residents to maintain. The current plans include 43 flats for social rent and a large office space in the main building to be utilised by the Council as part of its new HUB strategy for Coatbridge. Planning submission is expected in 2023.</p>	2 sites complete.
	Engagement on town hubs commenced	Develop town centre and community hubs to support the delivery of public services and provide flexible space	Complete hubs	GT	2026	Number of town centre hubs	Ongoing	<p>Community Hub progress: Newmains/St Brigid's Community Hub, Wishaw will be complete Q1 2023. Chryston Community Hub (Northern Corridor) and Riverbank Community Hub (Coatbridge) will be complete Q3 2023.</p> <p>Town Hub Progress: There is insufficient funding in current five year capital plan to progress a town hub. However, they are still planned to progress within the programme as and when funding becomes available.</p>	3 sites in construction.

Strategic Housing Outcome 2: Our communities are vibrant, attractive and sustainable									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2021/22	Indicator 2021/22
KEY ACTION 2.2 Improve connectivity of our communities through investing in physical, social and digital infrastructure	Progress made on Ravenscraig Access Road	Deliver the City Deal Programme	Projects complete	GT	2026	Projects	Ongoing	RIA S FBC 1 approved for West Coast Mainline Crossing. WCML works on site and ahead of programme. RIA N Multidisciplinary Services contract Awarded and detailed design in well underway. Tender for RIA S FBC 2 Dual Carriageway and new junction (roundabout) in development.	WCML complete May 23.
	Connecting NL – a Blueprint Project	Deliver new opportunities for active and sustainable travel	New opportunities identified	GT	2026	Active Travel Strategy	Ongoing	Logans Road: complete The Loaning Stages 1-3: complete Strathclyde Park: complete Minch Way: complete A71 Horsley Brae: complete Newhouse to Salsburgh: substantially complete South Biggar Rd/ Craigneuk Ave: substantially complete Petersburn Road/ Brownsburn Rd: design 90% complete Meadowhead Road: public consultation complete Alexander St: works tendered	8 projects completed.
		Implement fast, affordable digital connectivity for businesses and communities	Improved digital connectivity	BS	2026	Number of people digitally connected	Ongoing	Comms World partner now in place to progress implementation of faster digital connectivity.	
	Fibre to the Premise and Cat5e ethernet cabling provided in council new build homes	Continue to deliver digital connectivity within new build council homes	All council new build homes delivered will have digital infrastructure	NS	Ongoing	Number of new council homes with digital infrastructure	On Track	Ongoing	137 council new builds delivered with digital infrastructure.
KEY ACTION 2.3 Improve economic opportunities and outcomes for all	Economic Regeneration Plan approved	Progress actions contained within North Lanarkshire's Economic Regeneration Plan (2019-23)	Actions complete	NS/ GT/ BDS	2023	Annual review	Ongoing	2021/22 Action Plan developed and predominantly delivered (reported to committee August 2022). 2022/23 Action Plan in progress.	
KEY ACTION 2.4 Develop and deliver the Tower Re-provisioning Programme	3 tower blocks demolished (Cheviot, Merrick and Pentland Court)	Deliver Phase One comprising 1,760 demolitions with sites cleared for future investment	1,760 demolitions	HP/NS	2026	Number of demolitions	On Track	Demolition of Coursington, Allan and Draffen Towers (Motherwell) and Shawhead flats (Coatbridge) in progress. Remaining sites at Gowkthrapple and Coatbridge on track for demolition by 2025 target.	209 demolished to date.
		Phase Two developed for implementation from 2025	Programme developed	HP/NS	2024	Programme	Ongoing	Options for Phase 2 are currently being considered using findings from the structural survey, demand analysis and the availability of housing for re-provisioning.	

Strategic Housing Outcome 2: Our communities are vibrant, attractive and sustainable									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2021/22	Indicator 2021/22
KEY ACTION 2.5 Invest in council multi-storey towers to ensure continued safety and security of tenants	Programme underway	Continue to review and implement where appropriate fire stopping and prevention measures and re-cladding in multi-storey towers	Works complete	HP	2026	Progress reports	Ongoing	Fire doors and fire stopping works to all towers outwith the Phase 1 demolition programme and 4 towers upgrade project complete. Cladding replacement programme progressing at the 4 Towers in Coatbridge (Blairgrove / Merryston / Glen / Millbrae) and designs team to be agreed for Whifflet / Calder.	
KEY ACTION 2.6 Implement the Place-Standard Tool across a wider range of settings	Place-Standard Tool in use	Incorporate use of the Place-Standard Tool in tenant participation settings to identify areas of improvement and improve place	Place-Standard Tool in use across tenant participation groups	BDS	2023	Tenant Participation reports	Ongoing	Ongoing	
		Implement use of the Place-Standard Tool in existing and future housing consultation and involvement opportunities i.e. tenants conference, housing forums etc.	Place-Standard Tool used across the range of housing consultation activities	BDS	2024	Consultation reports	Ongoing	Ongoing	
KEY ACTION 2.7 Incorporate the twenty-minute neighbourhood into community development		Further implement high-quality 20 minute neighbourhoods in North Lanarkshire focussed on provision of physical, digital and social infrastructure and mapping and review of provision	High-quality 20 minute neighbourhoods implemented	BDS	2026	Report	Ongoing	Creation of 20-minute neighbourhoods with good access to physical, digital and social infrastructure continues to be progressed through several ways. This includes the Town Centre Visions, the Active Travel Strategy, the creation of Town and Community Hubs as well as the New Supply Programme, which includes the expansion of the Open Market Purchase Scheme to increase supply whilst addressing important issues such as prevention of homelessness, mixed tenure repairs to improve housing condition, as well as tackling the blight of empty homes in communities. The new Local Development Plan has been adopted in 2022, which also sets out the Placemaking Policies which help create 20 minute neighbourhoods.	
KEY ACTION 2.8 Increase the number of empty homes brought back into use	197 empty homes purchased since scheme established	Continue to deliver the Empty Homes Purchase Scheme	30 per annum	NS	2026	Number of empty homes purchased	On Track	285 empty homes purchased since scheme established.	41 empty homes purchased in 2021/22
	116 empty homes brought back into use via the empty homes officer since 2018-19	Continue to work with owners and partners to bring empty homes back into use	35 per annum	PS	Ongoing	Number of empty homes brought back into use	On Track	157 private sector empty homes brought back into use since 2018	41 private sector empty homes back in use in 2021/22

Strategic Housing Outcome 2: Our communities are vibrant, attractive and sustainable									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2021/22	Indicator 2021/22
KEY ACTION 2.9 Tackle low demand within council stock	Low Demand Analysis complete 2019/20	Update Low Demand Analysis and action plan annually	Complete analysis	BDS	Ongoing	Low demand report	Ongoing	Pressure analysis completed annually. Action plan to be informed by HAMP Database analysis. Quarterly analysis also completed for the Tower Re-provisioning Programme.	
		Identify options to address low demand stock	Options identified	BDS	Ongoing	Options appraisal	Ongoing	Considered through the Re-provisioning Programme.	

Strategic Housing Outcome 3: We prevent and resolve homelessness effectively									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2021/22	Indicator 2021/22
KEY ACTION 3.1 Implement the RRTP	Homes First model developed	Develop and implement Homes First service	Homes First Service implemented	BDS HS/ H&SC/	2025	Number of people accessing Homes First service	On Track	48 Homes First individuals now being supported - 40 now sustaining tenancies	8 individuals awaiting suitable rehousing
	Forever Homes project established	Carry out evaluation of 'Forever Homes' project	Evaluation complete	HS/BDS	2023	Evaluation report	On Track	Second feedback survey complete August 2022.	Homes First co-production report 2022 complete.
	Protocols in place	Review shared protocols for young care experienced people and domestic abuse	Protocols reviewed	HS/ BDS/ H&SC	2022	Revised Protocols	Complete	CEYP protocol reviewed and revised in partnership with Health and Social Care. Domestic Abuse Protocol updated and new Housing Domestic Abuse Policy developed and implemented.	
	5 homeless young care leavers					Number of homeless young care experienced people	On Track	1 YP homeless straight from a care setting in 2021/22.	Continue to monitor
	29% of homeless presentations disputes within household (14.8% non-violent and 14.2% violent)					Number of people homeless due to domestic abuse	Ongoing	246 (14.56%) homeless applicants identified an abusive relationship in 2021/22.	Continue to monitor
	-					Number of people housing services refer/signpost for domestic abuse support	Ongoing		263 people referred for domestic abuse support.
	105 homeless people discharged from prison	Implement SHORE standards	SHORE standards implemented	BDS/ HS/ H&SC	2023	Number of homeless people discharge from prison	On Track	75 (4.4%) in 2021/22	Continue to monitor
						Joint protocol and procedure	Complete	Process developed between PP Team and Operational Housing to support needs of SHORE. No request made to develop protocol as we are working within Shore Standards.	

Strategic Housing Outcome 3: We prevent and resolve homelessness effectively									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2021/22	Indicator 2021/22
KEY ACTION 3.1 Implement the RRTP	-	Explore viability of specific services to support women with poor mental health and addictions	Services explored	BDS/ H&SC	2024	Options report	Ongoing	Housing is represented on the Violence Against Women Strategic and Operational Partnership Groups, which have a key role in the commissioning of services to meet needs. Family Plus Service established in partnership with Barnardo's Scotland, funded by the ADP, which provides housing support to families and young people affected by domestic abuse, addictions and other trauma.	
	Discussions underway with RSL partners	Agree and monitor target lets for RSLs to homeless households	Targets agreed and monitoring system in place	BDS/ HS/ RSLs	2022	Number of RSL homeless household lets	On Track	First RSL meeting held August 2022 to encourage increase in % lets. New contacts established for NLC & RSLs.	Continue to monitor
	RRTP developed and being implemented	Prevent homelessness from occurring and where it does occur resolve effectively	Homelessness prevented, reduced and resolved	HS/BDS	Ongoing	RRTP progress reports	On Track	Monthly RRTP RAG report in place. Flipped tenancies declined in recent months.	8 tenancies flipped YTD. Report circulated to localities quarterly to increase
	2,127 homeless applications					Number of homeless applications	On Track		1,697 homeless applications
	192 assessed as 'not' homeless					Number of people assessed as 'not homeless'	On Track		58 assessed as 'Not Homeless' in 2021/22. This was a fall from 71 in 2020/21 and 127 in 2019/20.
	197 assessed as 'intentionally homeless'					Number of people assessed as 'intentionally homeless'	On Track		44 assessed as 'intentionally homeless' which is a significant fall since 2019/20 but is also reflective of a 21% fall in HI applications.
	120 repeat homeless applications					Number of repeat homeless applications	On Track		60 repeat homeless cases in 2021/22 which is a fall of 31 from 2020/21 when 90 repeat cases were recorded.
KEY ACTION 3.2 Review housing options and prevention activity	S11 procedure in place	Review S11 process and procedures	S11 process and procedures reviewed	BDS	2023	Number of S11 notifications	Complete	Section 11 processes/ procedures reviewed in 2021 as part of RRTP Action Plan.	Continue to monitor
	Development of Housing Options Toolkit underway	Deliver the Housing Options Training Toolkit	Housing Options Training Toolkit operational	BDS	2022	Housing Options Training Toolkit	On Track	5 of 6 modules now complete - module 4 50% complete. M1 to 3 already live and being used by 32 authorities and GHA.	
	Number of PAS interviews leading to homeless applications – 65.4%	Embed new approaches and good practice for prevention activity	Improved practice	BDS/ HS	2024	Case Audits	Ongoing	PAS re-launched 2020-2021 with all staff briefed re proper use of PAS. Monthly Monitoring reports introduced to MCO.	Cleansing exercise being completed Nov 2022-Feb 2023. Improved use, better auditing and reporting to be developed. Action Plan underway 2022.

Strategic Housing Outcome 3: We prevent and resolve homelessness effectively									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2021/22	Indicator 2021/22
KEY ACTION 3.3 Improve housing support and accommodation services meet the needs of homeless households	Housing support services commissioned	Re-design of housing support services to meet needs and align with RRTP	Re-design and re-tender housing support services	BDS	2024	Options appraisal and Tender	On Track	Re-design of Housing Support Services to commence during 2023.	
	83.9% of new tenancies sustained for more than a year by source of let (homelessness)					% of new tenancies sustained for more than a year by source of let (homelessness)	Ongoing	2021/22 outturn was 87.61% of tenancies sustained. This is a 3.71% improvement on the 2019 baseline.	Continue to monitor
	87.3% of new tenancies sustained for more than a year by source of let (all waiting lists combined)					% of new tenancies sustained for more than a year by source of let (all waiting lists combined)	Ongoing	2021/22 outturn was 90.92% of tenancies sustained. This is a 3.62% improvement on the 2019 baseline.	Continue to monitor
	Review commenced	Carry out temporary accommodation review	Review complete	BDS	2023	Temporary accommodation strategy	Ongoing	Initial modelling work on Temporary Accommodation Strategy carried out but impacted by Covid-19 in relation to reduced allocations and increased void times. Modelling work to resume in 2023 to identify recommendations for temporary accommodation, linked to RRTP.	
Strategic Housing Outcome 4: There are a range of housing options and supports which promote independence, health and wellbeing									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2021/22	Indicator 2021/22
KEY ACTION 4.1 Increase the supply of affordable wheelchair housing.	43 new build council wheelchair homes built	Deliver wheelchair housing on all council new developments where feasible (where not feasible provision should be increased on other sites to achieve minimum target)	10%	NS	2026	Number/percentage of council new build homes built to wheelchair liveable standard	On Track	61 new build council wheelchair homes built to date.	15 new build council wheelchair homes built in 2021/22 (11% of annual council new builds)
	32 new build RSL wheelchair homes built	Deliver wheelchair housing on all RSL new build developments where feasible (where not feasible provision should be increased on other sites to achieve minimum target)	5%	RSLs	2026	Number/percentage of RSL new build homes built to wheelchair liveable standard	Slightly behind	39 new build RSL wheelchair homes built to date.	7 new build RSL wheelchair homes built in 2021/22 (3% of annual RSL new builds)
		Carry out review/ cost analysis of council new build amenity bungalows to determine scope for increasing standard to full wheelchair liveable standard	Review complete	NS	2022	Review report	Complete	Cost comparison complete, estimated £20-25k increase per unit.	

Strategic Housing Outcome 4: There are a range of housing options and supports which promote independence, health and wellbeing									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2021/22	Indicator 2021/22
KEY ACTION 4.2 Increase the supply of wheelchair housing in the private sector	-	Engage and work with private developers to increase awareness of the need for wheelchair accessible and liveable housing and encourage development	*target to be determined following engagement with developers	BDS	2022	Private Developer Consultation Complete	Complete	Consultation carried out with developers on the delivery of wheelchair homes and potential target approach.	
					2022	Target agreed	Slightly behind	Survey planned for tenants and residents in late 2022 to gather further information on needs to supplement existing information on need and demand, in addition to further engagement with developers with a view to implementing a target in 2023.	
					2022	Mechanisms in place to monitor delivery	Complete	Mechanisms for monitoring via LHS progress reporting.	
KEY ACTION 4.3 Increase the supply of adaptable and accessible housing	640 council new build social rented (HfVN) homes (2019); 1,384 RSL social rented (HfVN) homes built (2019)	Deliver housing for varying needs through the council and RSL new build programme	5,000 by 2035	NS/ RSLs	2026	Number/percentage of council and RSL homes built to 'Housing for Varying Needs Standards'	On Track	934 council new build and 1,862 RSL new build meeting HfVN standards to date.	389 homes built to HfVN standards in 2021/22 (NLC = 137; RSLs = 252).
	3,463 adaptations completed in 2019/20	Provide equipment and adaptations across tenure	Increase	H&SC	2026	Number of adaptations and equipment provided	Ongoing		3,137 adaptations complete across tenure.
		Carry out analysis to identify future demand for equipment and adaptations in partnership with health and social care	Analysis complete and needs identified	BDS/ H&SC	2024	Analysis report	Ongoing	Data on equipment and adaptations provision reported quarterly. Analysis not yet started, although planned as part of further joint assessment of needs with Health and Social Care.	
KEY ACTION 4.4 Increase the supply of older people's housing	2,501 older people homes (NLC and RSL)	Deliver amenity housing in council new build developments	Increase	NS	2026	Number of new council amenity homes built	On Track		78 new council homes suitable for older people (amenity & WC) built in 2021/22.
	2,501 older people homes (NLC and RSL)	Deliver amenity housing in RSL new build developments	Increase	NS	2026	Number of new RSL amenity homes built	On Track	Improved monitoring arrangements planned for 2022/23.	
	Initial feasibility exercise underway	Explore feasibility of delivering shared equity for older people linked to the Affordable Housing Policy	Feasibility exercise complete and recommendations made	BDS/ NS	2022	Feasibility and recommendations report	Complete	Feasibility report complete and Shared Equity Housing provision set out within the Affordable Housing Policy Supplementary Planning Guidance as a delivery option with Cumbernauld HSMA area.	

Strategic Housing Outcome 4: There are a range of housing options and supports which promote independence, health and wellbeing									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2021/22	Indicator 2021/22
KEY ACTION 4.5 Improve the suitability of existing housing to meet the needs of older people	Tender approved	Complete the re-modelling/ refurbishment of Dundyan Gardens linked corridor retirement complex	Remodelling complete	HP	2022	Progress reports	Complete	Project complete as at October 2022 and in defects liability stage.	
	Initial options appraisal complete	Carry out options appraisal for remaining linked corridor retirement complexes	Options appraisal complete	BDS/ HP	2024	Options appraisal report	Ongoing	Initial assessment of linked corridor complexes complete with recommendations identified for investment. Further options appraisal exercise to take place using supplementary indicator information to inform investment decisions and priorities.	
	-	Develop investment strategy for linked corridor retirement complexes to improve long-term sustainability	Investment strategy complete	BDS/ HP	2025	Investment strategy	Ongoing		
	-	Identify new fire safety and prevention measures for implementation in retirement housing linked to the new Fire Safety Guidance for Specialist Housing	Fire prevention and safety measures identified and implemented	HP	2026	Fire Safety Recommendation Report and Implementation Progress Updates	Ongoing	Recommendations have been reviewed and a programme of works is currently being developed	
	-	Implement downsizing incentives and support to help older people down-size to more suitable housing	Allocation policy revised and downsizing incentive scheme implemented	HS	2022	Number of older people assisted to down-size	Complete	Allocation policy reviewed to increase level of priority to households underoccupying social housing. Incentive payment rolled out in July 2022.	Figures not yet available.
	-	Carry out evaluation of impact of re-classification of sheltered housing in meeting needs	Evaluation complete	BDS	2024	Evaluation report	Ongoing	Evaluation planned in 2023/2024 to enable sufficient time for the new older people's housing model to embed.	
	-	Carry out review of RSL housing support for sheltered housing and very sheltered housing	Review complete	H&SC	2024	Review report	Ongoing	Not yet started.	

Strategic Housing Outcome 4: There are a range of housing options and supports which promote independence, health and wellbeing									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2021/22	Indicator 2021/22
KEY ACTION 4.6 Improve access to specialist housing	Development of housing options training toolkit underway	Incorporate specific housing options information in relation to specialist provision within the housing options training toolkit	Housing Options Training toolkit complete and rolled out to staff	BDS	2023	Toolkit modular progress updates	Ongoing	Housing Options Toolkit has been rolled out to housing staff within NLC. NLC continue to take a proactive lead role in the development of the final component learning pathways and ongoing learning impact assessment and review. Recruitment of Housing Options Toolkit Co-ordinator underway via the Scottish Housing Network and Memorandum of Understanding agreed for SHN to take forward the regular maintenance and updating of the Toolkit going forward.	
	'Making Life Easier' developed with some housing information incorporated	Incorporate further housing information in 'Making Life Easier'	'Making Life Easier' updated	BDS	2024	Number of people accessing 'Making Life Easier'	Ongoing	MLE now includes some housing information. This will be reviewed going forward and updated as required.	
	-	Increase awareness amongst housing staff of the wider opportunities in MLE for health and wellbeing to encourage wider 'good conversations' at service contact points by housing staff around health and wellbeing	Awareness increased	BDS	2024	Number of people accessing 'Making Life Easier'	Complete	Adapting for Change e-learning module created which includes information on MLE and housing staff encouraged to complete.	
	Pilot of 'Adapting for Change' training carried out	Progress 'Adapting for Change' bespoke North Lanarkshire e-learning module and group training to increase awareness of prevention and early intervention	E-learning module developed and rolled out to staff	BDS/ H&SC	2024	Number of staff completing training	Complete	Adapting for Change bespoke North Lanarkshire e-learning module developed and implemented. Group training carried out pre-Covid.	
KEY ACTION 4.7 Improve the use of technology to help enable independence, inclusion and promote better outcomes	Working group established to progress pilot	Complete SMART Homes pilot in Kerr Grieve Court to identify potential technology options for older people's housing	Pilot complete	BDS	2025	Smart Home Pilot report	Ongoing	Project was put on hold due to Covid and then was taken forward by Health & Social Care. The showcase tech was later installed into Allershaw Tower.	
	Initial scoping exercise carried out	Develop interactive SMART Home standard for council new build homes to ensure digital infrastructure supports telecare, telehealth and digital connectivity requirements for the future	Standard developed	NS	2026	New build technology report	Ongoing	Cat 5e cabling installed as standard in all council new build homes which supports a range of technology and telecare to support independence, health and wellbeing. Work ongoing to identify and test technology options as advancements in technology progress.	
	Digital NL underway	Engage in the Digital NL developments and Digital Health and Care Strategy	Completion of Digital NL	BDS	2026	Digital NL Strategy	Ongoing	Digital work ongoing independently of Health & Social Care.	
	'Tech flat' developed	Increase awareness and use of technology by promoting the 'tech flat'	Increase tech flat viewings	BDS/ H&SC	2026	Number of people visiting the 'tech flat'	Ongoing	Tech flat closed for a period of time due to Covid-19 restrictions. Expected that numbers will increase in future years.	90 visitors since LHS was published.
	Working group established	Transition from analogue to digital alarm services across older people's housing	Digital transition complete	BDS/ HP	2026	Progress reports	Ongoing	Programme being developed and expecting to commence in 2022/23.	

Strategic Housing Outcome 4: There are a range of housing options and supports which promote independence, health and wellbeing									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2021/22	Indicator 2021/22
KEY ACTION 4.8 Enable swifter discharge from hospital and reduce delayed discharge	Weekly meetings established	Establish and maintain housing representation at weekly discharge meetings to prevent and resolve any housing related delayed discharges	Maintain representation and identify solutions	HS	2026	Number of delayed discharges	Complete	Housing representation established at weekly discharge meetings.	
	Resource flats in place across 3 retirement complexes	Replace resource flats within retirement complexes with mainstream accommodation to meet a broader range of hospital discharge related needs	Replace flats with alternative mainstream accommodation	BDS/ HS	2023	Resource flat replacements	Ongoing	Sourcing of replacement flats underway.	
	Monitoring system in place with H&SC review required	Monitor efficacy of resource flats in meeting needs	Monitoring system in place	BDS/ H&SC	2026	Number of people accessing resource flats	Ongoing	Robust monitoring systems to be implemented when replacement flats identified.	
KEY ACTION 4.9 Improve our understanding of the housing and related support needs of ethnic minority groups and others who experience disadvantage and inequality	-	Implement collation of equality monitoring information across tenants' and residents' groups and people involved in tenant participation processes	Equality monitoring system in place and analysis undertaken	BDS	2023	Monitoring report	Ongoing	Equality monitoring data template created and plans to implement early 2023.	
	Ethnicity, Age and Disability currently gathered	Revise the Common Housing Register Form to include collation of other protected characteristics information	Common Housing Register Form revised	BDS	2023	Common Housing Register Form	Ongoing	Guidance reviewed and consistent approach to questions agreed with Corporate equalities rep. IT project required to enable storing and reporting of the protected characteristics.	Online form is currently in development, changes will be requested to incorporate the requirements.
	Corporate Equalities Group established	Participate in the council's Corporate Equalities Group	Continuous participation	BDS	2026	Meetings held	Ongoing	Housing represented on Council Equalities Structures as required.	
	Housing Co-production Group established since 2010	Continue the Housing Co-production Group and explore expansion of the group to incorporate more members from under-represented groups	Continue and expand the Housing Co-production group	BDS	2026	Housing Co-production Group meetings	Ongoing	Covid-19 has had a significant impact on participation of the Housing Co-production Group, with membership declining. Further work planned to increase awareness of the group, opportunities and increase membership.	
	LGBT module developed	Ensure housing staff complete LGBT training module to improve awareness of barriers and improve housing information, advice and support	All housing staff complete training	BDS	2024	Number of staff completing training	Ongoing		47 staff completed training as of 19th October 2022.
	Pilots underway across 3 local authority areas	Explore negotiated stopping for Gypsy Travellers	Negotiated stopping procedure explored and implemented if feasible	BDS	2025	Negotiated Pilot report	Ongoing	Negotiated Stopping pilot ongoing with SG with recommendations planned for Spring 2023. NLC continue to explore negotiated stopping as part of the Corporate Gypsy Traveller Group.	

Strategic Housing Outcome 4: There are a range of housing options and supports which promote independence, health and wellbeing									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2021/22	Indicator 2021/22
(cont.) KEY ACTION 4.9 Improve our understanding of the housing and related support needs of ethnic minority groups and others who experience disadvantage and inequality	Action plan developed	Progress the actions contained within the Gypsy Traveller Action Plan to improve outcomes for Gypsy Travellers in North Lanarkshire	Completion of actions	BDS	2026	Action plan progress reports	Ongoing	Actions progressed as outlined in the Gypsy Traveller Action Plan with bi-annual updates provided on progress.	
	Violence Against Women Group established	Work with the Violence Against Women Group to develop a Violence Against Women Strategy	Strategy complete	BDS	2024	Meetings held and progress reports	Ongoing	Violence Against Women Draft Strategy developed. Pending approval.	
	'Safe and Together' training currently provided to H&SC staff	Roll out 'Safe and Together' training for housing staff	Staff trained	BDS	2024	Number of staff trained	Ongoing	Safe and Together Training rolled out to housing staff.	65 staff completed training as of 14 November 2022.
	DAART e-learning now available on the council's e-learning platform	Roll out Domestic Abuse Awareness Raising Training (online – DAART) to all housing staff	Staff trained	BDS	2023	Number of staff trained	Ongoing		182 staff completed training as of 19 October 2022.
	Pathway plan developed	Review Care Pathways for Care Experienced Young People and for young people with complex needs transitioning from care	Pathway reviewed	BDS/ H&SC	2024	Review report	Partially complete	Care pathways for CEYP reviewed and revised CEYP protocol implemented. Further work required on young people transitioning from care with complex needs.	

Strategic Housing Outcome 5: We will tackle climate change and fuel poverty									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2021/22	Indicator 2021/22
KEY ACTION 5.1 We begin a just transition towards a Net Zero North Lanarkshire	Pilots in progress	Adopt 'as standard' non-gas heating approaches for new council homes	Adopt new approach	NS	2024/25	Approach and process developed	Ongoing	Pilot project of 19 homes in Airdrie under construction.	Results of pilot will inform.
	3.8 (tCO2/year)					Average CO2 emissions per home	Ongoing	Pilot project of 19 homes in Airdrie under construction.	Results of pilot will inform.
	Separate specifications and processes exist	Integrate approach to procuring and maintaining renewable energy installations	Adopt joint technical specifications for use of Air Source Heat Pumps	HP/NS	2021/22	Technical specifications	Ongoing	Ongoing	
			Establish process for agreeing new technical solutions for alternative heating systems	HP/NS	2021/22	Process for technical solutions	Ongoing	Ongoing	
	-	Develop understanding of whole life costs and issues associated with the transition to low and zero carbon heat on the council and its tenants	Evaluate impact of Alternative Heating pilots	HP/NS	2023/24	Evaluation report	Ongoing	Pilot project of 19 homes in Airdrie under construction.	Results of pilot will inform.
	-	Investigate opportunities for district heat zones	Improved understanding to inform strategic approach in LHEES	CE	2022/23	Options report	Not yet started	Discussions ongoing on who is best placed to lead on LHEES, aligning this requirement with remit and available resources.	
	Feasibility Study underway	We will work with our GCR partners to carry out a feasibility study to outline a clear route map to successfully deliver the large scale retrofit programme	Route map	BDS/HP	2024	Route map	Ongoing	Feasibility study complete. Housing Portfolio Group considering next steps and actions.	
	-	To address skills gaps and meet the demands of the City Region new homes and green energy retrofit programmes we will develop an integrated skills employment programme for housing build and repair programmes in the GCR	Skills development programme developed	BDS/NS	2024	Integrated skills employment programme	Ongoing	Glasgow City Council commissioned a report from Grant Thornton in 2021. Following on from the report GCC have arranged follow up meetings with the GCR authorities to discuss funding and challenges, the last meeting focused on skill shortages for energy efficiency works.	

Strategic Housing Outcome 5: We will tackle climate change and fuel poverty									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2021/22	Indicator 2021/22
KEY ACTION 5.2 We improve the energy performance of our housing stock	100% compliance	All council new builds meet NLC New Build Sustainability Standard (which is currently for Silver Aspects 1&2)	100% compliance with standards subject to annual review	NS	Annual	New build specifications	On Track	100%	100% of new builds completed in 2021/22 meet standards (137 homes)
	-	Develop 'route map' for EESSH2 compliance	Route map developed	HP	2021/22	Route map	Ongoing	Consultant appointed to support the development of route map.	
	82% of homes in PRS meet EPC D (home analytics data)	Enforce private rented sector energy efficiency regulations and engage with private landlords to improve compliance	Local Energy Efficiency in the PRS Strategy developed	PSH	2021/22	PRS Strategy	Ongoing	Works on-going to ensure compliance at application stage for landlords who renew, and also for new applications.	Evaluation of new processes
						% of PRS homes meeting EPC D	On Track	Current application process ensures that all new and renewal applications have a suitable EPC for the property(s) within the landlord's portfolio.	
	£14.5 million of EES:ABS funding invested in homes in North Lanarkshire and 1,000 owners assisted	Manage Energy Efficient Scotland: Area Based Scheme (EES:ABS) in North Lanarkshire	Dependent on annual allocation of funding - £2.78m allocated for 2021/22	HP	Annual	Number of households assisted	Ongoing	Uptake for the scheme has been affected by changes in legislation and external funding meaning a percentage contribution from owners is now required to carry out the improvement works. It is anticipated that this will affect uptake for the scheme going forward, unless there is a change in funding parameters. Measures are being taken to encourage owners to participate.	

Strategic Housing Outcome 5: We will tackle climate change and fuel poverty									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2021/22	Indicator 2021/22
KEY ACTION 5.3 We help households out of fuel poverty	ASHP installed in 316 existing homes with further 40 new builds planned for ASHP/Solar PV/Battery Storage – data monitoring agreed for future contracts	Evaluate impact of low-carbon heating on tenants' energy use and costs to ensure 'just transition'	Evaluate Energy Use, Effectiveness and Tenant Satisfaction	HP/NS	2024/25	Evaluation report	Ongoing	Pilot project of 19 homes in Airdrie under construction.	Results of pilot will inform.
	23%	Improve energy efficiency and fuel poverty advice	Develop strategic partnership with Home Energy Scotland	BDS	2021/22	% of households in fuel poverty	Ongoing	Energy advice training being arranged with HES for all housing staff.	20%
	9%					% of households in extreme fuel poverty		Funding secured to deliver an Energy Advice Service in North Lanarkshire for implementation in 2023.	7%
	£620					Median (adjusted) fuel poverty gap			£520
	Limited understanding based on national data sets	Improve understanding of the extent, nature and location of fuel poverty to enable better identification of fuel poor households and target resources effectively	Develop measures to better identify fuel poor households, enabling better targeting of resources	BDS	2022/23	Fuel poverty measures	Ongoing	Liaising with HES and Fuel Poverty Sub-Group	

Strategic Housing Outcome 6: Our homes will be fit for the future									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2021/22	Indicator 2021/22
KEY ACTION 6.1 Ensure social rented housing continues to meet regulatory standards	-	Deliver priority actions set out in Housing Asset Management Plan	Actions progressed	BDS	2025/26 with annual review	Housing Asset Management Plan Annual Review	Ongoing	HAMP Annual Review approved in August 2022 and ongoing monitoring of actions.	
	-	Develop route map to compliance for NLC housing stock	Route map developed and implemented	HP	2021/22	Route Map	Complete	Consultant report on achieving NET Zero provided 2021. Financial implications for the stock presented to senior management team. New EESSH report commissioned.	
	89% SHQS compliance					SHQS compliance	Ongoing	Compliance routes in place. Impact of changes to SHQS for electrical compliance/smoke alarms evaluated for 2021/22.	70%
	90% EESSH compliance					EESSH compliance	Ongoing	see above	99.2%
	3.4% EESSH2 compliance					EESSH2 compliance	Ongoing	see above	
KEY ACTION 6.2 Improve stock condition in mixed tenure and other priority blocks and estates	-	Develop new owner engagement strategy for mixed tenure estates	Strategy developed and implemented	HP/PSH	2022	Engagement Strategy	No longer applicable	No longer applicable.	
	Engagement underway	Complete CPOs at Millcroft and enable transformation by Sanctuary (subject to committee approval)	CPOs complete and demolition undertaken	NS	Ongoing	Number of CPOs	Ongoing	CPO scheduled to be submitted in early 2023. Development now being delivered by New Supply.	Committee approval in Nov 2021 for delivery of new homes by NLC, rather than Sanctuary.
	-	Pilot new approach to identifying and responding to priorities, using landlord registration powers to improve house condition	Pilot complete	PSH	2021/23	Pilot report	Not yet started	Not yet commenced, further information being gathered on if a condition survey is feasible within current resources.	
	-	Explore development of a factoring support system to assist owner occupiers who fail to secure a factor	Development of factoring support system explored	PSH	2024	Factoring support system	Not yet started	Not yet started.	
	-	Develop a new BTS statement	BTS statement	PSH	2026	BTS Statement	Not yet started	Not yet started.	
	-	Explore the use of 'missing shares' powers to assist owners to participate in works	Missing shares powers explored	PSH	2024	Missing shares powers report	Not yet started	Not yet started.	
	-	Explore the feasibility of carrying out a house condition survey to gather better data in relation to scale and extent of disrepair in the private sector	Feasibility exercise complete	BDS/PSH	2026	Feasibility Report	Not yet started	Not yet started.	

Strategic Housing Outcome 6: Our homes will be fit for the future									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2021/22	Indicator 2021/22
KEY ACTION 6.3 Ensure owners are engaged and informed about repair and maintenance issues	New Scheme of Assistance being developed	Develop new Scheme of Assistance	Scheme of Assistance adopted	PSH	2022/23	Scheme of Assistance	Complete	A new Scheme of Assistance was not required. Following additional funding for mixed tenure grants, Scheme was reviewed and published.	
	28% homes in urgent disrepair					Number of homes in urgent disrepair	Ongoing		29%
	48% homes in critical disrepair					Number of homes in critical disrepair	Ongoing		52%
	8% of homes in extensive disrepair					Number of homes in extensive disrepair	Ongoing		8%
	67% of homes in any disrepair					Number of homes in any disrepair	Ongoing		72%

Strategic Housing Outcome 7: We improve the quality and accessibility of the private rented sector									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2021/22	Indicator 2021/22
KEY ACTION 7.1 Develop and deliver new PRS access scheme	-	PRS access scheme developed	Scheme developed and approved	BDS	2022	PRS scheme	Ongoing	Options paper developed which requires further discussion prior to implementation of pilot.	
	41 (2020)	Scheme implemented and enabling better access to the PRS	20 new tenancies each year	BDS	Ongoing from 2022	Number of homeless (or potentially homeless) households rehoused in the private rented sector	Ongoing	As above.	16
KEY ACTION 7.2 Improve private sector housing advice	-	Develop and deliver e-learning training module on the PRS and ensure completion by all housing staff that deliver housing options advice	Training developed and staff trained	BDS	2023	Number of staff trained	Ongoing	E-learning module created and in draft form. Testing planned prior to launch.	
	-	Establish local PRS champions to encourage wider improved PRS advice amongst locality housing teams	At least one 'PRS champion' in each local housing office	BDS	2023	Number of PRS champions	Not yet started	To be progressed in 2023 in tandem with the launch of the new e-learning module.	
	-	Develop improved information for locality housing teams on the PRS in North Lanarkshire and at a locality level as part of the housing options guide	PRS information developed and updated regularly for locality housing teams	BDS	2023	Localised information produced and updated on a regular basis	Ongoing	Locality information provided in the e-learning module. This will be supplemented by area profile information in a revised user friendly format in 2023.	

Strategic Housing Outcome 7: We improve the quality and accessibility of the private rented sector									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2021/22	Indicator 2021/22
KEY ACTION 7.3 Work with private landlords to improve management and quality standards in the PRS	14,832	Improve registration compliance through targeting unregistered landlords and landlords whose registration has expired to ensure they register	Improved registration compliance	PSH	Ongoing	Number of private landlords registered	Complete	A full review of the expired processes for NLC has been completed and new procedures have been implemented.	8,397 registered landlords.
	-	Strengthen partnerships with Police Scotland and Fire and Rescue to identify criminal activity and to take multi agency action through the locality community planning structures	Improved processes for ensuring private landlords are 'fit and proper'	PSH	Ongoing	Attendance at local community groups	Complete	Review of panel has been completed. Further, longer-term work is ongoing in this area to strengthen and fully review fit and proper and audit processes to strengthen compliance. Full in depth review of current processes scheduled to commence in early 2023.	
	-	Work in partnership with Landlord Accreditation Scotland to deliver training for private landlords and letting agents in North Lanarkshire	Training delivered	PSH	Ongoing	Number trained	Ongoing	Landlord Accreditation Scotland training is being delivered and is ongoing.	143 landlords and agents trained since publication of LHS.
	-	Review the current information provision for private landlords on the council website and develop enhanced and improved information which clearly outlines private landlords' responsibilities and rights	Information reviewed and improved	PSH/ BDS	2023	-	Ongoing	Updates are carried out to existing published information with further mailshots available via landlord registration system where required.	
	-	Re-establish the bi-annual private landlord forum	Private landlord forum held biannually	PSH/ BDS	2022	Number of private landlord forums and number of people attending	Ongoing	Private landlord forum re-established with first meeting held in September 2022.	33 people attended forum.
	-	Establish a process to regularly communicate with landlords through the landlord registration team on legislative or other policy changes of relevance	Process established	PSH	2022	Number of communications	Ongoing	Process is in place to communicate with landlords via SMS and email using the registration service.	
	-	Develop and issue a bi-annual private landlord e-newsletter	Newsletter issued	BDS/ PSH	2023	Number of newsletters issued	Ongoing	First newsletter in development October 2022.	
	-	Strengthen our outreach and engagement with private landlords using online platforms	Improved outreach and engagement	PSH	Ongoing	Number of social media and other online communications issued	Ongoing	Newsletter published on website. 33 landlords attending forum.	
	-	Carry out regular surveys of private landlords to understand challenges and potential solutions to improve management and quality standards in the PRS	Surveys carried out	BDS	Ongoing	Number of online surveys and survey responses	Ongoing	Survey carried out as part of the LHS development process which sought to understand the challenges and potential solutions to improve management and quality standards in the PRS. Further survey planned in partnership with the Private Sector Housing Team and as part of the agenda for the Private Landlord Forum.	499 responses to survey.

Strategic Housing Outcome 7: We improve the quality and accessibility of the private rented sector									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2021/22	Indicator 2021/22
KEY ACTION 7.3 Work with private landlords to improve management and quality standards in the PRS	-	Improve our understanding and intelligence of the PRS to identify issues and target resources effectively e.g. identifying properties most in need of energy efficiency measures	Improved intelligence on PRS	BDS	Ongoing	Improved data on the PRS	Ongoing	Improved data on PRS expected as part of the new Rented Sector Strategy when published. In the interim further analysis of Home Analytics Data required, as well as collaborative efforts with the Private Sector Team to improve understanding.	
	-	Scope potential gains from 'direct interventions' in substandard PRS properties, such as purchase and improvement in certain circumstances	Scoping exercise complete	BDS	2023	Scoping report	Ongoing	Open Market Purchase Scheme recently expanded, which includes purchase from a private landlord in certain circumstances.	
	-	Develop an engagement strategy for improving energy efficiency regulations in the PRS which will include a communications and involvement strategy and enforcement approach	Engagement strategy developed	BDS/ PSH	2022	Engagement strategy	Not yet started	Not yet started.	
KEY ACTION 7.4 Improve access to the PRS	-	Work with private landlords to improve access to the PRS for people who are homeless and prevent PRS households from becoming homeless	Improved outcomes for homeless households in the PRS	BDS	Ongoing	Number of people homeless from PRS and number of homeless people rehoused in PRS	Ongoing	Range of actions progressed via RRTP.	214 homeless applicants from the private the rented sector.
	-	Establish a private landlord working group to identify ways in which the PRS could better contribute to meeting housing needs in North Lanarkshire	Private landlord working group established	BDS/ H&SC	2023	Number of meetings	Ongoing	Reps invited to join group at Landlord Forum Event. Minimal response received so will need to be followed up.	
	-	Work with partner RSLs developing Private Lettings Services in North Lanarkshire to meet housing need better, exploring opportunities linked to RRTP	RSL PSL service linked to RRTP	BDS	2023	Number of homeless people rehoused in the private rented sector	Ongoing	Clyde Valley Housing Association have recently established a private lettings company. Discussions ongoing as the new private lettings company becomes further established.	16 homeless applicants have been rehoused in the private rented sector.
	-	Review the rent deposit guarantee scheme to increase uptake	Rent deposit scheme reviewed	BDS	2023	Number of people accessing the rent deposit scheme	Ongoing	Review of scheme is currently underway	
KEY ACTION 7.5 Improve involvement of tenants in the PRS to improve our understanding of issues and help shape policy	-	Establish a PRS tenant panel as part of the tenant participation activities to identify issues, develop potential solutions and shape policy to improve the PRS	Panel established	BDS	2023	Number of meetings	Ongoing	Reps invited to join group at Landlord Forum Event. Minimal response received so will need to be followed up.	

Strategic Housing Outcome 7: We improve the quality and accessibility of the private rented sector									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2021/22	Indicator 2021/22
KEY ACTION 7.6 Improve advice and information to PRS tenants	-	Review and improve the information available for PRS tenants by working with the PRS tenant panel to identify gaps and scope for improvement	Information reviewed and improved	BDS	2024	PRS tenant information	Ongoing	Not yet started.	
	-	Develop a communications strategy which involves greater use of social media and online platforms to increase awareness of tenants rights, responsibilities and housing options	Communications strategy developed	BDS/ PSH	2024	Communication strategy	Ongoing	Not yet started.	
KEY ACTION 7.7 Support Build to Rent and Mid-Market Rent to deliver high-quality homes in the PRS	-	Work with employers to gather information on the housing needs of key workers	Information gathered	BDS	Ongoing	Information on housing need	Ongoing	Research on housing need planned with NHS Lanarkshire and larger employers within NL to established gaps and demand for tenures such as MMR, Shared Equity and LCHO. Research being scoped in partnership with the Growth Team.	
	-	Engage with the Build to Rent sector	Engagement with the Build to Rent sector	BDS/ NS	Ongoing	Number of Build to Rent homes delivered	Ongoing	Discussions with developers ongoing.	-
	-	Deliver Mid-Market Rent Homes with RSL partners	Deliver Mid-Market Rent homes	BDS/ NS	Ongoing	Number of Mid-Market Rent homes delivered	Ongoing	25 MMR homes included in 2023/24-2027/28 SHIP.	-
KEY ACTION 7.8 Develop a longer-term strategic approach to improving the PRS	-	Develop and implement PRS strategy, following publication of the new national Rented Sector Strategy, to outline issues and solutions in a more detailed longer-term plan for North Lanarkshire	PRS Strategy developed and implemented	BDS/ PSH	2024	PRS Strategy	Not yet started	Not yet started - awaiting publication of the final Rented Sector Strategy.	

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