

LOCAL HOUSING STRATEGY

ANNUAL PROGRESS REPORT 2023



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Contents

Introduction	3
Housing delivery	5
Placemaking and communities	9
Preventing and addressing homelessness	13
Specialist provision	16
Fuel poverty, energy efficiency and climate change	18
House condition	22
Private sector housing	24
Strategic housing outcomes	25

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 second annual report on progress since the strategy was approved and provides an update to the previous annual report published in February 2023, 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 (LHS) 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 addressing 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



539 new affordable homes built (*up on 389 previous year*)



34 wheelchair liveable homes



Scottish Government funding of £32.98m secured for 2024/25



SHIP planned delivery of 3,060 homes over the next five years



18 MMR homes delivered in 2022/23



394 homes under construction

New Supply Affordable Housing

The number of new homes delivered in North Lanarkshire in the past year is 539 which is significantly higher than the 389 homes built in the previous year, with an additional 150 homes delivered. 34 wheelchair homes delivered over the period by the Council and RSL partners and brings the total number of wheelchair liveable homes delivered to 152¹.

Global and market/supply issues and inflationary cost pressures continue to impact on the delivery of new homes. Despite this we built 82 new affordable council homes for rent in 2022/23 and increased the overall supply of affordable homes to 1,646² which confirms we are on track to achieve the target of delivering 5,000 new, affordable rented homes by 2035.

In the last year, we have completed the following new build sites:

Site Name	Area	Number of Homes	Completion Date
Mossburn Street, Waterloo	Wishaw	20	May 2022
Plains	Airdrie	16	Sept 2022
Community Road	Bellshill	29	Feb 2023
Dykehead Road (Re-provisioning) Phase 1	Airdrie	11	Mar 2023
Lindsaybeg Road (former Childrens Home)	Chryston	21	May 2023
Torrance Park	Motherwell	6+4 (off the shelf)	Feb + June 2023
Earls Rise (Gateside Farm)	Stepps	30 (off the shelf)	June 2023
Dykehead Road (Re-provisioning) Phase 2	Airdrie	86	Sept/Oct 2023
Ravenscliff Road, Ravenscraig	Motherwell	24	Oct 2023
Auchengeich, Gartferry Road	Moodiesburn	12 (off the shelf)	Oct 2023

¹ by September 2023

² As at November 2023 and includes properties purchased through the open market and empty homes schemes.

Site Name	Area	Number of Homes	Completion Date
Castlehill Road (Re-provisioning) Phase 1	Wishaw	3	Oct 2023
Northburn Place (Re-provisioning) Phase 1	Airdrie	9	Oct 2023
Springhill Road (Keepmoat)	Shotts	12 (off the shelf)	Oct 2023

We celebrated the handover of our 1000th new build home at Dykehead Road in August and the new tenants are delighted with their two-bedroom net zero home.



New tenants mark housing milestone - 1000th home

We are on-site with several other developments, including several town centre sites as well as land linked to our tower re-provisioning programme. We currently have 394 homes under construction with the sites below due to complete by next Summer.

Site Name	Area	Number of Homes	Scheduled Completion Date
Northburn Place (Re-provisioning)	Airdrie	22	Nov 2023
Castlehill Road (Re-provisioning)	Wishaw	94	Phased from Nov 2023
Berwick Street	Coatbridge	19	Dec 2023
South Bridge Street (Former Orrs Building)	Airdrie	20 (off the shelf)	Jan 2024
Dykehead Road (Re-provisioning)	Airdrie	53	Mar 2024
Brandon Street	Motherwell	48	July 2024
Glenacre Drive	Airdrie	16	2023/24
Former Petersburn PS	Airdrie	40	2023/24
Lorne Place (Allanwater)	Coatbridge	24 (off the shelf)	2023/24
Dowanfield Road (Zoom)	Cumbernauld	24 (off the shelf)	2023/24
Johnston Road – Phase 2 (Bellway)	Gartcosh	12 (off the shelf)	2023/24
Gartferry Road (Allanwater)	Chryston	22 (off the shelf)	2023/24

Community benefits are built into every council new build contract, helping to secure work experience, skills development and training and job opportunities for local residents as well as supporting local businesses through supply chain improvements. Partnership working with Education, Early Careers, Virtual Schools, Developing the Young Workforce, Supported Enterprise, the Apprenticeship team, and Employability services continues to maximise opportunities created through the new supply programme.

Our partners have delivered 457 affordable homes over the past year, increasing the total number of new affordable homes built in the year to 539³. They have also completed 18 homes for Mid-Market Rent during 2022/23, bringing the total number of MMR homes to 88⁴ since 2010/11.

We completed a review of our Pathfinder Scheme, which allows the council to purchase new affordable homes directly from private developers and work is now well underway at the former John Orrs Building in Airdrie following completion of demolition works and the acquisition of 20 flats which is scheduled for completion in 2023/24. We have also concluded the purchase of 24 homes at Lorne Place in Coatbridge and a further 39 homes at the former DWP offices in Coatbridge with work now underway.



In 2022/23, we brought 70 homes back into use through our Empty Homes Purchase Scheme and Open Market Purchase Scheme, bringing the total properties bought to 718. 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. As at early November 2023, we have concluded the purchase of 21 properties from private landlords with sitting tenants, a recent expansion of the OMPS to prevent homelessness for tenants where the landlords were in financial difficulties with their lender and the property was at risk of repossession.

Our Strategic Housing Investment Programme (SHIP) for 2024/25-2028/29 was approved by Committee in August 2023 and was submitted to the Scottish Government in October. The SHIP sets out plans to deliver over 3,000 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 the delivery of Mid-Market Rent (MMR) by the council remains financially unviable and is likely to continue for the foreseeable future. The situation will continue to be monitored and should market conditions change we will develop a Housing Delivery Partnership to enable alternative tenures. We are also exploring options for delivery of MMR in town centres through the Town Centre Project.

We are currently undertaking 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.

The third Glasgow and Clyde Valley Housing Need and Demand Assessment (HNDA3) was completed and submitted to the Centre for Housing Market Analysis for 'Robust and Credible' status. Recommendations have been received and HNDA3 is currently being updated.

The council's Affordable Housing Policy (AHP) has been reviewed and a new AHP has been approved and published.

Our Housing Asset Management Database captures a range of information to help inform demand and investment decisions. Testing of assumptions is ongoing and weightings being developed to enable the ability to draw conclusions and plan future actions.



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. We consulted on the Town Action Plans (TAP's) for Airdrie, Motherwell, and Wishaw earlier this year with finalised plans approved at Committee in November 2023. Phase 2 public engagement of the TAP projects has begun for Kilsyth, Bellshill and Shotts with Coatbridge due to begin shortly and is expected to be complete by Spring in 2024.

A major milestone in the redevelopment of Cumbernauld town centre was reached when we successfully completed the purchase of The Centre Cumbernauld (TCC) in June 2023. In the past year, new affordable homes have been delivered at town centre sites in Main Street, Wishaw and both Brandon Street, Motherwell and Orrs in Airdrie are under construction. This brings the total of new council homes built in town centres to 134. A total of 776 social housing homes have now been delivered in or on the edge of town centres (within a 10-minute walk) since April 2019/20.

We have sought significant funding to help deliver our visions from both the Scottish and UK Governments and submitted bids for regeneration projects to various funding streams including the UK Government's Levelling Up Fund and the Scottish Government's Regeneration Capital Grant Fund (RCGF) and Vacant and Derelict Land Investment Programme (VDLIP). £9.225m has been secured from the Levelling Up Fund for the regeneration of Cumbernauld and 'stage 2' bids for up to £3m in funding through RCGF and VDLIP are currently under consideration. We have also secured funding from the Scottish Government's Place Based Investment Programme (£1.698m) and Vacant and Derelict Land Fund (£1.814m) and have



been awarded £20m from the UK Government's Towns Fund for projects in Coatbridge, to be delivered over the decade from 2024. We have also secured heritage funding to develop projects in Airdrie Town Centre (initial £150,000 ahead of £2.65m bid) and at Summerlee (initial £148,000 ahead of £3.39m bid).

Some key progress over the period includes:

Partial demolition of Bank Street, Coatbridge with designs ongoing for residential development.
Detailed plans underway to re-design the former Municipal Buildings at Kildonan Street, Coatbridge into a mix of residential and office accommodation.
Demolition of the former Orrs department store for residential redevelopment as well as commercial space with works currently underway for completion in 2023/24.
Old Town Hall in Motherwell acquired during 2021/22 for conversion to residential use and now in design phase.
Demolition of the former office building Kingshouse, Wishaw in 2022/23, with designs ongoing for residential development.
42 new homes were delivered by Trust Housing Association on the former Tesco site in Wishaw.
Properties at Graham Street in Airdrie delivering commercial and residential accommodation.
Detailed plans underway to redevelop an existing gap site at Main Street, Coatbridge.
48 homes featuring ground source heat pumps at Brandon Street, Motherwell currently under construction

We have refreshed and published our Economic Regeneration Delivery Plan (ERDP) 2023-2028 which builds on the work of the council and our partners over the last four years to promote inclusive growth, ensure community wellbeing and create a more prosperous place for our residents.

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

Newmains and St Brigid's Community Hub opened in Q1 of 2023 and provides 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 is due for completion in Q3 of 2023 and replaces the existing primary school and provides a new Community Health Clinic, offering residents access to state-of-the-art health and wellbeing facilities.

Riverbank Community Hub in Coatbridge opened its doors for the start of term in August 2023 and brings together two primary schools, Carnbroe PS and Sikeside PS, along with an early year's class. The hub is designed to provide an exciting and flexible learning environment which can accommodate a wide range of requirements in the years to come.

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. A further three community hubs are in the design phase at Orbiston in Bellshill, and at St Stephen's and St Kevin's, both in Coatbridge.



Good progress continues to be made on the Ravenscraig Access Road, with the construction of the rail bridge completed in April 2023. Work is ongoing to deliver the new connection between Motherwell and Ravenscraig with improved specifications and tender documents prepared for procurement to manage costs and mitigate risks.



Phase 1 of the re-provisioning programme is nearing completion with 1,656 out of 1,750 properties now vacated. This includes 200 properties in Highcoats and Birkshaw towers which have been re-purposed to support the Ukrainian Resettlement Scheme. Funding of £5.9m was provided by the Scottish Government to enable the refurbishment of these towers to assist the resettlement of refugees.

In 2022/23, we have demolished or are in the process of demolishing 831 properties with a spend of £24.3m across the Towers Reprovisioning Programme. We are currently on site at Shawhead Low Rise in Coatbridge, Coursington Towers in Motherwell, Gowkthrapple low rise in Wishaw and Jackson Towers in Coatbridge.



97 new homes have been delivered so far within the re-provisioning site at Dykehead Road in Airdrie with further phases now underway. Northburn Avenue in Airdrie is also now under construction. These developments will deliver 181 modern and energy efficient new build homes for the local area and are planned for completion in 2024.



Committee approved Phase 2 of the re-provisioning programme in August 2023 which identified 974 properties to be progressed on a staggered basis with an estimated timescale for completion of a minimum of 5 years. Discussions are underway to discuss housing options with those affected in the early stages.

In the meantime, we continue with our programme to invest in fire safety initiatives for tower properties and have installed sprinkler systems in 8 towers with 3 in the last year and a further 5 currently underway.

In response to National Planning Framework 4 Policy 15, the identification of areas where Local Living could potentially be achieved, areas with good access to physical, digital and social infrastructure, continues to be progressed through the work of several internal and partnership stakeholders. 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. Prior to National Planning Framework 4 coming into force in February 2023, the new Local Development Plan was Adopted in 2022, and sets out Placemaking Policies which remain relevant in contributing towards the concept and benefits of local living.



A total of 35 long-term empty properties were brought back into use in the private sector last year, with a further 47 brought back into use as social housing through the Empty Homes Purchase Scheme in 2022/23. The Empty Homes Officer has been working alongside colleagues from Building Standards, Environmental Services and Planning to bring properties back to habitable condition. In total 263 private sector empty homes have been brought back into use since 2018⁵.

⁵ until October 2023.

Preventing and addressing homelessness

PRIORITY 3: WE PREVENT AND RESOLVE HOMELESSNESS EFFECTIVELY

1,917 homeless applications
in 2022/23

(13% increase) and similar to national picture

**Proportional
decline in
repeat applications**

86.7% of households secured settled
accommodation ⁶

90.99% of new tenancies sustained
for **more than a year**

Average length of stay in
temporary accommodation
for cases that closed was **145
days** compared with **223 days**
Scottish average

341 people

who were **survivors of domestic
abuse** approached housing for
assistance in 2022/23

54 individuals
supported through
Homes First

reduction in proportion
of households with children
in temporary accommodation
from 22.1% to 21.7%

Youth homelessness reduced
from 27.51% in 2021/22
to 24.1% in 2022/23

(since 2015/16 youth homelessness
has reduced by 11.65% from 35.75% in
2015/16 to 25.1% in 2022/23)

96.3% of homeless applicants **satisfied**
with temporary accommodation

average rent **£76.95**
(5% below Scottish local authority average)



£15M
generated in benefits
for residents by
Housing staff

£35M in benefits
generated overall

The Scottish Government extended the 'Cost of Living (Tenant Protection) (Scotland) Act 2022' until 31 March 2024 to protect households from the worst impacts of the cost-of-living crisis. In the meantime, the Scottish Government have issued consultations to seek views on improving the protections and rights of tenants through the 'New Deal for Tenants – rented sector reforms' and 'Prevention of Homelessness' and will report their findings and any future legislative requirements in due course.

By carrying out financial health checks and working in partnership with the Council's Tackling Poverty Team, Welfare Rights and Income Maximiser Officers have helped generate more than £35m in additional benefits for residents in 2022/23 with £15m of these benefits generated by Housing staff. 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.

The management and future development of the Housing Options Training Toolkit has now been transferred to the Scottish Housing Network. A Learning and Development Officer has been appointed to manage future updates and amendments. The Steering Group will be refreshed and a formal launch date for the fully developed suite of modules is currently under consideration. The toolkit provides information to housing practitioners on all aspects of housing delivery including legislation, policy, and practice. There are also modules to assist housing practitioners

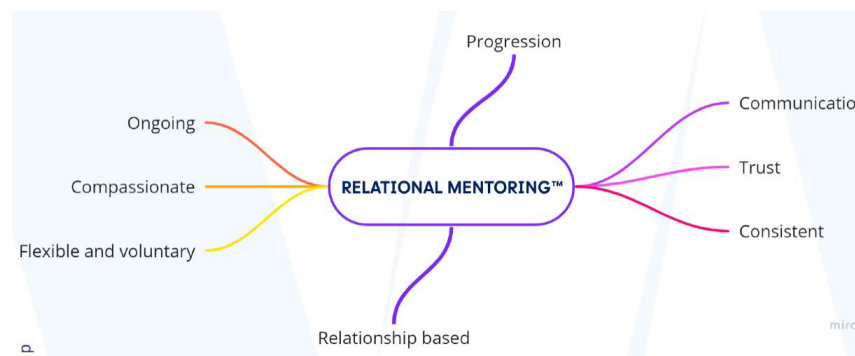
to navigate elements such as financial advice, employment, health and wellbeing, and to link people to broader services where appropriate.

We continue to deliver the Family Plus Project in partnership with Barnardo's 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. Barnardo's have also launched Keys to the Future providing practical and emotional support to families experiencing homelessness with a specific focus on the educational attainment of children. Other Rapid Rehousing Transition 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. We remain committed



to providing bespoke housing options for Care Experienced Young People (CEYP) to prevent homelessness and housing crisis or periods of housing insecurity and working in partnership with Health and Social Care to improve pathway planning for CEYP in North Lanarkshire. Youth Housing Champions are in place across our housing localities and provide a key point of contact for advice and information for pathway planning, promoting awareness of CEYP's rights, wider rights for children (UNCRC) and housing's role as a Corporate Parent.

Actions contained within the RRTP continue to be progressed, with the Housing First Team well established and support scaled up over the course of 2022/23 to increase capacity and reach of the Housing First service. In conjunction with the NLADP, we have jointly funded and developed an 'Out of Hours' Crisis Response Service to provide assertive outreach to people with complex needs experiencing crisis who require an immediate response, which was launched in November 2023. We have established a Prevention Officer post to provide homeless prevention support to a range of customers including young single tenants impacted by financial pressures and prison leavers through resolution of tenancy related issues and the provision of housing options advice prior to discharge. We have extended access to the Furniture Fund to include homeless households across localities. This is supplementary to furniture provided by the Scottish Welfare Fund. We implemented a Technology Fund providing digital devices to homeless households to improve digital inclusion and access to online services. We



recruited a peer mentor to provide employability and learning support to Homes First Customers and we intend to partner with the Wise Group on their new Relational Peer Mentoring service matching people who require support with experienced peer mentors. Our partner Blue Triangle implemented an innovative 'Tenant Guarantor' test of change delivering intensive housing support for people with complex needs and complements the Homes First service.



We are also in the process of developing a new Temporary Accommodation Strategy (TAS) which will consider the future need and demand for all types of temporary provision across North Lanarkshire. An element of this will be to review the support needs of homeless households. The outputs will inform our decisions on future temporary accommodation provisions. In tandem with this activity, we have begun a review of housing support delivery which will be informed by the identified support needs from the TAS as well as wider policy direction and evidence, culminating in an options paper and subsequent appraisal process.

A trauma training plan is in development to deliver tailored levels of trauma training across the council and wider partner workforce with plans to deliver training for trainers' sessions in early 2024 to develop a pool of trauma trainers. To date, 65 housing staff have been trained in trauma informed approaches.

Training sessions have been delivered to housing staff to support the delivery of our approach to tackling domestic abuse, prevent homelessness and improve tenancy sustainment through the provision of timeous access to support, information, and advice.

Specialist provision

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



3,353 adaptations across all tenures



34 new homes built to wheelchair standard (9 NLC/ 25 RSL)



533 homes built to HfVN standards (total 1,144 NLC, 2,339 RSL to date)



32 new council homes suitable for older people built in 2022/23

The council built 9 new wheelchair homes in 2022/23 which is 11% of our annual new build homes. Overall, 34 new social homes have been built to wheelchair standard in the last year which brings the total new build wheelchair homes to 152⁷. We have completed a survey on housing needs of wheelchair users and undertaken additional housing need and demand analysis. We also completed an engagement exercise with private developers to consider the need for wheelchair liveable housing with a view to setting a target for delivery in the private sector, however given current market conditions this is challenging. Further work

is required to assess future demand and consider best practice across Scotland with the production of a report to evidence future need to support the setting of a target.

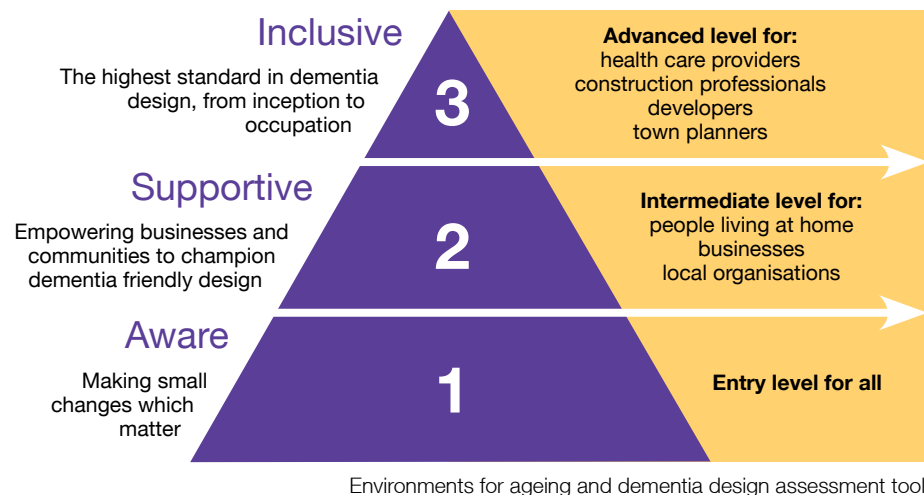
We continue to remodel our linked corridor retirement complexes, with work at Dundyvan Gardens now complete. We have also completed an analysis on the pressure for older people's housing which will form part of an options appraisal to scope and plan investment decisions and priorities for other linked corridor retirement complexes. We intend to engage tenant scrutiny for retirement housing with a survey to be issued in 2024.

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.

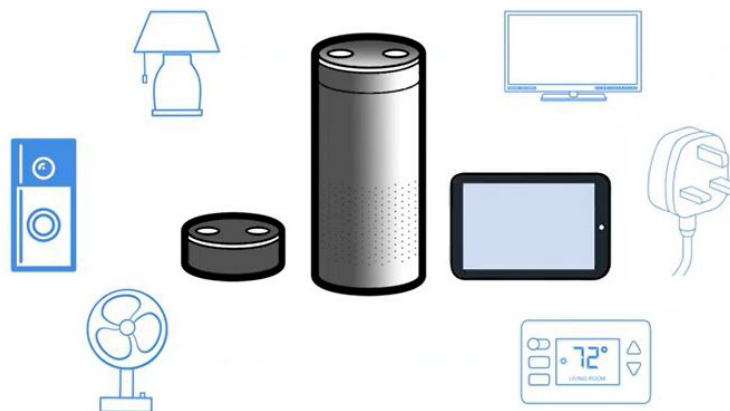


Dundyvan Gardens Retirement Complex refurbishment

To support those living with dementia or other support needs, we continue to incorporate best practice dementia design principles into all NLC new build developments including items such as different coloured front doors to help with visibility and navigation or worktops/flooring in clear, solid colours to avoid confusion from patterns or speckles.



Two new resource flats have been established in Airdrie and Bellshill and have been sourced from Clyde Valley Housing Association. The resource flats provide an additional option to enable swift move-on from hospital and prevent delayed discharge. A further property in Bellshill has been made available to enable the re-location of the Technology Flat. Raising awareness and promoting the use of technology with our staff is ongoing through the technology flat which has received 489



visitors in the last year and illustrates how technology can support people with independence, health and wellbeing. Our transition from analogue to digital alarm services within our sheltered housing is currently underway and expected to be completed this financial year.

Improved digital connectivity and smart technology, including fibre broadband in council new build homes.



In 2022/23, we undertook a targeted communications campaign to increase awareness of the Incentive to Downsize Scheme amongst under-occupying households to help improve our ability to match homes to people's housing needs. The scheme provides a financial package of assistance to tenants who meet the under-occupancy criteria enabling them to move, freeing up larger homes to meet the needs of families. From April 2022 to June 2023, 26 tenants moved to a smaller home and qualified for the incentive payment.

North Lanarkshire Council housing is represented on national Gypsy Traveller groups and coordinates local actions through partnership arrangements.

These actions are overseen by a Gypsy Traveller Strategic Group which continues to make good progress against several key actions within the action plan. The Scottish Government are currently piloting and evaluating negotiated stopping and we await recommendations for future consideration in North Lanarkshire. The Scottish Government are also developing a housing need and demand assessment toolkit for Gypsy Travellers.

Fuel poverty, energy efficiency and climate change

PRIORITY 5: WE WILL TACKLE CLIMATE CHANGE AND FUEL POVERTY



1,420 council homes fitted with new heating systems



82% 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)



£2,242,200 funding received from Social Housing Net Zero Heat Fund

We have been working to produce the first Local Heat and Energy Efficiency Strategy (LHEES) for North Lanarkshire. The document sets out our approach to improving the energy efficiency of homes and buildings across North Lanarkshire, and how we will work to reduce greenhouse emissions produced from heating buildings. It also aims to reduce levels of fuel poverty where a lack of energy efficiency is a driver of fuel poverty. The LHEES is driven by national targets to achieve net zero and reduce fuel poverty, and was published in December 2023.

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. From December 2023, all of our new build properties will feature low-emission heating systems.

We reached a significant milestone this year when our 1,000th tenant moved into one of our flagship net zero homes at Dykehead Road, Airdrie. The homes 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 97 of the 150 new homes are complete and have been handed over to tenants. The remainder of the site is expected to complete in 2024. 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.

We are also developing 49 homes featuring ground source heat pumps at Brandon Street, Motherwell as part of our plan to have low-carbon fuelled homes.

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.



11 complete in 2022/23, further 8 expected Spring 2024.



Brandon Street works

- 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.

The new Energy Efficiency Standard for Social Housing (ESSH2) 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. With a view to achieving ESSH2 and Scottish Government net zero targets, we have adapted our investment programme to include the installation of external wall insulation as part of our render replacement programme and are fitting Solar PV panels with programmed roof renewals.

Currently **99.4%** of our stock is EPC Band D or above, a small improvement on last year.

We were awarded £2,242,200 in 2022/23 from the Social Housing Net Zero Heat Fund for works to upgrade non-traditionally constructed homes in Wishaw, Motherwell, Newmains, Newarthill and Airdrie. The project aims to combine 'fabric first' insulating measures with low-emission heating systems to help improve energy efficiency and tackle fuel poverty.

Over 3,800 energy efficiency measures installed in 2022/23



External Wall Insulation - **450**

Triple-Glazed Windows - **500**

Energy-efficient Heating - **2,400**

Solar Panels - **530**

£30m planned investment in 2023/24

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.

£20m energy improvements⁸ delivered since 2013, with **1,300 private homes improved**



We began a £1.8m investment programme this year to improve 28 blocks of flats in Kilsyth. The programme, which makes use of £780,000 of funding from the Scottish Government's Energy Efficient Scotland: Area Based Scheme, will include the installation of external wall insulation which





will not only increase the energy efficiency of the properties but also contribute towards meeting national net zero targets.

We continue to encourage energy improvements in the private sector through our landlord registration process. An EPC for all properties is part of the set of prescribed information that is required when submitting a new landlord registration or a re-registration.

We are working with the Wise Group to deliver the North Lanarkshire Energy Advice and Assistance Service through our HEAT (Home Energy Advice Team) mentors. The service helps households



experiencing an energy crisis by providing independent, tailored advice and advocacy services to ensure no one has to choose between heating their home and eating. By working with households to optimise their relationship with fuel consumption and efficiency, we aim to reduce fuel poverty and help more people live comfortably in a warm home.

Our housing staff have received training from Home Energy Scotland (HES) on using the HES Referral Portal. The Portal allows partner organisations to make referrals directly to Home Energy Scotland who can then provide households with expert advice on how to save energy, access Government-funded energy schemes and reduce fuel bills. This has been supplemented by training on the Electrification of Heat⁹, also provided by HES, enabling our staff to better support those affected by energy related issues.

House condition

PRIORITY 6: OUR HOMES WILL BE FIT FOR THE FUTURE

 **573**
new
kitchens

 **666** new
bathrooms

 **1,420**
new heating
systems

709 
roof and render
improvements

 **0** failures to
meet gas safety
regulations

97.3% of reactive
repairs completed
“right first time”



Emergency repairs
completed within
3.31 hours on average



1,717 homes with
smoke alarms &
security installed

We have invested more than £34m to improve the quality of our homes over the past year, including £19.1m on roof and render, £5.3m on heating upgrades, £7.8m on replacing kitchens and bathrooms, £1.4m on smoke alarms and CCTV, and £1.1m on renewables such as air source heat pumps and solar PV panels. Despite a variety of ongoing challenges, including labour/ material shortages and cost increases, we still plan to invest over £60m in the coming year.

Our investment decisions are mindful of the current cost-of-living crisis and impact of rising energy prices. To combat this, we are installing heating systems which modulate heating usage when not required, helping tenants save money on heating

bills. We are also continuing our programme of installing solar PV panels to enable households to use electricity produced by the panels for free, paying for any additional electricity when required. If households generate more electricity than they need, it can be sold back to the National Grid. We also plan to increase our loft and cavity wall insulation programmes to improve the energy efficiency of tenants' homes.

Other work being carried out this year includes:

- roof and render upgrades
- external wall insulation
- windows, kitchens and bathrooms
- lift replacements

- lead water pipe replacements
- 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.

The programme to install sprinkler systems within individual properties is also progressing well. New sprinkler systems have been installed in 8 tower

blocks with 3 in the last year in Motherwell at Burnside, Lodge and Doonside. We are currently progressing with Phase 2 of the sprinkler installation programme at Glassford, Woodside, Glen, Coltswood and Redbridge towers, despite issues of tenant non-access, and material and labour shortages.

We have completed the refurbishment of Blairgrove, Merryston, Glen and Millbrae Towers in Coatbridge and planning is underway for the external upgrading of Whifflet and Calder Court in Coatbridge to help increase thermal efficiency for residents in the towers.

The average time to re-let homes increased by 0.5 days to 32.34 days during the year, mainly due to material shortages, and issues with recruitment and workforce retention being experienced by our contractors. However we performed well when compared to the Scottish average of 55.61 days, which over the same time period has increased by 4 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 timescales.

We continue to lead on the large-scale re-provisioning of privately owned flats at Millcroft Road, Cumbernauld with 19 voluntary acquisitions now complete, allowing residents to move to Sanctuary's new development at Burns Road. A Compulsory Purchase Order (CPO) for the remaining properties has been submitted to the Scottish Government for determination and the hearing is expected to take place in Spring 2024. Planning for the replacement new build development is underway, ready to be progressed if the CPO is approved.



Sanctuary's new development at Burns Road, Cumbernauld.

Private sector housing

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

Rise in Registered Landlords from **8,397 to 8,604** in 2022/23.

Corresponding rise in number of PRS Approved properties up from **12,809 to 13,155**.

6,132 landlords manage only 1 property.

Most recent Private Landlord Forum held in May 2023.



We have completed the task of reviewing and redesigning our Landlord Registration processes and procedures. This work has focussed on the management of engagement with landlords for expired registrations and renewals. We are also at an early stage of developing a formal audit process to ensure PRS properties meet the required legal standards.

Our Private Sector Officers continue to carry out inspections in support of the Ukrainian Re-settlement Programme, although numbers have fallen, ensuring the properties of those applying to the Programme were of a suitable standard and fit to house those arriving from Ukraine.

To improve our understanding of the PRS in North Lanarkshire, additional analysis was undertaken of private landlord registration information to obtain a broader picture of the private rented sector.

We held our second landlord forum event in May 2023 with good engagement from landlords. The forum was supplemented with a newsletter and work is ongoing to ascertain interest from landlords in the PRS working group.

From 1st October 2023, a new piece of legislation has been implemented requiring local authorities to set up and manage a licencing process for short-term lets such as B&Bs and guesthouses. The application process opened in February 2023 and the deadline for applications was 1st October 2023. By the end of September North Lanarkshire had received 141 short-term let applications.

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 2022/23	Indicator 2022/23
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	Deliver Mid Market Homes	NS	Ongoing	Number of MMR homes in council developments	Ongoing	88 MMR Homes delivered since 2010/11.	18 MMR homes completed by RSLs in 2022/23
	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	Financially unviable at this stage and likely to continue for foreseeable future.	
	-	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	Council delivery of MMR remains financially unviable at this stage and is likely to continue for the foreseeable future.	
	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 Guidance was reviewed and new guidance was published in January 2023 and includes the delivery of shared equity housing.	
	Initial discussions held	Explore Build to Rent feasibility	Build to Rent explored	NS/BDS	Ongoing	Report	Ongoing	Initial discussions held with developers but no further progress.	
	-	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	Research scoped, plans to undertake survey in coming months.	
	-	Develop a self-build register to be published on the council's website	Self-build register developed and published	BDS/PI	2022	Register	Ongoing	Work has commenced to develop a self-build register and accompanying guidance document.	
	-	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.	

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 2022/23	Indicator 2022/23
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	HNDA3 submitted to the Centre for Housing Market Analysis. Recommendations received and HNDA3 is currently in the process of being updated	
	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	Based on NLLDP tables, pages 136-137, the Private HST is 840 units per annum (based on HNDA2 to be updated to reflect HNDA3). *From February 2023, the requirement is 735 units per annum (MATHLR).	
	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	Based on NLLDP tables, pages 136-137, the Social Rent HST is 220 units per annum (based on HNDA2 to be updated to reflect HNDA3). *From February 2023, the requirement is 735 units per annum (MATHLR).	
	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	Based on NLLDP tables, pages 136-137, the all tenure HST is 1,060 units per annum (based on HNDA2 to be updated to reflect HNDA3). *From February 2023, the requirement is 735 units per annum (MATHLR).	
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 2023/24-2027/28 submitted to Scottish Government October 2023.
	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	3,489 council and RSL units delivered since 2010 (Sept 23).	539 units delivered in 2022/23 (NLC = 82; RSLs = 457).
	-	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	Pressure analysis undertaken annually which informs investment priorities. Analysis report for 2021/22 complete with 2022/23 pressure analysis just recently complete – report to follow.	
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	Complete	Affordable Housing Policy reviewed and new AHP approved and published.	

Strategic Housing Outcome 2: Our communities are vibrant, attractive and sustainable									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
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	Main St, Wishaw (Trust HA) completed in Jan 2023. Brandon St, Motherwell & Orrs Airdrie (NLC) under construction (as at Sept 2023).	1 site complete 2022/23
	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	Community Hub progress: Newmains/St Brigid's Community Hub, Wishaw opened Q1 2023. Chryston C Hub (Northern Corridor) and Riverbank C Hub (Coatbridge) will be complete Q3 2023. Orbiston C Hub (Bellshill), St Stephen's C Hub (Coatbridge), St Kevin's C Hub (Coatbridge) all in design stage. Gartcosh C Hub (Northern Corridor) in pre-design. 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.	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 2022/23	Indicator 2022/23
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	FBC 1 WMCL crossing approved and bridge complete - April 2023/24. RIA N services contract on programme. RIA S FBC 2 - tender to be re-issued as series of packages to manage costs and de-risk main works contract. Also has the potential benefit of supporting wider drainage scheme for Motherwell.	WCML complete - Q1 (April) 2023/24
	Connecting NL – a Blueprint Project	Deliver new opportunities for active and sustainable travel	New opportunities identified	GT	2026	Active Travel Strategy	Ongoing	Newhouse to Salsburgh: substantially complete. South Biggar Rd/ Craigneuk Ave: complete. Petersburn Road/ Brownsburn Rd: design 100% complete. Meadowhead Road: tenders to be issued for construction. Alexander St: works commenced.	5 projects completed
		Implement fast, affordable digital connectivity for businesses and communities	Improved digital connectivity	BS	2026	Number of people digitally connected	Ongoing	250km of ultra fast full fibre digital network cabling has been laid, with a further 90km still to be completed. Full fibre rollout expected by end of 2023.	
	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	88% of all council new builds since 2010/11 digitally enabled (Sept 2023)	82 council new build delivered with digital infrastructure in 2022/23.
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	Refreshed & updated ERDP 2023/28 published which builds on the work of the council and our partners over the last four years to promote inclusive growth, ensure community wellbeing and create a more prosperous place for our residents.	
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), Shawhead flats (Coatbridge), Jackson (Coatbridge) and Gowkthrapple low rise blocks (Wishaw) in progress. New programme dates will be required for High Coats, Dunbeth and Birkshaw due to the Ukrainian Resettlement Scheme.	1,246 demolished/ handed over to contractor to date.
		Phase Two developed for implementation from 2025	Programme developed	HP/NS	2024	Programme	Ongoing	Phase 2 demolition consultation complete and approved. Initial programme produced and circulated for input. Reprogramming may be required based on commentary provided.	
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	8 tower blocks have had sprinkler systems completed with a further 5 underway. Final snagging being completed at 4 towers in Coatbridge. 1 tower programmed for sprinklers in 2024/25. Whifflet/Calder design team appointed and design underway for overcladding replacement contract.	Regular progress report tabled at relevant steering groups/ board.

Strategic Housing Outcome 2: Our communities are vibrant, attractive and sustainable									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
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	Initial discussions held with view to implementing tool within Tenant Participation Team and interactions with tenants.	
		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	To be implemented in 2024/25	
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	We intend identifying areas where Local Living could potentially be achieved and in response to National Planning Framework 4 Policy 15. Areas with good access to physical, digital and social infrastructure, continues to be progressed through the work of several partnerships and includes Town Centre Visions, Active Travel Strategy, creation of Town and Community Hubs as well as the New Supply Programme 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.	
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	358 empty homes purchased since scheme established (as at Sept 2023).	47 empty homes purchased in 2022/23.
	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	244 private sector empty homes brought back into use since 2018.	35 private sector empty homes back in use 2022/23.
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	Incorporate as part of the pressure analysis.	
		Identify options to address low demand stock	Options identified	BDS	Ongoing	Options appraisal	Ongoing	Phase 2 re-provisioning approved at committee.	

Strategic Housing Outcome 3: We prevent and resolve homelessness effectively									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
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	Homes First upscaled now supporting 54 individuals - 46 within SST's.	54 individuals receiving support in 2022/23, with 37 sustaining tenancies for over 1 year.
	Forever Homes project established	Carry out evaluation of 'Forever Homes' project	Evaluation complete	HS/BDS	2023	Evaluation report	Complete	Project 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	4 YP homeless straight from a care setting in 2022/23.	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	16.2% in 2022/23	Continue to monitor
	-					Number of people housing services refer/signpost for domestic abuse support	Ongoing	341 people approached housing over the 2022/23 period for support/ advice/ assistance who were survivors of domestic abuse (includes PAS and homelessness approaches).	
	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	65 in 2022/23	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.	
	-	Explore viability of specific services to support women with poor mental health and addictions	Services explored	BDS/ H&SC	2024	Options report	Ongoing	We continue to deliver the Family Plus Project in partnership with Barnardo's 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.	18 referrals made to the Family Plus service so far this year.

Strategic Housing Outcome 3: We prevent and resolve homelessness effectively									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
KEY ACTION 3.1 Implement the RRTP	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	Two further meetings have been held and % lets to homeless people is discussed regularly. RSLs are also working to prevent homelessness by letting homes to people with insecure housing points who are not yet on the statutory homeless list. Work is underway to consider how this can be quantified and reported.	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	Continued focus on flipped tenancies - 2023/24 YTD 27.	59 temp flipped to SST
	2,127 homeless applications					Number of homeless applications	On Track		1,917 homeless applications (13% increase)
	192 assessed as 'not' homeless					Number of people assessed as 'not homeless'	On Track		41 not homeless in 2022/23 and a fall from 56* the previous year (*revised figure provided by SG in 2022/23 reports for prev year)
	197 assessed as 'intentionally homeless'					Number of people assessed as 'intentionally homeless'	On Track		36 and is a further fall from prev year despite a 13% increase in HL apps
	120 repeat homeless applications					Number of repeat homeless applications	On Track		68 repeat apps recorded in 2022/23 and is a rise on prev year
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	Increase in S11 notifications received in 2022/23. Was expected due to lifting of embargo on eviction action in Sept 2022 prior to Cost of Living (Tenant Protection) (Scotland) Act 2022 being enacted.	348 in 2022/23
	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	The management and future development of the Housing Options Training Toolkit has now been transferred to the Scottish Housing Network. A Learning and Development Officer has been appointed to manage future updates and amendments. The Steering Group will be refreshed and a formal launch date for the fully developed suite of modules is currently underway.	
	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	On track to further increase and improve use of PAS from 2023/2024 figures to date.	Sustainability Project commencing Oct 2023 will include further focus on improving use of PAS.

Strategic Housing Outcome 3: We prevent and resolve homelessness effectively									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
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	Options paper and appraisal currently in development.	
	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	2022/23 outturn was 88.33% of homeless tenancies sustained for more than a year.	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	2022/23 outturn was 90.99% of all tenancies sustained for more than a year.	Continue to monitor
	Review commenced	Carry out temporary accommodation review	Review complete	BDS	2023	Temporary accommodation strategy	Ongoing	Temporary Accommodation Strategy underway with completion estimated for January 2024.	
KEY ACTION 3.4 Collaborate with the Alcohol and Drug Partnership and RRTP partners to deliver services to people affected by substance misuse	Some staff trained in trauma informed approaches	Roll out workforce development programme for trauma informed approaches	Trauma informed approach embedded in practice	BDS	2025	Guidance, processes and procedures	Ongoing	Training Needs Analysis being piloted with housing staff to identify which level of trauma informed practice is appropriate. Training for trainers scheduled for early 2024 to develop pool of trauma trainers.	Commenced 1st stage of TIP training plan for Housing Solutions roll out with TNAs for each housing role to take place which will determine appropriate level of training for staff.
						Number of staff trained in trauma informed approaches	Ongoing	Trauma informed steering group established and part of council's new Programme of Work. Housing identified as pilot service for TNA to identify trauma training required for specific roles to enable wider roll out across the council and partners.	No new people on trauma training in 2022/23.
						Options appraisal	Complete	Crisis response service tendered and provider now in place. Overdose and crisis response operational from Nov 2023. Assertive outreach due to begin shortly.	

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 2022/23	Indicator 2022/23
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	86 new build council wheelchair homes built to date (Sept 2023).	9 new build council wheelchair homes built in 2022/23 (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	On track	66 new build RSL wheelchair homes built to date (Sept 2023).	25 new build RSL wheelchair homes built in 2022/23 (5% 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.	
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	Further engagement exercise with private developers has been completed. However setting a target is challenging in current market conditions.	
					2022	Target agreed	Slightly behind	Wheelchair Accessible Housing Survey for tenants and residents completed in 2023. Initial discussion with developers undertaken and further engagement survey to be conducted with developers 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	1,144 council new build and 2,339 RSL new build meeting HfVN standards to date (Sept 2023).	533 homes built to HfVN standards in 2022/23 (NLC = 76; RSLs = 457). 6 off-the-shelf at Torrance Park, only achieved partial HfVN compliance.
	3,463 adaptations completed in 2019/20	Provide equipment and adaptations across tenure	Increase	H&SC	2026	Number of adaptations and equipment provided	Ongoing	3,353 adaptations complete across tenure.	3,353 adaptations complete across all tenures 209,837 pieces of equipment provided.
		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	Analysis of wet floor shower installations complete in 2023 and further analysis underway of major adaptations in properties to agree a consistent approach with H&SC.	

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 2022/23	Indicator 2022/23
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	Continuing to deliver homes suitable for older people on NLC new build developments, where need is demonstrated	32 new council homes suitable for older people (amenity & WC) built in 2022/23.
	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	Discussion ongoing with New Supply Team around potential opportunities to identify and collate RSL amenity housing as this information is not collected.	
	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	The Affordable Housing Policy Supplementary Guidance was reviewed and new guidance published in January 2023 and includes the delivery of Shared Equity Housing.	
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 Dundylan Gardens linked corridor retirement complex	Remodelling complete	HP	2022	Progress reports	Complete	Complete - final account being agreed.	
	Initial options appraisal complete	Carry out options appraisal for remaining linked corridor retirement complexes	Options appraisal complete	BDS/HP	2024	Options appraisal report	Ongoing	Older people's pressure analysis complete which will inform the next stage of options appraisal.	
	-	Develop investment strategy for linked corridor retirement complexes to improve long-term sustainability	Investment strategy complete	BDS/HP	2025	Investment strategy	Ongoing	Not yet started	
	-	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	Procurement of contractor complete and prioritised programme in development.	
	-	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	Between 11th April 2022 – 30th June 2023, 26 applicants who qualified for the Incentive to Downsize Scheme moved to a smaller more suitable sized home and received the Incentive payment.	26
	-	Carry out evaluation of impact of re-classification of sheltered housing in meeting needs	Evaluation complete	BDS	2024	Evaluation report	Ongoing	Tenant scrutiny considering retirement housing currently as an area of focus. Survey to be issued to tenants early in 2024.	
	-	Carry out review of RSL housing support for sheltered housing and very sheltered housing	Review complete	H&SC	2024	Review report	Ongoing	Health and Social Care exploring options.	

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 2022/23	Indicator 2022/23
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	The management and future development of the Housing Options Training Toolkit has now been transferred to the Scottish Housing Network. A Learning and Development Officer has been appointed to manage future updates and amendments. The Steering Group will be refreshed and a formal launch date for the fully developed suite of modules is currently under consideration.	
	'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	Housing requested redesign of information however project was paused due to Covid-19. MLE team keen to re-engage with Housing to restart project and to review and update information for conversion from assessment to guided filtering which is a much simpler and intuitive system design.	11,566 visitors to MLE, a 43% increase on the previous year. 87.7% were new visitors and 1,023 people completed a self-assessment and a further 465 people completed a LifeCurve™ assessment.
	-	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	34 employees have completed e-learning 'adapting for change' module.	
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	No longer applicable	Further considerations were given to the potential ethical issues involved in the provision of standard packages of technology in older people's housing, in line with the council's approach to technology provision, which renders this action no longer applicable at this stage. However, iPads/ Chrome books were secured for the residents at Kerr Grieve via Connecting Scotland.	
	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.	

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 2022/23	Indicator 2022/23
KEY ACTION 4.7 Improve the use of technology to help enable independence, inclusion and promote better outcomes	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	Online reporting for Anti-Social Behaviour, Rents Online, Installation of environmental sensors. Replacement for HSMS including Housing Asset Management System.	Online reporting of ASB went live June 2023. Rents online will be live November 2023. Work started on procurement of HSMS replacement. Discussions ongoing on the roll out of environmental sensors.
	'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 returned to operation in past year post covid within Allershaw Tower. A replacement new build tech flat has been identified with CVHA.	489 after lifting of Covid restrictions from the 90 in 2021/22.
	Working group established	Transition from analogue to digital alarm services across older people's housing	Digital transition complete	BDS/ HP	2026	Progress reports	Complete	All sheltered housing warden call upgrades will be complete by the end of the current financial year. This will bring the systems to a point where they can be switched over to the digital protocols which will be led by BDS.	On site - and progressing well - 32 week contract - on track for original completion.
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	Action complete. Housing representation ongoing.	
	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	Two new resource flats have been established in Airdrie and Bellshill and have been sourced from CVHA.	
	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	New resource flats recently identified and robust monitoring systems will be implemented to enable swift move on from hospital and prevent delayed discharge.	Flats just recently identified - number of people accessing them will be reported in next progress report.

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 2022/23	Indicator 2022/23
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	EIA form and spreadsheet developed and to be implemented for equality monitoring information on tenants' and residents' groups.	Prioritising re-engaging with groups before agreeing how to implement, will organise a food for thought session 2023/24.
	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	Online form is currently in development, changes will be requested to incorporate the requirements.	Awaiting further development.
	Corporate Equalities Group established	Participate in the council's Corporate Equalities Group	Continuous participation	BDS	2026	Meetings held	Ongoing	Corporate Equalities Group re-established and Housing Strategy represent the wider Enterprise and Communities Service. Service action plan developed for equalities.	
	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	The new Tenant Participation Strategy (to be developed in 2024) will incorporate actions for mainstreaming involvement from under-represented groups.	
	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	No completions for 2022/23. Training not available at current time	
	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	Explored. Scottish Government currently carrying out an evaluation/ pilot. Awaiting recommendations from this to consider in a NL context.	
	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	Ongoing – actions progressed through services and wider partners as outlined in the Action Plan.	
	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	Complete	Strategy developed and published.	
	'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	112 housing staff trained in safe and together training.	

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 2022/23	Indicator 2022/23
KEY ACTION 4.9 (CONT.) Improve our understanding of the housing and related support needs of ethnic minority groups and others who experience disadvantage and inequality	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	17 employees completed in 2022/23.	
	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	CEYP Housing protocol reviewed and implemented, supplemented with Youth Housing Champions and CEYP Housing Operations Group.	

Strategic Housing Outcome 5: We will tackle climate change and fuel poverty									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
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	17 of 19 pilot low carbon homes now complete (Sept 2023). NLC to monitor usage by tenants and efficiency of ASHP system. Results will inform future approaches.	11 pilot homes using ASHP complete in 2022/23. Pilot project for GSHP commenced on site at Brandon St. / YMCA, Motherwell (48 units)
	3.8 (tCO2/year)					Average CO2 emissions per home			
	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	Liaison with relevant services (Housing Property, Assets) on specification requirements and maintenance procedures continue as new technologies emerge.	
			Establish process for agreeing new technical solutions for alternative heating systems	HP/NS	2021/22	Process for technical solutions			
	-	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	17 of 19 pilot low carbon homes now complete (Sept 2023). NLC to monitor maintenance requirements of new low carbon technologies.	11 pilot homes using ASHP complete in 2022/23. Pilot project for GSHP commenced on site at Brandon St. / YMCA, Motherwell (48 units)
	-	Investigate opportunities for district heat zones	Improved understanding to inform strategic approach in LHEES	CE	2022/23	Options report	Complete	The development of North Lanarkshire's Local Heat and Energy Efficiency Strategy (LHEES) has been published and identifies heat network opportunities across North Lanarkshire.	
	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. No further progress.	
	-	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	GCR housing portfolio group continue to explore collaborative opportunities for funding to overcome challenges. Have met with Skills Development Scotland to consider skills gaps and continuing to engage in dialogue with Scottish Govt on retrofit supplies, etc.	

Strategic Housing Outcome 5: We will tackle climate change and fuel poverty									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
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% compliance in 2022/23.	100% of new builds completed in 2022/23 meet standards (82 homes).
	-	Develop 'route map' for EESSH2 compliance	Route map developed	HP	2021/22	Route map	Ongoing	Consultant report received. Considerable changes made to works being undertaken in tenants homes with a view to meeting targets.	
	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	New processes developed and operational.	
						% 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 slow despite moving to area with houses as opposed to flats so no joint co-operation required. Owners contacted regarding reasons for non co-operation. New areas being selected to try to improve progress.	

Strategic Housing Outcome 5: We will tackle climate change and fuel poverty									
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
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	NLC to monitor usage by tenants. Results will inform future approaches. Mainstream capital team replacing older inefficient systems.	
	23%	Improve energy efficiency and fuel poverty advice	Develop strategic partnership with Home Energy Scotland	BDS	2021/22	% of households in fuel poverty	Ongoing	Electrification of Heating training provided by EST to 53 housing advisors, 6 development and 2 strategy staff in December 2022 and February 2023. Home Energy Scotland portal training to be undertaken in October & November 2023. Now implemented new HEAT Service advice on energy and support to tenants.	20%
	9%					% of households in extreme fuel poverty			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	Continue to liaise 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 2022/23	Indicator 2022/23
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.	Annual review complete and updated.
	-	Develop route map to compliance for NLC housing stock	Route map developed and implemented	HP	2021/22	Route Map	Complete	Both EESSH report and updated Net Zero implication.	
	89% SHQS compliance					SHQS compliance	Ongoing	80.40%	
	90% EESSH compliance					EESSH compliance	Ongoing	81.70%	
	3.4% EESSH2 compliance					EESSH2 compliance	Ongoing	3.20%	
	-	Establish NLC/RSL asset management forum to share good practice and develop shared approach	Forum established	BDS	2022/23	Forum meeting on regular basis	Complete	First NLC and RSL Housing Asset Management Forum held in November 2023 and will be scheduled bi-annually in future.	
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 submitted on 29th March 2023. Three objections made and a Hearing has been scheduled for April 2024 and decision expected within 6 months.	
	-	Pilot new approach to identifying and responding to priorities, using landlord registration powers to improve house condition	Pilot complete	PSH	2021/23	Pilot report	Complete	Pilot complete. Early stages of audit process commenced and plan to roll out in 2024.	
	-	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	Process to record property info from inspection in place.	Monitoring data returns.
	-	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	Due to challenging financial climate, there is no funding available to operate missing shares.	
	-	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	Audit inspections for repairing standard in progress.	Audit inspections and data recording on-going.

Strategic Housing Outcome 6: Our homes will be fit for the future

Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Indicators	Status	Progress 2022/23	Indicator 2022/23
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 2022/23	Indicator 2022/23
KEY ACTION 7.1 Develop and deliver new PRS access scheme	-	PRS access scheme developed	Scheme developed and approved	BDS	2022	PRS scheme	Ongoing	In progress, feedback from landlords sought and considered within final design.	Scheme on hold at present due to lack of interest from PSL.
	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.	14 outcomed to PRS in 2022/23 (SG also amended prev year figure to 10 for 2021/22 - prev reported as 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	Online Private Sector Housing Options training module developed, which is mandatory for housing advisors.	
	-	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	Identification of PRS champions underway.	
	-	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 on the PRS included in the Private Sector Housing Options online training module.	

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 2022/23	Indicator 2022/23
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.	
	-	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.	
	-	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	Complete	Have adopted a best practice/ value for money approach to delivering training and seminars via Landlord Accreditation Scotland on a case by case basis.	
	-	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	Website information reviewed.	On-going process for updates in place.
	-	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 held online in May 2023.	35 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 now in place and deliverable.	Development of a SMS message system to be delivered by Register.
	-	Develop and issue a bi-annual private landlord e-newsletter	Newsletter issued	BDS/ PSH	2023	Number of newsletters issued	Ongoing	Newsletter published October 2023.	
	-	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	Newletter produced and circulated.	
	-	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 to be promoted via Private Landlord Forum and newsletter	Re-survey not yet scheduled.

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 2022/23	Indicator 2022/23
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	PRS repairing standard audit began.	Audit of random sample of applications has started. Retention of relevant info for properties still to be developed.
	-	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	OMPS changed and rolled out.	Advice on updated process provided where required.
	-	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	Unable to progress at present. Awaiting the implementation of the Heat & Buildings Bill by the Scottish Government which will require owner occupied and private rented homes to meet a revised minimum energy efficiency standard.	
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	Work ongoing with landlords to improve access and prevent homelessness. However, there are significant challenges in preventing homelessness due to cost-of-living crisis which is pushing people into multiple debt and unable to afford their rent.	239 homeless applicants from PRS - proportional rise in HL apps.
	-	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	Request for reps issued as part of private landlord newsletter.	0
	-	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	Proposal paper developed to consider the delivery of PRS Access Scheme. However there are multiple demands on PRS stock including Ukrainian resettlement and asylum dispersal and we are unable to develop this at current time.	14 outcomes to PRS in 2022/23 (SG also amended prev year figure to 10 for 2021/22 - prev reported as 16).
	-	Review the rent deposit guarantee scheme to increase uptake	Rent deposit scheme reviewed	BDS	2023	Number of people accessing the rent deposit scheme	Ongoing	RDGS information on NLC website being updated to launch new scheme with housing staff being briefed on processes.	Staff briefings completed, no uptake for scheme as yet.
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	No uptake so far. Section included in most recent newsletter.	

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 2022/23	Indicator 2022/23
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 scoped, plans to undertake survey in coming months.	
	-	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. Engaging with developers through dedicated Forum and adhoc discussions.	0
	-	Deliver Mid-Market Rent Homes with RSL partners	Deliver Mid-Market Rent homes	BDS/ NS	Ongoing	Number of Mid-Market Rent homes delivered	Ongoing	88 MMR delivered since 2010/11 (at Sept 23).	
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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To make a request, please contact Corporate Communications at:
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'S urrainn dhuinn an sgrìobhaidh seo a chur ann an diofar chànanan agus chruthan, a' gabhail a-steach clò mòr, braille, cruth claisneachd agus cruthan dealanach agus ruigsinneach.

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