

For meeting on

11 April 2019

Agenda **2019**

Policy and Resources Committee



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A meeting of the Policy and Resources Committee will be held within **Tom Johnston Chamber, 12 Strathkelvin Place, Kirkintilloch** on **Thursday, 11 April 2019** at **5.30 pm.**

(Sgd) ANN DAVIE
 Depute Chief Executive – Education,
 People & Business

East Dunbartonshire Council
 12 Strathkelvin Place
 KIRKINTILLOCH
 Glasgow G66 1XT

Tel: 0141 578 8021

Date: 4 April 2019

AGENDA

1a Sederunt and Apologies

1b Declarations of Interest - Members are requested to intimate any declarations of interest in respect of any business to be considered.

1c Determination of Exempt Business – Members are requested to determine that the exempt business be considered with the press and public excluded.

1d Convener's Remarks

1e Any other business which the Convener decides is urgent

	Contact No.	Item No.	Description	Page No.
MINUTES				
.....	8021	2	Minute of Meeting of the Policy and Resources Committee of 12 February 2019. (Copy herewith).	1 - 4
.....	8076	3	Minutes of Special Meeting and Meetings of the Civic Government Appeals Board of 12 February and 4 March 2019. (Copies herewith).	5 - 12
.....	8676	4	Minute of Meeting of the Human Resources Appeals Board of 12 March 2019. (Copy herewith).	13 - 14
REPORTS				
.....	8025	5	Outstanding Business Statement - Report by Depute Chief Executive – Education, People & Business. (Copy herewith).	15 - 20
.....	5651	6	General Fund Revenue Monitoring as at 2018/19 – Report by Chief Finance Officer. (Copy herewith).	21 - 48
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	Contact No.	Item No.	Description	Page No.
.....	5651/8624	7	General Services Capital Programme Monitoring Report 2018/19 – Report by Chief Finance Officer. (Copy herewith).	49 - 60
.....	8237	8	Education, People & Business - How Good is Our Service – Q3 (October - December 2018) - Report by Depute Chief Executive – Education, People & Business. (Copy herewith).	61 - 82
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.....	8015	11	Civic Government (Scotland) Act 1982: Outcome of Public Consultation on Review of Taxi Fares - Report by Depute Chief Executive – Education, People & Business. (Copy herewith).	105 - 110
.....	8015	12	Review of Public Entertainment Licences – Outcome of Consultation Exercieses - Report by Depute Chief Executive – Education, People & Business. (Copy herewith).	111 - 120
.....	8064	13	Allocations Policy 2019 - Report by Depute Chief Executive – Education, People & Business. (Copy herewith).	121 - 186
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Minute of Policy and Resources Committee of East Dunbartonshire Council held within **Tom Johnston Chamber, 12 Strathkelvin Place, Kirkintilloch**, on **Tuesday, 12 February 2019**.

Present:	Councillors	CUMMING, FISCHER, HENDRY, JAMIESON, MECHAN, MOIR, MOODY, MURRAY, O'NEIL, POLSON and RENWICK
In Attendance:	G. Cornes A. Bauer A. Davie K. Donnelly L. Galasso T. Glen P. Halligan S. Manion L. McKenzie G. Morrison A. Muir J. Robertson C. Sinclair	Chief Executive Executive Officer – Assets & Facilities Depute Chief Executive – Education, People & Business Chief Solicitor & Monitoring Officer Workforce Strategy Lead Depute Chief Executive – Place, Neighbourhood & Corporate Assets Executive Officer – Organisational Transformation Chief Officer – H&SCP Team Leader – Democratic Services Principal Accountant Communications Adviser Chief Finance Officer Head of Mental Health, Learning Disability, Addictions and Health Improvement

Councillor Moody (Convener) presiding

1a APOLOGY FOR ABSENCE

An apology for absence was intimated on behalf of Councillor Low.

1b DECLARATIONS OF INTEREST

No declarations of interest were intimated.

1c DETERMINATION OF EXEMPT BUSINESS

The Convener advised that there was no exempt business contained within the papers.

1d CONVENER'S REMARKS

The Convener advised that he had no remarks.

1e ANY OTHER BUSINESS WHICH THE CONVENER DECIDES IS URGENT

The Convener advised that there were no other items of urgent business.

**POLICY AND RESOURCES COMMITTEE,
12 FEBRUARY 2019**

**1f SIGNATURE OF THE MINUTE OF MEETING OF THE POLICY AND
RESOURCES COMMITTEE OF 13 DECEMBER 2018**

The Convener intimated that the Minute of Meeting would signed at the conclusion of the Meeting.

**2. MINUTES OF MEETINGS OF THE CIVIC GOVERNMENT APPEALS
BOARD OF 10 DECEMBER 2018 AND 21 JANUARY 2019**

There were submitted and noted, subject to the undernoted. Minutes of Meetings of the Civic Government Appeals Board of 10 December 2018 and 21 January 2019, copies of which had previously been circulated:-

Minute of 10 December 2018, Page 1 - Record that, prior to the start of the meeting, Councillor Low had declared an interest in respect of Item 2.

**3. MINUTE OF MEETING OF THE HUMAN RESOURCES APPEALS BOARD
OF 29 JANUARY 2019**

There was submitted and noted Minute of Meeting of the Human Resources Appeals Board of 29 January 2019, copies of which had previously been circulated.

4. OUTSTANDING BUSINESS STATEMENT

Consideration was given to Report EPB/029/19/AD by the Depute Chief Executive – Education, People & Business, copies of which had previously been circulated, providing Members with an update on progress against decisions taken by the Policy and Resources Committee. Full details were contained within the Report and attached Appendix.

With reference to Page 18, Item 1, Bishopbriggs Relief Road Phase 4, and in response to a question from Councillor Renwick, the Depute Chief Executive – Place, Neighbourhood & Corporate Assets undertook confirm when the traffic lights would be operational.

Following further consideration, the Committee agreed as follows:-

- a) to note the updates contained within the Outstanding Business Statement attached as Appendix 1 of the Report; and
- b) to note that actions marked as completed would be removed from the Outstanding Business Statement.

5. GENERAL FUND REVENUE MONITORING AS AT PERIOD 9 2018/19

The Committee took up consideration of Report CFO/003/19/GM by the Chief Finance Officer, copies of which had previously been circulated, providing Members with the Council's consolidated revenue monitoring position as at the end of accounting Period 9, which represented Council expenditure from the 1 April 2018 to the 30 December 2018. Full details were contained within the Report and attached Appendices.

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12 FEBRUARY 2019**

Following further consideration, the Committee agreed as follows:-

- a) to note the financial position within the Council's general fund;
- b) to note the updated savings position for 2018/2019;
- c) to note the carry forward positions from 2017/2018 and into 2018/2019; and
- d) to note the budget amendments.

**6. GENERAL SERVICES CAPITAL PROGRAMME MONITORING REPORT
2018/19**

The Committee took up consideration of Report CFO/001/19/SU by the Chief Finance Officer, copies of which had previously been circulated, providing the Committee with an update on the 2018/19 General Services Capital Programme which represented delivery of the Council's capital expenditure programme at Period 9, and reports on movements between 29 October 2018 and 30 December 2018. Full details were contained within the Report and attached Appendices.

Following consideration, the Committee agreed as follows:-

- a) to approve the revised funding and expenditure detailed within the Report;
- b) to note the projects that required to be re-profiled within the 10 Year Capital Programme; and
- c) to note the content of the Report.

7. ABSENCE PERFORMANCE: QUARTER 3 2018/19

The Committee took up consideration of Report EPB/028/19/PH by the Depute Chief Executive – Education, People & Business, copies of which had previously been circulated, providing the Committee with the absence performance report for Quarter 3 for 2018/19. Full details were contained within the Report and attached, as Appendix 1, was the Absence Analysis with trend analysis, service trends and interventions.

Following consideration, the Committee agreed as follows:-

- a) to note the contents of the Report and its Appendix; and
- b) to note that engagement on improvement activities and plans would continue with all Council services, employees and trade unions on an ongoing basis;

8. TRANSFORMATION PROGRAMME UPDATE – FEBRUARY 2019

There was submitted Report EPB/027/19/PH by the Depute Chief Executive – Education, People & Business, copies of which had previously been circulated, providing the Committee with an updated on the delivery of the Council's Transformation Programme. Full details were contained within the Report and attached

**POLICY AND RESOURCES COMMITTEE,
12 FEBRUARY 2019**

Appendices which provided current project outlines, with progress status for East Dunbartonshire Council and HSCP Social Work Services respectively.

Following consideration, the Committee agreed as follows:-

- a) to note the progress on the Transformation Programme; and
- b) to note that the Report would be remitted to the next Audit and Risk Management Committee.

Minute of Special Meeting of the Civic Government Appeals Board of East Dunbartonshire Council held within **Tom Johnston Chamber, 12 Strathkelvin Place, Kirkintilloch**, on **Tuesday, 12 February 2019**.

Present: Councillors **FERRETTI, GIBBONS, GOODALL, JOHNSTON, LOW, MACDONALD, MCGINNIGLE and THORNTON**

In Attendance: **J. Frame** Committee Services Officer
C. Haggerty Team Leader – Litigation & Licensing
A. Munro Licensing Officer

Also in Attendance: **F. Lavery** Police Scotland
Sgt. Stewart Police Scotland

Councillor Gibbons Convener presiding

1a APOLOGY FOR ABSENCE

An apology for absence was intimated on behalf of Councillor Moody.

1b DECLARATIONS OF INTEREST

No declarations of interest were intimated.

1c DETERMINATION OF EXEMPT BUSINESS

The Board agreed that Agenda Items 2a and 3a comprised exempt business and should be heard in the absence of the press and public.

1d CONVENER'S REMARKS

The Convener advised that he had no remarks to make.

1e ANY OTHER BUSINESS WHICH THE CONVENER DECIDES IS URGENT

The Convener advised that there were no urgent items of business.

EXCLUSION OF THE PUBLIC

The Board resolved that under Section 50A(4) of the Local Government (Scotland) Act 1973, as amended, the press and public be excluded from the meeting for the following items of business on the grounds that they may involve the likely disclosure of exempt information as defined in Paragraph 14 of Part 1 of Schedule 7(A) of the Act.

**CIVIC GOVERNMENT APPEALS BOARD
12 FEBRUARY 2019**

2. TAXI DRIVER'S LICENCE

*a) Consideration of Revocation or Suspension of Taxi Driver's Licence –
Application No. 030*

Prior to consideration of the Revocation or Suspension of both the Taxi Driver and Taxi Operator's Licence, the Convener invited the Team Leader – Litigation & Licensing to address the Board on the Appellant's request for an adjournment. He advised that an email had been received the previous day from the Appellant's Solicitor outlining the reasons for the request, details of which were provided to the Board. The Board noted that intimation of the hearing was provided to the Appellant by recorded delivery and normal post on 25 January 2019. He further advised that the Board would require to consider the reasons for the request to adjourn.

There followed discussion, during the course of which the Team Leader – Litigation & Licensing was heard in response to Members' questions.

Councillor MacDonald, seconded by Councillor McGinnigle moved that the Board determine the Suspension in the absence of the Appellant. By way of an amendment, Councillor Gibbons, seconded by Councillor Ferretti moved to grant an adjournment until 19 February 2019. On proceeding to a vote, five members voted for the Motion and three members voted for the Amendment. There being no-one otherwise minded, this became the decision of the Board.

Thereafter, consideration was given to Report EPB/030/19/CH by the Depute Chief Executive – Education, People & Business, copies of which had previously been circulated, seeking the Appeals Board's consideration and determination of the request for the suspension or revocation of a taxi driver's licence in respect of Application No. 030. Attached as Appendices to the Report were copies of the Police Scotland letter dated 15 January 2019 (Appendix 1), together with a letter from East Dunbartonshire Council dated 15 January 2019 intimating the immediate suspension of the taxi driver's licence (Appendix 2).

The Appellant was not present.

The Convener invited the Police to address the Board on the terms of their request for immediate suspension of the Licence, at the conclusion of which, members of the Board were given the opportunity to ask question of the Police. There were no questions from the Police.

In private, the Board considered the request for suspension of the Taxi Driver's Licence taking account of the Police Complaint.

On reconvening, Councillor MacDonald, seconded by Councillor McGinnigle moved that the Licence be revoked, which was unanimously agreed by the Board. There being no-one otherwise minded, this became the decision of the Board.

CIVIC GOVERNMENT APPEALS BOARD

12 FEBRUARY 2019

The Convener advised that the decision of the Board would be intimated to the Applicant in writing.

3. TAXI OPERATOR'S LICENCE

a) Consideration of Revocation or Suspension of Taxi Operator's Licence – Application No. 031

Consideration was given to Report EPB/031/19/CH by the Depute Chief Executive – Education, People & Business, copies of which had previously been circulated, seeking the Appeals Board's consideration and determination of the request for the revocation of a taxi operator's licence in respect of Application No. 031. Attached as Appendices to the Report were copies of the a letter from Police Scotland 15 January 2019

(Appendix 1), together with a letter from East Dunbartonshire Council dated 15 January 2019 intimating the immediate suspension of the Taxi Operator's Licence in respect Application No. 031 (Appendix 2).

The Appellant was not present.

The Convener invited the Police to address the Board on the terms of their request for immediate suspension of the Licence, at the conclusion of which, members of the Board were given the opportunity to ask question of the Police. There were no questions from the Police.

In private, the Board considered the request for suspension of the Taxi Operator's Licence taking account of the Police Complaint.

On reconvening, Councillor MacDonald, seconded by Councillor McGinnigle moved that the Licence be revoked, which was unanimously agreed by the Board. There being no-one otherwise minded, this became the decision of the Board.

The Convener advised that the decision of the Board would be intimated to the Applicant in writing.

Minute of Meeting of the Civic Government Appeals Board of East Dunbartonshire Council held within **Tom Johnston Chamber, 12 Strathkelvin Place, Kirkintilloch, on Monday, 4 March 2019.**

Present:	Councillors	GIBBONS, GOODALL, LOW, MOODY, MACDONALD, MCGINNIGLE and THORNTON
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In Attendance:	J. Frame	Committee Services Officer
	J. Livingston	Solicitor
	B. Moncur	Corporate Fraud Officer
	J. McAuley	Licensing Officer

Also in Attendance:	F. Lavery	Police Scotland
	Sgt. Stewart	Police Scotland

Councillor Gibbons (Convener) presiding

1a APOLOGY FOR ABSENCE

An apology for absence was intimated on behalf of Councillor Johnston.

1b DECLARATIONS OF INTEREST

No declarations of interest were intimated.

1c DETERMINATION OF EXEMPT BUSINESS

The Board agreed that Agenda Items 2, Appendix 1, and Items 3a, 3b, 3c and 4a comprised exempt business and should be heard in the absence of the press and public.

1d CONVENER'S REMARKS

The Convener advised that he had no remarks to make.

1e ANY OTHER BUSINESS WHICH THE CONVENER DECIDES IS URGENT

The Convener advised that there were no urgent items of business.

2. APPLICATIONS FOR GRANT OR RENEWAL OF TAXI DRIVERS' OR PRIVATE HIRE VEHICLE DRIVERS' LICENCES

Consideration was given to Report EPB/039/19/JL by the Depute Chief Executive - Education, People and Business, copies of which had previously been circulated, advising the Board of the process for granting or renewing taxi drivers' and private hire drivers' licence applications.

CIVIC GOVERNMENT APPEALS BOARD
4 MARCH 2019

The Report detailed that the custom and practice of the Council in circumstances where applications for the grant or renewal of a taxi driver's licence or a private hire vehicle driver's licence indicated that the applicant held a licence issued by another licensing authority had been to refuse such applications.

Members noted that a review of this practice had been undertaken and it was the view that this position was no longer sustainable. In light of this, the Board was asked to note that these circumstances would no longer be treated as a ground for refusing to grant or renew a licence application. The Board was asked to note that two applications had already been granted on this basis. Full details were contained within the Report. Appendix 1 contained legal advice and had, therefore, been included within the exempt section of the Agenda.

Following consideration, during the course of which the Solicitor was heard in response to Members' questions, the Board agreed as follows:-

- a) to note the content of the Report; and
- b) to note the position in respect of applications set out within the Report.

EXCLUSION OF THE PUBLIC

The Board resolved that under Section 50A(4) of the Local Government (Scotland) Act 1973, as amended, the press and public be excluded from the meeting for the following items of business on the grounds that they may involve the likely disclosure of exempt information as defined in Paragraphs 12 and 14 of Part 1 of Schedule 7(A) of the Act.

3. TAXI DRIVER'S LICENCE

a) Application for Grant of Licence – Application No. 035

Reference having been made the Civic Government Appeals Board of 21 January 2019, (Report EPB/003/19/TB, refers), there was submitted Report EPB/035/19/JL by the Depute Chief Executive – Education, People & Business, copies of which had previously been circulated, seeking the Appeals Board's consideration and determination of the application for the grant of a taxi driver's licence in respect of Application No. 035. Attached as Appendices to the Report were copies of the Application Form received on 16 November 2018 (Appendix 1), together with a letter from Police Scotland dated 22 November 2018 submitting a representation in respect of the Application (Appendix 2).

The Applicant was not present. The Solicitor advised the Board that the Applicant had intimated that he would not be in attendance at the Board due to a family bereavement and was seeking continuation of the matter to a later date.

Following consideration, the Board agreed to continue consideration of the application until the next meeting of the Civic Government Appeals Board on Monday 15 April 2019, to allow the Applicant to be in attendance.

CIVIC GOVERNMENT APPEALS BOARD
4 MARCH 2019

b) Application for Grant of Licence – Application No. 037

Consideration was given to Report EPB/037/19/JL by the Depute Chief Executive – Education, People & Business, copies of which had previously been circulated, seeking the Appeals Board's consideration and determination of the application for the grant of a taxi driver's licence in respect of Application No. 037. Attached as Appendices to the Report were copies of the Application Form received on 22 January 2019 (Appendix 1), together with a letter from Police Scotland dated 1 February 2019 submitting a representation in respect of the Application (Appendix 2).

The Applicant and his representative G. McEwen were present. The Convener sought confirmation that they were familiar with the procedures to be adopted during the hearing, a copy of which was tabled.

The Convener invited the Police to address the Board on the terms of their representation. The applicant and his representative were given the opportunity to ask questions of the Police. Thereafter, the Applicant and his representative were heard in support of the application. There were no questions from the Police. Members of the Board were then given the opportunity to question both parties, at the conclusion of which the Police, the Applicant and his representative summed up their respective cases.

In private, the Board considered the Application, taking account of the Police representation and the case submitted by the Applicant and his representative.

On reconvening, in the presence of both parties, Councillor MacDonald, seconded by Councillor Low, moved grant of the application. There being no-one otherwise minded, this became the decision of the Board.

The Convener advised that the decision of the Board would be intimated to the Appellant in writing.

c) Application for Grant of Licence – Application No. 038

Consideration was given to Report EPB/038/19/JL by the Depute Chief Executive – Education, People & Business, copies of which had previously been circulated, seeking the Appeals Board's consideration and determination of the application for the grant of a taxi driver's licence in respect of Application No. 038. Attached as an Appendix to the Report was a copy of the Application Form received on 26 September 2018 (Appendix 1).

The Applicant was not present. The Board agreed to determine the application in the absence of the Appellant.

CIVIC GOVERNMENT APPEALS BOARD

4 MARCH 2019

Prior to consideration, the Convener invited the Corporate Fraud Officer to address the Board on the reason for the lateness of the Report. Having considered the reasons for the lateness, the Board agreed to consider this Report dated 11 December 2018 which had not been contained within the papers. Copies of the Report were tabled.

Thereafter, the Corporate Fraud Officer addressed the Board on the terms of his Report. Members of the Board were then given the opportunity to question the Corporate Fraud Officer.

In private, the Board considered the Application, taking account of the Corporate Fraud Report.

On reconvening, in the presence of the Corporate Fraud Officer, Councillor MacDonald, seconded by Councillor McGinnigle, moved refusal of the application on the grounds that the Applicant was not a fit and proper person to be the holder of a licence. There being no-one otherwise minded, this became the decision of the Board.

The Convener advised that the decision of the Board would be intimated to the Appellant in writing.

4. PRIVATE HIRE CAR DRIVER'S LICENCE

a) Application for Grant of Licence – Application No. 036

Consideration was given to Report EPB/036/19/JL by the Depute Chief Executive – Education, People & Business, copies of which had previously been circulated, seeking the Appeals Board's consideration and determination of the application for the grant of a private hire car driver's licence in respect of Application No. 036. Attached as Appendices to the Report were copies of the Application Form received on 2 November 2018 (Appendix 1), together with a letter from Police Scotland dated 12 November 2018 submitting a representation in respect of the Application (Appendix 2).

The Applicant was not present. The Board agreed to determine the application in the absence of the Appellant.

Thereafter, the Convener invited the Police to address the Board on the terms of their representation. Members of the Board were then given the opportunity to question the Police, at the conclusion of which the Police summed up their case.

In private, the Board considered the Application, taking account of the Police representation.

On reconvening, in the presence of Police Scotland, Councillor Gibbons, seconded by Councillor MacDonald, moved refusal of the application on the grounds that the Applicant was not a fit and proper person to be the holder of a licence. There being no-one otherwise minded, this became the decision of the Board.

The Convener advised that the decision of the Board would be intimated to the Appellant in writing.

Minute of meeting of the Human Resources Appeals Board of East Dunbartonshire Council held within the **Tom Johnston Chamber, 12 Strathkelvin Place, Kirkintilloch** on **Tuesday, 12 March 2019**.

Present: Councillors **GIBBONS, GOODALL, MOODY and POLSON**

In Attendance: **D. Bryan** Committee Services Officer
K. Donnelly Chief Solicitor and Monitoring Officer
A. Cunningham Team Leader – HR Operations

Also in Attendance: **Management Representatives:**
A. Bauer Executive Officer – Assets and Facilities
L. McLaughlin HR Case Management Adviser

Appellant:
Appellant
W. Docherty Appellant's Representative (GMB)

Councillor Polson (Convener) presiding

1a. APOLOGIES FOR ABSENCE

Apologies for absence were intimated on behalf of Councillors Hendry and Moir. Councillors Johnston and Renwick submitted their apologies due to a conflict of interest. Councillor Gibbons advised the Board that should he recognise the Appellant, he also would need to remove himself from the Board due to a conflict of interest.

1b. DECLARATIONS OF INTEREST

No declarations of interest were intimated.

1c. DETERMINATION OF EXEMPT BUSINESS

The Convener noted that there were no recommended items of exempt business within the papers.

1d. CONVENER'S REMARKS

There were no remarks.

1e. ANY OTHER BUSINESS WHICH THE CONVENER DECIDES IS URGENT

The Convener advised that there was no urgent items of business.

HUMAN RESOURCES APPEALS BOARD
12 MARCH 2019

EXCLUSION OF THE PUBLIC

The Board resolved that under Section 50A(4) of the Local Government (Scotland) Act 1973, as amended, the press and public be excluded from the meeting for the following items of business on the grounds that they may involve the likely disclosure of exempt information as defined in Paragraph 1 of Part 1 of Schedule 7(A) of the Act.

SEDERUNT

Councillor Gibbons removed himself from the Board due to a conflict of interest.

1. DISCIPLINARY APPEAL STAGE 4 – DIS/02/19

The Convener welcomed both parties to the Hearing and introduced Members of the Board. He then asked both parties to introduce themselves before outlining the process.

The Convener then invited the Executive Officer – Assets and Facilities to present the case on behalf of Management. Questions then ensued from the Appellant's Representative and Members of the Board.

Thereafter, the Appellant's Representative presented the case on behalf of the Appellant. Members of the Board and Management were then afforded an opportunity to ask questions.

The Convener then invited both parties to sum up their respective cases.

In private, the Board considered both submissions. On reconvening, in the presence of both parties, the Convener advised that the Board had deliberated on the evidence presented today and that they unanimously agreed that the grounds of the Appeal had not been substantiated and the appeal would not be upheld.

The Convener advised the Appellant that the decision of the Board would be confirmed in writing within 10 days.



**POLICY & RESOURCES
COMMITTEE**

11 APRIL 2019

EPB/033/19/AD

**DEPUTE CHIEF EXECUTIVE – EDUCATION,
PEOPLE & BUSINESS**

CONTACT OFFICER:

**ANN DAVIE, DEPUTE CHIEF EXECUTIVE –
EDUCATION, PEOPLE & BUSINESS, 0141 578 8025**

SUBJECT TITLE:

OUTSTANDING BUSINESS STATEMENT

1.0 PURPOSE

- 1.1** The purpose of this Report is to provide Members with an update in relation to progress against decisions taken by Policy & Resources Committee.

2.0	<u>RECOMMENDATIONS</u>
2.1	<p>It is recommended that the Committee:</p> <ul style="list-style-type: none">a) Notes the updates contained within the Outstanding Business Statement attached as Appendix 1; andb) Notes that actions marked as completed will be removed from the Outstanding Business Statement.

**ANN DAVIE
DEPUTE CHIEF EXECUTIVE
EDUCATION, PEOPLE & BUSINESS**

3.0 BACKGROUND/MAIN ISSUES

- 3.1** Members will be aware that the Council's standard Report template has changed in order to make decision making more transparent. The template seeks to focus on key information such as significant implications and risk. It also links recommendations to the Local Outcome Improvement Plan.
- 3.2** To supplement the above, Outstanding Business Statements are submitted to Council and meetings of standing committees on a regular basis. The purpose of the Outstanding Business Statement is to set out decisions made by Council or Committee and report progress against these. It is intended that the updates within the Outstanding Business Statement will assist Members to monitor delivery and to generally scrutinise performance.
- 3.3** The current Outstanding Business Statement for Policy & Resources Committee is attached as Appendix 1 and details outstanding actions. Each entry sets out the agreed action and provides a brief update of progress. In a number of instances, the agreed action has been completed –these actions have been listed to assure Members that the decisions of Committee have been fulfilled, however these actions will not appear on subsequent versions of the Outstanding Business Statement and as a consequence are marked "COMPLETED". Other ongoing actions will remain on the Outstanding Business Statement until completion.

4.0 IMPLICATIONS

The implications for the Council are as undernoted.

- 4.1** Frontline Service to Customers – none
- 4.2** Workforce (including any significant resource implications) – none
- 4.3** Legal Implications – none
- 4.4** Financial Implications – none
- 4.5** Procurement – none
- 4.6** ICT – none
- 4.7** Corporate Assets – none
- 4.8** Equalities Implications – none

5.0 MANAGEMENT OF RISK

The risks and control measures relating to this report are as follows:-

- 5.1** There are no specific risks attached to this Report however, the Outstanding Business Statement will act as a risk control measure by assisting Members in relation to scrutiny and will increase transparency and good governance.

6.0 IMPACT

- 6.1** **ECONOMIC DEVELOPMENT** – none
- 6.2** **EMPLOYABILITY** – none

6.3 DELIVERING FOR CHILDREN & YOUNG PEOPLE – none

6.4 COMMUNITY SAFETY – none

6.5 HEALTH & SOCIAL CARE – none

6.6 STATUTORY DUTY – none

7.0 POLICY CHECKLIST

7.1 This Report has been assessed against the Policy Development Checklist and has been classified as being an operational report and not a new policy or change to an existing policy document.

8.0 APPENDICES

8.1 Appendix 1 – Outstanding Business Statement as at 11 April 2019.

POLICY & RESOURCES COMMITTEE

OUTSTANDING BUSINESS STATEMENT (OBS)

Please note that this statement sets out outstanding decisions of this committee along with an update and estimated completion date. Actions which are overdue are shaded for ease of reference. Where an update reflects that an action is complete then the Committee's agreement will be sought to its removal from the OBS.

No	Minute Reference	Subject Title	Outstanding Action	Update	Lead Officer /Service	Action due	Action Expected
1.	18 October 2018 EPB/201/18/SU Item 5	General Services Capital Programme Monitoring Report 2018/19	Provide information to Members upon completion of the post contract stage in respect of Bishopbriggs Relief Road Phase 4.	Negotiations with Morrison Construction are ongoing.	Depute Chief Executive – Place, Neighbourhood & Corporate Assets	December 2018	June 2019
2.	13 December 2018 EPB/290/18/KMD Agenda Item 9	Review of Public Entertainment Licences	Commence the statutory consultation process on the basis of the draft resolution through the use of social media and through the publication of the draft Resolution in local newspapers and the publication of a notice advising that the Council intends to make the Resolution. State that any interested party can make representations until 8 th March 2019.	Separate Report on the Agenda COMPLETED	Chief Solicitor & Monitoring Officer	April 2019	April 2019
3.	13 December 2018 EPB/290/18/KMD Agenda Item 9	Review of Public Entertainment Licences	Engage with community councils, EDVA and other interested groups.	COMPLETED	Chief Solicitor & Monitoring Officer	April 2019	April 2019

No	Minute Reference	Subject Title	Outstanding Action	Update	Lead Officer /Service	Action due	Action Expected
4.	13 December 2018 EPB/290/18/KMD Agenda Item 9	Review of Public Entertainment Licences	Report back to Committee on the outcome of the consultation process and to seek approval of the final form of the draft Resolution and supporting information.	COMPLETED	Chief Solicitor & Monitoring Officer	April 2019	April 2019
5.	13 December 2018 EPB/294/18/KMD Agenda Item 10	Review of Taxi Fares 2018	Submit a further report to a future meeting of this Committee detailing any representations received, or in the absence of any such representations, to fix the scales and seek approval to give further notice explaining the effect of the reviewed scales as fixed and to set the date on which the reviewed scales are to come into effect.	A separate report is on the Agenda COMPLETED	Chief Solicitor & Monitoring Officer	April 2019	April 2019
6.	12 February 2019 EPB/029/19/AD Agenda Item 4	Outstanding Business Statement	With reference to Bishopbriggs Relief Road, confirm when the traffic lights will be operational.	The Technical & Engineering Team are now in dialogue with Scottish Power regarding arranging a power supply and connection to activate the pedestrian crossing.	Depute Chief Executive – Place, Neighbourhood & Corporate Assets	August 2019	August 2019
7.	12 February 2019 EPB/027/19/PH Agenda Item 8	Transformation Programme Update – February 2019	Remit the Report to the next Audit and Risk Management Committee.	Report remitted to Audit & Risk Committee on 26 February 2019. COMPLETED	Executive Officer – Organisational Transformation	February 2019	February 2019



POLICY AND RESOURCES COMMITTEE 19 APRIL 2019

CFO/015/19/GM

CHIEF FINANCE OFFICER

CONTACT OFFICER:

GAIL MORRISON, PRINCIPAL ACCOUNTANT

**JAMIE ROBERTSON, CHIEF FINANCE OFFICER
(0141 574 5651)**

SUBJECT TITLE:

**GENERAL FUND REVENUE MONITORING AS AT
PERIOD 10 2018/19**

1.0 PURPOSE

- 1.1. The purpose of this report is to provide the Committee with the Council's consolidated revenue monitoring position as at the end of accounting Period 10. This represents Council expenditure from the 1 April 2018 to the 27 January 2019.

2.0	<u>RECOMMENDATIONS</u>
2.1.	<p>It is recommended that Committee:</p> <ul style="list-style-type: none">a) Considers the financial position within the Council's general fund revenue,b) Notes the updated savings position for 2018/2019,c) Agrees to receive future financial reports in line with agreed protocols.

**JAMIE ROBERTSON
CHIEF FINANCE OFFICER**

3.0 BACKGROUND/ MAIN ISSUES

- 3.1. The Council's financial regulations set out the relative requirements of Officers to monitor and control revenue expenditure within budgeted allocations. The Council's Chief Finance Officer provides access to the Council's Financial Management System to ensure that income and expenditure can be accurately captured and controlled. These regular statements of income and expenditure discharge the requirement to monitor and analyse the Council's financial performance. In order to support this work narrative explanations of variances are provided following engagement with all Executive Officers and their managers.
- 3.2. As at the end of Period 10, the Council has committed £170.407m of its annual revenue budget of £243.716m (including carry forwards); this is an increase of £15.977m since the last monitoring report at Period 9. Expenditure is profiled in *Appendix 1* to this report, which also includes an assessment of the indicative outturn position as the Council moves towards the financial year-end.
- 3.3. The Council's total budget includes £51.950m of expenditure attributable to the delivery of Social Work services under the strategic direction of East Dunbartonshire Health & Social Care Partnership (HSCP). Social Work expenditure under the direction of the HSCP at Period 10 equates to £39.159m, which is £1.233m lower than anticipated at this stage. However, the HSCP continue to project a year-end overspend within delegated budgets of approximately £3.411m however, with prior HSCP board decision to commit £2.040m of reserves to support in year provision there potential overspend is reduced to £1.371m.
- 3.4. A further detailed narrative for the HSCP along with those for each of the Council's other strategic areas is provided in *Appendix 2*. These appendices have also been supplemented to consider delivery of the 2018/19 budget reductions/savings at *Appendix 3* along with an update on their progress and delivery. These progress updates are linked to the work ongoing within Transformation Programme and the corresponding series of reports through the Audit & Risk Management Committee. Transformation paper EPB/027/19/PH includes consideration of the following organisational transformation projects including a further update on progress and delivery:
- Care at home contract,
 - Review of learning disability & supported accommodation services,
 - Improve the effectiveness and efficiency of services maximising opportunities for integrated service delivery,
 - Support Adults with mental health to live independently within the community,
 - Supporting individual families and communities experiencing alcohol related harm, and
 - Respite provision.
- 3.5. The consolidated revenue monitoring position of the Council, including HSCP, and at Period 10 reflects a consolidated underspend of £5.199m. It is anticipated that these Period 10 underspends will not continue at the financial year end with an anticipated, consolidated, overspend of £2.495m being projected at this stage. However, and as noted in Para 3.3 above, a material part of the year end overspend, currently assessed as £3.411m, is attributable to those activities delegated to the HSCP. With their Board agreement to apply £2.040m of reserves and, with the ongoing potential for underspends within delegated health functions, this position is being actively managed.

- 3.6. Adjusting for the impact of HSCP financial pressures, the remaining Council budget lines are anticipated to underspend by £0.916m. This position is based on those variations and associated narrative as set out in *Appendix 2*, There continues to be the potential for additional financial burdens over the remaining winter months and as the Council moves towards the financial year end.
- 3.7. In providing this report, accountants have engaged with Service Managers & Executive Officers to provide narrative explanations around variations. In total, these provide assurance that the year-end outturn position has been considered at all levels of the Council and that appropriate structures, governance processes and accountabilities are in place and effective.
- 3.8. On the 20 September 2018, the Chief Executive presented the report ‘Working with the People of East Dunbartonshire, Prioritising our Services, Prioritising our Resources’. This report presented a revised Strategic Delivery Model with implications for former Strategic Accountabilities and revisions to structures. These revisions will require to be adjusted for to ensure that Service Budgets are aligned to the new delivery model. In the previous revenue monitoring report it was noted that the work to reflect revised delivery models would be completed following the Phase 2 work as part of the Council’s budget. With Phase 2 work now complete these adjustments will be implemented.
- 3.9. Further supporting detail to this report includes a high-level narrative summary of general fund variances, by expenditure and strategic accountability, as at Period 10. This is supplemented by:
- A financial summary at **Appendix 1**,
 - Narrative explanation of variations at this stage at **Appendix 2**,
 - An update on approved savings at **Appendix 3**, and
 - A further update on expenditure carried forward from the prior year at **Appendix 4**.

Revenue Monitoring Period 10 - General Fund Service Variances

- 3.10. Departmental variances arising at Period 10 are summarised in *Appendix 1*. These are categorised by strategic area. A narrative explanation for both the actual and predicted full year variation are included at *Appendix 2*. Officers continue to be aware of their requirement to deliver a balanced budget and have followed established procedures to achieve this position and ensure that their service activities are within set budgets.
- 3.11. Towards the end of 2018, the Chief Executive issued an internal memorandum to the Strategic Management Team and cascaded to all Officers with Budget responsibilities. The memorandum set out required management actions and cost control measure to be implemented to control ongoing financial pressures. This includes the reduction of non-essential spend and reinforcing good budget management in the period leading up until the year-end. Such action is having a positive impact on the projections within this report.
- 3.12. As at the end of Period 10, there was no agreement on the pay award for any members of staff. As any variations in expectations could have a significant impact on the projected year-end figures assumed within the supporting appendices. At time of writing this report the pay award for non teaching staff has now been agreed but this not been paid or fully substantiated within the actual numbers within the appendices.

Education, People & Business

3.13. *Education – Projected Overspend £0.326m; Underspend Period 10 £3.569m.*

As at Period 10 Education budgets are reflecting an underspend position albeit this is due to; the early receipt of income for Early Years & Childcare and Pupil Equity Funding, and savings within staffing costs. The latter variation is caveated on the basis of the pay award that has yet to be agreed and has the potential to impact year end outturn positions.

Variance within Education are across the board and detailed in Appendix 2. An ongoing area of pressure continues to be within transportation budgets with a projected year end overspend of £0.520m. This area has been the focus of significant work with ongoing and proposed management actions being implemented for future years.

With work ongoing to reflect improved processes within education virements individual lines within school budgets are beginning to reflect more detailed management information. This gives a better reflection of expenditure profiles against budgets within schools and assists officers in “telling the story” of the activities within schools and how this is then reflected as a Service.

3.14. *Org Transformation - Projected Underspend £0.253m; Underspend Period 10 £0.318m.*

The outturn position reflects an overspend for external employment advice and statutory advertising which has been offset through staff vacancy savings.

3.15. *Finance Audit Performance - Projected Overspend £0.557m; Overspend Period 10 £0.576m.*

As previously reported, there are variations expected on the Finance, Audit & Performance budgets resulting from insurance costs and Discretionary Housing Payments. At present the cost of insuring, the Council’s operations are likely to be higher than anticipated. The current underspends are due to timing of DWP spend particularly within rent rebates which should come in line towards year-end. There is an agreed additional £0.075m spend on Discretionary Housing Payments, which has also been matched by the Housing Revenue Account.

3.16. *Customer & Digital - Projected Underspend £0.354m; Underspend to Period 10 £0.480m.*

As at Period 10 Customer and Digital Services are expecting underspends in staffing costs, and maintenance hardware agreements. Income profiles are being reviewed following implementation of the letting review and new pricing structures. At period 10 an under recovery on income is expected to be approximately £0.169m with other variations noted in Appendix 2.

Place, Neighbourhood & Corporate Assets

3.17. *Depute Chief Executive – Projected Underspend £0.040m; Overspend to Period 10 £0.177m.*

The current overspend within this area is being requested for carry forward due to ongoing developer negotiations.

3.18. *Roads & Transportation – Projected Underspend £0.357m; Underspend Period 10 £0.261m.*

Work expected to be carried out in-house has been completed by external contractors, this is expected to reduce income by £0.200m. Income will also reduce through reduced design fees. These overspends have been offset through savings through staff vacancies, savings

within subcontractors and additional grant income. There is also an expectation that £0.113m will be carried forward for flood risk.

3.19. *General Fund Housing – Projected Underspend £0.235m; Underspend to Period 10 £0.544m*

Programmes are expected to deliver the majority of programmed spend for common repairs, disabled adaptations & homelessness. There will also be underspends in staffing and bed & breakfast accommodation and operational expenses.

3.20. *Assets & Facilities – Projected Overspend £0.412m; Overspend to Period 10 £0.999m.*

Current overspends are attributable to lower than expected income, this has been reviewed as part of the budget process for 2019/20 and at this time equates to approximately £0.717m, with reduced design fee income of £0.115m and rental income £0.380m. This has partially been offset through savings within staffing, utilities and materials.

3.21. *Neighbourhood Services – Projected Underspend £1.032m; Underspend Period 10 £1.238m.*

The underspend in Neighbourhood Services is due to savings delivered within landfill costs however this is offset partially by increased recycling costs. There is also expected underspends within staffing, fuel, additional income for scrap, grants, insurance recoveries and work for other departments.

3.22. *Land Planning Development – Projected Underspend £0.146m; Underspend Period 10 £0.147m.*

At Period 10 there is an expectation due to vacancies that there will be an in year saving on employee costs accounting for the main element of this variation.

3.23. *Place & Community – Projected Underspend £0.237m; Underspend to Period 10 £0.322m.*

Current underspends due to the early receipts of grants and employee costs. This has been offset by an overspend within Business Gateway.

Health & Social Care Partnership

3.24. *Health & Social Care - Projected Overspend £3.411m; Underspend to Period 10 £1.233m.*

Whilst accounted for as part of the Council's revenue monitoring report the budgets for the following services are consolidated, along with the contribution from the NHS, within the East Dunbartonshire Health and Social Care Partnership (HSCP).

- Community, Health & Care Services,
- Mental Health Learning Disability, & Addictions
- Children & Families, and
- Criminal Justice & Social Work Strategic Resources

At Period 10, the HSCP has underspent their profiled allocation by £1.233m. In reviewing this position, it was noted that a number of invoices attributable to care packages were awaiting payment and this forms the material part of this balance. It is expected that overall expenditure will increase to an overspend position of £3.411m at the year-end. Of this balance the HSCP have agreed that £2.040m will be met by HSCP reserves leaving an overspend of £1.371m. As noted in prior period there continues to be significant risks in relation to the variability of this expenditure.

Further work will be undertaken to deliver transformation within the HSCP and Social Work Services, ensuring that operations continue to be delivered within the budgeted allocations. Budget variations are shown in more detail in *Appendix 2* with these reflecting pressures within employee costs including overtime & other pay, for example, agency cost expenditure. This narrative is presented for Council information with similar figures being reported to the Health & Social Care Partnership Board.

Miscellaneous Services

3.25. *Miscellaneous Services – Projected Overspend £0.904m; Overspend to Period 10 £0.296m.*

This budget in the main holds budgets for uncertainties including rates and inflation as well as offsetting savings still to be fully implemented but not yet allocated to services. The implementation of an alternative package of efficiencies through service reviews requires to be accounted for with these savings being allocated to services in future monitoring periods.

3.26. *Additional Superannuation - Projected Overspend £0.193m; Overspent P10 £0.194m.*

In setting the Council's budget position for 2018/19 an assessment of the potential additional superannuation, based on a number of factors, was included within budgetary provisions. These factors have the potential to vary with costs only being known at the point of release. In a change to accounting provisions in the current year attributable cost of release were no longer able to be capitalised; these additional costs relate to those elements that are now accounted for within general revenue. The Council's revenue reserves made suitable provision for these costs at the end of the prior financial year and, where applicable, these can be applied for such costs.

Budget Adjustments within Periods 9 to 10

3.27. The work of the finance team seeks to ensure that budgets continue to be appropriately aligned, demonstrating a clear accountability that enables management oversight, scrutiny and review. Financial reporting at Period 10 has not been amended. The following budget adjustments are still expected in the coming months:

- The application of redeterminations within the General Revenue Grant,
- The allocation of any residual, miscellaneous services savings, and
- Bringing Pupil Equity Funding allocations in line with income received.

Council Tax Income

3.28. The Council decision, as part of the budget setting process, to increase to Council Tax rates for 2018/19 will be closely monitored during the financial year. In the prior year the decision to increase rates had no detrimental impact on collection, which was a key Council achievement. To date the collection rate is a very slight reduction on that reported in previous years with management and operational action taking place to ensure that collection rates continue to be high.

3.29. Council Tax in year collection rate in January was 93.26% compared to 93.53% at this time last year however following previous engagement with Elected Members it is noted that the shift to 12 monthly direct debits is having an impact on year on year comparisons. Collection rate information will be gathered for the current financial year and will inform the baseline for reporting in the next financial year.

Delivery of Budget Savings

- 3.30. In preparing this report, accountants working with Organisational Transformation have reviewed the Council's agreed savings. Further analysis is included in *Appendix 3* split between 'management efficiency actions' and 'budget reduction & income generation savings'. This presentation is consistent with those included in the 2018/19 budget. To date significantly all approved savings of £14.178m have been applied to 2018/19 service budgets. Where those budget savings have yet to be applied these are held within miscellaneous services budgets until such a time that these can reasonably be applied to strategic budgets. Any savings attributed to the alternative package of efficiencies through service review process will continue to be held within miscellaneous budgets and are expected to be achieved through delivery in service areas for 2018/19. Officers are continuing to work to identify in-year efficiencies, which will have a positive impact on reducing any adverse variation at year-end.
- 3.31. This report has been updated to reflect the Council decision to implement an alternative package of measures to achieve financial efficiency equivalent to those previously committed through reductions to terms and conditions.
- 3.32. The allocation of savings to budgets effectively means that their achievement will be a feature of ongoing revenue monitoring reports with any shortfall or non-achievement of savings being included in the narrative and highlighted here. Management continue to work to ensure that savings will be achieved however, there are a number of areas where pressures continue to emerge and it is prudent to highlight the following areas where management action continues to be required to ensure delivery.
- In setting the Council's budget the level of funding attributed to the HSCP required options to reduce a range of pressures totalling £4.375m. At period 10 £2.459m is not expected to be achieved and will require to be considered by the HSCP board. Whilst management actions to control budgets continue these are areas of financial pressure.
 - In setting the Council's Budget for 2018/19, it was anticipated that grant funding for Discretionary Housing Payments would be included as a separate determination. At that stage, it was considered reasonable to include attributable income to offset the already budgeted expenditure. However subsequent confirmation that funding was included within the general settlement means that this commitments continues to reflect a £0.534m pressure for the Council.
 - Savings of £0.132m have been secured within budgets for Council insurances. This has been achieved through risk management activities, procurement and evaluation of policy excesses. However, the full achievement of estimated savings of £0.289m remains challenging and whilst officers are looking at additional options to secure these savings it is prudent to reflect full achievement of this as a risk.
- 3.33. This approach is specified to provide confidence that savings have been included in the ongoing activities of the Council with associated transformation having taken place. Whilst the above paragraph refers to the achievement as materially delivered, continued review of this position is prudent.

Carry Forwards

- 3.34. In the prior year, a number of strategic areas carried forward budgets. The Corporate Management Team agreed to these arrangements where financial commitments had been

made and expenditure would be required during the following financial year. Of the £0.767m carried forward for such purposes, £0.542m has now been utilised at Period 10.

- 3.35. It is anticipated that carry forwards in Education may be required and requested for 2019/20. This is estimated at £0.156m at this time and is required to bring the timing of expenditure for Probationers Funding, 1 + 2 Languages and other smaller grants in line with timing of grant income received. These expectations for 2019/20 will be closely reviewed in the following monitoring reports. In addition There is also an expectation of carried forward expenditure within Mugdock Country Park to reinvest additional monies received in year. This has been taken to Mugdock Committee for consideration.
- 3.37. At this time there is expected requests for carry forwards also within corporate initiatives £0.004m, flood risk £0.113m, developer negotiations £0.040m and medical fees £0.019m. *Appendix 4* provides continued oversight of carried forward from the prior year and early indication of those potential requests to forward budgets into 2019/20. Any expenditure carried forward will be held as an earmarked element of the general fund balance and must be spent of the purposes for which it was requested. Carry forwards should not be viewed as underspends, rather a commitment that the Council has made that has yet to be delivered in full.

Stock

- 3.38. As part of the year end process each service area is required to account for any stock with this being recorded, measured, evaluated and quantified at the year end. Separate guidance and instructions have been issued to all Executive Officers to ensure compliance and consistency. As part of our initial work one service area is anticipating a stock write off of approximately £0.014m due to damage and obsolescence. This will be reviewed as part of internal audit process for appropriateness however is included here as an early indication of the potential position. This write off may be approved by the Chief Finance Officer upon agreement with the relevant Deputy Chief Executive concerned and is reported here for completeness and transparency.

4.0 IMPLICATIONS

The implications for the Council are as undernoted.

- 4.1. Frontline Service to Customers- Improved service delivery through continued effective scrutiny and management of financial performance.
- 4.2. Workforce (including any significant resource implications) - affect future Business Improvement Planning.
- 4.3. Legal Implications – None
- 4.4. Financial Implications – This report discharges the requirement within the Council's Financial Regulations.
- 4.5. Procurement - None
- 4.6. ICT - None
- 4.7. Corporate Assets- None
- 4.8. Equalities Implications – None

4.9. Other

5.0 MANAGEMENT OF RISK

The risks and control measures relating to this report are as follows:-

- 5.1.** Ensuring effective Scrutiny of service financial performance and driving improvement in service delivery.
- 5.2.** Ensuring Council is continuing to meet its statutory obligations in regards to financial performance reporting and Best Value.

6.0 IMPACT

The scrutiny of service performance should drive improvements, helping to achieve LOIP outcomes.

- 6.1. ECONOMIC DEVELOPMENT** – As above.
- 6.2. EMPLOYABILITY** - As above.
- 6.3. DELIVERING FOR CHILDREN & YOUNG PEOPLE** – As above.
- 6.4. COMMUNITY SAFETY** - As above.
- 6.5. HEALTH & SOCIAL CARE** - As above.

7.0 POLICY CHECKLIST

This report has been assessed against the Policy Development Checklist and has been classified as being an operational report and not a new policy or change to an existing policy document.

8.0 APPENDICES

- 8.1. Appendix 1:** Summary Financial Position
- 8.2. Appendix 2:** Detailed Financial Position
- 8.3. Appendix 3:** Approved Savings Delivery
- 8.4. Appendix 4:** Analysis of Carry Forward Expenditure to 2019/20

GENERAL FUND REVENUE MONITORING 2018/19
SUMMARY FINANCIAL POSITION

As at : 27 January 2019 Accounting Period 10	BUDGET		ACTUAL		VARIANCE	
	Annual Budget	Budget Period 10	Expenditure Period 10	Projected Annual	At Period 10	Projected Annual
	£000	£000	£000	£000	£000	£000
Chief Executive	515	433	289	518	(144)	3
Total	515	433	289	518	(144)	3
Education, People & Business						
Depute Chief Executive - Directorate EP&B	126	104	95	122	(9)	(4)
Education	106,229	82,847	79,278	106,555	(3,569)	326
Organisational Transformation	3,478	2,823	2,505	3,225	(318)	(253)
Finance, Audit & Performance	3,570	(2,768)	(2,192)	4,127	576	557
Customer & Digital Services	8,324	6,753	6,273	7,970	(480)	(354)
Legal & Democratic Services	2,171	1,718	1,670	2,170	(48)	(1)
Total	123,898	91,477	87,629	124,169	(3,848)	271
Place, Neighbourhood & Corporate Assets						
Depute Chief Executive - Directorate P,N,CA (incl EDLCT)	4,930	3,702	3,879	4,890	177	(40)
Roads & Transportation	4,101	3,130	2,869	3,744	(261)	(357)
Neighbourhood Services	14,471	11,614	10,376	13,439	(1,238)	(1,032)
Housing (General Fund)	1,478	2,483	1,939	1,243	(544)	(235)
Assets & Facilities	17,744	15,020	16,019	18,156	999	412
Land Planning & Development	1,013	759	612	867	(147)	(146)
Place & Community Planning	3,428	2,578	2,256	3,191	(322)	(237)
Total	47,165	39,286	37,950	45,530	(1,336)	(1,635)
Health & Social Care Partnership						
Community Health & Care Services	36,335	27,791	27,421	36,858	(370)	523
Mental Health, Learning Disability, Addictions & Health Improvement	20,298	15,890	15,482	20,664	(408)	366
Children and Families & Criminal Justice	11,844	9,696	9,558	12,268	(138)	424
Social Work Strategic Resources	(16,527)	(12,985)	(13,302)	(14,429)	(317)	2,098
HSCP Underspend / (Overspend)					1,233	(3,411)
Total	51,950	40,392	39,159	55,361	0	0
Joint Boards	2,674	2,513	2,510	2,671	(3)	(3)
Miscellaneous Services	2,090	1,505	2,603	2,579	1,098	489
Debt Charges	15,424	0	267	15,383	267	(41)
Net Service Expenditure	243,716	175,606	170,407	246,211	(5,199)	2,495
Adjusted for HSCP	191,766	135,214	131,248	190,850	(3,966)	(916)
Financed by :						
General Revenue Grant (incl NDR)	183,461	124,919	120,953	183,624	(3,966)	163
Council Tax Income (net of CTRS)	59,904	49,920	49,920	60,266	0	362
Use of General Fund Balance	(416)	0	0	(1,180)	0	(764)
HSCP (Underspend) / Overspend	0	0	(1,233)	3,411	(1,233)	3,411
Carry Forward from 2017/18	767	767	767	767	0	0
Net Income	243,716	175,606	170,407	246,888	(5,199)	3,172

GENERAL FUND REVENUE MONITORING 2018/19 DETAILED FINANCIAL POSITION as at Period 10: 27 January 2019		Annual Budget £000	Budget Period 10 £000	Expenditure Period 10 £000	Projected Annual £000	Variation Period 10 £000	Appendix 2 Projected Year End Variation £000
CHIEF EXECUTIVE'S OFFICE							
CHIEF EXECUTIVE'S OFFICE		515	433	289	518	-144	3
The current variation is based on payment of the audit fee, this will come in line for year end. There is likely to be a small overspend on other supplies & services.							
Total - Chief Executives Office		515	433	289	518	-144	3
EDUCATION, PEOPLE AND BUSINESS							
DEPUTE CHIEF EXECUTIVE - EDUCATION, PEOPLE AND BUSINESS		126	104	95	122	-9	-4
A small variation is expected on corporate initiatives, however this is expected to be carried forward.							
Total - Depute Chief Executive - Education, People and Business		126	104	95	122	-9	-4

GENERAL FUND REVENUE MONITORING 2018/19
DETAILED FINANCIAL POSITION as at Period 10: 27 January 2019

	Annual Budget £000	Budget Period 10 £000	Expenditure Period 10 £000	Projected Annual £000	Variation Period 10 £000	Projected Year End Variation £000
EDUCATION						
1 Teachers Payroll Costs	64,851	49,118	47,870	64,684	-1,248	-167
Probationers' funding has now been received in period 11, this has been used to quantify the outturn position and £0.105m is expected to be carried forward into 2019/20. At period 10 an underspend of £0.062m is expected however as the pay award has not yet been agreed and this may affect the final outturn.						
2 Non Teaching Employee Costs	19,161	15,817	14,962	19,210	-855	49
Employee costs for Education are expected to give an in year saving due to vacancies at this time this has been forecast at £0.340m, this has been offset by unforeseen payments to employees £0.150m and an unachievable prior year saving for Shared Cluster Support £0.170m. Through reporting in year it is expected that primary schools will be unable to fully achieve their staff turnover saving by £0.065. However, the pay award has not yet been agreed, or applied and will be built into future reports when agreement has been reached and this may impact on the projected outturn.						
However, the pay award has not yet been agreed and this may impact on the projected outturn.						
There are various Transformation Programmes being delivered within this area that may inform the outturn.						
3 Property Costs	94	58	33	44	-25	-50
Other property costs are expected to outturn £0.050m under budget. This reduction has been replicated in the workings for the 19/20 budget.						
4 Supplies and Services	1,274	1,076	955	1,204	-121	-70
There has been a reduction in spend in Supplies & Services, this is expected to continue due to the Chief Executives Bulletin on Essential Spend at this time a saving of £0.070k has been projected.						
5 Agencies and Other Bodies	22,797	18,834	17,284	22,815	-1,550	18
This budget is currently showing an underspend due to the Pupil Equity Funding (£0.300m), spend on Early Years Expansion (£0.231m), these areas will come in line as the year progresses. This budget has the potential to overspend due to the variability and high cost of Residential Schools placements (£0.400m) which has been a feature in previous years. There are also overspends expected within Invigilators expenses £0.007m and Supported Study £0.059m. These are expected to be partially offset through savings in PPP insurance £0.208m, Head Teachers Training £0.024m, Service Development £0.015m, Curriculum for Excellence £0.034m, Princes Trust £0.006m, Payments to other bodies £0.190m and SQA Exam Fees £0.016m. Partnership Nursery costs have been closely monitored due to cross boundary charges, and this is expecting to overspend by £0.045m but this is offset by additional income below.						
6 Transport and Plant	3,192	2,505	2,623	3,712	118	520
Work is ongoing to review this area to ensure that full costing predictions are given. At this time it has been recognised that costs from 17/18 have been incorrectly accounted for within the year of £0.075m this is expected to give an in year overspend. Within Taxis (including consortium transport) there is an expected overspend of £0.445m.						
This overspend is based on figures as at period 10 this could change if runs are cancelled or new runs added.						
7 Admin and Other Costs	1,291	983	1,084	1,341	101	50
School clothing grants will outturn above budget at this time an amount of £0.082m is being projected, even with the additional funds from Government, this has been fully analysed for the 19/20 budget. There are also expected overspends within telephone costs (£0.026m) and membership fees (£0.015m). The Education Maintenance Allowance will underspend by £0.073m but this will be offset by a reduction in income below.						
8 Income	-6,431	-5,544	-5,533	-6,455	11	-24
Income for Nursery Income is expecting to outturn £0.070m above budgeted levels. Payments from other authorities due to cross Boundaries will be over by £0.045m offsetting spend above. The income in relation to Education Maintenance Allowances will under recover by £0.073m in line with spend above. This will be offset by additional income for instrumental instruction fees (£0.006m).						
Total - Education	106,229	82,847	79,278	106,555	-3,569	326

GENERAL FUND REVENUE MONITORING 2018/19 DETAILED FINANCIAL POSITION as at Period 10: 27 January 2019		Annual Budget £000	Budget Period 10 £000	Expenditure Period 10 £000	Projected Annual £000	Variation Period 10 £000	Projected Year End Variation £000
ORGANISATIONAL TRANSFORMATION							
1	Employee Costs	3,554	2,857	2,401	3,174	-456	-380
	Employee costs for organisational transformation are expected to give an in year saving due to vacancies. However, the pay award has not yet been agreed and this may impact on the projected outturn. There is also an expected carry forward within medical fees of £0.019m.						
2	Supplies and Services	14	12	27	34	15	20
	This budget is currently showing an overspend for statutory advertising, this is expected to continue.						
3	Agencies and Other Bodies	116	110	217	243	107	127
	At period 10 the service have an overspend in agency and other bodies, this relates to specialised external employment advice. This is an area that has the potential to overspend during the course of the year and will be further quantified as the year progresses, at this time we are predicting an overspend of £0.121m. There is also additional spend on printing £0.010m offset by a saving for Scotland Excel £0.004m						
4	Admin and Other Costs	22	21	31	37	10	15
	The current overspend is within other administration costs, there is likely to be a small in year overspend reported.						
5	Income	-228	-177	-171	-263	6	-35
	Additional income is expected in year within Procurement rebates.						
Total - Organisational Transformation		3,478	2,823	2,505	3,225	-318	-253
FINANCE, AUDIT & PERFORMANCE							
1	Employee Costs	2,542	2,047	1,852	2,398	-195	-144
	Employee costs for Finance, Audit & Performance are expected to give an in year saving due to vacancies. However, the pay award has not yet been agreed and this may impact on the projected outturn.						
2	Supplies and Services	16,950	7,800	7,564	16,459	-236	-491
	Rent rebates are currently running behind profile, this will come into line towards year end. There is reduced spend on rent rebates and rent allowances (DWP) due to the continuing roll out of Universal Credit, a reduction in spend is expected which will offset the reduced income below. There is an agreed additional £0.150m spend on Discretionary Housing Payments, of which half has been funded by the HRA.						
3	Agencies and Other Bodies	100	83	97	120	14	20
	There is currently overspends within Girobank & external printing and these are expected to continue as the year progresses.						
4	Admin and Other Costs	1,473	1,512	1,857	1,681	345	208
	Overspends are mainly due to insurances £0.157m, Scottish Welfare Fund spend £0.040m (through high demand in Community Care Grants) and other admin costs of £0.015m relating to single discount review.						
5	Income	-17,495	-14,210	-13,562	-16,531	648	964
	As per the main body of the report it is likely that there will be variation in the budgeted year end position for Discretionary Housing Payments. In the prior year the Council made additional commitments over and above the level of funding and it is likely that this demand will continue. Confirmation that funding for Discretionary Housing Payments was included within the General Fund Settlement means that such commitments continue to reflect as pressure for the Council. This overspend in here has risen through the DWP mid year estimate to £0.896m. There's also a year on year reduction in recovery of statutory additions. This accounts for £0.050m and is caused by regular and timely Council tax payments.						
Total - Finance, Audit & Performance		3,570	-2,768	-2,192	4,127	576	557

GENERAL FUND REVENUE MONITORING 2018/19 DETAILED FINANCIAL POSITION as at Period 10: 27 January 2019		Annual Budget £000	Budget Period 10 £000	Expenditure Period 10 £000	Projected Annual £000	Variation Period 10 £000	Projected Year End Variation £000
CUSTOMER AND DIGITAL SERVICES							
1	Employee Costs	7,811	6,284	5,857	7,568	-427	-243
	Employee costs for Customer & Digital are expected to give an in year saving due to vacancies. However, the pay award has not yet been agreed and this may impact on the projected outturn.						
2	Property Costs	0	0	13	15	13	15
	Property costs are being closely monitored due to the overspend in facilities management overtime attributable to the resourcing of lets; this accounts for the overspend in this area. This will be resolved through the implementation of revised letting arrangements and the forthcoming FM review.						
3	Supplies and Services	181	150	97	148	-53	-33
	There are some significant savings in marketing, other miscellaneous supplies and services as well as newspapers. This is in line with the 'elimination of non-essential spend' policy.						
4	Agencies and Other Bodies	20	16	24	26	8	6
	There has been additional spend for a Local Government Digital Transformation bill and this is expected to be overspent at year end. This has been offset by savings in other areas through reduced spend from the non essential spend commitment.						
5	Admin and Other Costs	1,703	1,355	1,247	1,454	-108	-249
	There is a £0.245m underspend in maintenance hardware agreements, £0.009m in disaster recovery and £0.023m in computer software licences and support while computer hardware has overspent by £0.012m, telephones by £0.008m and stationery and printing by £0.008m.						
6	Income	-1,391	-1,052	-965	-1,241	87	150
	Lets income is below expected levels and is predicting a shortfall of £0.169m. Income from Other Local Authorities is expecting an additional £0.026m, however this is offset by Other Agencies Income and additional Grant income of £0.018m that has been received.						
Total - Customer & Digital Services		8,324	6,753	6,273	7,970	-480	-354
LEGAL AND DEMOCRATIC SERVICES							
1	Employee Costs	1,783	1,393	1,323	1,720	-70	-63
	Employee costs for Legal & Democratic are expected to give an in year saving due to vacancies. However, the pay award has not yet been agreed and this may impact on the projected outturn.						
2	Supplies and Services	49	41	80	71	39	22
	Payments for agents fees, court expenses and data archiving are overspending, there are expected overspends in these areas for 2018/19. At present data archiving is expecting a full year overspend of £0.012m while agents fees and court expenses £0.010m each.						
3	Agencies and Other Bodies	35	33	42	44	9	9
	Common burials and consultants costs are expecting additional costs in year of £0.011m, these have been offset by savings for medical fees and payments to the Children's Panel.						
4	Admin and Other Costs	871	720	639	842	-81	-29
	There are current underspend on stationery, printing & published books which is expected to give a year end position of £0.029m.						
5	Income	-567	-469	-414	-507	55	60
	Work for other departments is running behind profile, this is expected to continue to give a full year under recovery of £0.061m. Taxi/private hire cars income is also expected to outturn under budget by £0.010m. This is partially offset by additional income for Citizenship Ceremonies £0.005m, License fees and Other Applications £0.004m and Houses in Multiple Occupation £0.002m.						
Total - Legal and Democratic		2,171	1,718	1,670	2,170	-48	-1

GENERAL FUND REVENUE MONITORING 2018/19
DETAILED FINANCIAL POSITION as at Period 10: 27 January 2019

	Annual Budget £000	Budget Period 10 £000	Expenditure Period 10 £000	Projected Annual £000	Variation Period 10 £000	Projected Year End Variation £000
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PLACE, NEIGHBOURHOOD AND CORPORATE ASSETS

DEPUTE CHIEF EXECUTIVE - PLACE, NEIGHBOURHOOD & CORPORATE ASSETS

4,930 3,702 3,879 4,890 177 -40

Underspends expected within this area are being requested for carry forward into 2019/20.

Total - Depute Chief Executive - Place, Neighbourhood & Corporate Assets

4,930 3,702 3,879 4,890 177 -40

ROADS AND TRANSPORTATION

1 Employee Costs

3,883 3,035 2,611 3,503 -424 -380

Employee costs for Roads & Transportation are expected to give an in year saving due to vacancies. However, the pay award has not yet been agreed and this may impact on the projected outturn.

2 Property Costs

251 127 138 138 11 -113

There is currently an underspend within Flood Protection, the project plan has been developed and a carry forward of £0.113m is expected.

3 Supplies and Services

1,979 1,654 1,535 1,743 -119 -236

Current underspend is due to power electric savings, subcontractors, small tools, other supplies and services, employee clothing & materials. These are expected to achieve a full year position of £0.044m, £0.095m, £0.022m, £0.018m, £0.020m and £0.037m retrospectively.

4 Agencies and Other Bodies

33 30 32 33 2 0

Current overspends are due to payments to Local Authorities that are unbudgeted, this is expected to continue but will be managed in other areas.

5 Admin and Other Costs

1 1 6 6 5 5

This budget is expected to overspend in 2018/19 through unexpected costs for promotional materials and conferences.

6 Income

-2,046 -1,717 -1,453 -1,679 264 367

Current variances across the service in the period due to a delay in charging, which will be caught up for year end. This income is expected to come in under budget due to work carried out by Contractors, budgeted as carried out in house, £0.200m has been projected as well further unachievable amounts of £0.183m through vacancies etc. There is a current under recovery of Design Fees to be reviewed which is expecting an in year variance of £0.066m. These have been offset through additional income within Sales £0.026m, Advertising Income £0.008m and other misc. income of £0.048m.

Total - Roads and Transportation

4,101 3,130 2,869 3,744 -261 -357

GENERAL FUND REVENUE MONITORING 2018/19
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	Annual Budget £000	Budget Period 10 £000	Expenditure Period 10 £000	Projected Annual £000	Variation Period 10 £000	Projected Year End Variation £000
NEIGHBOURHOOD SERVICES						
1 Employee Costs	8,128	6,397	6,091	7,828	-306	-300
Employee costs for Neighbourhood Services are expected to give an in year saving due to vacancies. However, the pay award has not yet been agreed and this may impact on the projected outturn.						
2 Supplies and Services	5,654	4,643	3,820	5,250	-823	-404
The underspend in supplies & services is due savings within waste costs through variations within landfill, recycling costs and residual. There is also a in year saving within Streetscene.						
3 Agencies and Other Bodies	45	37	47	47	10	2
This budget is over through payments to other local authorities, this overspend will continue until year end.						
4 Transport and Plant	2,747	2,274	2,164	2,643	-110	-104
This budget is expected to come in line as the year progresses, current overspends within vehicle repairs has been offset with fuel savings. These fuel savings are expected to produce a saving in year of £0.104m.						
5 Admin and Other Costs	1	1	2	3	1	2
Minor variances across the service in the period and expected to continue into year end.						
6 Income	-2,104	-1,738	-1,748	-2,332	-10	-228
Cemetery charges are expected to come in ahead of budget, however due to the nature of these charges these have not been projected forwards. There are issues with scrap income in receiving accurate and timely information from external parties but this is hoped to be resolved soon, however this is expected to deliver an in year over-recovery of £0.120m. There is also additional Grant income of £0.027m, government grants of £0.077m, and insurance recoveries £0.023m received. This is reduced slightly through income for miscellaneous recoveries.						
Total - Neighbourhood Services	14,471	11,614	10,376	13,439	-1,238	-1,032

GENERAL FUND REVENUE MONITORING 2018/19
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	Annual Budget £000	Budget Period 10 £000	Expenditure Period 10 £000	Projected Annual £000	Variation Period 10 £000	Projected Year End Variation £000
GENERAL FUND HOUSING						
1 Employee Costs	377	294	268	352	-26	-25
At this time variation's based on vacant posts within Homelessness. However, the pay award has not yet been agreed and this may impact on the projected outturn.						
2 Property Costs	1,013	491	458	1,013	-33	0
Minor variances across the service in the period this is expected to come in in line as the year progresses. The current underspend is due to the homelessness programme running behind, this is expected to come in line as the year progresses.						
3 Supplies & Services	206	170	62	106	-108	-100
Expenditure on Bed and Breakfast accommodation is demand led, it is underspent by £0.108m at period 10 and this is expected to continue in year.						
4 Agencies and Other Bodies	1,993	1,529	1,414	1,893	-115	-100
Spend on common repairs, disabled adaptations, care & repair & homelessness are running behind budget at period 10. This is likely to have an in year underspend and £0.100m has been estimated at this time.						
5 Admin and Other Costs	238	55	39	228	-16	-10
Operational Expenses, advertising & transport are running behind budget these are expected to result in an in year variation of £0.010m						
6 Income	-2,349	-56	-302	-2,349	-246	0
Income is currently running ahead of expectations through grant income received that was unbudgeted. This is expected to come in on line.						
Total - General Fund Housing	1,478	2,483	1,939	1,243	-544	-235

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	Annual Budget £000	Budget Period 10 £000	Expenditure Period 10 £000	Projected Annual £000	Variation Period 10 £000	Projected Year End Variation £000
ASSETS AND FACILITIES						
1 Employee Costs	13,776	11,030	10,342	13,440	-688	-336
Current underspends are due to vacancies in line with previous years, this is likely to continue however as there are several work streams ongoing in this area a full year projection has not been made at this time. Employee costs for Assets & Facilities are expected to give an in year saving due to vacancies. However, the pay award has not yet been agreed and this may impact on the projected outturn.						
2 Property Costs	11,305	9,858	9,484	10,953	-374	-352
There are underspends expected within Assets and Facilities for property costs; Electricity £0.292m, Wood Pellets £0.070m and Gas £0.083m. These have been offset by expected overspends within Rates £0.050, Alarms/ Security £0.050m and Cash Uplifts £0.010m. Current underspends are due to late invoicing.						
3 Supplies and Services	3,480	2,839	2,183	3,165	-656	-315
Underspends to date are through food provisions, office equipment, small tools & materials. These underspends are likely to remain, based on trend analysis, and have projected a £0.080m. £0.020m, £0.020m and £0.225m respectively, at year end. There are also in year overspends on marketing and other £0.010m and school milk £0.020m. There is potential for underspends within subcontractors, however this will be matched by lower income below but this is weather dependant.						
4 Budget Savings	-213	0	0	0	0	213
This is the budget saving for Facilities Management Cleaning. This saving is expected to be fully achieved through the service within employee costs above for 2018/19. The service change will be implemented in 2019/20.						
5 Agencies and Other Bodies	256	212	46	176	-166	-80
Spend on annual valuation, consultants & disclosure costs (recovered through employee costs) has given rise to an £0.020m year end variation. Current underspends are due to the Carbon Reduction commitment not being paid until year end, at period 10 a prudent estimate of a saving is expected of £0.100m based on prior year purchases being made.						
6 Admin and Other Costs	26	21	89	96	68	70
The overspend is due to computer costs for cashless catering £0.070m.						
7 Income	-10,886	-8,940	-6,125	-9,674	2,815	1,212
Currently income is under budget through an under recovery on work for Housing Department, work and design fees. There is a possibility that there will be lower income that expected through Property maintenance but this will be slightly offset by reduced spend above (due to materials and subcontractors being paid direct to capital) however in line with previous years and 19/20 budget workings an under recovery of £0.717m is expected at this time, slightly offset by materials above. In relation to design fees a full year under recovery of £0.115m is expected of which £0.080m has been offset through FM cleaning variations. There is also an expected under-recovery of rental income of £0.380m						
Total - Assets and Facilities	17,744	15,020	16,019	18,156	999	412

GENERAL FUND REVENUE MONITORING 2018/19 DETAILED FINANCIAL POSITION as at Period 10: 27 January 2019		Annual Budget £000	Budget Period 10 £000	Expenditure Period 10 £000	Projected Annual £000	Variation Period 10 £000	Projected Year End Variation £000
LAND PLANNING & DEVELOPMENT							
1	Employee Costs	1,764	1,379	1,297	1,624	-82	-140
	The pay award has not yet been agreed and this may impact on the projected outturn. There are large vacancies within this area causing the in year saving.						
2	Supplies and Services	100	83	19	93	-64	-7
	Adverts for the planning service are expected to give an in year overspend of £0.008m however through underspends within other supplies & services £0.015m this will produce a in year saving of £0.007m.						
3	Agencies and Other Bodies	102	85	82	98	-3	-4
	Consultants are expected to produce an in year saving of £0.004m.						
4	Income	-953	-788	-786	-948	2	5
	Letters of Comfort Income is being replaced by building warrants income as per 2015 legislation. Letters of comfort are now projected as £0.012m below the budget however this has been offset by other additional income of £0.007m (work for private parties/ advertising income).						
Total - Land Planning & Development		1,013	759	612	867	-147	-146
PLACE & COMMUNITY PLANNING							
1	Employee Costs	2,966	2,319	2,111	2,787	-208	-179
	Employee costs for Place & community are expected to give an in year saving due to vacancies. However, the pay award has not yet been agreed and this may impact on the projected outturn.						
2	Property Costs	78	64	71	86	7	8
	Mugdock Country Park has an expected overspend on utilities for £0.022k, this will be offset by savings in other repairs and maintenance £0.009m and cleaning materials and consumables £0.002m and illicit tipping £0.002m as well as abandoned vehicles £0.001m.						
3	Supplies and Services	630	533	745	949	212	319
	Supplies and services are overspending within Business Gateway £0.209m, Civic Gov't & Other Licensing £0.070m, payments to contractors internal and external £0.040m, of this £0.040m there will be an offset within Income from Grants.						
4	Agencies and Other Bodies	911	685	784	1,005	99	94
	Current overspends are within payments to voluntary organisations £0.066m, public analyst £0.018m and payments to other bodies £0.061m (£0.048 of which is offset with government grants below). There's an offset within underspends for business investments £0.037m and in consultants £0.014m.						
5	Transport and Plant	5	4	0	2	-4	-3
	Small underspend in transport costs within Mugdock Country Park as no charges have yet been raised, this is expecting a small in year saving.						
6	Admin and Other Costs	95	79	71	147	-8	52
	Community Justice and British Sign Language amounts are not within budget and is expecting a £0.052m overspend within the 2018/19 accounts.						
7	Income	-1,257	-1,106	-1,526	-1,785	-420	-528
	Income is currently showing an over recovery through to Government Grants £0.308m, Sales, fees and Corporate Events £0.052m, Work for Private Parties £0.016m, fines and penalties £0.045m, work for other departments £0.010m, Mugdock rental shops £0.004m, Income from Other Agencies £0.093m.						
Total - Place & Community Planning		3,428	2,578	2,256	3,191	-322	-237

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	Annual Budget £000	Budget Period 10 £000	Expenditure Period 10 £000	Projected Annual £000	Variation Period 10 £000	Projected Year End Variation £000
HEALTH AND SOCIAL CARE PARTNERSHIP						
COMMUNITY HEALTH & CARE SERVICES						
1 Employee Costs	8,822	7,026	7,554	9,420	528	598
Detailed analysis of payroll costs to date are continually reviewed. This involves comparison of actual posts to budgeted and liaison with service managers. At this stage projections show that there will be a variation to budget. These projections assume vacancies will not be filled in the current financial year. and there have been several leavers since the last report. Projected overspends in overtime and other pay are based on average earnings over the first ten periods. Payroll variations are an area of recurring pressure especially within the Homecare service.						
The pay award has not yet been agreed, or applied and will be built into future reports when agreement has been reached.						
2 Property Costs	3	3	51	66	48	63
There is additional pressure through security at KHCC, this is hoped to only be an in year pressure and additional rates which have been reviewed for 2019/20.						
3 Supplies and Services	767	635	477	767	-158	0
Budgets relate to Homecare PPE, telecare costs and disabled adaptations. Spend on equipment and adaptations is tightly controlled within budget limits with critical and substantial criteria continuing to be applied in this area. This is being monitored through the Equipu contract. The current underspend is in relation to a backlog of invoices. No variation on budget is expected.						
4 Agencies and Other Bodies	27,453	20,822	20,363	27,349	-459	-104
At period 10 there is an overall decrease in the commitment value of Care Packages within Older People and Physical Disability services. There is an increase in relation to Residential Accommodation however this is offset with potential savings in supported accommodation, supported living, homecare and daycare. These commitments include an estimation of all uplifts in respect of the Scottish Government's Living Wage for this financial year. This is volatile area for the partnership as any changes in caseload or packages can have a significant impact on commitments.						
5 Transport and Plant	35	27	29	35	2	0
Transport costs are currently overspending. This pressure is expecting to reduce towards year end.						
6 Admin and Other Costs	461	381	88	455	-293	-6
Underspends are due to late recharges for Care of Gardens and Fleet. These will be posted within the next period. The variation reported relates to membership fees and subscriptions and PASIL (independent living) fees.						
7 Health Board Resource Transfer Income	-7	-6	-6	-7	0	0
No variation on budget is expected.						
8 Other Income	-1,199	-1,097	-1,135	-1,227	-38	-28
Income from Service user recharges including those for telecare are exceeding budgeted levels. In addition to this we have received income of £0.016m for Social work student placements.						
Total - Community Health & Care Services	36,335	27,791	27,421	36,858	-370	523

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	Annual Budget £000	Budget Period 10 £000	Expenditure Period 10 £000	Projected Annual £000	Variation Period 10 £000	Projected Year End Variation £000
MENTAL HEALTH, LEARNING DISABILITY & ADDICTIONS						
1 Employee Costs	4,849	3,915	3,881	4,970	-34	121
Detailed analysis of payroll costs to date are continually reviewed. This involves comparison of actual posts to budgeted and liaison with service managers in order to ascertain when vacancies will be filled. It has been assumed that vacancies will not be filled this financial year. There is a £400k budget saving allocated to the Pineview service. For this report it is assumed that this budget saving will only be partly achieved as there will be a delay in the recruitment process, to fill a number of vacancies, while one client placement remains void.						
The pay award has not yet been agreed and this may impact on the projected outturn.						
2 Property Costs	97	85	110	135	25	38
There is a pressure in relation to unbudgeted costs for the cleaning service within the Milan premise and also janitorial recharges within John Street, this is partially offset with savings in Utilities.						
3 Supplies and Services	136	112	90	127	-22	-9
This budget relates to supplies for clients within Day Services, John Street and Pineview. A small variation can be reported in relation to Ihear training, however this has been offset by an underspend in food costs within John Street. A review of supplies and services within Day Services has identified in year savings in relation to food costs, supplies for clients etc.						
4 Agencies and Other Bodies	15,912	12,366	11,868	16,129	-498	217
At period 10 there is a significant reduction in the Commitments against Care Packages for Supported Living. There is, however, increased commitment against Residential Accommodation, Supported Accommodation, Homecare and Daycare. These commitments include an estimation of uplifts in respect of the Scottish Government's Living Wage for this financial year. This is volatile area for the partnership as any changes in caseload or packages can have a significant impact on commitments. There is also pressure in relation to the Meet & Greet club at Kelvinbank. This, however, can be offset by in year savings in respect of the community care budget. Also within payments to voluntary organisations in Addictions.						
5 Transport and Plant	388	291	390	467	99	79
Transport costs for Taxis are currently overspending, due to cost pressures this will continue into year end.						
6 Admin and Other Costs	20	16	0	14	-16	-6
In year savings can be assumed in relation to conferences and courses and other administrative costs.						
7 Health Board Resource Transfer Income	-532	-444	-444	-532	0	0
No variation on budget is expected.						
8 Other Income	-572	-451	-413	-646	38	-74
Additional income is included in relation to a prior year out of boundary charge for a client supported by John Street. This was under negotiation with West Dunbartonshire Health and Social Care Partnership and was recently agreed and backdated to 17/18. Sleepovers are currently under review but cannot be quantified for this report.						
Total - Mental Health, Learning Disability, Addictions & Health Improvement.	20,298	15,890	15,482	20,664	-408	366

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	Annual Budget £000	Budget Period 10 £000	Expenditure Period 10 £000	Projected Annual £000	Variation Period 10 £000	Projected Year End Variation £000
CHILDREN AND FAMILIES & CRIMINAL JUSTICE						
1 Employee Costs	5,756	4,602	4,274	5,442	-328	-314
Detailed analysis of payroll costs to date are continually reviewed. This involves comparison of actual posts to budgeted and liaison with service managers. At period 10 projections show that there will be an significant underspend in this budget. This is due to a number of vacancies that remain unfilled.						
The pay award has not yet been agreed and this may impact on the projected outturn.						
2 Property Costs	48	43	34	48	-9	0
No variation on budget is expected, current underspends are due to utilities.						
3 Supplies and Services	97	80	55	93	-25	-4
An in-year food costs saving has been identified for Ferndale as the unit is currently under capacity. Current underspends are within Women's Services (Criminal Justice).						
4 Agencies and Other Bodies	6,900	5,688	5,839	7,616	151	716
At period 10 projections show reduced pressure on Foster Payments, Adoption, Custody, Shared Carer and also within Daycare. The Fostering decrease is in relation to a reduction in the number of external placements. A review of projections have also identified pressures within residential and secure accommodation, flexible support, care at home, supported accommodation, supported living, respite and kinship care. There are also pressures in relation to under budgeted costs for the PACe / PCAS services and Functional Family Therapy service.						
5 Transport and Plant	86	64	72	87	8	1
This budget is currently overspending, at this stage we can report a small variation to budget.						
6 Admin and Other Costs	128	106	59	117	-47	-11
A small variation is anticipated in relation to office equipment, stationery, legal expenses and other administrative costs.						
7 Income	-1,171	-887	-775	-1,135	112	36
Increased income in respect of Scottish Government grant funding for Criminal Justice and also recharges to Strathclyde University for an external secondment are expected to over recover within this financial year. Budgets have been amended to reflect the additional income and expenditure expected. This also includes additional funding from the Scottish Government to reduce substance misuse in the Youth Justice system. The development of a Young Person's Champions Board will now slip into next financial year and therefore associated funding awarded by Life Changes Trust will not be received in the current year.						
Total - Children and Families & Criminal Justice	11,844	9,696	9,558	12,268	-138	424

GENERAL FUND REVENUE MONITORING 2018/19
DETAILED FINANCIAL POSITION as at Period 10: 27 January 2019

	Annual Budget £000	Budget Period 10 £000	Expenditure Period 10 £000	Projected Annual £000	Variation Period 10 £000	Projected Year End Variation £000
SOCIAL WORK STRATEGIC / RESOURCES						
1 Employee Costs	603	486	494	588	8	-15
Detailed analysis of payroll costs to date are continually reviewed. This involves comparison of actual posts to budgeted and liaison with service managers. The pay award has not yet been agreed and this may impact on the projected outturn.						
2 Supplies and Services	6	5	3	6	-2	0
No variation on budget is expected						
2 Agencies and Other Bodies	1,385	1,134	826	1,430	-308	45
The reported variation relates to an increase in anticipated costs to voluntary organisations. The current underspend is through late invoicing.						
4 Budget Savings	-2,310	-225	0	0	225	2,310
This is the balance of savings and includes those identified as alternative packages through service reviews. This includes £2.04m which will be drawn down from reserves as required.						
5 Admin and Other Costs	20	16	39	29	23	9
Additional legal expenses have resulted in a small pressure against admin costs.						
6 Health Board Resource Transfer Income	-10,256	-8,547	-8,547	-10,256	0	0
No variation on budget is expected						
7 Income	-5,975	-5,854	-6,117	-6,226	-263	-251
A review of income took place as part of the CCLS budget process for 2019/20. This identified additional income due from the Social Care Fund.						
Total - Social Work Strategic / Resources	-16,527	-12,985	-13,302	-14,429	-317	2,098
Total Health and Social Care Variances	51,950	40,392	39,159	55,361	-1,233	3,411

GENERAL FUND REVENUE MONITORING 2018/19 DETAILED FINANCIAL POSITION as at Period 10: 27 January 2019	Annual Budget £000	Budget Period 10 £000	Expenditure Period 10 £000	Projected Annual £000	Variation Period 10 £000	Projected Year End Variation £000
MISC SERVICES						
JOINT BOARDS	2,674	2,513	2,510	2,671	-3	-3
A small in year saving is expected within Joint Boards as there is no capital contribution required for 2018/19.						
ADDITIONAL SUPERANNUATION	3,657	3,072	3,266	3,850	194	193
Additional superannuation is expected to overspend in total by £0.193m, this is due to exit packages which have been offset through in year savings.						
OTHER MISC BUDGETS	-1,567	-1,567	-663	-1,271	904	296
This budget in the main holds budgets for uncertainties including rates and inflation as well as offsetting savings still to be fully implemented but not yet allocated to services. The implementation of a revised package of terms and conditions requires to be accounted for with these savings being allocated to services in future monitoring periods.						
Total - Joint Boards/Additional Superannuation /Miscellaneous Services	4,764	4,018	5,113	5,250	1,095	486
DEBT CHARGES						
DEBT CHARGES	15,424	0	267	15,383	267	-41
This budget depends on the Councils borrowing levels including terms i.e. cost of borrowing - interest rates. This tends to have a direct impact from the capital programmes and is currently expected to produce an in year saving of £0.041m.						
Total - Debt Charges	15,424	0	267	15,383	267	-41
OVERALL TOTAL	243,716	175,606	170,407	246,211	-5,199	2,495

SAVINGS PER BUDGET SETTING	SAVING APPROVED £000	PROJECTED SAVING 2018/19 £000	PROGRESS UPDATE
BUDGET REDUCTION & INCOME GENERATION SAVINGS			
Review of HSCP Funding position	4,375	1,916	The majority of this saving has been allocated to the service as appropriate, although £0.270m remains unallocated. At this time savings of £0.568m are not expected to be achieved through residential childcare, daycare & transport, re-charging & a saving attached to an alternative package through service reviews. All management efforts are being taken to ensure that these savings are delivered as specified however this reflects a prudent evaluation at this stage and further updates will be provided in subsequent reports. This will be reviewed as part of the reserves exercise at year end.
EDC Funding to External Organisations	143	143	Saving expected to be fully achieved through management of costs in other areas.
EDCLT	98	98	Saving expected to be fully achieved through management of costs in other areas.
Cashless Payment Services	7	7	Saving expected to be fully achieved
Alternative package of efficiency through service review process	512	512	Review process is ongoing.
Overtime Savings	34	34	Saving expected to be fully achieved
Facilities Management Cleaning Reduction	213	213	Saving expected to be fully achieved through the service for 2018/19. The service change will be implemented in 2019/20.
Fees & Charges	320	320	Saving expected to be fully achieved
Parking Charges	352	352	Saving expected to be fully achieved
Community Letting	121	121	The letting income saving for 2018/19 will be met through other savings within the service
Total	6,175	3,716	
Council tax Increase 3%	2,234	2,234	Saving expected to be fully achieved
Treasury Management Loans Fund Review	1,051	1,051	Saving expected to be fully achieved
Discretionary Housing Payment (DHP) Funding	534	0	Initial analysis of settlement planned for a separate determination for DHP. Further clarification identified inclusion within the General Revenue Settlement which was not as expected.
Review of Service & Global Pressures	417	417	Saving expected to be fully achieved
Education Devolved Budgets & 2011/12 unallocated savings	300	300	This saving has been devolved to the Head Teachers and is expected to be achieved.
Insurance Review	289	132	Saving is not expected to be fully achieved due to higher than anticipated costs resulting from the tender exercise.
Non Employee Revenue Spend Analysis	288	288	Saving expected to be fully achieved
HRA charges from EDC	157	157	Saving expected to be fully achieved
Finance - Reduction in work for other departments	50	50	Saving expected to be fully achieved
PPP Unitary Charge	45	45	Saving expected to be fully achieved
Corporate Governance (members structure)	43	43	Saving expected to be fully achieved through management of costs in other areas.
Revenue & benefits - Printing cost pressures	30	24	Due to recovery runs and additional spend on printing this saving will not be fully achieved.
ICT Income	21	21	Saving expected to be fully achieved
Personal Protective Equipment (PPE)	20	20	Saving expected to be fully achieved
Water Contract - Anglian Water	20	20	Saving expected to be fully achieved
Audit Fee	7	7	Saving expected to be fully achieved
Strategic Portfolio Review	1,350	1,350	Saving currently under discussion and this will be updated when concluded.
School Transport - Review of Contracts	88	0	Ongoing management action at this time.
Strategic Portfolio Review - Capitalisation of Resources	125	125	Saving currently under discussion and this will be updated when concluded.
Customer services review	83	83	The service review has been concluded and is pending implementation. Saving expected to be fully achieved through management of costs in other areas.
School management structures - secondary	40	40	Saving expected to be fully achieved through management of costs in other areas.
Transformation Programme - Retrospective Benefits Analysis	61	61	Saving expected to be fully achieved
Training budget	50	50	Saving expected to be fully achieved
LED Capitalisation	10	10	Saving expected to be fully achieved
Electric Council / Committee Papers	14	14	Saving expected to be fully achieved
Business Travel Planning - Pool Car & Employee Car Mileage	43	43	Saving expected to be fully achieved
Legal - Reduction in External Legal Services	100	100	Saving currently under discussion and this will be updated when concluded.
Surface Defects & Potholes	100	100	Saving expected to be fully achieved through the service for 2018/19.
Tree management policy	50	50	Saving expected to be fully achieved
Footway Surfacing	21	21	Saving expected to be fully achieved through the service for 2018/19.
Corporate Debt	200	200	Activity underway with results to increase income due to Council to be reported. Indications are that Council Tax yield continues to improve from its high baseline.
Data Matching	162	162	Activity underway with results to increase income due to Council to be reported. Indications are that Council Tax yield continues to improve from its high baseline.
	8,003	7,218	
Total Savings Delivered Against Budget Options	14,178	10,934	

CARRY FORWARD £'000				SPENT AT P9 £'000		PROJECTED C/FWD 2019/20 £'000		DESCRIPTION, UPDATE AND REASON FOR CARRY FORWARD TO 2019/20 (IF REQUIRED)
<u>Depute Chief Exec Education, People & Business</u>								
5				1		4		Corporate Initiatives, it is likely there will be a carry forward to enable future payments.
5				1		4		
<u>Organisational Transformation</u>								
0				0		19		Medical fees requested for carry forward through late agreement with supplier.
0				0		19		
<u>Customer & Digital Services</u>								
71				71		0		Education 17/18 contribution to WAN upgrade to be conducted in 18/19, this will be fully spent.
71				71		0		
<u>Depute Chief Executive - Place, Neighbourhood & Corporate Assets</u>								
0				0		40		Carry forwards for commitments to ongoing developer negotiations.
0				0		40		
<u>Education</u>								
163				163		105		Probationers funding received from the Scottish Government covers 2 financial years and front loads over 10.5 months. However probationers are paid over 12 months and as a consequence resources received in 2018/19 will be required to be carried forward into 2019/20. This carry forward will take place year on year due to the nature of spend.
40				40		0		
13				13		13		Specialised equipment ordered but still not received in 2017/18 has been fully utilised. Carry forwards required over several areas - Education Scotland / Confucius / Food for Thought / Gaelic - has now all been spent to period 3. These are rolling projects and this is expected to be in the same region for 19/20.
46				46		38		
190				10		0		1+2 languages - to support the modern language programme this is not expected to be carried forward any further. However the amounts received for 18/19 is likely to be carried forward this will be confirmed in the next paper. Clear guidance from the Scottish Government has been received to state that this should be carried forward if not spent. European Social Fund (ESF) match funding will not be required to be carried forward to 2019/20 as posts are in place.
452				272		156		
<u>Land & Planning</u>								
5				5		0		Local Plan underspends in respect of further work required relating to the Development Plan and Sustainability requirements. There is appeals due and monies are being requested for carry forward to ensure that there is monies to pay out. This is expected to be fully spent in year.
5				5		0		
60				60		0		Town Centre Management carry forward has been fully spent and we will update in the next report to see if there are future carry forwards expected.
47				36		28		
107				96		28		Carry forward for expected work in Mugdock through additional incomes received. This is ongoing work to ensure that this is fully spent. However there is additional income for the park which is being taken to Mugdock committee for approval to take to 2019/20.
107				96		28		
<u>Roads & Transportation</u>								

	CARRY FORWARD £'000	SPENT AT P9 £'000	PROJECTED C'FWD 2019/20 £'000	DESCRIPTION, UPDATE AND REASON FOR CARRY FORWARD TO 2019/20 (IF REQUIRED)
	97	97	113	Flood Risk management monies -the plan has been developed to spend this money in year however there has been carry forwards in this area previously and it is expected that this will be requested again for 2019/20. At period 10 £0.113m is expected to be carried forward into 2019/20 but this will be clarified as the year progresses.
	97	97	113	
<u>General Fund Housing</u>				
	30	0	0	Below Tolerable Standards - committed work, this has not yet been spent.
	30	0	0	
<u>Total Carry Forwards</u>	767	542	360	



**POLICY AND RESOURCES
COMMITTEE**

11 APRIL 2019

CFO/019/19/SU

**DEPUTE CHIEF EXECUTIVE – PLACE,
NEIGHBOURHOOD & CORPORATE ASSETS**

CHIEF FINANCE OFFICER

CONTACT OFFICER:

**ALAN BAUER, EXECUTIVE OFFICER – ASSETS &
FACILITIES (0141 578 8624)**

**JAMIE ROBERTSON, CHIEF FINANCE OFFICER
(0141 574 5651)**

SUBJECT TITLE:

**GENERAL SERVICES CAPITAL PROGRAMME
MONITORING REPORT 2018/19**

1.0 PURPOSE

The purpose of this report is to provide an update on the 2018/19 General Services Capital Programme. This represents delivery of the Council's capital expenditure programme at Period 11, and reports on movements between 31 December 2018 and 24 February 2019.

2.0	<u>RECOMMENDATIONS</u>
2.1	<p>It is recommended that Committee:</p> <ul style="list-style-type: none">a) approves the revised funding and expenditure detailed within this report,b) notes the projects that require to be re-profiled within the 10 Year Capital Programme, andc) otherwise notes the content of this report.

**THOMAS GLEN
DEPUTE CHIEF EXECUTIVE
PLACE, NEIGHBOURHOOD & CORPORATE ASSETS**

**JAMIE ROBERTSON
CHIEF FINANCE OFFICER**

3.0 **BACKGROUND/MAIN ISSUES**

3.1 The 2018/19 capital programme was previously approved at the Policy & Resources Committee on 12 February 2019, report CFO/001/19/SU. This report presents an update to that position.

3.2 **Capital Funding 2018/19**

3.2.1 **Appendix 1** shows the current Capital Funding to be £20.640m for 2018/19. This represents an overall decrease of £2.894m on that previously reported on 12 February 2019. The summary of these changes are shown in Table 1 below.

Table 1: Movement in Capital Funding

	£ Million
Previously Approved Funding, excluding Developer Contributions – 13 December 2018 P&R	23.534
<i>Movement this Cycle:-</i>	
1. Overall net decrease in Grant Funding	(0.042)
2. Transfer / Application of Developer Contributions	0.051
3. Decrease in other Contributions being applied 2018/19	(2.946)
4. Increase in income from sale of vehicles	0.043
Revised Approved Funding	20.640

3.2.2 Movements this cycle, as identified in Table 1 above, relate to the following with movements in funding having been reflected in all expenditure budgets as appropriate:

- a) The decrease of £0.042m in Grant Funding relates to amendments to SPT & Sustrans grants for various Roads & Transportation projects.
- b) Overall transfers, totalling £0.051m, were made from the developer contributions holding account, and is being reported this cycle, for various Roads & Transportation and neighbourhood projects.
- c) The decrease in other contribution being applied relates to a £2.916m decrease in contributions from the capital fund, to fund the balance of projected expenditure, and £0.030m of Stirling Council's contributions being slipped to 19/20 to fund the expenditure budget previously slipped to 19/20.
- d) An increase of £0.043m in the projected income from sale of vehicles is also included.

3.3 Capital Budget/Expenditure

- 3.3.1** **Appendix 2** shows the current capital expenditure forecast to be £20.640m for 2018/19. This represents an overall decrease of £2.189m on that previously reported on 12 February 2019. The summary of changes is shown in table 2 below. N.B. This table is subject to rounding differences. **Appendix 2** provides more detail on these movements.

Table 2: Movement in Capital Budget/Expenditure

	£ Million
Previously Approved Expenditure – 12 February 2019	22.829
<i>Movement in budget this cycle:-</i>	
1. Overall increase in expenditure relating to developer contributions	0.051
2. Movements in Grant Funding impacting on expenditure budget	(0.042)
Current Budgeted Position	22.838
Movement in re-profiled projects to future years (Appendix 3)	(2.382)
Movement in projected variances reported this cycle (Appendix 4)	0.184
Revised Approved Projected Expenditure	20.640

- 3.3.2** The above table shows a budgeted position of £22.838m however, against this there is re-profiling of (£2.382m) to report in the current cycle. Details of all projects requiring to be re-profiled within the 10 Year Programme is presented in **Appendix 3**.
- 3.3.3** There is also movement on projected variances, i.e. pressures/overspends, of £0.184m, with the detail of this contained in **Appendix 4**
- 3.3.4** The movements in re-profiling and projected variances result in a revised approved capital expenditure figure for 2018/19 of £20.640m.

3.4 Projected Variance

- 3.4.1** Based on current projections, the capital programme shows funding of £20.640m and an expenditure budget of £20.640m, representing a balanced budget, i.e. no under or over programming.

3.5 Actual Expenditure

- 3.5.1** Capital expenditure charged to the financial ledger to 24 February 2019 was £17.495m as detailed in **Appendix 2**. This represents 85% of the total planned expenditure. However, a Work in Progress valuation of £1.817m gives a total value

of works undertaken to date of £19.312m representing 94% of the total planned expenditure.

3.6 Virements (Budget Adjustments)

- 3.6.1** Some budget adjustments may have taken place during this cycle however, they fall within the allowable £0.100m (or 10%) delegated authority limit.

3.7 Large Scale Capital Projects – Update

- 3.7.1** **Appendix 5** provides an update of the large-scale projects that are currently in progress and will be delivered across multiple financial years. This Appendix details the total cost of each large-scale capital project throughout the full delivery period of each project.
- 3.7.2** An initial feasibility design and site options review for the proposed Milngavie Community Hub project was completed in 2018. This followed initial community engagement in December 2017 and includes a review of possible locations for the Hub, the development of a draft accommodation schedule and an outline cost appraisal. The capital expenditure profile for the project has been adjusted to reflect the current anticipated development programme for the project.
- 3.7.3** Design development remains in progress for new-build Early Years Centres at the site of the former St Joseph's Primary School, the site of former Brookwood Library and at the Southbank Road development site in Kirkintilloch. Community engagement sessions were held for each location at the end of January, with project team now working towards planning / building warrant submissions and the completion of a tendering exercise to establish the contract sum.
- 3.7.4** Design development is also underway at Killermont Primary School to deliver an expansion to the existing nursery and to increase the number of internal classrooms by three, allowing for the removal of the temporary portacabin accommodation on site.
- 3.7.5** A series of proposals have been developed to improve the suitability of the existing Early Years estate for its transition to an extended day / extended year delivery model to support the Council's Early Years Expansion plan. Works will vary between locations but primarily involve the refurbishment of kitchens, access arrangements and the formation of external canopies within the playgrounds at Twechar, Gartconner, Colquhoun Park, Castlehill, Baljaffray and Hillhead.
- 3.7.6** Officers continue to meet with representatives from Kirkintilloch Rob Roy to reach agreement around heads of terms for the lease of the land to the West of Park Burn, Kirkintilloch. Meetings will continue on a monthly basis to support the Club in progressing its development proposals for the site. An update report will follow via PNCA committee in due course. There has been no additional update on this project during Period 11, with a series of work streams underway to assist KRRFC with the development of their proposals for the site.
- 3.7.7** Phase 2 of St Nicholas Primary School was successfully completed and handed over to the school in mid-January 2019. The project is now fully complete but will be subject to a making good defects period.

- 3.7.8** Senior Council Officers remain in negotiation with the Contractor in relation to cost resolution for Bishopbriggs Relief Road Phase 4.
- 3.7.9** Feasibility design and cost development remains work in progress to deliver the refurbishment of Southbank House to create a modern, SMART working office environment for Council staff.
- 3.7.10** The Major Assets team continue to work closely with the Council's Waste Team and external partners to develop proposals for the new Waste and Recycling Facility at Mavis Valley. Pre-contract discussions with the contractor have now been concluded and the project is anticipated to commence on-site in mid-April 2019. The project remains on course for completion in advance of its deadline of December 2019.
- 3.7.11** A further feasibility design and cost review of the Allander Leisure Centre project via the SCAPE framework concluded in December 2018. A further update will follow in due course.

3.8 Developers Contributions

3.8.1 As previously approved at Policy and Resource Committee 9 April 2015, Report No: FSS/013/15/SA, Developers Contributions are now held in a separate holding account and only drawn down from that account and added to budget as necessary.

3.8.2 The reported balance on the holding account, as approved at 12 February, Report No: CFO/001/19/SU, was £2.609m. This represents an update to that position.

3.8.3 The various movements within the Holding Account are summarised below:

- a) £0.144m in Developer Contributions was transferred to the holding account this cycle, and
- b) Transfers totalling £0.051m were made from the holding account this cycle.

3.8.4 Taking the above movements into account, the balance on the Holding Account is currently sitting at approximately £2.702m. The balance is made up as follows:-

• Contribution to Community Facilities	£0.498m
• Woodilee Contribution for Lenzie Station	£0.413m
• Kilmardinny Masterplan	£0.967m
• Playground Development / Open Spaces	£0.242m
• Cemetery Development	£0.283m
• Education Specific	£0.141m
• Other	£0.158m

3.8.5 Further information in relation to developer contributions can be made available upon request.

4.0 IMPLICATIONS

The implications for the Council are as undernoted.

- 4.1 Frontline Service to Customers – Capital works represent the ongoing improvements and investment in the Council’s capital assets. Such work is specified to improve services at the frontline and to Council Customers.
- 4.2 Workforce (including any significant resource implications) – Capital works are closely aligned to organisational transformation activities. Consequential workforce implications are considered as part of the Transformation Programme.
- 4.3 Legal Implications – The Assets and Facilities team work closely with officers within legal to ensure that these are considered as part of the capital programme.
- 4.4 Financial Implications – In the event of current over-programming within the capital programming being realised at the year-end this would need to be assessed against any available funding and any remaining, unfunded elements adding to the borrowing need. This will require to be included within our Treasury Management activities and will incur a future revenue cost. The anticipated year end position reflects the low risk of this occurring at the year end.
- 4.5 Procurement - The Assets and Facilities team work closely with officers within procurement to ensure that these are considered as part of the capital programme.
- 4.6 ICT - The Assets and Facilities team work closely with officers within ICT to ensure that these are considered as part of the capital programme.
- 4.7 Corporate Assets – The work of the Corporate Assets Team is fundamental to the production of this report with officers representing the most up to date narrative for scrutiny. This narrative reflects the financial position at the current period.
- 4.8 Equalities Implications – The Assets and Facilities team is supported by Business Plans and aligned to the Local Outcome Improvement Plan. The work of the Assets and Facilities teams and those within Finance reflect the equalities aspirations within the Council.
- 4.9 Other – No other issues noted.

5.0 MANAGEMENT OF RISK

The risks and control measures relating to this report are as follows:-

- 5.1 This report in itself represents the management of risk. This report ensures that the risks associated with the completion of the Capital Programme are clearly articulated and presented to Members. These reports are specified as risk control activities within the Strategic Risk Register.
- 5.2 Capital receipts continue to be secured from the disposal of surplus assets. Rather than allocate these receipts against specific projects this income is credited to the Council’s Capital Fund and committed as part of the budget setting process.

6.0 IMPACT

- 6.1 **ECONOMIC DEVELOPMENT** – The completion of capital works is specified to promote economic development in the Council area. Such works are specified within the report and the appendices.

- 6.2 EMPLOYABILITY** - The completion of capital works is specified to promote economic employability in the Council area. Such works are specified within the report and the appendices.
- 6.3 DELIVERING FOR CHILDREN & YOUNG PEOPLE** - The completion of capital works is specified to deliver for children and young people in the Council area. Such works are specified within the report and the appendices.
- 6.4 COMMUNITY SAFETY** - The completion of capital works may be specified to promote community safety in the Council area. Such works are specified within the report and the appendices.
- 6.5 HEALTH & SOCIAL CARE** – Capital works delivered as part of the Campus Development will deliver improvements for service users.
- 7.0 POLICY CHECKLIST**
- 7.1** This report has been assessed against the Policy Development Checklist and has been classified as being an operational report and not a new policy or change to an existing policy document.
- 8.0 APPENDICES**
- 8.1** Appendix 1 – Funding forecast
- 8.2** Appendix 2 – Expenditure forecast
- 8.3** Appendix 3 – Re-profiling – None in current cycle
- 8.4** Appendix 4 – Variances
- 8.5** Appendix 5 – Large Scale Projects

	Approved Position P&R 12/2/19 £'000	Approved Position P&R 11/4/19 £'000	Increase/ Decrease £'000
Approved Borrowing	8,000	8,000	0
Over-Programming bfwd from 2017/18	(5,248)	(5,248)	0
Additional Approved Borrowing			0
Additional Affordable Borrowing	4,500	4,500	0
Borrowing for PSIP			0
	7,252	7,252	0
Grant Funding			
General (<i>Including Flooding</i>)			0
General (<i>Including Flooding & net of PSHG</i>)	9,182	9,182	0
Early Years Grant Funding	0	0	0
Specific Grant (<i>CWSS</i>) - <i>Transport Scotland</i>	136	136	0
Other Grants - Transport Scotland	210	210	0
SPT Grants	475	529	54
Sustrans Grant	212	117	(95)
Scotrail	12	11	(1)
	10,227	10,185	(42)
Applied Capital Receipts:-			
Sale of Land/Property	1,330	1,330	0
Sale of Vehicles	50	93	43
	1,380	1,423	43
Contributions:-			
Application of Developer Contributions	526	577	51
Stirling Council - Mugdock Country Park	149	119	(30)
Other Contributions			0
	675	696	21
Capital Fund Contribution	4,000	1,084	(2,916)
Total Funding Available	23,534	20,640	(2,894)
Total Revised / Approved Capital Expenditure	22,829	20,640	(2,189)
Projected Under/(Over) Programming	705	0	(705)
<i>Core Under / (Over) programming £m</i>	705		(705)
<i>Core Under / (Over) programming %</i>	(3)	(0)	

Note:

The above table may be subject to minor rounding differences

Note:

Note:

DETAIL OF PROJECTS REQUIRING TO BE RE-PROFILED

TOTAL, OF RE-PROFILED PROJECTS APPROVED IN PREVIOUS REPORTING CYCLE, BROUGHT FORWARD:			10,743.8
ADDITIONAL RE-PROFILING BEING REPORTED CURRENT CYCLE:			
		SUB TOTALS	OVERALL TOTALS
CAMPUS OFFICE DEVELOPMENT	Re-profiling reflects current anticipated project delivery programme and corresponding expenditure profile for project.	21.5	
MILNGAVIE HUB	Re-profiling reflects current anticipated project delivery programme and corresponding expenditure profile for project.	116.4	
SCHOOLS HARDWARE REPLACEMENT	Global chipset shortages have impacted education device replacement programme by circa 2 months. 18/19 programme will completed early 19/20.	297.6	
MODERNISATION OF ICT INFRASTRUCTURE (SERVERS, SWITCHES, STORAGE)	Data Centre migration project under way orders placed for connectivity work anticipated to be completed 2Qtr 2019.	76.8	
WEB AND DIGITAL STRATEGY DEVELOPMENT	Procurement in progress to purchase services required to implement prioritised digital developments.	53.2	
SMART WORKING TECHNOLOGY REFRESH	Education device DE placement given priority to remaining desktop corporate hardware replacement. Project completion now anticipated end of Qtr. 2 2019	24.4	
ICT ASSET MANAGEMENT	Full commitment of ICT asset refresh not expected to be made until the new financial year with £89K capital to be reprofiled into next financial year to reflect this.	39.6	
SPEND TO SAVE - ICT	Recent license changes impacting timescales around data management project. Completion of remaining projects anticipated Q3 19/20.	34.6	
ENTERPRISE & REMOTE MOBILE WORKING	Procurement completed Implementation work to commence in new financial year.	21.6	
EARLY YEARS INVESTMENT BUDGET/PROGRAMME	Re-profiling reflects current anticipated project delivery programme and corresponding expenditure profile for project.	(144.0)	
LENZIE MEADOW PS	Re-profiling reflects current anticipated project delivery programme and corresponding expenditure profile for project.	33.0	
NEW SCHOOL - HOLY TRINITY PS	Remaining post contract works and Phase 2a Retention due 19/20 FY.	104.3	
NEW SCHOOL - ST NICHOLAS' PS	Remaining budget to be moved from 18/19 FY to 19/20 FY in order to take account of remaining retention sums due at the end of the associated defects periods (June 2019 and January 2020)	167.5	
SCHOOL ESTATE ASSET MANAGEMENT PLAN	Re-profiling reflects current anticipated project delivery programme and corresponding expenditure profile for project.	168.1	
SCHOOL PITCHES UPGRADE PROGRAMME	Re-profiling reflects current anticipated project delivery programme and corresponding expenditure profile for project.	(26.6)	988.1
PLACE, NEIGHBOURHOOD & CORPORATE ASSETS			
OPEN SPACE ASSET MANAGEMENT	All works completed apart from allotment, £67K to be carried over for this in 19/20.	67.1	
MAVIS VALLEY TRNSFR STAT'N & RECYCLING CNTR	Detailed design work for WTS being concluded with final contract confirmed. Start on site due April 2019. Design ongoing for recycling centre and access road upgrade.	1,009.1	
FLOOD MITIGATION	Remaining budget requires to be slipped due to contractor difficulties at Parkburn and Golfview	188.7	
AUCHINAIRN PLACE PROJECT	Re-profiling reflects current anticipated project delivery programme and corresponding expenditure profile for project.	43.4	
EDLCT - REPLACEM'T PITCHES	Re-profiling reflects current anticipated project delivery programme and corresponding expenditure profile for project.	5.4	
HOLY FAMILY PS REFURBISHMENT	Slippage to cover £2,048 outstanding design fees, which may not be charged until 2019/20, and £5k for electrical remedial works to be undertaken early 2019/20	7.0	
KIRKINTILLOCH COMMUNITY SPORTS COMPLEX	Re-profiling reflects current anticipated project delivery programme and corresponding expenditure profile for project.	28.8	
CORPORATE PROPERTY ASSET MANAGEMENT PLAN	Re-profiling reflects current anticipated project delivery programme and corresponding expenditure profile for project.	49.4	
LEAD PIPE REPLACEMENT PROJECT	Re-profiling reflects current anticipated project delivery programme and corresponding expenditure profile for project.	30.1	
SCHOOLS ELEMENTAL WORKS	Re-profiling reflects current anticipated project delivery programme and corresponding expenditure profile for project.	40.0	
DEPOT & FLEET WORKSHOP DEVELOPMENT	Overspend of current year allocation to be deducted from already reported slippage	(75.4)	1,393.6
INTEGRATED HEALTH & SOCIAL CARE			
			0.0
MICELLANEOUS			
			0.0
KIRKINTILLOCH INITIATIVE			
			0.0
	CHANGES TO PROJECTS IDENTIFIED TO BE REPROFILED THIS CYCLE		2,381.7
Slippages being reported at P&R Committee 11/4/19			13,125.5

Note:

The above table may be subject to rounding differences

£'000

DETAIL OF VARIANCES BEING REPORTED THIS CYCLE

TOTAL VARIANCES APPROVED IN PREVIOUS REPORTING CYCLE - BROUGHT FORWARD:			(1,148.4)
ADDITIONAL VARIANCES BEING REPORTED CURRENT CYCLE:			
EDUCATION, PEOPLE & BUSINESS		SUB TOTALS	OVERALL TOTALS
BISHOPBRIGGS HUB	Reflects final account position and outstanding retention sums owed.	(28.4)	
NEW THOMAS MUIR PS	Final account due following conclusion of final post-contract works and phase 2 retention £13,063.90). Additional expenditure required to cover additional 3G pitch fencing works.	(13.1)	(41.5)
PLACE, NEIGHBOURHOOD & CORPORATE ASSETS			
BISHOPBRIGGS RELIEF ROAD	Increase to previously reported pressure. Works completed however negotiations continue with Contractor in relation to compensation events. Now entering mediation stage.	(37.2)	
KILMARDINNY HOUSE REFURBISHMENT & EXTENSION	Final account now settled for Major Asset project - variance represents final agreed sum and includes final retention sum owed, all corresponding consultant fees and post-completion variations inc. installation of AV equipment for conference facilities; catering equipment; and the repair and refurbishment of the tiered seating to the main theatre space. Balance of funds remaining for landscaping works being progressed via Greenspace.	(76.9)	
KIRKINTILLOCH TOWN HALL EXTENSION & REFURBISHMENT	Final account now settled, including any outstanding commitments related to activity costs incurred through the delivery of the heritage gallery; installation of a laser projector / AV equipment in the main hall; and retention owed for the museum installation.	(59.6)	
HOLY FAMILY PS REFURBISHMENT	Projected underspend of around £32k.	32.1	
			(141.5)
OTHER			
VARIOUS OTHER OVERS AND UNDERS		(0.5)	(0.5)
	CHANGES TO VARIANCES BEING REPORTED THIS CYCLE		(183.5)
Total Variances being reported at P&R Committee 11/4/19			(1,331.9)

Note:

The above table may be subject to rounding differences

Project	Status	Estimated Completion Date	Actual Completion Date	Approved Total Budget	Previous Financial Years Expenditure	Projected Remaining Expenditure	Projected Outturn	Projected Variance
				£'000	£'000	£'000	£'000	£'000
Milngavie Community Hub	In Progress	TBC	TBC	4,050.0	0.2	4,049.8	4,050.0	0.0
Early Years Investment - Various Projects	In Progress	August 2020	TBC	8,835.6	1,328.6	7,511.4	8,840.0	(4.4)
Kirkintilloch Community Sports Complex	In Progress	TBC	TBC	1,000.0	38.0	962.0	1,000.0	0.0
Schools Investment Phase 1:								
St Nicholas' PS (St Andrew's/St Joseph's)	In Progress	01 January 2019	Jan 2019	10,668.1	8,207.3	2,460.8	10,668.1	(0.0)
Campus Office Development	In Progress	01 May 2015	Various	7,162.6	3,179.5	3,983.2	7,162.7	(0.0)
Bishopbriggs Relief Road Phase 4	Complete	01 March 2016	June 2018	7,467.0	6,835.2	1,550.0	8,405.2	(938.2)
Mavis Valley Transfer Station Upgrade & Recycling Centre	In Progress	01 December 2018	March 2019	1,470.0	60.8	1,409.2	1,470.0	(0.0)
LARGE SCALE CAPITAL PROJECTS TOTAL				40,653.3	19,669.6	21,926.4	41,596.0	(942.7)

Previously Approved Budget Changes												
Original Budget 14/02/13	Approved Budget Changes 17/12/13	Additional Budgets 17/12/13	Approved Budget Changes 20/11/14	Approved Budget Changes 25/06/15	Approved Budget Changes 17/03/16	Approved Budget Changes 21/04/16	Approved Budget Changes 21/06/16	Approved Budget Changes 21/02/17 (" & Yr End Adj's)	Approved Budget Changes 20/03/18	Approved Budget Changes 18/10/18	Approved Budget Changes 13/12/18	Revised Total Budget
£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
	2,050.0			2,000.0								4,050.0
	1,725.0		413.5	35.0	(910.4)			2,572.5	6,000.0	(1,000.0)		8,835.6
			500.0		500.0			0.0				1,000.0
												0.0
10,010.0				0.0	0.0		500.0	158.1				10,668.1
6,860.0	732.0		240.0		500.0				(1,164.3)		(5.1)	7,162.6
6,147.0	500.0				1,320.0		(500.0)					7,467.0
		2,400.0	(925.0)		(5.0)							1,470.0
23,017.0	5,007.0	2,400.0	228.5	2,035.0	1,404.6	0.0	0.0	2,730.6	4,835.7	(1,000.0)	(5.1)	40,653.3

Note:
1 - budget pressure reported 16/17 Outturn report
2 - budget pressures reported 23/8/18, 18/10/18, 13/12/18 12/2/19 & 11/4/19 P&R. Project complete but discussions ongoing with contractor regarding final project cost
3 - a small virement of £5k to Smart Working Technology Refresh, to cover related expenditure, was included in P&R 13/12/18 figures



POLICY AND RESOURCES COMMITTEE 11 APRIL 2019

EPB/072/19/JG DEPUTE CHIEF EXECUTIVE- EDUCATION, PEOPLE & BUSINESS

**CONTACT OFFICER: JOSEPH GREATOREX, TEAM LEADER –
CORPORATE PERFORMANCE AND RESEARCH
(TEL: 0141 578 8237)**

**SUBJECT TITLE: EDUCATION, PEOPLE AND BUSINESS – HOW GOOD
IS OUR SERVICE Q3 (OCTOBER – DECEMBER 2018)**

1.0 PURPOSE

- 1.1 The purpose of this Report is to provide Committee with the quarterly performance and progress reports covering the period October-December 2018 for the Education, People and Business Directorate (see Appendix 1).

2.0	<u>RECOMMENDATIONS</u>
2.1	<p>It is recommended that the Committee:-</p> <ul style="list-style-type: none">a) Scrutinises the submitted Strategic Group performance reporting templates set out in Appendix 1; andb) Requests that progress on any identified improvement activity is reported in the Year end How Good Is Our Service evaluation reviews, which will be reported to the June meeting of Committee.

**ANN DAVIE
DEPUTE CHIEF EXECUTIVE - EDUCATION, PEOPLE & BUSINESS**

3.0 BACKGROUND/ MAIN ISSUES

- 3.1.** The Report covers the performance indicators set out in the Strategic Groups Business and Improvement Plans for 2018-21, approved by Council in March 2018. (CE/01/18/JG). Additionally the Report requests a high level narrative overview of progress against the improvement priorities outlined in the Business Improvement Plans.
- 3.2.** Members are asked to scrutinise the level of performance set out in the corporate reporting template (see Appendix 1). Elected Members should also request that progress on any identified improvement activity will be incorporated within the relevant, year-end How Good Is Our Service evaluation reviews which will be reported to Committee in June 2019.
- 3.3** As referenced above, the Business and Improvement Plans for were approved by Council in March 2018 whilst the Quarter 2 How Good Is Our Service evaluation review for the strategic groupings, were submitted to the relevant Committees in November 2018.
- 3.4** All Strategic Groups have also developed Business and Improvement Plan performance indicators which relate to operational delivery and stakeholder impact. In some areas, the performance information may only be available on an annual basis. Where this is the case, Strategic Groups will provide a progress review of improvement activity through the year end How Good Is Our Service evaluation reports.
- 3.5** Similarly, progress on any improvement activity requested through this quarterly review, will also be incorporated in the next How Good Is Our Service evaluation report.
- 3.6** All performance Reports have been developed utilising the Pentana performance management system.

4.0 IMPLICATIONS

The implications for the Council are as undernoted.

- 4.1.** Frontline Service to Customers- Improved Service Delivery through continued effective scrutiny and management of performance
- 4.2.** Workforce (including any significant resource implications)- Impact on future Business Improvement Planning
- 4.3.** Legal Implications – None
- 4.4.** Financial Implications – None
- 4.5.** Procurement - None
- 4.6.** ICT - None
- 4.7.** Corporate Assets- None
- 4.8.** Equalities Implications – None
- 4.9.** Other

5.0 MANAGEMENT OF RISK

The risks and control measures relating to this Report are as follows:-

- 5.1.** Ensuring effective Scrutiny of Service Performance and driving improvement in service delivery
- 5.2.** Ensuring we are continuing to meet our statutory obligations in regards to performance reporting and Best Value

6.0 IMPACT

- 6.1. ECONOMIC DEVELOPMENT** – None
- 6.2. EMPLOYABILITY** - None
- 6.3. DELIVERING FOR CHILDREN & YOUNG PEOPLE** – None
- 6.4. COMMUNITY SAFETY** - None
- 6.5. HEALTH & SOCIAL CARE** – None

7.0 POLICY CHECKLIST

- 7.1.** This Report has been assessed against the Policy Development Checklist and has been classified as being an operational report and not a new policy or change to an existing policy document.

8.0 APPENDICES

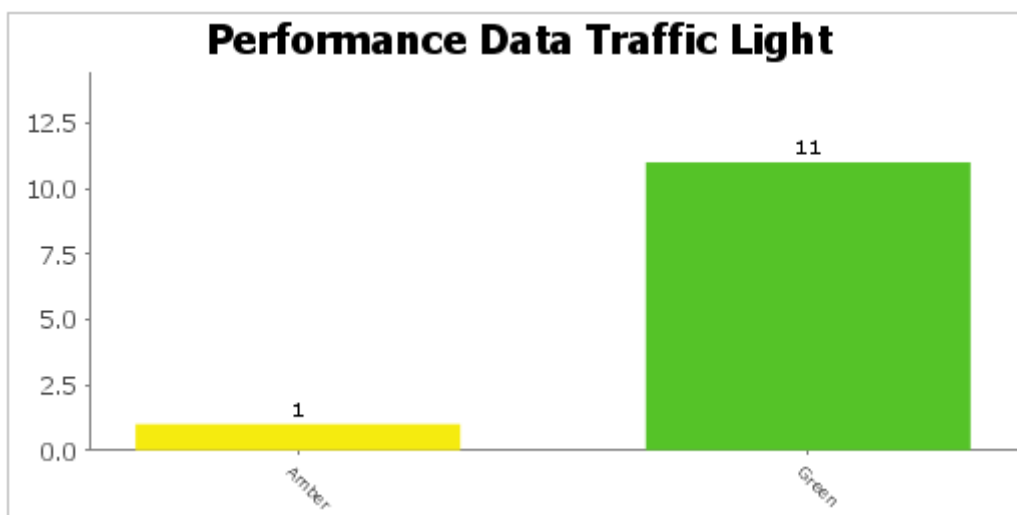
- 8.1. Appendix 1:** Education People & Business Q3 HGIOS Reports

HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

CUSTOMER AND DIGITAL SERVICES

October - December 2018



Overview of Progress

Customer services continue to deliver a wide range of services through our Community Hubs and Contact Centre with the aim of delivering as much as possible at first point of contact. Progress is being made in roll out of online booking functionality for registration services through Community Hubs, the Communications team continue to steadily grow social media channels with Facebook followers rising to 13,700 and Twitter rising to 15,610 and Communications plans aligned to Transformation programme and aligned to Education Assets programme are now in place. Progression of the Customer Services Service Review and development of new delivery model also began in the reporting period.

The Shared Services and Revenues & Benefits Teams have been focussing on improving transactional processes and are working to continually review procedures and systems that will enable better performance. The ICT Team are helping to enable the delivery of key projects within the Council's Transformation Programme whilst supporting the operation of our ICT Systems and business applications.

Key Achievements

















- Official opening of new St Nicholas's Primary School in Bearsden in October following multi million pound build programme
- 75 Media releases issued, generating advertising equivalent of £26,911 in coverage
- 78 enquiries responded to by deadline, with continuous positive reputational impact score supporting management of Council reputation
- Successfully delivered the 2018 STARS Awards celebration in the War Memorial Hall in December
- Successfully delivered Ready for Winter campaign including online information, social media promotion and roadshows
- Implementation and Go Live of Automatic Financial Reassessments (AFR) Carefirst Module - allowing the bulk uprate for residential financial assessments.
- Wide Area Network Upgrade completed - increasing the internet bandwidth from 100mb to 200mb for all secondary schools and 10mb to 30mb for all primary schools.
- Pilot of new mobile phones with additional features – full roll out to commence for other mobile data users.
- Initial analysis of LGBF benchmarking data was undertaken in advance of publication in February 2019









- Preparation of our annual corporate Public Performance Report due for publication in March 2019
- Replacement of technology for Storage Area Network which has allowed for a dramatic reduction in power consumption 8.4KW to 0.6KW
- Phase 2 of the device replacement programme within the Education ICT Estate continuing.
- SOCITM Benchmarking of the ICT Service completed.
- Baldernock Primary network, removing line of sight technology and bringing on to the Corporate Network, this increased from 5mb to 100mb bandwidth for the school

Areas for Improvement

- Continue to review customer services response times across all channels, including continued efforts for social media ahead of implementation of new delivery model following service review
- Review Consultation pages on the Council website with a view to refreshing and updating the presentation of information
- Reviewing the workplan of the corporate performance and research team to incorporate the expanded remit for risk management, insurance and business continuity planning.
- Updating of policies and procedures to reflect changes within the ICT Service.

Q3 Performance Indicators

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	
				Value	Value	Value	Value	Value	Target	
CDS-01-BIP-4	Percentage of customers who are satisfied or very satisfied with customer service			100%	98%	98%	100%	100%	90%	Of those sampled this quarter, 100% were satisfied with the service they received from Customer Services, with 93% finding the service excellent and 7% finding the service good. The team continues to review ways of increasing sample size.
CDS-02-BIP-4	Average time (minutes) to answer calls within the Contact Centre			3.16	0.57	1.16	1.4	1.45	3	Cu.stomer Services continue to realign resources to ensure customer calls are prioritised to meet target and address customer demand
CDS-03-BIP-4	% of residents aware of communications campaigns			62%	53%	50%	61.2%	77%	50%	A total of 77% were aware of campaigns and communication activity over the quarter. This included 89% awareness of the G2018 Championships cycling information over the previous quarter for those surveyed in October, 80% awareness of our network of Community Hubs in November and 57% awareness of our Ready for Winter preparations in December.
CDS-04-BIP-4	ICT Projects Benefit Realisation Success Rate			79%	77%	81%	81%	81%	80%	Projects delivered within target
CDS-05-BIP-4	Percentage of ICT reported incidents and minor changes resolved within SLA targets			92.56%	97.44%	95.02%	97.32%	98.28%	90%	Target met for quarter
CDS-06-BIP-4	Housing Benefit - Average Days to fully process new claims			24	24.7	21.8	23.8	24.1	27	Continued performance target met.
CDS-07-BIP-4	Council Tax Reduction - Average Days to fully process new claims			20.07	23	18	22.2	16.3	27	Performance shows continual improvement and within target.
CDS-08-BIP-4	Housing Benefit - % of new claims decided within 14 days of receiving all			97.9%	90.2%	98.4%	94%	96.9%	95%	Performance exceeded target for period. On target to meet annual target.

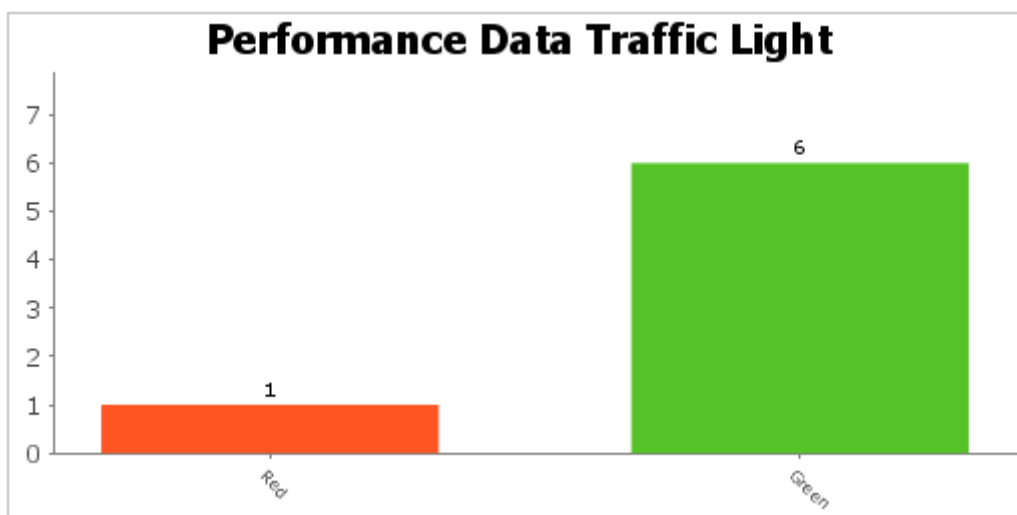
Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	
				Value	Value	Value	Value	Value	Target	
	information									
CDS-09-BIP-4	Housing Benefit - Average days to process change events			6.9	3.2	4.8	7.9	4.7	6	On target and above the Scottish average
CDS-10-BIP-4	Council Tax Reduction - Average days to process change events			5.2	5.2	6.2	6.6	4.2	6	Met target for the quarter. Expected to meet target for the year.
CDS-11-BIP-4	Percentage of customer requests that are resolved at first point of contact by Customer Services			82.7%	59.6%	71.5%	72%	69.5%	70%	Slightly below target for Q3, overall, expected to achieve annual target. Review will be undertaken across the team to ensure consistency in approach to this target across all channels (face to face, phone and digital).
CDS-12-BIP-4	Public Liability Claims Handling - Average Days To Settle Claims			250	269	202	172	154	225	A total of 74 claims were finalised in the second quarter of the financial year. The average time to settle was 154 days which is a continued improvement on the previous quarter and is below the target of 225 days. 6 claims settled over target, two of which were litigated claims which took 458 days and 455 days respectively to settle. 92% of claims settled below the target of 225 days an improvement of 8% on the last quarter.

HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

LEGAL AND DEMOCRATIC SERVICE

October - December 2018



Overview of Progress

During the period October to December, Democratic Services had a significant focus on the preparations for the alterations to the Administrative Scheme, which were approved by Council in September. In October Democratic Services led the recruitment of volunteers to the Children's Panel as part of the national Children's Hearings Scotland Campaign. New Panel Member training was delivered in November and December.

The implementation of GDPR was and continues to represent a substantial amount of work across the Service, which has been delivered within existing resources and with minimal impact on day to day business performance. The Service continues with a post implementation programme of work on GDPR, which aims to incorporate best practice identified through the practical experiences of the Council's Services into a wide-ranging review.

As in Quarter 2, GDPR implementation work has been resource intensive for both Legal and Democratic Services. Significant work continued in relation to providing dedicated support and training to each service area on compliance and dealing with emerging issues. In addition, Legal Services continued the process of reviewing and varying all of the Council's contracts to ensure GDPR compliance.

Further external demands were placed on the Service during Quarter 3. Resources within the Information Management and Legal teams were diverted to deal with orders emanating from the Scottish Child Abuse Inquiry. These Notices are statutory and so have to be fulfilled within a specified time period.

The work involved in the above has had a knock on effect on information management performance indicators – the urgent and compelling nature of the outstanding GDPR work and the statutory nature of the Notices is such that these matters required to take priority over the data protection spot checks and the Service is of the view that this was the correct decision to make having regard to the relative risks.

As statutorily required, Democratic Services commenced a consultation on polling places and polling districts in East Dunbartonshire. Proposals are scheduled to be submitted for Council approval in March 2019.

The Commercial team within Legal Services has supported the major assets, estates, planning, roads

and housing teams in delivering many key strategic projects throughout the Council.

The Litigation and Licensing team within Legal Services has played a critical role in respect of protecting some of the Council's most vulnerable service users and partnering with colleagues in Social Work in order obtaining various orders and determinations.

The wholesale review of the Council's taxi/private hire, civic government and liquor licensing activity is a large and complicated piece of work, which occupied much of the team's resource during Quarter 3. The team has managed an in-depth consultation on taxi and private hire conditions with the public, the trade and various interested groups. This has included numerous public meetings and other forms of engagement to ensure that a licensing regime which represents the interests of all interested parties but, above all, secures public safety in put in place.

Separate consultation exercises were performed in relation to a taxi fares increase as well as changes to the public entertainment licensing regime aimed at ensuring a clearer and more transparent process which also provides the best protection to the public.

In addition, the team supported the Licensing Board in consulting on a new Licensing Policy statement which looks at the general access and provision across East Dunbartonshire.

Work is ongoing to implement the new strategically aligned model of legal support within the Legal Services team and solicitors will be formally aligned to other Council services during Quarter 4. This approach will result in a shift of approach for Legal Services to a "business partnering" model, which will allow Legal Services to deliver insightful, proactive and commercial advice with in-depth understanding of the drivers and priorities of the relevant service area.

The Service is working closely with areas of the Council to undertake a wholesale review of standard procurement documents and contractual templates in order to ensure they are fit for purpose, protect the Council's interests and deliver best value. Going forward, it is proposed to introduce "self service" arrangements where appropriate and commensurate with the level of risk.

Key Achievements















- Implementation of revisions to the Administrative Scheme including Council Standing Orders, Delegations to Committees, Delegations to Officers and revised guidelines for Procurement and Contract Standing Orders.
- Ongoing implementation of the Council's GDPR compliance project
- Supporting various Services throughout the Council in respect of major and strategic projects
- Supporting various Services throughout the Council in respect of the realisation of sums due to the Council
- Supporting Social Work in respect of various actions taken to protect vulnerable people within the area.
- Key involvement in respect of important housing projects.
- Conducting consultation and engagement exercise in relation to a wholesale review of taxi and private hire licensing.
- Conducting consultation and engagement exercise in relation to a wholesale review of public entertainment licensing.
- Conducting consultation and engagement exercise in relation to taxi fares.
- Continued support for a number of contentious legal matters including scrutiny of external consultants in respect of major asset projects
- Further implementation of a service review of Legal Services, which will better position the service to meet the needs and priorities of the organisation.

- Continuation of a wholesale review of procurement documentation and various terms and conditions used throughout the Council.
- Review of the Council's Polling Scheme.

Areas requiring Improvement

- Review of resource allocation within Information Management Team
- Review of internal team procedures in order to identify opportunities to streamline
- Progression of the review of public entertainment licences and policies
- Completion of review of non- taxi/private hire licensing
- Ongoing engagement regarding the taxi/private hire consultation and determination of the responses in order to recommend the best set of conditions that deal with the interests of all parties, where appropriate and possible.
- Further progression of implementation of the Council's GDPR compliance project
- Completion of implementation of Legal Services Review including introduction of new model of Strategically Aligned Support Solicitors, appointment of solicitors to strategic area and furtherance of the aims of newly established focus groups.
- Completion of wholesale review of standard procurement documents and contractual documentation used throughout the Council.
- Review of the various types of current legal support provided across the Council in order to identify opportunities for the introduction of self-service arrangements where it is safe to do so from a risk management perspective

Q3 Performance Indicators

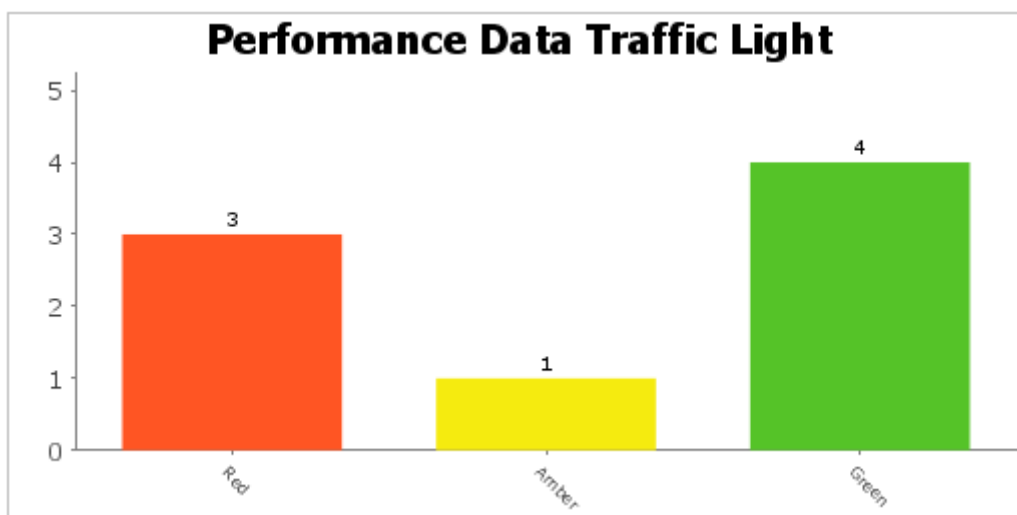
Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	
				Value	Value	Value	Value	Value	Target	
LDS-BIP-01	% of Contract acceptances completed within 14 days of full instructions			100%	100%	100%	100%	100%	100%	Despite resource restrictions the team has continued to progress all contract acceptances within 14 days of receiving full instructions.
LDS-BIP-02	Percentage of Committee / Council Action sheets issued within 24 hours			100%	100%	86%	88%	100%	90%	10Action Sheets (10 within 24 hrs and 0 outwith 24hrs) All action sheets issued within 24 hours
LDS-BIP-03	Percentage of Reports checked by Monitoring Officer within 3 days			80%	80%	90%	90%	92%	75%	
LDS-BIP-04	Number of hours of members training delivered			5	2	4	4	3	3	Code of Conduct - Update, Taxi Conditions & Fare Increase Briefings, Review of Polling Scheme
LDS-BIP-05	Percentage of FOI requests allocated to the correct named officer within 24 hours of receipt			98%	97%	87%	84%	97%	90%	Q3 - 403 FOIs received of which 391 were allocated within 24 hours.
LDS-BIP-06	Number of data protection spot checks carried out			4	4	1	0	1	4	1 scheduled spot check - Due to resources being diverted to assist the response to the Scottish Child Abuse Inquiry - Section 21 Notice and impact of GDPR - increased reporting & assistance to service areas
LDS-BIP-07	Percentage of Taxi licence applications approved or refused by Legal Services within 5 days of receipt of the complete application			100%	100%	100%	100%	100%	90%	All applications received were approved or refused with 5 days of receipt of the completed application

HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

ORGANISATIONAL TRANSFORMATION

October - December 2018



Overview of Progress

Organisational Transformation services continue to prioritise the development and delivery of the Transformation Programme, Workforce Strategy and Procurement on behalf of the Council and in partnership with other strategic service groupings. In Quarter 3, Health and Safety and Digital Development functions transitioned to Organisational Transformation. During the period, priority has also included leading the Strategic Service Review processes and partnership working with the HSCP regarding funding and transformation options. Budget challenge processes ongoing throughout Quarter 3 to inform the budget process remains a key priority moving into Quarter 4.

Business Change Team continues to lead and support all levels of digital transformation including the Channel Shift project. Work has also related to progressing other key projects including: evaluating tenders to progress the Cashless Catering and Cashless Customers Services. Electronic payslips have been implemented for both Corporate and Education Services with plans in place for implementation for non-corporate users. The team have also delivered a transport database that will support the contract management of all transport and be the single point of data used to inform reporting.

ICT Development Team continue to enable the delivery of key digital projects within the Council's Transformation Programme, including development work on the Care First and Housing Management Systems. Work continues to develop the Education ICT Strategy including migration to Cashless Catering.

Workforce Strategy continue to lead on workforce planning and development activities with particular focus on; absence, total resourcing, workforce planning and implementation of the revised terms and conditions. The team continue to support the employee aspects of strategic service review process, including Home Care, Learning Disabilities and other corporate priorities, which in Q3 relate predominantly to 1140 hours expansion. A further 9 strategic service reviews were launched this quarter in accordance with the commitment within the collective agreement. A further 11 reviews are planned to launch in Q4. The team pro-actively support a positive employee relations environment, strategically, by supporting the partnership at work arrangements, and locally, by effectively supporting service managers through discipline, grievance, performance improvement and absence cases to ensure legal compliance and mitigation of risk. Health & Safety transferred into the service during Quarter 3 with support being provided to the People Development team for Duty Holder Training and the re-establishment of the Health and Safety Committee Structure.

Corporate Procurement Team continue to support a number of procurement requirements across Housing Capital, Capital Programme, HSCP and Transformation Programme work streams. The taxi and transport contract requirements for term 2019/20 for Education and Social Work have commenced, and the Contract award of the Housing Framework for New Builds has been completed. Progression with e-invoicing has continued in this quarter, with the transition of high volume and high spend suppliers to e-invoicing. A review of Iproc processes is ongoing, reflecting lessons learned. Planning and co-ordination of the first East Dunbartonshire Council “Meet The Buyer” event commenced in November, for delivery early 2019. The annual Procurement Commercial Improvement Programme (PCIP) assessment preparation also commenced for January 2019.

HR Services Team continue to deliver transactional functions supporting all council services. Developments include the roll out of electronic payslips, developing plans to further automate processes and improve management information reporting. Ongoing development of the Iconnect system for pension fund real time information transfer continues to progress. Improvements across standard forms and regular transactions continue to be developed.











Key Achievements







- Leadership of the Budget Challenge processes in partnership with Chief Finance Officer to inform the broader budget development process.
- Successfully implemented the Social Work Automatic Financial Reassessment module reducing manual effort and human error when processing re-assessments;
- Implemented new Housing Management “Rent Sense” application enabling more accurate rent arrears analysis using predicative analytics reducing officer caseloads and assisting in producing Scottish Government Statistical returns;
- Supporting the Depute Chief Executive – Education, People & Business to implement the collective agreement to the Redundancy Payment Framework and the agreed alternative package of change, including the launch of 9 strategic service reviews with a view to identifying the required financial efficiencies;
- Workforce data analysis to support and embed Council and strategic service workforce planning strategies which will inform the next Workforce Strategy update to Council in March 2019.
- Occupational Health tender has been awarded with implementation of the new contract suppliers underway;
- The consultation process with trade unions is underway in relation to recent policy reviews including Secondary Employment, Drug & Alcohol Misuse and Retirement;
- Application for £15,000 of grant funding to the Flexible Workforce Development Fund has been made focussing on identified needs to support services, including Mental Health, Resilience and Moving and Handling;
- The People Development team have delivered/supported the facilitation of 67 learning events which were attended by 609 delegates;
- Supporting the Depute Chief Executive – Place, Neighbourhood and Corporate Assets with the Council’s preparations for Brexit, including analysis of employee data, identification of workforce and Supply Chain risks and mitigating actions and supporting corporate communications in preparing for all employee communications and correspondence;

Areas requiring Improvement

- Continuation of the development of strategies and action plans in relation to absence to reduce sickness absence levels.
- Maximising the usage of current e-learning facilities and continued development of e-learning and blended learning to improve efficiency.
- Continue to reduce delays in discipline and grievance procedures.
- Prioritisation of a schedule for policy review and development which is aligned to business requirements.
- Maximising opportunities for the benefits of all contract needs and renewals.

Q3 Performance Indicators

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	
				Value	Value	Value	Value	Value	Target	
FAP-BIP-11	Percentage of finalised Health and Safety outputs against the number anticipated in the Health and Safety team plan.			N/A	N/A	28%	49%	82%	75%	Performance is slightly ahead of target for the year to date position.
OT-BIP-01	% of employees who have a completed PDR in place			85.68%	86.82%	53%	61.7%	69%	85%	It is recognised that we are currently below target and engagement continues across strategic service's on the PDR completion rates and regular reporting of figures has been built into the Total Resourcing Reports for Executive Officers which is anticipated to bring further improvement for Q4. The reported completion rate includes education non-teaching.
OT-BIP-02	% Reduction in Number of Invoices Received for Processing			10%	12%	2.87%	7.7%	6.48%	7.5%	E-invoicing quantities processed electronically were less than previous quarters, affecting this Pi. Work is ongoing with On-boarding Suppliers to the Elcom System for Einvoicing capabilities.
OT-BIP-04	% reduction in non-contracted spend			7.59%	10.2%	1.8%	1.38%	1.41%	2.5%	Contract coverage increasing due to Procurement involvement across all Council service areas, by identification of opportunities for contractual requirements and increased involvement in Capital projects. Contracted Spend calculation based on contracts in excess of £16,500 and those on the Contract Register. The current contracted spend value is 95.89%
OT-BIP-06	Digital Development Projects Benefit Realisation Success Rate			N/A	N/A	N/A	N/A	81.48%	80%	Projects delivered on budget and on quality. Target achieved. Digital Development team moved from Customer and Digital Services to Organisational Development this reporting period. Consequently there are no Q1 & Q2 Performance Indicators statistics for Q1 and

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	
				Value	Value	Value	Value	Value	Target	
										Q2 2018/19.
OT-SOL-CORP3B	The percentage of the highest paid 5% employees who are women			61.44%	63.35%	62.73%	62.09%	62.09%	50%	The sample size and the overall figure remains consistent with the previous reporting period.
OT-SOL-CORP6	Sickness absence days per employee			6.62	9.48	2.53	4.88	7.81	7.75	<p>The number of work days lost to sickness per FTE for all EDC employees is reported as 2.93 for Quarter 3 2018/19.</p> <p>Whilst there is a decline in performance of 0.58 WDL/FTE from Quarter 2 2018/19 (2.35 WDL/FTE), Quarter 3 performance is below the WDL/FTE target of 3.25 by 0.32 WDL/FTE.</p> <p>However, absence performance remains a concern and Q3 performance is behind the cumulative YTD target by 0.06 sickness absence days per employee. Improvement actions have been identified and are currently on-going both a corporate and service specific levels.</p>
OT-SOL-CORP8	Invoice Payments - Percentage of invoices paid within 30 days %			91.02%	90.4%	89.27%	88.55%	90.4%	90%	Payments in Quarter 3 significantly improved from Quarter 2



POLICY AND RESOURCES COMMITTEE 11 APRIL 2019

CFO/024/19/JG

JAMIE ROBERTSON, CHIEF FINANCE OFFICER

CONTACT OFFICER:

JOSEPH GREATOREX (TEAM LEADER – CORPORATE PERFORMANCE AND RESEARCH), 0141 578 8237

SUBJECT TITLE:

**FINANCE AND AUDIT – HOW GOOD IS OUR SERVICE
Q3 (OCTOBER – DECEMBER 2018)**

1.0 PURPOSE

- 1.1 The purpose of this Report is to provide Committee with the quarterly performance and progress report covering the period October-December 2018 for the Finance and Audit Strategic Grouping (see Appendix 1).

2.0	<u>RECOMMENDATIONS</u>
2.1	<p>It is recommended that the Committee:-</p> <ul style="list-style-type: none">a) Scrutinises the submitted Strategic Group performance reporting template set out in Appendix 1; andb) Requests that progress on any identified improvement activity is reported in the Year end How Good Is Our Service evaluation review, which will be reported to the June meeting of Committee.

**JAMIE ROBERTSON
CHIEF FINANCE OFFICER**

3.0 BACKGROUND/ MAIN ISSUES

- 3.1. The Report covers the performance indicators set out in the Strategic Groups Business and Improvement Plans for 2018-21, approved by Council in March 2018. (CE/01/18/JG). Additionally the Report requests a high level narrative overview of progress against the improvement priorities outlined in the Business Improvement Plans.
- 3.2. Members are asked to scrutinise the level of performance set out in the corporate reporting template (see Appendix 1). Elected Members should also request that progress on any identified improvement activity will be incorporated within the relevant, year end How Good Is Our Service evaluation reviews which will be reported to Committee in June 2019.
- 3.3. As referenced above, the Business and Improvement Plans for were approved by Council in March 2018 whilst the Quarter 2 How Good Is Our Service evaluation review for the strategic groupings, were submitted to the relevant Committees in November 2018.
- 3.4. All Strategic Groups have also developed Business and Improvement Plan performance indicators which relate to operational delivery and stakeholder impact. In some areas, the performance information may only be available on an annual basis. Where this is the case, Strategic Groups will provide a progress review of improvement activity through the year end How Good Is Our Service evaluation reports.
- 3.5. Similarly, progress on any improvement activity requested through this quarterly review, will also be incorporated in the next How Good Is Our Service evaluation report.
- 3.6. All performance Reports have been developed utilising the Pentana performance management system.

4.0 IMPLICATIONS

The implications for the Council are as undernoted.

- 4.1. Frontline Service to Customers- Improved Service Delivery through continued effective scrutiny and management of performance
- 4.2. Workforce (including any significant resource implications)- Impact on future Business Improvement Planning
- 4.3. Legal Implications – None
- 4.4. Financial Implications – None
- 4.5. Procurement - None
- 4.6. ICT - None
- 4.7. Corporate Assets- None
- 4.8. Equalities Implications – None
- 4.9. Other

5.0 MANAGEMENT OF RISK

The risks and control measures relating to this Report are as follows:-

- 5.1. Ensuring effective Scrutiny of Service Performance and driving improvement in service delivery
- 5.2. Ensuring we are continuing to meet our statutory obligations in regards to performance reporting and Best Value

6.0 IMPACT

- 6.1. **ECONOMIC DEVELOPMENT** – None
- 6.2. **EMPLOYABILITY** - None
- 6.3. **DELIVERING FOR CHILDREN & YOUNG PEOPLE** – None
- 6.4. **COMMUNITY SAFETY** - None
- 6.5. **HEALTH & SOCIAL CARE** - None

7.0 POLICY CHECKLIST

- 7.1. This Report has been assessed against the Policy Development Checklist and has been classified as being an operational report and not a new policy or change to an existing policy document.

8.0 APPENDICES

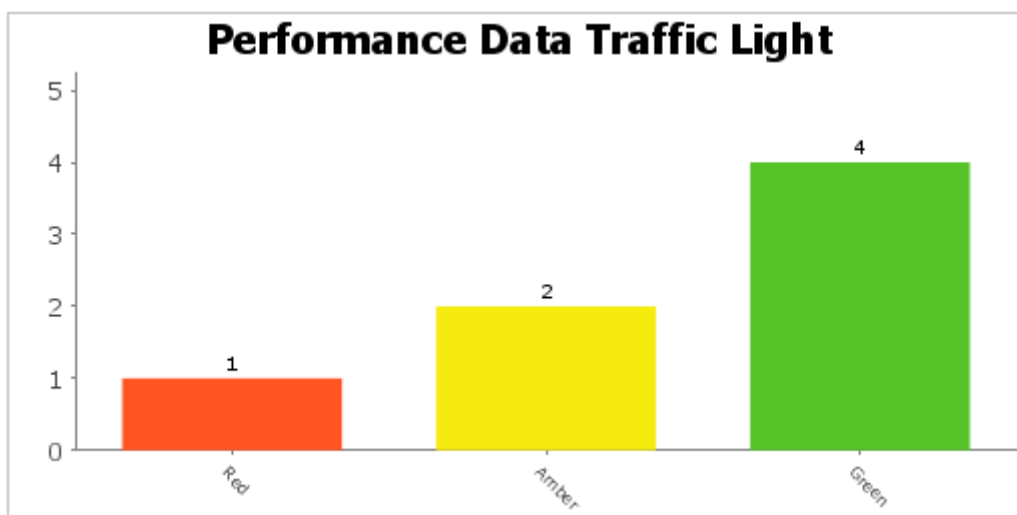
- 8.1. Appendix 1: Finance and Audit Q3 HGIOS Report

HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

FINANCE AND AUDIT

October - December 2018



Overview of Progress

Finance

The budget setting process for 2019/20 commenced and included a Financial Outlook and Budget Setting Process paper in September 2018, which set out an indication of expected financial gaps for the next three years. At special Council in December 2018, following the Scottish Government's Draft Budget and associated Finance Circular this gap was revised, as advised in a technical note, and the latest position advised.

Work on the competing the Whole of Government Accounts for HM Treasury was finished in Q3 with a resolution of all queries. Local Finance Returns were also completed and submitted on the basis of a new, more efficient model. The Annual Report on Loans Fund and the Treasury Management Strategy Report were successfully completed in the period and submitted to the Audit and Risk Management Committee.

Internal Audit and Fraud

Across the Internal Audit and Fraud teams, good progress is being made towards completion of the Business Improvement Plans. The internal audit team has progressed their 2018/19 internal audit plan, including an unplanned consultancy note on Brexit as the risk of a 'no deal Brexit' was deemed to have increased.

The Corporate Fraud team have continued to ensure that all instances of suspected fraud/error, bribery, whistleblowing and money laundering are investigated to a standard that ensures all relevant legislation is complied with and that any action taken would not prejudice any future criminal action. During Q3, the team has been undertaking the preparatory work required for the National Fraud Initiative exercise, by extracting relevant data.

Compliance and Systems (Revenues and Benefits)

The council tax collection rates performance during this quarter is broadly in line with target and previous years. The slight adverse variance appears to be primarily due to increased numbers taking the option of paying by direct debit over 12 months. This is also the first year council tax has increased and banding levels have increased. Associated risks and collection rates will continue to be closely monitored. Progress has continued with pay.net which will replace the current software

used.

During this quarter the team have also continued to liaise with owners of second homes and long term empty properties to ensure our records are correct and allow us to progress the implementation of the policy changes over the rest of this year.













Key Achievements



- Whole of Government Accounts submitted, with all queries resolved.
- Successful completion of Annual Report on Loans Fund and Treasury Management Strategy Report.
- Improved Excel spreadsheet skills within the team through advanced spreadsheet training.
- Achievement of CIPFA recognition as an accredited employer for continuing professional development purposes.
- Following a review of key risks facing the council and consultation with key stakeholders, the draft internal audit plan for 2019/20 has been completed.
- Progress has been made with policy updates with the first draft of the revised Corporate Fraud and Corruption Policy completed and shared with Organisational Transformation and Legal for comments.
- A member of the Corporate Fraud Team was short-listed for the CIPFA Counter Fraud Awards in the Outstanding Proactive Detection category.
- Criminal proceedings instigated against a licence applicant and warrant for apprehension subsequently issued by sheriff court. Also after the intervention of the Corporate Fraud Team, three licence applicants withdrew their applications.
- Further results from the work of the Corporate Fraud Team included three Early Years places/partnership funding requests being refused and twelve offers of housing being withdrawn.

Areas requiring Improvement / Areas of Focus

- Completion of revenue and capital budget setting process.
- Year end planning for the process of producing financial statements.
- Further refinement of the Local Finance Return model used.
- Preparing for the Provisional Outturn and Budget Estimates return, including reviewing process with a view to making improvements.
- Completion of a Fraud Maturity Self-Assessment.
- Completion of the 2018/19 internal audit plan.
- Internal audit Public Sector Internal Audit Standards recommendations to be implemented.
- Review of risk based approach to the large number of NFI data matches made available in January 2019, to ensure efficient allocation of resources.
- Supporting the schools registration process to identify applications made containing errors.

Q3 Performance Indicators

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	
				Value	Value	Value	Value	Value	Target	
FAP-BIP-01	Percentage of finalised audit outputs against the number anticipated in the annual audit plan.			69%	90%	23%	49%	77%	75%	Slightly ahead of plan for the quarter, representing good progress towards delivering on the internal audit plan of 34 outputs, which has been specified to enable the Audit & Risk Manager to provide an opinion on the Council's internal control, governance, and risk management systems.
FAP-BIP-02	Percentage of productive days worked against the target productive days set in the annual audit plan.			66%	97%	21%	47%	71%	75%	Less staff days than planned due to unexpected staff absence and a slightly longer than planned vacancy in the team. However, no material impact on outputs.
FAP-BIP-05	No. of audit reports issued within 20 days of completion of field work			89%	85%	90%	94%	92%	100%	Slightly behind target due to the delay in issuing two reports in the year, due to the prioritisation of time critical pieces of work.
FAP-BIP-08	Percentage of Key Financial Returns Completed on Time			86.7%	100%	92.9%	77.8%	92.9%	100%	In Q3 13 out of 14 returns were submitted on time. For the return not submitted on time there was a delay in submission due to challenges completing a new part of the return which had only been introduced the year before. The delay was agreed with the Scottish Government beforehand.
FAP-BIP-09	Percentage of fraud referrals assessed within 5 days.			N/A	N/A	95.08%	95.38%	96.49%	95%	During Qtr3, 57 referrals were received by the Corporate Fraud Team. 96% of these were actioned within target timescales. When a referral is received the information contained within the referral and any intelligence held is assessed to establish if most appropriate course of action e.g. investigation undertaken, referral forwarded to another agency etc.
FAP-BIP-10	Percentage of fraud investigations commenced with 10 days of assessment.			N/A	N/A	97.82%	100%	100%	95%	In Qtr 3, 44 investigations were commenced. 100% of the investigations were commenced

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	
				Value	Value	Value	Value	Value	Target	
										within the target of 10 days of the initial assessment.
FAP-SOL-CORP7	Council Tax Collection - Percentage of income due received by the end of the year			84.34%	96.99%	28.68%	56.24%	84.07%	84.34%	Broadly in line with target, with the slight difference appearing to be primarily due to increased numbers taking the option of paying by direct debit over 12 months. This is also the first year council tax has increased and also of the increase in the banding levels.

POLICY AND RESOURCES COMMITTEE 11 APRIL 2019

CE/02/19/GC

GERRY CORNES- CHIEF EXECUTIVE

CONTACT OFFICER:

SUSAN MANION – CHIEF OFFICER, HEALTH AND SOCIAL CARE PARTNERSHIP

SUBJECT TITLE:

HEALTH AND SOCIAL CARE PARTNERSHIP – HOW GOOD IS OUR SERVICE Q3 (OCTOBER – DECEMBER 2018)

1.0 PURPOSE

- 1.1 The purpose of this Report is to provide Committee with the quarterly performance and progress report covering the period October-December 2018 for Social Work as a part of the Health and Social Care Partnership reporting arrangements. The report is attached as **Appendix 1**.

2.0	<u>RECOMMENDATIONS</u>
2.1	<p>It is recommended that the Committee:-</p> <ul style="list-style-type: none"> a) Scrutinises the submitted performance reporting template set out in Appendix 1; and b) Requests that progress on any identified improvement activity is reported in the Year end How Good Is Our Service evaluation review, which will be reported to the June meeting of Committee.

**GERRY CORNES
CHIEF EXECUTIVE**

3.0 BACKGROUND/ MAIN ISSUES

- 3.1. The Report covers the performance indicators set out in the Strategic Groups Business and Improvement Plans for 2018-21, approved by Council in March 2018. (CE/01/18/JG). Additionally the Report requests a high level narrative overview of progress against the improvement priorities outlined in the Business Improvement Plans.
- 3.2. Members are asked to scrutinise the level of performance set out in the corporate reporting template (see Appendix 1). Elected Members should also request that progress on any identified improvement activity will be incorporated within the relevant, year end How Good Is Our Service evaluation reviews which will be reported to Committee in June 2019.
- 3.3. As referenced above, the Business and Improvement Plans for were approved by Council in March 2018 whilst the Quarter 2 How Good Is Our Service evaluation review for the strategic groupings, were submitted to the relevant Committees in November 2018.
- 3.4. As part of the agreed reporting arrangements, the Health and Social Care Partnership have also developed Business and Improvement Plans for the elements of service delivery in relation to Social Work and Criminal Justice, including associated performance indicators and improvement actions which relate to operational delivery and stakeholder impact. In some areas, the performance information may only be available on an annual basis. Where this is the case, Strategic Groups will provide a progress review of improvement activity through the year end How Good Is Our Service evaluation reports.
- 3.5. Similarly, progress on any improvement activity requested through this quarterly review, will also be incorporated in the next How Good Is Our Service evaluation report.
- 3.6. All performance Reports have been developed utilising the Pentana performance management system.

4.0 IMPLICATIONS

The implications for the Council are as undernoted.

- 4.1. Frontline Service to Customers- Improved Service Delivery through continued effective scrutiny and management of performance
- 4.2. Workforce (including any significant resource implications)- Impact on future Business Improvement Planning
- 4.3. Legal Implications – None
- 4.4. Financial Implications – None
- 4.5. Procurement - None
- 4.6. ICT - None
- 4.7. Corporate Assets- None
- 4.8. Equalities Implications – None
- 4.9. Other

5.0 MANAGEMENT OF RISK

The risks and control measures relating to this Report are as follows:-

- 5.1. Ensuring effective Scrutiny of Service Performance and driving improvement in service delivery
- 5.2. Ensuring we are continuing to meet our statutory obligations in regards to performance reporting and Best Value

6.0 IMPACT

- 6.1. **ECONOMIC DEVELOPMENT** – None
- 6.2. **EMPLOYABILITY** - None
- 6.3. **DELIVERING FOR CHILDREN & YOUNG PEOPLE** – None
- 6.4. **COMMUNITY SAFETY** - None
- 6.5. **HEALTH & SOCIAL CARE** - The Health and Social Care Partnership HGIOS template maps progress against the delivery of Social Work Services as part of the Health and Social Care Partnership

7.0 POLICY CHECKLIST

- 7.1. This Report has been assessed against the Policy Development Checklist and has been classified as being an operational report and not a new policy or change to an existing policy document.

8.0 APPENDICES

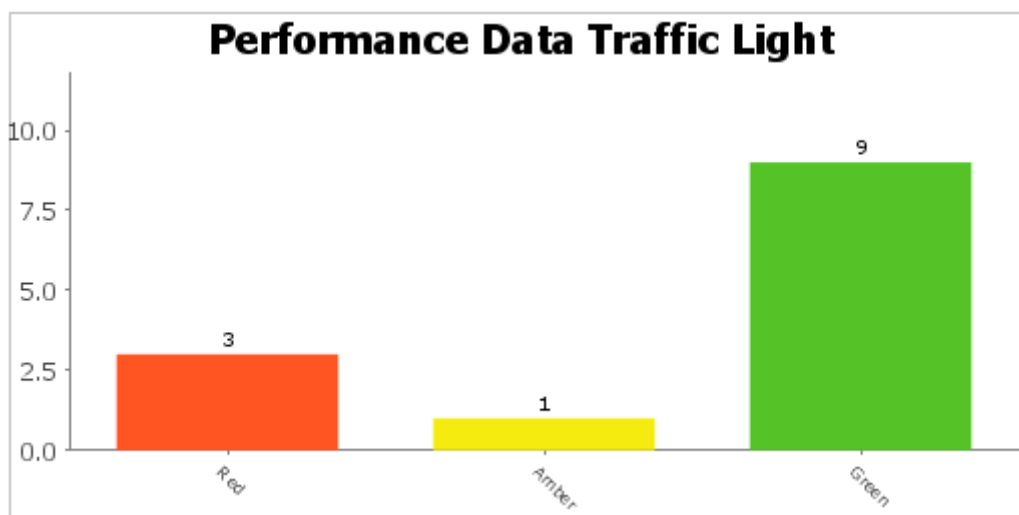
- 8.1. Appendix 1: Health and Social Care Partnership Q3 HGIOS Report

HOW GOOD IS OUR SERVICE?

QUARTERLY PERFORMANCE REPORT

HEALTH AND SOCIAL CARE PARTNERSHIP

October - December 2018



The HSCP continues to delivery on the statutory and strategic imperatives of our Strategic Plan 2018 – 2021. Performance is reviewed each quarter by the HSCP Board and is further scrutinised by the Performance, Audit and Risk Committee of the HSCP Board. There is an Annual Performance Report and in addition the HSCP reports performance in relation to specific key performance indicators of relevance to East Dunbartonshire Council via the quarterly How Good Is Our Service (HGIOS) report.

All services which make up the HSCP strive to deliver safe, effective, efficient and person centred care and support. A transformation programme is in place to facilitate the achievement of best value and our governance processes are robust to ensure compliance with standards and regulatory expectations.

Overview of Progress

Reported below is a summary by each HSCP service area where there have been significant improvements in performance against key performance indicators since the last HGIOS report, and where performance has fallen below the target level.

Whilst there has been a slight decline in performance in 3 of the 13 indicator areas reported this quarter, the HSCP has reached or exceeded the stated target in 9 indicator areas. Performance has fallen or stayed below the target level in 2 indicator areas. Where performance is below the target level there is an understanding of the reasons behind this. The means of delivering improvement in known and action is in train.

Adult Services

The suite of services in Adult Services includes; primary care and community mental health, addictions, learning disabilities and public health improvement. The service's main responsibilities are the assessment, care and treatment of people with needs in these areas, and to progress improvement in population health and wellbeing. There are a number of registered services in this service who are subject to regulation by the Care Inspectorate. These services are assessed as good and improving. A full review of service for people with a Learning Disability is progressing well and a needs assessment in relation to mental health and substance misuse needs in the area has been commissioned. In the coming quarter we expect to receive the

outcome of the Care Inspectorate and Healthcare Improvement Scotland Strategic Inspection of Adult Services.

Key notable performance:

- % of Adult Protection Cases taking place within timescales - Target timescales missed over 2017/18 into 2018/19 due to increased numbers of referrals and impacted by technical issue around the industrial action and additional work brought to light through a Large Scale Investigation. Q3 shows 4.7% increase from previous quarter.
- Service users continue to report their satisfaction with being involved in the design of care packages. Performance consistently exceeds target.

Older People Services

The suite of services in Older People's Services includes; adult intake, older people's social work, care at home, physical disability and rehabilitation, and community health services. The internal care at home service is registered with the Care Inspectorate and is routinely monitored. The care at home service was inspected in May 2018, and revisited in January 2019. An action plan in response to that inspection is being worked through as a number of requirements and recommendations were imposed by the Care Inspectorate to ensure the continuous improvement of the service and compliance with regulatory requirements.

Notable performance includes

- Time from Community Care Assessment to service delivery – Consistently performing above target throughout the previous quarters, and has exceeded the target in current reporting quarter.
- Service users indicating satisfaction with their social interaction opportunities - 2% decrease noted from previous quarter. Continues to meet target.
- Average caseloads per worker in the Older People's Social Work Team have grown from avg. 29 in 2017/18 to avg. 35 in 2018/19, reflecting increased referrals and workload.
- Our day care redesign has been delivered in the West locality and we achieved sign off for the completion of our day care transformation (and East locality re-provision) which will be completed by summer 2019.

Children's Services

Services in the Children and Families service area include; child protection, fieldwork, family support and residential services. There are a number of registered services in this service who are subject to regulation by the Care Inspectorate. These services are assessed as good and improving. Staff aspire to deliver high quality services to protect children and ensure their wellbeing needs are being met. Staff are committed to keeping children safe and improving outcomes, services continue to be delivered efficiently, effectively and embedded in the principles of Getting It Right For Every Child.

Children and Families have entered a Strategic Review Process, to identify the way forward for the service to ensure we are efficient, and have the best service configuration to meet the needs of our population now and in to the future.

Notable performance includes;

- ICA reports for Scottish Children's Reporter completed within timescales –we continue to meet the target, however, there was an 8% decrease from the previous quarter.
- Child Protection review cases taking place within timescale – with the exception of the decrease of 6% in Q2 this indicator consistently exceeds target. We have seen an increase in Child Protection activity and referrals, resulting in more children's names being placed on the CPR and made subject to a Child Protection Plan. Our Child Protection Committee has ensured performance is monitored and there is a programme of multi-agency quality assurance, improvement programmes and a robust multi-agency training calendar developed in partnership West of Scotland University.
- % first looked after & accommodated child reviews – This indicator consistently exceeds target with the exception of the decrease of 33% noted this quarter
- % Initial Child Protection Case Conferences taking place within timescales – Continues to meet target, however, performance has fluctuated throughout 2018/19. Significant increase (29%) from the position in previous year.
- Social work reports submitted to case conferences – Consistently meets target.
- % of children being looked after in the community – Remains below target slight increase over quarters.
- We have seen an increase in kinship care which helps us in the intention to avoid external placements.
- Positive inspections carried out by The Care Inspectorate on the following Services:
 - Ferndale Residential Services
 - Community Support Team - We have developed efficient and effective Community Resources which have been evaluated by The Care Inspectorate as "Excellent", the focus being on preventative work with vulnerable families.
 - Adoption Services
 - Fostering Services - We continue to focus work in this area as a priority to improve this service and consequently reduce external placements. In addition we have developed a Permanence Course with the intention of increasing the skill base within our workforce in relation to avoiding drift in achieving permanency for LAAC children.









Criminal Justice Services













Services in the criminal justice service area include; Court and fieldwork, prison based social work, and supervision of unpaid work







Notable performance includes;

- CJSW Reports Submitted within timescales - Consistently meets target. Performance in Q3 exceeds target
- Individuals beginning CPO – 10% reduction from previous quarter and falls under target, however, a significant improvement from position in previous year.
- % court report requests allocated within timescales – Continues to meet target.

Q3 Performance Indicators

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	
				Value	Value	Value	Value	Value	Target	
HSCP-01-BIP-3	% of child care Integrated Comprehensive Assessments (ICA) for Scottish Children's Reporter Administration (SCRA) completed within target timescales (20 days), as per national target			90%	100%	100%	83%	76%	75%	Performance in this area has decreased during Q3 but continues to be above the national target. 17 ICA reports were submitted to SCRA during Q3, 14 of which were submitted within target timescale.
HSCP-02-BIP-3	% of first Child Protection review case conferences taking place within 3 months of registration			100%	100%	100%	94%	100%	95%	Performance in Quarter 3 has improved from the previous quarter and is above target. 9 first Child Protection Reviews took place during Quarter 3 and all of these were within timescale.
HSCP-04-BIP-3	% of first Looked After & Accommodated reviews taking place within 4 weeks of the child being accommodated			100%	100%	100%	100%	67%	100%	Performance in Quarter 3 is below target. There were 3 first LAAC Reviews held during Q3, 2 took place within the target timescale. 1 1st Review was outwith the target timescale although a TAC meeting did take place and plans for the initial LAAC Review were subject to the availability of a minute taker.
HSCP-05-BIP-6	% of Adult Protection cases where the required timescales have been met			88.8%	93.9%	83.7%	81.7%	85.6%	95%	6 February 2019 This indicator measures quality of case handling processes in Adult Protection. Figure of 85.6% presented for Q3 is based on data collected on the Social Work Carefirst database, including ASP forms on CareAssess. Validation sources include Carefirst observations and minuted ASP meeting records. Performance is improved compared to the last two quarters, when it was affected by technical issues which arose during the industrial action in June 2018 and the prioritisation of resources to support the LSI in August and September. Performance has not

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	
				Value	Value	Value	Value	Value	Target	
										however yet recovered to within 5% of the annual target, and this can be attributed at least in part to some temporary staffing issues later in the quarter which have since been rectified.
HSCP-06-BIP-6	% of customers (65+) meeting the target of 6 weeks from completion of community care assessment to service delivery			100%	99.2%	99.3%	97.2%	100%	95%	100% of cases met the target this quarter
HSCP-07-BIP-6	% of CJSW Reports submitted to court by due date			96%	98%	100%	100%	100%	95%	Performance in Quarter 3 is above target for this indicator. 51 reports were submitted to Court during the quarter and all were within target timescale.
HSCP-08-BIP-6	The % of individuals beginning a work placement within 7 working days of receiving a Community Payback Order			53%	79%	88%	83%	73%	80%	There has been a decline in performance during Quarter 3 and the indicator is now below target. 21 out of 29 individuals started an unpaid work placement within the agreed timescale. In all cases, failure by the client to attend on the agreed start date was the reason for those outwith the target timescale.
HSCP-09-BIP-6	Percentage of people 65+ indicating satisfaction with their social interaction opportunities			94%	94%	94%	98%	96%	95%	Q3 figure of 96% based on a total of 77 reviews, with the remaining 25 reviews which took place omitted from the figures as they were either not applicable or were left blank (10 n/a and 15 left blank). The number of reviews recorded has increased since the introduction of recording on CareAssess.
HSCP-10-BIP-6	Percentage of service users satisfied with their involvement in the design of their care packages			98.5%	100%	98%	100%	100%	95%	Q3 figure of 100% based on a total of 76 reviews, with the remaining 26 reviews which took place omitted from the figures as they were either not applicable or were left blank (11 n/a and 15 left blank). The number of reviews recorded has increased since the introduction of recording on CareAssess.
HSCP-94-LPI-3	% of initial Child Protection Case Conferences taking place within 21 days			73%	100%	93%	83%	94%	90%	Performance in Quarter 3 has improved from the previous quarter and is above target. 17

Code	PI Title	Status	Trend	Quarters					Quarterly Target	Latest Note
				Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19	
				Value	Value	Value	Value	Value	Target	
	from receipt of referral									Initial Child Protection Case Conferences were held during Quarter 3, 16 of which were within timescale.
HSCP-96-LPI-3	% of Social Work Reports Submitted to Child Protection Case Conference			100%	100%	100%	100%	100%	100%	Social Work report submitted to all Child Protection Case Conferences held during Quarter 3.
HSCP-CS-LPI-3	% of Court report requests allocated to a Social Worker within 2 Working Days of Receipt			96.4%	100%	89.41%	100%	100%	100%	Performance in Quarter 3 is on target. 75 report requests were allocated during the quarter, all of these within timescale.
HSCP-SOL-CHN9	Balance of Care for looked after children: % of children being looked after in the Community			83%	83%	83%	84%	85%	89%	Performance at the end of Quarter 3 has improved from the previous quarter but continues to be below the target figure. There has been a decrease in the number of children in residential placements leading to a shift in the balance of care.



**POLICY AND RESOURCES
COMMITTEE**

11 APRIL 2019

EPB/064/19/KMD

**DEPUTE CHIEF EXECUTIVE - EDUCATION,
PEOPLE & BUSINESS**

CONTACT OFFICER:

**KAREN DONNELLY – CHIEF SOLICITOR &
MONITORING OFFICER (0141 578 8015).**

SUBJECT TITLE:

**CIVIC GOVERNMENT (SCOTLAND) ACT 1982:
OUTCOME OF PUBLIC CONSULTATION ON
REVIEW OF TAXI FARES**

1.0 PURPOSE

1.1 The purpose of this Report is to update the Committee on the recent taxi fare consultation.

2.0	<u>RECOMMENDATIONS</u>
2.1	<p>It is recommended that the Committee:</p> <ul style="list-style-type: none">a) considers the responses received in respect of the public consultation as detailed within the Report;b) approves and adopts the reviewed fare structure attached to this Report, to fix fares and other charges in connection with the hire of a taxi or with the arrangements for its hire at current rates; andc) authorises the Chief Solicitor & Monitoring Officer to give notice of the reviewed scales to taxi operators and relevant organisations within East Dunbartonshire in accordance with Section 17 of the Civic Government (Scotland) Act 1982 and to set the date on which the reviewed scales are to come into effect.

**ANN DAVIE
DEPUTE CHIEF EXECUTIVE
EDUCATION, PEOPLE & BUSINESS**

3.0 BACKGROUND/MAIN ISSUES

- 3.1** In terms of Section 17 of the Civic Government (Scotland) Act 1982 (the “Act”) the Council, as licensing authority, is obliged to periodically review the taxi fares applicable within its area. The Council last reviewed taxi fares in 2016, with new fares coming into effect from 1 July 2016. The current fare structure applies across zones 1 and 2 and is attached to this Report at **Appendix 1**.
- 3.2** At its meeting on 18 October 2018, Committee approved the commencement of the statutory procedure for the review of taxi fares and other charges payable for the hire of taxis licensed within the Council’s area. Consultation on the current fare structure has been undertaken with taxi operators and organisations representing the taxi trade in the Council area, namely, East Dunbartonshire Taxi Owners Association (the “TOA”) and East Dunbartonshire Taxi Owner/Driver Association (the “TODA”).
- 3.3** At its meeting on 13 December 2018, Committee considered the responses received from the trade, approved the proposal to maintain fares and other charges at current levels, and authorised the Chief Solicitor and Monitoring Officer to commence the second part of the statutory fare review process, namely the public consultation. This consultation concluded on 15 February 2019.
- 3.4** Following the public consultation, the Council must decide whether to approve and adopt the proposal to maintain fares and other charges at current levels. Throughout the consultation period, there were 322 webpage views including 264 external viewings. Thirteen emailed representations were received in response to the public consultation. Nine of these responses supported a fare freeze. Four of the responses objected to a fare freeze and supported a fare increase.
- 3.5** The responses can be summarised as follows –
- (a) For those respondents in support of a fare freeze, the consensus was that fares within the Council area are already too high, when people are trying to keep their outgoings down. Some of the responses noted that fares are excessively higher than other taxi firms outside of the Council area and wish local taxis to be more competitively priced. For those individuals who rely on taxis regularly, any increase would have a detrimental effect on their outgoings.
 - (b) For those respondents objecting to a fare freeze, the consensus was that the cost of living had increased significantly since the last taxi fare increase and that due to inflation, increasing fuel and operating costs a fare increase was justified.
- 3.6** In addition to the above, Members will be aware that there has been ongoing consulting on new draft taxi conditions. This consultation has included engagement sessions with taxi and private hire operators and drivers. During these sessions, there was clear and vocal opposition to any increase in fares at this time from a number of the attendees, as well as support for a fare increase that was expressed by the TOA and the TODA. This is in line with the responses made by operators, the TOA and TODA to the Council at the first stage of the consultation process.
- 3.7** Whilst there is a requirement on the Council to undertake a taxi fare review periodically, there is nothing in law which prevents the fares being reviewed again in the near future if cogent evidence is presented that shows a need to do so. As mentioned above, consultation and engagement with the taxi and private hire trade regarding changes to licence conditions and the

various policies and procedures underpinning these is ongoing. One of the intended outcomes of that process is to create a forum for regular and better engagement with the trade. This will enable Officers to remain engaged and monitor any concerns that arise over fare levels as part of that forum.

- 3.8** In terms of the Act, the Council is required to give notice of the reviewed fare structure to taxi operators and their organisations and to set the date on which the reviewed scales are to come into effect. This Report now seeks agreement to maintain the fares and other charges at current levels and to authorise the Chief Solicitor and Monitoring Officer to set a date on which the reviewed fare scales are to come into effect.

4.0 IMPLICATIONS

The implications for the Council are as undernoted.

- 4.1** Frontline Service to Customers – The taxi fare review will seek to ensure that the cost associated with hiring a taxi or private hire vehicle properly reflects the cost of providing the service to the public. This should have the effect of ensuring that the taxi and private hire fleets in East Dunbartonshire are maintained to a high standard.
- 4.2** Workforce (including any significant resource implications) – none
- 4.3** Legal Implications – It is a requirement under the Act that the Council reviews taxi fares periodically.
- 4.4** Financial Implications – none
- 4.5** Procurement – none
- 4.6** ICT – none
- 4.7** Corporate Assets – none
- 4.8** Equalities Implications – None as the proposal is for no change in the current fare structure.

5.0 MANAGEMENT OF RISK

The risks and control measures relating to this Report are as follows:-

- 5.1** The consultation process will fulfil the Council's statutory duties under the Act. The review of taxi fares will allow the Committee to undertake its regulatory function. Legal advice will be provided throughout the process to the Committee to ensure that the statutory requirements are met at all times.

6.0 IMPACT

- 6.1 ECONOMIC GROWTH & RECOVERY** – the provision of a modern fare structure will help towards the maintenance of a modern and efficient taxi fleet in East Dunbartonshire, enhancing and contributing to the economic development of the area.

6.2 EMPLOYMENT & SKILLS - none

6.3 CHILDREN & YOUNG PEOPLE - a modern and efficient taxi fleet will contribute to the objective of delivering for children and young people utilising the service, in particular in fulfilment of school and social work transport contracts.

6.4 COMMUNITY SAFETY - a modern and efficient taxi fleet will contribute to the objective of delivering community safety.

6.5 ADULT HEALTH & WELLBEING - none

6.6 OLDER ADULTS & VULNERABLE PEOPLE - a modern and efficient taxi fleet will contribute to the Council's objective in protecting older adults and vulnerable people, who may use taxi services disproportionately more than other sections of the community.

6.7 STATUTORY DUTY –in conducting a review of taxi fares, the Council will be complying with its statutory obligations to review taxi fares periodically under the Act.

7.0 POLICY CHECKLIST

7.1 This Report has been assessed against the Policy Development Checklist and has been classified as being an operational report and not a new policy or change to an existing policy document.

8.0 APPENDICES

8.1 Appendix 1 – current taxi fares for zone 1 & 2

APPENDIX 1
EAST DUNBARTONSHIRE
CURRENT TAXI FARES – ZONES 1 AND 2

TARIFF (1) Applicable between the hours of 6.00 am and midnight

MINIMUM FARE for a distance not exceeding 880 yards or for time not exceeding 3 minutes 3 seconds (or a combination of parts of such distance and such time) £2.50

For each additional distance of 186 yards £0.20

Fares for waiting:-

For each completed period of 44 seconds £0.20

Note: The above rates include for engagement of the taxi at any point within Zone 1 of East Dunbartonshire. Waiting begins from the time of arrival of the taxi at the place of engagement. Engagement of the taxi at a point outwith Zone 1 of East Dunbartonshire shall be the subject of special agreement.

Fares by time:-

Fares by time must be the subject of special agreement with the hirer.

TARIFF (2) Applicable between the hours of midnight and 6.00am

MINIMUM FARE for a distance not exceeding 880 yards or for time not exceeding 3 minutes 3 seconds (or a combination of parts of such distance and such time) £4.30

For each additional distance of 186 yards £0.20

Fares for waiting:-

For each completed period of 44 seconds £0.20

TARIFF (3) Applicable between the hours of 6.00pm and midnight on 24 December and 31 December and the hours of 6.00am and midnight on 25 and 26 December and 1 and 2 January.

MINIMUM FARE for a distance not exceeding 880 yards or for time not exceeding 3 minutes 3 seconds (or a combination of parts of such distance and such time) £4.50

For each additional distance of 186 yards £0.20

Fares for waiting:-

For each completed period of 44 seconds £0.20

TARIFF (4) Applicable between the hours of midnight and 6.00am on 25 and 26 December and 1 and 2 January

MINIMUM FARE for a distance not exceeding 880 yards or for time not exceeding 3 minutes 3 seconds (or a combination of parts of such distance and such time) £6.30

For each additional distance of 186 yards £0.20

Fares for waiting:-

For each completed period of 44 seconds £0.20

EXTRA CHARGES:-

A charge of **£1.00** shall be payable for a taxi called by telephone but not used

Luggage not exceeding 56lbs in weight shall be carried free

A charge of **20p** shall be payable for luggage exceeding 56lbs in weight

Soiling Charge: £25.00



**POLICY AND RESOURCES
COMMITTEE**

11 APRIL 2019

EPB/066/19/KMD

**DEPUTE CHIEF EXECUTIVE - EDUCATION,
PEOPLE & BUSINESS**

CONTACT OFFICER:

**KAREN M DONNELLY – CHIEF SOLICITOR &
MONITORING OFFICER, EXECUTIVE OFFICER
LEGAL & DEMOCRATIC SERVICES (0141 578 8015).**

SUBJECT TITLE:

REVIEW OF PUBLIC ENTERTAINMENT LICENCES

1.0 PURPOSE

- 1.1** The purpose of this Report is to update the Committee on the recent Public Entertainment Licence (“PEL”) consultation.

2.0	<u>RECOMMENDATIONS</u>
2.1	<p>It is recommended that the Committee:</p> <ul style="list-style-type: none">a) approves and adopts (i) the finalised Resolution attached to this Report, and (ii) the guidance on the application of the Resolution;b) authorises the Chief Solicitor & Monitoring Officer to publish the Resolution in local newspapers in East Dunbartonshire in accordance with Section 9 of the Civic Government (Scotland) Act 1982 and to set the date on which the Resolution is to come into effect; andc) instructs the Chief Solicitor and Monitoring Officer to (i) review the public entertainment licence application process with a view to introducing more efficient and streamlined process for these applications, and (ii) to commence a review the fee structure for public entertainment licences, with a view to introducing a sliding scale of fees to apply dependent upon the nature of the event.

**ANN DAVIE
DEPUTE CHIEF EXECUTIVE
EDUCATION, PEOPLE & BUSINESS**

3.0 BACKGROUND/MAIN ISSUES

- 3.1** Under Section 41 of the Civic Government (Scotland) Act 1982 (the “Act”) the Council, as licensing authority for East Dunbartonshire, can license activities and premises or locations used for the purpose of public entertainment (PELs). On 26 September 2013, the Council resolved to license certain public entertainment activities and the premises where those activities are undertaken. This Resolution came in to force on 1 July 2014 and remains in force. The current Resolution lacks certainty and has been increasingly difficult to apply and so requires to be reviewed to provide much needed clarity and also to include new activities which should properly fall within its scope. The Resolution also requires to be reviewed to ensure that the the exemptions to the PEL regime are clear and operate effectively.
- 3.2** At its meeting on 13 December 2018, Committee approved the commencement of the statutory procedure for the review of PELs within the Council’s area. Consultation on a draft Resolution has been undertaken with the public and other interested parties. The list of consultees includes organisations such as Police Scotland, Scottish Fire and Rescue Service, East Dunbartonshire Voluntary Action, faith groups, school parent councils and community councils.
- 3.3** In addition, a public meeting was held for interested groups on 28 January 2019 and a further event specifically for school parent councils held on 25 February 2019. The meetings were advertised by emails and through the Council’s social media accounts. The public meetings generated an informed discussion between officers and attendees, which helped inform this Report.
- 3.4** The consultation concluded on 8 March 2019. Throughout the consultation period, there were 347 webpage views including 283 external viewings. 16 emailed representations were received in response to the public consultation. 9 of these responses welcome and support charity and community groups being exempt from having to seek a PEL in clearly defined circumstances. The remaining responses provided commentary on other issues within the exemption criteria, each of which fall under one of three common themes.

Common Themes on Exemptions

- 3.5** The remaining responses related to the proposed exemptions for charitable/not for profit groups from the requirement to hold a PEL for certain activities and can be summarised as follows, with the recommended position set out below –

- (a) Some respondents stated that a maximum capacity threshold of 300 persons at any one time was too low. Within those responses, an alternative suggestion of a maximum capacity threshold of 1000 persons was suggested. A further alternative was that the number of persons should be dependent upon the capacity of the venue or the location where the event would take place, with a distinction being drawn between an event held in a hall and one in a park or open space.

Response:

Officers are of the view that the maximum threshold of 300 is appropriate given the size of East Dunbartonshire and the nature of events held throughout the authority. It is noted that larger metropolitan authorities have a higher maximum threshold and smaller more rural authorities have a smaller maximum threshold. It is felt that 300 is an appropriate figure above which the requirement to hold a PEL is triggered, given that it represents a substantial number of people and creates a challenge in terms of organisational requirements. It would be difficult for Council officers to differentiate between and apply different threshold

criteria to locations where proposed events are to be held, particularly so when events may be held both outside and inside

- (b) Respondents accepted the use of inflatables raises health and safety considerations for the Council. It was submitted that if inflatables were to be used, organisations should only engage reputable companies that can provide suitable insurance cover and up-to-date training certification i.e. through the Showmen's Guild. It was felt that this standard would evidence that inflatables used are done so safely and properly and are subject to an official annual check. It was also suggested that in the case of high winds, inflatables should not be used.

Response:

With regards to inflatables, this is a clear public safety issue. Officers understand the view of community groups that inflatables are popular attractions at events and are a good source of fundraising. However, to exempt organisations using inflatables from the PEL requirements would be inappropriate given the need for caution and their attractiveness to young children. This caution is based on recent high profile tragedies which have resulted in serious injury and even death, and it is felt that the use of inflatables must attract a degree of regulation through the PEL regime in order to protect the public and also the organisers of these events.

- (c) Respondents were concerned that the prohibition on covered structures would extend to gazebos and small stalls. Gazebos are commonly used as shelters in school fetes, for instance, and are not objected to by the Scottish Fire and Rescue Service.

Response:

It is understood that in most community events, domestic sized gazebos are used as shelter for stalls and volunteers from the elements. In light of the representations received, officers recognise that the requirement to hold a PEL where a small domestic gazebo is used is unduly bureaucratic. It is therefore it is proposed that the exemption to the requirement to hold a PEL be clarified to exclude domestic gazebos under a size of 3 meters by 6 metres. For clarity a PEL will still be required where any covered structure is used at an event in excess of these dimensions, or where other conditions are met.

Next Steps

- 3.6** The final terms of the proposed Resolution are produced (**Appendix 1**) along with a guidance note which has been prepared to accompany it. The guidance note has been updated to reflect the Council's position on the use of domestic gazebos and is attached (**Appendix 2**).
- 3.7** In the event that the Resolution is adopted, it will be advertised as required by the Act. The Resolution cannot become effective for a period of 9 months from the date that the notice is advertised, which means that the existing Resolution will apply until January 2020 at the earliest. The time between adoption of the Resolution, publication of the notice and the effective date will be used by officers to work with community and voluntary groups to assist them with the new process. Officers will organise further awareness raising sessions and organise an annual drop in session where groups can seek advice on proposed events and whether a PEL is likely to be required. This will also encourage forward planning for groups which will hopefully lead to a faster application process.
- 3.8** Officers also propose to establish a system whereby community and not for profit groups can provide certain key documents (e.g. constitutional documents and insurance policies etc) once annually, thereby negating the requirement for these documents to be submitted with every PEL application made throughout the year. Groups would require to agree to update these submitted

documents if there is a change in circumstance i.e. increased insurance provision, but the aim is to make the process of applying for a PEL more straightforward and streamlined for this class of applicant. When making a subsequent application, applicants would require to complete a declaration that circumstances have not changed since initial submission of the documents. In tandem with this, officers will review the process of applying for a PEL to identify ways of making this more streamlined, efficient and easier to use for applicants.

- 3.9** Additionally, it is proposed to take forward a review the scale of fees that apply for PELs. There is a recognition that there is an issue of proportion where a small community event is charged the same application fee as a week long fun fair or circus and that this is not reflective of the administrative and other work flowing from these applications.

4.0 IMPLICATIONS

The implications for the Council are as undernoted.

- 4.1** Frontline Service to Customers – The proposed resolution makes it easier for customers to know when a PEL will and will not be required.
- 4.2** Workforce (including any significant resource implications) – None.
- 4.3** Legal Implications – The Council has a duty to keep under review the scope of PELs and to amend this as required.
- 4.4** Financial Implications – The cost of administering the PEL scheme will ultimately be covered by the administration fees for applications.
- 4.5** Procurement – None.
- 4.6** ICT – None.
- 4.7** Corporate Assets – None.
- 4.8** Equalities Implications – None.

5.0 MANAGEMENT OF RISK

The risks and control measures relating to this Report are as follows:-

- 5.1** The Council requires to ensure that the PEL regime operates in a clear and consistent manner and is easy to understand. The proposed resolution is intended to remove any dubiety over the extent and effect of the PEL scheme and provide clarity in relation to exemptions.

6.0 IMPACT

- 6.1** **ECONOMIC GROWTH & RECOVERY** – None.
- 6.2** **EMPLOYMENT & SKILLS** - None

- 6.3 CHILDREN & YOUNG PEOPLE** - An effective PEL regime will contribute to the protection of children and young people. The flexibility built into the resolution will facilitate community groups organising events for children and young people in a safe environment.
- 6.4 COMMUNITY SAFETY** - An effective PEL regime will contribute to the protection of communities, whilst enabling and empowering communities to organise and socialise.
- 6.5 ADULT HEALTH & WELLBEING** – An effective PEL regime will contribute to enabling and empowering communities to organise and socialise and promote general health and wellbeing.
- 6.6 OLDER ADULTS & VULNERABLE PEOPLE** - An effective PEL regime will contribute to the protection of communities, whilst enabling and empowering communities to organise and socialise in a safe and secure environment which can help tackle issues affecting older adults and vulnerable people such as social isolation and loneliness.
- 6.7 STATUTORY DUTY** – Sections 9 and 41 of the Civic Government (Scotland) Act 1982 requires the Council, as licensing authority, to make a resolution for the regulation of PELs.
- 7.0 POLICY CHECKLIST**
- 7.1** This Report has been assessed against the Policy Development Checklist and has been classified as being an operational report and not a new policy or change to an existing policy document.
- 8.0 APPENDICES**
- 8.1** Appendix 1 – resolution for public entertainment licences.
- 8.2** Appendix 2 – guidance on the resolution.

Appendix 1

Public Entertainment Licence – What is Required?

A Public Entertainment Licence is required for the use of premises as a place of public entertainment. This means any place where members of the public are admitted or may use any facilities for the purposes of entertainment or recreation of any of the following types:

- (a) Concerts, plays, musical performances (whether live or recorded), dance performances, other performances, lectures, talks, festivals, dances, discos, raves and other such events whether indoor or open air; *
- (b) Sporting events unless if held at an athletic or sporting ground which are intended for that specific type of event;*
- (c) Fetes, gala days and similar events;*
- (d) Fairgrounds or pleasure parks;
- (e) Highland games and agricultural shows;*
- (f) Shows or exhibitions;*
- (g) Circuses;
- (h) Exhibitions of performing animals;
- (i) Fireworks and bonfire displays;
- (j) Billiards, snooker, pool and other games;*
- (k) Indoor bowling;*
- (l) Paintball games, laser or war gaming and other laser displays;
- (m) Sunbeds ,saunas, health clubs or gymnasias;
- (n) Indoor and outdoor go-karting;
- (o) Indoor skating rinks (including facilities for indoor roller skating and skateboarding) and ice rinks.*
- (p) Activities involving shooting, including but not limited to shooting ranges, archery or clay pigeon shooting;
- (q) Fisheries;*
- (r) Children's play centres;*
- (s) Trampolining; and
- (t) Indoor climbing.

If you intend to carry on any of these activities then you are required to apply for a public entertainment licence in advance of doing so. It is an offence under Section 7(1) of the Civic Government (Scotland) Act 1982 to use a premises for public entertainment without a licence.

A public entertainment licence may not be required if the premises are already licensed under a different licensing regime. If you are in doubt about which regime applies you should contact the Council's licensing team for advice.

Exceptions

The Council is keen to ensure that a public entertainment licence is only required where necessary and that the licensing regime does not unduly impact upon events organised at a community level unless for events where this is appropriate.

For the events or activities which are followed by a * above only, a Public Entertainment Licence is not required where ALL of the criteria (numbered 1-4 inclusive) below are met:

1. The event or activity is organised and held by any charity, religious, community, youth, sporting, or other non-commercial group; AND
2. The event or activity is provided to an audience of fewer than 300 persons at any one time and the organiser of the event has in place and operates appropriate steps to monitor and control attendance during the event so that attendance does not exceed 300; AND
3. The event or activity is not commercial in nature and any charge for entry of money, money's worth or by donation is solely for the purpose of fundraising; AND
4. The event or activity does not involve the use of temporary raised structures, mechanical amusement rides, inflatable structures, or temporary enclosed or semi-enclosed structures such as tents and marquees excepting gazebos which do not exceed the size of 3 meters by 6 metres.

If you are in doubt whether an exemption applies you should contact the Council's licensing team for advice.

Appendix 2

Guidance - Examples

1. A local scouts group wishes to organise a BBQ and picnic for scouts and their family members and proposes to charge a small entry fee to cover costs and raises funds. The BBQ will be held in the grounds of the scout hall or inside the hall if the weather is not kind. There are activities for children arranged including a bouncy castle. The organisers anticipate around 100 people will attend. Is a public entertainment licence needed?
 - a. Yes the scout group will need to apply for a public entertainment licence. This is because they will have a bouncy castle which falls under the definition of an inflatable structure. However, if the scout group did not have a bouncy castle then there would be no requirement for a public entertainment licence as the event is organised by a youth group, it will have under 300 participants, and any money charged will be towards fundraising and covering the scouts' costs.
2. A local literary society organises a lecture by a well-known author who is on a speaking tour. Initially the lecture is to take place in a venue with a capacity of 200, but due to demand the venue is changed to one with a capacity of 500. There is a charge for entry. Is a public entertainment licence required?
 - a. A public entertainment licence will always be required because there is a charge for entry i.e. it is a commercial event and not a fundraiser. This is the position irrespective of whether the event has 200 or 500 participants.
3. A local community council wishes to organise an exhibition of local artists' works in a village hall. There is no charge for entry. Does the community council need a public entertainment licence?
 - a. No, as long as the number of participants remains below 300 and there are no tents, marquees, temporary structures, inflatables etc.
4. The local farming community wish to host their annual agricultural show and highland games. As well as animal displays there will be fairground rides and food stalls which will be in tents and marquees. There will be a charge for entry and there will be in excess of 300 people in attendance. Do they require a public entertainment licence?
 - a. Yes. Highland games and agricultural shows require a public entertainment licence. The exemptions do not apply because of the number of expected participants, the presence of the fairground rides and the tents and marquees.



**POLICY AND RESOURCES
COMMITTEE**

11 APRIL 2019

EPB/026/19/CM

**DEPUTE CHIEF EXECUTIVE - EDUCATION,
PEOPLE & BUSINESS**

CONTACT OFFICER:

**CLAIRE MCNEIL, POLICY OFFICER, HOUSING
TEL: 578 8064**

SUBJECT TITLE:

ALLOCATIONS POLICY 2019

1.0 PURPOSE

- 1.1** Part 2 of the Housing (Scotland) Act 2014 (the “**2014 Act**”) introduces new provisions relating to the allocation of social housing which will come into effect on 1 May 2019. Officers have reviewed the Council’s existing Allocation Policy to ensure compliance with the updated legislation.

2.0	<u>RECOMMENDATIONS</u>
2.1	<p>It is recommended that the Committee:-</p> <ul style="list-style-type: none">a) agrees to adopt the updated policy; andb) instructs officers to implement the updated policy with effect from 1 May 2019.

ANN DAVIE

DEPUTE CHIEF EXECUTIVE – EDUCATION, PEOPLE & BUSINESS

3.0 BACKGROUND/MAIN ISSUES

- 3.1** As a social landlord the Council must ensure compliance with the changes introduced by the 2014 Act. In particular, the list of persons who are to be given reasonable preference in the allocation of social housing is to change slightly. Reasonable preference refers to a level of priority given to applicants under certain circumstances.
- 3.2** The 2014 Act amends section 20 of the Housing (Scotland) Act 1987 (the “**1987 Act**”) and requires the Council to set out three categories of applicants who should be given reasonable preference in an allocation policy. These are:
- persons who are homeless or threatened with homelessness and who have unmet housing needs;
 - persons who are living in unsatisfactory housing conditions and who have unmet housing needs; and
 - tenants of a house owned by a social landlord and which the social landlord considers to be underoccupied.
- 3.3** Circumstances where officers consider a person to be living under unsatisfactory housing conditions are set out in Section 5.4.1 (a) of the Allocation Policy at **Appendix 1**. These are:
- housing below tolerable standard;
 - access and support needs; and
 - statutory overcrowding.
- 3.4** The first two of the reasonable preference groups are subject to the qualification that the applicant also has unmet housing needs. The Council should consider two elements when deciding whether someone has unmet housing need; these are the applicant’s circumstances and the existing housing options available and accessible to them.
- 3.5** Landlords can take the needs of other groups into account, and can create other needs groups such as ex-service personnel. However, other groups must not dominate the allocations policy at the expense of the three reasonable preference groups in the 2014 Act.
- 3.6** As set out in paragraph 3.1 of Social Housing Allocations in Scotland: A Practice Guide February 2019, the reviewed policy ensures compliance with changes introduced by the 2014 Act, the Council is not required to undertake a consultation process. Any future changes or amendments to the Allocation Policy 2019 will be brought back to Committee following a period of full consultation. The Practice Guide was developed by the Scottish Government in conjunction with the Chartered Institute of Housing and Craigforth (Consultants) and is available from <https://www.gov.scot/publications/social-housing-allocations-scotland-practice-guide/>.

4.0 IMPLICATIONS

The implications for the Council are as undernoted.

- 4.1** Frontline Service to Customers – applications to the Council’s housing list continue to be assessed using the most up to date guidance and legislation.
- 4.2** Workforce (including any significant resource implications) – None

- 4.3 Legal Implications – the Council will remain compliant with the legislation by implementing the changes introduced by the Housing (Scotland) Act 2014.
- 4.4 Financial Implications – none.
- 4.5 Procurement – none.
- 4.6 ICT – none.
- 4.7 Corporate Assets – none.
- 4.8 Equalities Implications – applications to the Council’s housing list are assessed according to statutory duties and reasonable preference is considered based on the information supplied by the applicant.
- 4.9 Other – none.

5.0 **MANAGEMENT OF RISK**

The risks and control measures relating to this Report are as follows:-

- 5.1 All related policies and procedures, legal documents, letters and forms must be amended in order to remain legislatively compliant. A working group is in place to take this forward and agree objectives and deadlines.

6.0 **IMPACT**

6.1 **ECONOMIC DEVELOPMENT – N/A**

6.2 **EMPLOYABILITY – N/A**

6.3 **DELIVERING FOR CHILDREN & YOUNG PEOPLE – N/A**

6.4 **COMMUNITY SAFETY – N/A**

6.5 **HEALTH & SOCIAL CARE – N/A**

6.6 **STATUTORY DUTY** – The revised policy will ensure compliance with the 2014 Act once the provisions come into force on 1 May 2019 and continued compliance with the Council’s duties contained in the 1987 Act and the Housing (Scotland) Act 2001 in relation to the allocation of social housing.

7.0 **POLICY CHECKLIST**

7.1 The Allocation Policy received Pre-screening on 31 October 2018 attached as **Appendix 2**.

8.0 APPENDICES

8.1 Appendix 1 – Allocation Policy 2019

8.2 Appendix 2 – Pre-screening Notification



East Dunbartonshire Council

Allocations Policy

May 2019

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This policy is available, on request, in different languages or in other formats such as in large print and braille.

Section 1: Introduction

1.1 Purpose of the Policy

This policy describes how East Dunbartonshire Council (“the Council”) will manage access to its housing list, and how it will let houses to people on the list. Copies of this policy, the Council’s procedures and a much shorter summary are all freely available.

The policy has been developed in sectional format to improve clarity and to enable easy updating through future reviews. Appendices are also provided to give specific information to tenants and service users.

This policy is important for the following reasons:

- 1 Letting (or allocation) practice is critical in establishing local communities throughout East Dunbartonshire. It is also essential in sustaining these communities by creating areas that are popular to live in for tenants and other residents.
- 2 The allocation policy is central to the Council's general strategy to promote equal opportunities and social inclusion. For example, the Council provides information about this policy to all local communities. Again the Council gives priority to people living in housing need. Housing need is explained in detail in section 3.
- 3 The Council is legally required to give reasonable preference to particular groups when allocating houses. For example, people living in unsatisfactory housing conditions or homeless people. But this policy also includes good practice issues, for instance, by taking account of applicants’ preferences when offers are made.
- 4 Allocation practice is important to maximise rental income, for example by reducing numbers of empty properties. This, in turn, enables the Council to provide quality services to tenants and other service users.
- 5 The Council is committed to developing effective consultation procedures so that tenants and other service users can participate in policy development; these commitments are explained in Section 8.

Notes:

The word "house" is used as a general term to refer to all house types, including flats.

The words "letting" and "allocation" are both general terms used to describe policy making and practices surrounding house letting.

Section 2: Policy Aims, Objectives and Related Policies

2.1 Aims

The main aim of this policy is to tackle a variety of housing needs. Housing need is defined in this policy by reference to:

- legal and professional standards such as the tolerable standard that determine minimum acceptable housing conditions;
- social standards that take account of individuals' preferences and aspirations; and
- affordability, that is, rents that tenants can afford to pay.

The Council has also developed this policy to ensure that letting practice is effective, efficient and fair. This is part of general council strategy to meet best value objectives, for instance, developing quality services that are accessible to all service users.

2.2 Objectives

The main objectives of this policy are to:

- meet relevant legal and good practice standards, for instance, the Housing (Scotland) Act 1987 (as amended), the Scottish Executive Circular 1/2002 and Scottish Government regulatory standards. (Appendix 1 details legal and good practice guidance)
- prevent and eliminate discrimination in lettings practice on grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.
- promote equality initiatives concerning the above grounds, for instance, developing accessible housing in consultation with disabled people. (Appendix 4)
- create balanced and sustainable communities; by "balanced communities" the Council means communities that contain a broad range of households from all sections of society. This involves meeting people's preferences, whenever possible, as well as meeting their housing needs
- determine letting priorities based on a comprehensive assessment of local housing needs and demand; this includes promoting exchanges and house transfers of existing tenants as their needs change (Appendix 2)

- support applicants by providing good quality information and advice on housing options; and to treat information in confidence in line with the Council's legal obligations under the Housing (Scotland) Act 1987 and the General Data Protection Regulation;
- allocate empty houses in line with set time scales thus maximising income from rents; and
- establish effective partnerships with local housing associations to meet housing need, for instance, to tackle homelessness.

2.3 Related Policies

It is emphasised that this policy is linked to numerous other policies and strategies. These policies are not included in this policy as this would make this document too lengthy. The other policies are available on request and include the Common Housing Register and the Housing Options Guide.

Section 3: Legal and Regulatory Framework

The Council has established this policy to meet relevant legal and good practice standards. This section summarises the main legal requirements under the following headings:

- regulatory requirements
- accessing the housing list
- priority needs
- allocating houses
- information

3.1 Regulatory Requirements

The Council is committed to working in accordance with the Scottish Social Housing Charter, published by the Scottish Housing Regulator. The Council's performance in achieving these standards is assessed annually by The Scottish Housing Regulator which publishes its findings.

The Scottish Social Housing Charter obliges the Council to:

- ensure that people have fair and open access to its housing list and assessment process
- work with others to maximise and simplify access routes into its housing
- let its houses in a way that gives reasonable preference to those in greatest housing need; makes best use of available stock; maximizes choice, and helps to sustain communities, and
- ensure that the approach to letting houses is well managed, and that the Council achieves high standards of customer service, information and consultation

3.2 Access the Housing List

Any person who is sixteen years or more is entitled to access the housing list. Application forms are available at all of the Council's offices and applicants can apply on line.

The Council applies relevant legal provisions concerning entitlement to access the housing list for asylum seekers and other foreign workers.

On request, the Council assists applicants to complete their housing application form. Applicants are advised of this service in the information that the Council provides. The Council's application form can be made available in other languages and formats on request, for instance, in large print. The Council also makes available interpreting services, as required, and covers the costs of providing this service.

3.3 Priority Needs

In accordance with legal requirements, the Council gives **reasonable preference** to applicants who are:

- homeless or threatened with homelessness and who have unmet housing needs
- living in unsatisfactory housing conditions and who have unmet housing needs
- living in accommodation provided by a social landlord which is under-occupied

These terms are explained in detail in Section 5.

In addition to these groups, the Council also recognises that the policy should address other needs if it is to be effective. The housing needs and requests that the Council takes into account in the letting process are detailed in Section 5.

3.4 Allocating Houses

The Council takes no account of the following issues when letting houses:

- length of time applicants have lived in the Council area
- any housing debt that is attributable to the tenancy of a house of which the applicant is not, and was not when the liability accrued, the tenant, for example rent arrears or repair charges
- housing debt that has since been paid
- non-housing debt such as council tax owed either by applicants or another household member
- applicants' age unless the Council has designed or specifically adapted the houses for people of a specific age, for example, sheltered housing; or
- applicants' income or any property that they own, including income of household members

The Council takes no account of rent arrears that are less than one month's rent when allocating houses. In such cases, however, the Council would make a reasonable repayment arrangement to clear the arrears in line with the arrears policy.

This rule also applies in respect of housing debt that is more than one month if people:

- make an agreement with the council to repay the debt
- make payments for at least three months, and
- continue to make payments

The Council also ignores whether or not an applicant lives in the area if the applicant:

- works in the area or has been offered employment in the area
- wants to move into East Dunbartonshire to find employment and the Council is satisfied of this
- wants to move into the area to be near a relative or carer
- has special social or medical reasons for being re-housed in East Dunbartonshire
- is subject to harassment and thus wants to move into the area, or
- runs the risk of domestic violence and so wants to move into the area

Finally, the Council does not require that:

- applications are in force for a minimum period before considering applicants for housing
- a divorce or judicial separation be obtained, or
- applicants should be living apart from another person before being considered for housing

3.5 Information to Applicants

The Council publishes this policy widely throughout East Dunbartonshire and distribute copies to all offices. A copy is also sent to relevant agencies, including the Scottish Government.

The Council provides tenants and other service users with advice and information about this policy on request. This includes advice about housing options within the Council area, for example, housing options in both the private and social rented sector (housing associations).

The Council has also established an advice and information strategy. This covers advice and information about matters such as:

- tenancy rights, including appeal rights
- homelessness; and
- housing information in both the private and public housing sectors.

Applicants are entitled to access information that they have supplied concerning their housing application. This is detailed in the Housing (Scotland) Act 1987.

They are also entitled to view other personal information that the Council holds on file. The Council can only withhold personal information on specific grounds detailed in the **General Data Protection Regulation**. The Council will provide this information, if permitted, within one month. Full details can be found on the Council's website at <https://www.eastdunbarton.gov.uk/council/subject-access-request>

The Council has also introduced a Housing Options Guide. This provides information about the range of housing options within East Dunbartonshire as well as advice on how to contact other housing providers. The Housing Options Guide provides general information on estimated waiting times for offers throughout the Council's housing stock. Finally, the Council also gives information on housing that is accessible for disabled people.

Information on how the Council holds and uses personal data is available on the Council's website. Details of the Council's privacy notice in respect of Housing can be found online at: https://www.eastdunbarton.gov.uk/sites/default/files/documents/council/privacy-notices/privacy-notices-f-k/privacy-notice-housing_0.pdf

A hard copy privacy notice can also be requested from the Council at East Dunbartonshire Council Headquarters, 12 Strathkelvin Place, Kirkintilloch, G66 1TJ.

Section 4: Applying for a house

This section summarises the key issues involved in processing applications. The Council housing service operates procedures that cover the whole detailed allocation process.

Section 5 details how points are awarded and how housing applications are grouped on the housing list.

An information booklet is also available - "A guide to your housing application."

4.1 Assessing Applications

Applicants for housing can access the housing list by completing the Common Housing Register application form; this form is sent to applicants. The Council offers applicants assistance to complete this form on request.

The Council also provides interpreters or signers, as appropriate and meets the costs of providing this service.

The Council aims to assess applications within **twenty** working days of receiving them, and send applicants details of their award of points.

Existing tenants of the Council may apply for a transfer; applicants should use the same application form.

Tenants also have other legal rights. For example, they have the right to exchange houses with any other Scottish secure tenant; this is subject to Homeswapper receiving the Council's prior written approval that cannot be withheld unreasonably. Details of the Council's exchange procedures are available on request.

Again, tenants may apply to have a joint tenancy with another person either staying (or intending to stay) with them. Information on joint tenancies is available on request.

Applicants may apply for particular house types such as sheltered housing or housing that is accessible to older people. Information on how to access such housing is given in Section 5.

The Council also nominates applicants for empty housing association properties in East Dunbartonshire. This is done through the Council's locally agreed nomination arrangements with Housing Associations operating in the area.

4.2 Confidentiality

The Council treats all information provided by applicants in confidence. The Council seeks applicants' permission to discuss application details with other agencies, as appropriate. For instance, the Council may contact previous landlords to confirm details concerning terms of let regarding other tenancies. Personal references are not requested.

The Council's processing of personal information complies with the General Data Protection Regulation and the Data Protection Act 2018. The Council is registered with the Information Commissioner's Office under registration number Z7136359. Records concerning personal details of applicants and tenants are processed strictly in line with legal requirements.

4.3 Accessible Housing

The Council is committed to promoting accessible housing. For example, the Council discusses particular access requirements with individual applicants to ensure that offers made are appropriate. The Council also consults with disabled people during the development of housing projects, including making reasonable adjustments to create accessible houses.

4.4 Application Details

The Council checks application details before offers are made to confirm information concerning applicants' housing needs and preferences. This may include carrying out home visits and seeking confirmation of details from other landlords.

Visits may also be carried out by other landlords, for example, visiting applicants living outwith the Council's area.

The Council notifies applicants of the visit at least five working days in advance; contact is made by phone or in writing. When visiting applicants, officers follow clear procedures to ensure respect for applicants' privacy and home. This is important to meet the Council's commitments under the Human Rights Act 1998.

The purpose of the home visit is simply to confirm details provided in the application form. When visits are made prior to offer, if details are accurate, the Council makes the offer. If details seem to be inaccurate, the Council asks applicants to clarify matters within three working days.

If applicants do not provide details, the Council may withdraw the offer. The application may also be deferred; details of when the Council defers applications are contained in the suspension procedure.

4.5 Applicants' Conduct

The Council may withhold offers of housing if applicants **deliberately** worsen their housing situation to gain priority. In such cases, applications may be suspended in line with the principles of the suspension procedure. This procedure is available on request.

The Council may also suspend applications on grounds of inappropriate conduct. For example, applicants may have a history of serious anti-social behaviour that has breached existing tenancy conditions or other law. In line with good practice, the Council seeks to minimise numbers of suspensions and monitor them on a regular basis.

Applications may be suspended for a number of reasons; these are detailed in the suspension procedure. For example, an application may be suspended if there is a **deliberate** worsening of housing circumstances to increase priority for housing.

4.6 Number of Offers

The Council has established rules concerning the number of offers that may be made. Due to the shortage of housing available for let, the Council makes one reasonable offer only. This rule also applies to numbers of offers made to homeless applicants. Generally, offers made are based on applicants' stated choice of area. The Council does not, therefore, offer houses to applicants in areas they specifically exclude from consideration. What applicants may choose is detailed below in section 4.7.

Due to the urgency of the situation facing homeless applicants, and the limited availability of housing, it may not always be possible to offer housing in the areas requested. Housing offered to homeless applicants will, therefore, not necessarily be restricted to the areas they have chosen.

The Council applies the following rules whenever applicants refuse offers based on their stated choices:

- 1 Whenever applicants refuse their **first** reasonable offer, their application is suspended for **six months**. Homeless applicants who refuse an offer will not be suspended from the housing list. However, the offer will be regarded as a discharge of the Council's legal obligations and the applicant will lose their homelessness priority.
- 2 Whenever applicants refuse their **second** reasonable offer, their application is suspended for **six months**. Applicants will be offered the opportunity to discuss their application after refusing the second offer. At this meeting officers will emphasise that only one further offer will be made before a longer period of suspension is applied.

- 3 Whenever applicants refuse their **third** reasonable offer, their application is suspended for **twelve months**.

After this period ends, the above suspension rules apply again.

If a house is refused by three different applicants, the Council will investigate the reasons for refusal before making further offers. The Council will then implement appropriate measures to let the houses in question as quickly as possible. This may include advertising or contacting several applicants who have expressed interest. This could happen, say, in the case of difficult to let houses. The Council has established internal procedures to monitor what steps are taken to let houses that are refused. See **Appendix 6 - management grounds** for further information.

4.7 Choice of Areas and House Types

The Council has divided the Council area into ten letting districts containing forty nine neighbourhoods. This information is provided to all applicants to enable them to select their areas of choice.

Applicants may apply for any letting district, as well as individual neighbourhoods within each letting district. They may also select their preferred house types. Applicants may change their choice of letting district, neighbourhood and house type at any time.

The Council specifically requests applicants to identify their first choice letting district and neighbourhood. The Council uses this information for statistical monitoring to identify patterns of demand for council housing in East Dunbartonshire.

The Council provides applicants, on request, with letting information on their choices of letting district and associated neighbourhoods. This information covers general information and prospects of rehousing. Housing staff will explain clearly that the housing list changes continuously.

The Council provides applicants with advice about their housing options based on local factors such as turnover of houses and types of houses throughout the council area.

4.8 Applications and House Size

The section outlines the rules concerning the size of house for which applicants may apply.

Applicants may apply for a house that is one bedroom larger than needed where welfare reform charges do not affect them. They will, however, only be considered for such housing after the Council has addressed the needs of other applicants who require the larger housing.

In this policy, the standard applied is detailed below.

Household Members	Bedroom Requirements
Each couple (same or opposite sex)	1 bedroom
Two children of same sex (fifteen years or under)	1 bedroom
Two children of different sex (nine years or under)	1 bedroom
Adult and Child	2 bedrooms
Two people of same sex (sixteen years and over)	2 bedrooms
Two children of different sex (ten years or over)	2 bedrooms

Table 1

4.9 Review of Applications

The Council carries out annual reviews of applications based on the month that the application was registered. This is essential to ensure that housing list information is accurate so that the Council minimises the number of refusals.

The Council requests applicants to provide notification within ten working days of whether or not they want to remain on the housing list. Applicants are advised of this process when they complete their application form. Applicants also acknowledge in this form that applications may be deleted if they fail to respond to the review. The Council also issues one reminder letter giving applicants a further ten working days to confirm if they want to remain on the list.

Applications are reinstated if applicants contact the Council within four months of the review date. Applicants who contact the Council after four months are requested to submit a new application.

4.10 Conditions of Let

The Council explains tenants' rights in detail when tenants sign their tenancy agreement. The information provided covers rules that apply to transfers and mutual exchanges. This reflects the Council's general commitment to promoting awareness of tenants' rights. The Council also uses this meeting to identify any particular household needs. For instance, the Council asks tenants whether they have any accessibility requirements such as a preference to receive information in large print.

Section 5: Letting Houses

5.1 Introduction

In letting houses, the Council operates a points system involving a number of different groups. This is known as a groups plus points system. This system is essential for three reasons.

Firstly, it enables the Council to meet its legal obligation to give reasonable preference to the three priority groups outlined at paragraph 3.3.

Secondly, it promotes the Council's objective of creating a balanced community mix. For example, the Council rehouses a range of households including single people, sole parents and family households. The Council also encourages applications from a range of groups to promote inclusive communities, for example, applications from disabled people and applications from black and minority ethnic communities. **Appendix 4** gives examples of positive action initiatives.

The Council sets a lettings target each year for the individual groups. This target is subject to ongoing review as identified needs change. Targets also take account of the choices and aspirations of individual applicants.

Thirdly, it meets good practice guidance as this approach is recommended in areas, such as East Dunbartonshire, with high levels of housing need. It enables the Council, for example, to address housing needs other than the limited range of priority groups covered by law.

This section now explains the Council's legal obligations before describing the points system in detail.

5.2 Legal Obligations

In selecting tenants, the Council must meet certain legal obligations concerning:

- groups to be given reasonable preference;
- residence; and
- specific restrictions.

5.2.1 Reasonable Preference Groups

The Council is legally required to give **reasonable preference** to the following groups.

- people who are homeless or threatened with homelessness, and who have unmet housing needs;
- people living in unsatisfactory housing conditions and who have unmet housing needs;

- Tenants of houses held by a social landlord which are being underoccupied.

5.2.2 Residence

The Council must take **no account** of whether applicants live in East Dunbartonshire if they:

- work in the area or have been offered employment in the area
- want to move into East Dunbartonshire to find employment and the Council is satisfied of this
- want to move into the area to be near a relative or carer
- have special social or medical reasons for being re-housed in East Dunbartonshire
- are subject to harassment and thus wants to move into the area, or
- run the risk of domestic violence and so want to move into the area

Finally, the Council does not require that:

- applications are in force for a minimum period before considering applicants for housing
- a divorce or judicial separation be obtained, or
- applicants should be living apart from another person before being considered for housing

5.3 Housing Categories and Groups: East Dunbartonshire

It is essential to include the reasonable preference groups in the allocations policy. It is important, too, to meet good practice requirements by ensuring that the allocation policy addresses local issues.

For these reasons, the Council has established three main categories. Applicants will be placed in only one category based on the one that has the highest share or target of lets.

The categories along with the needs that they cover are as follows:

5.3.1 Priority Category: Groups

- people who are homeless or threatened with homelessness, who have unmet housing needs;
- people living in unsatisfactory housing conditions who have unmet housing needs; and
- tenants of houses held by a social landlord which are being underoccupied

5.3.2 Local Needs Category: Groups

- insecurity of tenure
- overcrowding (non-statutory)
- other underoccupation
- sharing amenities
- Access and support needs - medium priority
- family and social
- preference

Local needs cover a wide range of needs concerned with letting houses. These reflect local housing need issues, as well as good practice guidance. For example, alleviating under occupation of certain housing stock is promoted to meet the needs of large families or households that might be overcrowded. The categories in this group are described in more detail below.

5.3.3 Other Needs Category: Groups

- caravan dwellers;
- outwith East Dunbartonshire needs; and
- outwith East Dunbartonshire aspirational.

These groups cover caravan dwellers and applications from people living outwith the area.

The categories in this group are described in more detail below. The Council assesses applications received and the computer system places applicants in the appropriate groups. For example, a person living in overcrowded housing is placed in the unsatisfactory housing conditions group.

Applicants can only be placed in one of the three category groups (**Priority**, **Local** or **Other**), although they can, if they qualify, go on all the relevant sub groups within the category.

If applicants have housing needs from more than one category, they will be placed on the category where they are most likely to be re-housed. They will receive points for all aspects of their housing need.

The Council sets targets concerning the number of houses to be allocated to each group. Targets are reviewed on an ongoing basis to take account of statutory obligations, local housing needs and the number of registered housing applications in each group. Targets are reviewed at least annually.

5.3.4 Qualifying for Groups and Points

The points awarded for all elements of need are described below, and for easy reference are also listed in the points ready reckoner (see pages 35 - 36). Points for individual elements are also noted under each group below.

The Council uses time on the list (**date of application**) to decide priority between applicants whose points totals are the same within the same group.

It is also emphasised that allocation of houses does not depend simply on the number of points awarded. In some groups such as homelessness, points are disregarded and applications are prioritised by date. An award of points does not by itself guarantee an applicant that they will be re-housed.

For example, having less points in a particular group may not affect prospects of re-housing if applicants with more points have strict rehousing preferences. Again, re-housing may occur more quickly for certain groups because the number of lets awarded to these groups is higher (higher target of lets).

5.3.5 Priority Housing Category

(a) Unsatisfactory Housing Conditions with Unmet Housing Needs

Unsatisfactory housing conditions can arise in a variety of different ways. The Council considers there to be three main circumstances where a person is living under unsatisfactory housing conditions.

(i) Housing below the Tolerable Standard

Housing is below the tolerable standard if it does not meet the relevant legal standard. This standard is contained in the Housing (Scotland) Act 1987 (as amended) and detailed in Appendix 2.

The Council awards applicants living in housing below the tolerable standard sixty points.

The Council requires written evidence to confirm that housing is below the tolerable standard. For example, certificates from Environmental or Building Control Services.

If applicants' homes are subject to demolition or closing orders because they are below Tolerable Standard, they receive another seventy five points from the date the order applies.

(ii) Access and Support Needs

Accessibility issues concern housing that is not adequate to meet people's housing needs due to access requirements. For example, stairs within flats may mean that the house is not accessible.

The Council has, therefore, established a separate procedure for assessing the award of points when housing is inaccessible. This procedure also covers applications for housing that are based on health or medical grounds, disabled applicants and those needing sheltered accommodation. Applicants are advised of this procedure automatically as soon as they apply.

Key points of this policy are as follows:

- applicants are awarded points for moves to alternative housing that is more accessible than their present accommodation;
- the Council assesses applications under different categories depending on the level of need. The totals for high and medium assessments are **one hundred** (High) and **thirty points** (Medium). A High assessment will place an application in the Priority Needs category while a Medium assessment will place an application in the Local Needs category;
- applicants whose household members also have accessibility needs because of existing housing conditions receive half the extra points. For example, they would receive **fifty** or **fifteen** extra points;
- applications are assessed by housing staff
- applicants with the same points total are prioritised by date of application

Accessible Housing

The Council is committed to creating, and assisting people to obtain, accessible housing that meets their accessibility requirements, for instance, wheelchair accessible housing.

The Council will consult with individual service users and professional staff such as health professionals to identify appropriate housing for let. The Council maintains a data base of accessible housing to ensure that it can match lets to individual applicants' needs.

The Council advises existing tenants of their rights to carry out alterations to make their housing accessible; the Council also provides information on grants available to carry out relevant adaptations.

Sheltered Housing

The same accessibility policy as above is used for accessing those needing sheltered housing. Details of this policy are notified to all applicants who want sheltered housing.

Sheltered housing is available to customers over sixty, although applicants can put their name down for sheltered housing from fifty five years of age.

(iii) Statutory Overcrowding

The Council uses two standards to assess levels of overcrowding. The first standard is the legal or statutory overcrowding standard. Details of this standard are given in **Appendix 2**. This meets with the Council's legal obligations to address problems of overcrowding.

This standard assesses overcrowding by reference to either the room or space standard. The room standard is breached if two people of different sexes aged ten or more - and not living together as husband and wife - must sleep in the same room. "Room" covers both living rooms and bedrooms. For example, this would apply where a boy and girl - aged eleven and twelve - have to sleep in the same room.

The space standard is broken when the number of people living in a house exceeds the permitted number. This takes account of both numbers of rooms and the floor area of individual rooms.

The Council awards overcrowded applicants **one hundred** points; no further overcrowding points are given. Priority among applicants is decided by date order.

The second overcrowding group is found in the Local Needs category section 5.4.2.

(b) **Homeless People and those Threatened with Homelessness, with Unmet Housing Need**

The Council has a separate policy for dealing with homeless applicants and those threatened with homelessness. Threatened with homelessness means a person who is likely to become homeless within **two** months. This is important as the Council has legal obligations in respect of housing homeless people.

In view of high numbers of homeless applicants, and the limited supply of council housing, homeless applicants must widen their options if re-housing is to take place. This includes making offers of housing that may not necessarily be restricted to the areas they have chosen. It is emphasised, however, that a high letting target is assigned to this group. If the Council makes one reasonable offer of housing the Council will have discharged its homelessness obligations.

The Council also works with its housing association partners to rehouse homeless people. Further information on homelessness can be accessed via a separate homelessness policy.

Applicants who cannot be reasonably expected to continue to reside in their present accommodation because of discrimination or harassment may be treated as being homeless.

Unmet Housing Needs

For a person to fall within either of the two priority groups described above they must also have unmet housing needs. Unmet housing needs exist where a person's needs are not capable of being met by the housing options which are available.

Whether unmet housing needs exist in any given case will depend on two sets of factors:

1. the circumstances of the applicant, which will vary widely among applicants; and
2. the different housing options that are available to the applicant and whether these options are accessible to the applicant.

Examples of where an applicant has unmet housing needs that could not be met by the housing options which are available to them could include:

- an applicant with disabilities whose housing needs could only be met in social housing because other appropriate housing was not available in the area and it was not possible to make essential adaptations to their current home; or
- an applicant who needed to be located in a specific area for social reasons, for example to provide care to a family member, and who could not access other types of housing in the area.

There will also be circumstances where an applicant's needs could be met by the housing options that are available to them. This could, for example, include where the applicant's needs could be met in their current property with adaptations that can be made.

(c) Social Tenants who are Underoccupying

The main purpose of this priority group is to release housing that is too large for existing households to meet the housing needs of larger households on the housing list. Releasing the larger properties is essential to meet the Council's legal commitments to alleviate homelessness, overcrowding and other particular needs such as the housing needs of black and minority ethnic households.

Applicants within the social rented sector who occupy houses considered to be underoccupied receive between **fifty and one hundred and twenty five points** depending on the number of bedrooms in excess of their house size requirements. This award is given to encourage the freeing up of larger houses.

The points award is based on the following standard:

- one bedroom is required for couples of the same or opposite sex
- one bedroom is required for each person sixteen and over
- one bedroom is required for two children (of the opposite sex) under ten
- one bedroom is required for two children (of the same sex) under sixteen
- one bedroom is required for each single person

Points are awarded for all rooms that are under-occupied. Applicants may apply to move to a house that has less bedrooms than their present house. Applicants may, therefore, move to a house that may still be under-occupied but the under-occupation is less.

Assistance may be available to meet costs of rehousing covering general removal expenses. Actual assistance offered depends on resources available each year. Details of this scheme are available at each area office.

5.3.6 Local Needs Housing Category

The Council recognises that all applicants have specific housing needs and aspirations. There are, however, specific issues to be addressed to ensure that certain local needs are met. Recognition of a variety of local needs is outlined in the sections below.

(a) Insecurity of Tenure

Forty points in total are awarded if an applicant falls into one or more of the categories below. In the case of applicants becoming homeless before they are re-housed, the Council deals with their applications through the homelessness policy

Insecurity of tenure covers applicants in the following six groups:

People moving among relatives and friends

This covers applicants who move frequently among relatives and friends who do not want to be rehoused as homeless applicants. This includes applicants who move between at least two addresses each year.

Threatened with homelessness more than two months

This covers applicants asked to leave accommodation by relatives or friends but where they are allowed to stay for up to a further twelve months. This may avoid applicants having to go into temporary bed and breakfast accommodation immediately.

Homeless or threatened with homelessness within two months

A homeless application is activated from the original date of notification when (a) either accommodation (permanent or temporary) can be Offered by the council, or (b) existing accommodation is lost. A homeless application will only be activated where an offer through insecurity of tenure is not forthcoming. This allows for a more planned approach and can avoid statutory homelessness altogether. Application status is examined again after twelve months.

Her Majesty's Service Personnel

This covers HM Armed Forces personnel who have previously lived in East Dunbartonshire **immediately** before joining the Armed Forces. All other services personnel wishing to apply for a house in East Dunbartonshire are dealt with in line with the general policy provisions.

Members of the armed forces are encouraged to make an application as soon as possible before their discharge. Applications will normally be deferred during periods of service.

Evidence of the normal discharge process will be required, for example, written confirmation of discharge.

Applicants will receive **forty points** twelve months before the end of their service.

Note: A Scottish Government leaflet has been produced to provide ex service personnel with useful information on housing options. The leaflet is entitled 'A Scottish Housing Guide for people leaving the armed forces and ex-service personnel'. The leaflet is available on request.

(b) Private Sector

This covers tenants living in the private rented sector whose tenancy is ending. For example, a short assured tenancy where the landlord has followed proper notice procedures and their previous tenancy was conducted satisfactorily.

Affordability Issues

Applicants who are unable to afford their rents or mortgages may qualify for insecurity points; affordability of payments is an important element of housing need.

Affordability is defined below:

Mortgage Affordability: A household is not eligible for a mortgage if mortgage repayments would take up more than 35% of its gross household income.

Private Rental Affordability - Non Housing Benefit: A household is unable to afford private rented housing if renting privately would take up more than 35% of its gross household income.

Private Rental Affordability - Housing Benefit: A household is unable to afford private rented housing if the actual rent is greater than the eligible rent + 5%.

Applicants will receive **forty points** from the date they are given formal notification of their tenancy ending. In the case of financial difficulties, points are awarded when details are confirmed.

Tied Tenants in East Dunbartonshire

This covers tenants who **must** occupy accommodation in the East Dunbartonshire area as part of their employment duties.

The Council will request written confirmation from employers that the tenancy is ending. Applicants should advise the Council formally of the tenancy ending by giving reasonable notice. This should be at least **one year** if any prospect of re-housing is to be possible. It is likely that if notice of less than one year is given then a homeless application may have to be activated.

Points are awarded when tenancies are being ended **by the employer**, for example on grounds of retiral, but not on voluntary grounds.

(c) Overcrowding (Non-statutory)

The second category of overcrowding that the Council addresses is overcrowding involving families living in accommodation that is too small for their needs. Although such families are **not** legally overcrowded, they are overcrowded when measured against modern acceptable levels of occupancy.

The **overcrowding** category deals with locally defined overcrowding situations. This covers any accommodation that is not large enough for the household in question and, therefore, single people and couples may qualify under this second category.

For example, a one apartment or bed-sit is deemed as being too small for couples. Couples in this policy include same sex partners.

The Council assesses each application against a minimum acceptable standard. This standard assesses overcrowding in relation to numbers of bedrooms needed. Unlike the legal standard, it excludes the living room from the calculation.

The Council awards ten points for each bedroom required by households. A household means any person(s) wanting to live separately.

The standard that the Council applies is as follows:

Bedrooms Required

Household Composition	Minimum No Bedrooms
Each couple (of same or opposite sex)*	One
Adult and child	Two
Two people of same sex (sixteen or over)	Two
Two children of same sex (under sixteen)	One
Two children of different sex (nine or less)	One
Two children of different sex (ten or more)	Two

Table 2

*Additional rooms may be required on health or access grounds. Applicants will be requested to provide written details where this applies.

Notes:

Members of the applicant's household who are temporarily absent are taken into account when assessing levels of overcrowding and awarding points. The applicant may be requested to confirm that the house is the person's only or principal home.

If families are split, children are considered to be part of the household when they reside there for at least three and a half days each week.

(d) Other Under-occupation

Within the allocation policy the Council has established a mechanism to try to address the issue of underoccupation outwith the social rented sector. In recognition of the higher costs associated with larger properties, for example fuel and council tax, and the financial difficulties that this might cause, all applicants receive **fifteen points** if their property is under occupied by **two or more bedrooms**.

Between **fifty and one hundred and twenty five points** depending on the number of bedrooms in excess of their house size requirements will also be awarded to applicants living in private rented accommodation, in light of the implications of Welfare Reform.

The points award is based on the following standard:

- one bedroom is required for couples of the same or opposite sex
- one bedroom is required for each person sixteen and over
- one bedroom is required for two children (of the opposite sex) under ten
- one bedroom is required for two children (of the same sex) under sixteen
- one bedroom is required for each single person

Points are awarded for all rooms that are under-occupied. Applicants may apply to move to a house that has less bedrooms than their present house. Applicants may, therefore, move to a house that may still be under-occupied but the under-occupation is less.

Assistance may be available to meet costs of rehousing covering general removal expenses. Actual assistance offered depends on resources available each year. Details of this scheme are available at each area office.

(e) Sharing Amenities

This section applies to applicants who share amenities with other people not of their household. A household means any person or persons wanting to live on their own; this includes existing family members who now want to live on their own. Such family members may have always lived in the house, or moved in temporarily.

The policy covers all housing applicants who are staying with family or friends in either the private or public sectors.

Applicants (both tenants and owners) who share amenities with other members of their household do not receive sharing amenities points; nor does it apply where tenants have sublet part of their property or taken in lodgers.

For each amenity shared the Council awards **five points**. Amenities for which points are awarded are as follows:

- bath or shower;
- inside toilet; and
- kitchen.

If a bedroom is shared, points may also be awarded for overcrowding.

In the case of applicants living in bedsits or houses in multiple occupation, an award of **ten points** is made in recognition that householders have no room exclusively used as a bedroom, or are sharing other communal facilities with strangers.

(f) Access and Support Needs (Medium Priority)

House Condition

The Council awards points to applicants if their house fails to meet reasonable standards other than the tolerable standard. For example, houses may be in a state of disrepair but not be below the tolerable standard.

The qualification for points under this category, based on elements of the Scottish Housing Quality Standard, is outlined at Appendix 5.

Applicants whose housing fails to meet a reasonable standard receive a total of forty points.

Medical Reasons and Accessibility - Medium Priority

Housing applicants living in accommodation considered unsatisfactory for medical reasons in the medium to longer term are awarded thirty points. The different levels of priority in respect of accessibility needs are explained at section 5.4.1.

(g) Families and Social

Housing need is often considered against standards that detail deficiencies such as housing below the tolerable standard. This approach emphasises the **physical defects** of housing standards. As indicated in paragraph 2.1, though, the Council recognises that housing need also involves other needs such as personal aspirations and social or support needs. This section of the policy, therefore, outlines the range of factors that attract points for other reasons.

The following needs are covered in this section:

- social
- housing support families

The Council assesses these applications to monitor levels of demand to access its housing stock. This information is used to inform the local housing strategy and general housing needs assessment. Applicants in the Homeswapper category receive no points; the other groups receive points as detailed below.

Social Needs

If applicants wish to live in East Dunbartonshire for certain reasons defined in law, the Council disregards the fact that they do not stay in the area (Section 5.2.2).

Housing Support

The Council has established specific procedures for dealing with people who have housing support needs. For example, Housing, social work and health departments work together to address the needs of people rehoused through community care programmes. The Council publishes details of these procedures separately and they are available on request.

Cases which have been community care assessed or where a housing support package is available will be awarded ninety points.

Cases where confirmation is available from a health or professional source that support is needed, but it falls short of an available care package being in place, will be awarded thirty points.

Applicants living in the area or wanting to move into the area to be nearer a relative or carer will not be awarded points, but will be prioritised in group by date of application.

Young People - Leaving Care/Supported Accommodation Projects

Young people find it increasingly difficult to access public sector housing. The Council has, therefore, established specific procedures for dealing with young people who have housing support needs.

Housing, social work and health departments work together to address the needs of young people requiring rehousing, normally through a support package being put in place. For example, the Council has developed supported accommodation projects to meet the needs of young people.

Young people who have had a housing support assessment and have been identified as being able to sustain a tenancy with or without support will be given a degree of priority. Applicants who co-operate with the through care team and applicants who satisfactorily progress through the Canal Project will be awarded ninety points for re-housing.

All other young people who undertake a housing support assessment will be awarded thirty points. Any young person who does not accept the housing support, or required support, from health and social work/housing teams will be placed either in the Insecurity of Tenure or Sharing Amenities categories. In cases that require significant housing support, in order for a tenancy to be sustained, a Short Scottish Secure Tenancy may be offered which will link to an appropriate support package being in place.

Families' Needs

The Council recognises a number of other needs relevant to the allocation of housing.

These are discussed under the following headings:

- families with children;
- families without gardens; and
- schooling

Families with Children

Families with children under fourteen are considered to have access difficulties where they have to use external stairs to access their flat at, or above, the first floor. For example, parents having to take prams and supervise children upstairs.

The Council awards points as follows subject to a maximum level of twelve points:

Floor Level	Points
Living on first floor	Three
For each floor above first	Three

Table 3

To obtain points under this category, applicants must move to accommodation that is more accessible. For example, moving from a top floor flat to a first or ground floor flat.

Families without Gardens

In recognition of the importance of gardens for families with children, the Council awards points to families without gardens. This includes all households without exclusive use of garden areas.

The Council awards three points under this category to families with children under fourteen.

Schooling

Applicants whose children have specific learning support needs that are only met by particular educational establishments will be considered for housing nearer such schools.

The Council awards twenty points for applicants whose children require specific learning support.

(g) Preference

This refers to applicants who live within East Dunbartonshire and have no points but who have expressed a personal preference for wanting to move to another type of house or area in East Dunbartonshire. Both waiting list and transfer applicants are included in this category. Although such applicants have no priority housing need, it is important to record all preferences for a move, as this can influence future housing development opportunities.

The Council decides priority among applicants based on **date of application**.

5.3.7 Other Housing Needs Category

Other housing needs cover applicants in the following three groups:

(a) People Living in Caravans

This covers people who live in permanent caravans and those living in mobile or touring caravans within East Dunbartonshire. For applicants to be considered under this category, they should be living in East Dunbartonshire for at least **six months** continuously. People living in

caravans will be awarded 40 points. Caravan dwellers with no site to pitch their caravan are treated as homeless people.

Applicants living in mobile or touring caravans, who have not been permanently resident in East Dunbartonshire for **six months** continuously, will be assessed the same way as applications received from people without local residence connections.

(b) Outwith East Dunbartonshire - Needs

The Outwith Needs group covers applicants who have housing needs but who live outwith the East Dunbartonshire area. This group does not include applicants who live outside the area who have one of the local connections mentioned in 5.2.2.

Applicants in this group are held in points order but their prospects of re-housing is restricted due to the high levels of demand from the priority and local needs categories.

(c) Outwith East Dunbartonshire - Aspirational

This refers to applicants who live outside East Dunbartonshire and have no points but who have expressed personal reasons or preferences for wanting to live here. Examples of people in this category, based on

current information, are those living in neighbouring areas wishing to move or for reasons such as accessing local schools or good quality housing.

Applicants within this group are prioritised by date of application. Their prospects of re-housing are **very** restricted. This is due to the high levels of demand from the priority and local needs categories, as well as the people wishing to move into East Dunbartonshire who are in housing need.

5.3.8 Management and Economic Grounds

It is essential that the allocation policy includes discretion and is not based simply on inflexible procedures. Indeed, avoiding "blanket policies" is important to meet legal requirements. Discretion, on the other hand, must be subject to detailed monitoring in the interests of public accountability.

The Council has established procedures for addressing management issues. For example, the Council monitors letting trends to evaluate whether any areas are becoming difficult to let. In such cases, the Council would consider implementing a management initiative called a lettings initiative to reduce numbers of empty housing.

In developing such initiatives, the Council will give reasonable preference to specific groups in accordance with law. The Council may, though, modify existing practice to take account of particular

issues. For instance, restricting lets to households with children, if child density is at present extremely high.

Additionally, the Executive Officer - Housing may award urgent housing priority in cases where circumstances are unique or so severe as to merit urgent special attention.

See **Appendix 6** Management and Economic Grounds for further information.

5.4 Points Ready Reckoner

Category Priority (P) Local (L) Other (O)	Group	Points	Ordered by	Reference	
				Section	Page
1.	Management and Economic Grounds	—	Priority Date	Appendix 6	49
2. (P)	<u>Unsatisfactory Housing - Condition</u> Property below tolerable standard(elements noted in Appendix 2)Demolition or closing order (due to BTS)	60 +75	Total Points	5.4.1(a)	20 20
3.	<u>Unsatisfactory Housing - Accessibility</u>				
(P)	High Access and Support Needs	100	Total Points	5.4.1(b)	20
(L)	Medium Access and Support Needs	30			20
4.	<u>Overcrowding</u>				
(P)	Overcrowding - Statutory	100	Total Points	5.4.1(c)	22
(L)	Overcrowding - Non-statutory	10 (for each bedroom required)		5.4.2(b)	26
5. (P)	<u>Homelessness</u> Homeless and Unintentionally Homeless	— —	Date of Priority	5.4.1(d)	22
6. (L)	<u>Insecurity of Tenure</u> - Moving among relatives and friends - HM Personnel - Private sector - EDC tied tenancies - Homeless - no priority need - Threatened with homelessness more than two months - Lack of affordability	40	Total Points	5.4.2(a)	24-26
7.	<u>Under occupation</u>				
(P)	Under occupation Council and Housing Association stock	50 - 125 points	Total Points	5.4.2(c)	23-24
(L)	Other underoccupation	15			27-29

8. (L)	<u>Sharing amenities</u> - bath/shower - kitchen - toilet - Bedsit/ HMO	5 each (max 15) 10	Total Points	5.4.2(d)	28
9. (L)	<u>Access and Support Needs - Medium Priority</u>	40	Total Points	5.4.2(e)	30
10.(L)	<u>Family and Social</u>			5.4.2(f)	
	Community Care/Housing Support	30	Total Points		30
	Community Care/Housing Support with Package	90			30
	Housing Support - Young People	30			
	Housing Support Young People - Throughcare/ Canal Project	90			31
	Housing support relative/ carer	—	Date of Application		31
	Families with children in upstairs flats	3-12	Total Points		32
	Families without gardens	3			32
	Particular learning support/educational needs	20			32
11.(L)	<u>Preference</u>				
	Waiting & Transfer Applicants - East Dunbartonshire residents not qualifying for any of the above sub groups	—	Date of Application	5.4.2(g)	33
12.(O)	<u>Other Needs</u>				
	Caravan Dwellers within ED	40	Total Points	5.4.3(a)	33
	Outwith ED Needs	—	Total Points	5.4.3(b)	33
	Outwith ED No Needs	—	Date of Application	5.4.3(c)	33-34

Section 6: Performance Management

The Council recognises the importance of monitoring this policy to ensure that objectives are met. The following information is published and reported to elected members (councillors) and tenant representatives on a half yearly basis. It is published on the the Council's website and reported to its Housing Sub-committee. Reports can also be viewed at local housing offices.

It is emphasised that the Council operates other indicators in its policies that link to allocations. For example, the Council monitors numbers of suspensions and reasons for suspensions. Again, the Council monitors numbers of joint tenancy applications and, in the case of refused applications, reasons for refusal.

6.1 Issues Monitored

Issues that the Council monitors include the two main areas covered under the Scottish housing regulatory framework, namely access to the list and lettings made. Critically, monitoring also includes important information on equal opportunities.

6.1.1 Housing Applications

- number of new applications received, including by factors relating to age, disability, ethnicity and gender;
- number and percentage of applicants processed and acknowledged within target time limits; and
- reasons for application to assess important trends such as relationship breakdown and affordability issues.

6.1.2 Reviewing the Housing List

- number and percentage of applications reviewed;
- number and percentage of applications deleted; and
- applicants on housing list by group, including by factors relating to age, disability, ethnicity and gender.

6.1.3 Making Offers

- number of offers, of tenancy made, including by type and area;
- number of offers accepted and refused, including by factors relating to age, disability, ethnicity and gender, and
- reasons for refusal

6.1.4 Housing Allocations

- applicants rehoused by group, including by factors relating to age, disability, ethnicity and gender; and
- average waiting times before re-housing occurs.

6.1.5 Housing Association Nominations

- number of applicants nominated, including by factors relating to age, disability, ethnicity and gender; and
- number of successful nominations, that is, individual applicants housed.

6.1.6 Putting Things Right

- number of appeals submitted and outcomes, including gathering information on reasons for appeal; this also considers qualitative issues such as quality of advice provision to service users;
- number of complaints submitted and outcomes, including gathering information on reasons for complaints; and
- key allocation issues raised through the Council's tenant satisfaction surveys and actions taken in response.

6.2. Equality Initiatives

In order to promote equality objectives, the Council monitors accessibility issues concerning the housing stock. For example, the Council monitors demand for housing from disabled people and consults with them on appropriate adjustments to include in the development and modernisation programmes.

The Council monitors how quickly it lets stock that is designed or adapted to meet the housing needs of particular groups. For instance, housing stock designed for older people.

The Council implements positive action programmes to encourage people to apply for housing where particular groups are under-represented in its housing stock. For example, the Council encourages applications from people living in black and minority ethnic communities.

Applicants are asked to complete a separate monitoring sheet to allow the Council to gather the relevant information. This information is used to ensure that the Council complies with its legal obligations to promote equality and prevent discrimination.

Section 7: Appeals and Complaints

This section summarises the Council's procedures for appeals and complaints. Appeals and complaints differ in nature as is now explained.

7.1 Appeals

The Council's tenants and service users may appeal any decision relating to this policy; this covers both admission to the list and actual house letting. Appeals may be raised, for example, if an applicant for housing believes that he or she has received insufficient points as determined by allocation policy principles.

The Council has established a one stage appeal process for homeless reviews and allocations/estate management appeals. The Council has, in addition, developed standard procedures, including documentation to implement this process.

7.1.1 Review by the Team Leader Housing Operations

Following the receipt of an allocation decision, an applicant may appeal against the Council's decision and ask for it to be reviewed. The review request must be in writing from the applicant or a third party acting on their behalf. Only one appeal letter need be sent to us by applicants under this single stage process.

The appeal should be submitted to the Team Leader Housing Operations **within twenty one days** of notification of the original decision. This time scale is based on the statutory time scale that applies in the case of homelessness appeals.

On request, the Council can assist the applicant to lodge their request. For example, a member of staff not involved with the case can compile basic case details and reasons for the appeal. Alternatively, a voluntary organisation such as the Citizens Advice Bureau (CAB) could submit an appeal on the applicants behalf. This is then referred to the Common Housing Register (CHR) and an allocations officer who deals with the appeal initially. A copy of the appeal will be given to the applicant.

Within five working days of the Council receiving the new appeal letter, the team leader - estate management will write to the applicant. This will provide information of:

- a date for the hearing
- how the hearing works
- panel members

A Common Housing Register (CHR) and allocations officer will investigate the appeal and compile a report for a scheduled appeal hearing. During the

investigation period the officer will try and ascertain if they can resolve the concerns of the appellant during the review or investigation period. If this is not possible or the applicant is still not entirely satisfied, then the appeal will progress to the next available appeal hearing.

7.1.2 Appeal Hearing

An appeal hearing date will be set between **two to eight** weeks from the date stated in the letter. This timescale will give the appellant time to prepare for the hearing; it also fits in with the monthly schedule of the appeal hearings.

If the appellant advises that more time is needed for preparation, then the hearing can be postponed to the next scheduled meeting of the Housing Appeals Board. This is normally **one** month later.

The appeal panel is scheduled to meet monthly with meetings cancelled if there are no appeals to be heard.

The appellant can be accompanied at the hearing by a friend, advisor or representative. If English is not the appellant's first language then the Council will arrange, in liaison with the appellant, for an appropriate interpreter to be present.

Within **five** working days following the hearing, the appellant will be informed in writing of:

- the outcome of the hearing
- that the internal review procedure is now exhausted and
- appropriate external review options such as judicial review may be available for the appellant to pursue

7.2 Complaints

Appeals need to be distinguished from complaints for which the Council operates a separate procedure. For instance, complaints might arise if applicants do not receive offers to which they are entitled, or services don't meet the Council's agreed standards.

The complaints procedure allows service users to complain or make comment about the quality of service. Information on how to complain is provided to all tenants and housing list applicants. Copies of the complaints procedure are available at all local housing offices and at the Council's principal offices.

If applicants are dissatisfied with the Council's response, they will be provided with information concerning how to make complaints to the Scottish Public Services Ombudsman; the Ombudsman deals with complaints involving maladministration.

Section 8: Consultation and Review

8.1 Introduction

This policy is reviewed every three years or as otherwise agreed with tenants and other service users through the Council's tenant participation strategy. Targets are reviewed yearly based on an assessment of letting trends.

Before making any changes to the Council's allocations policy the Council will have regard to

- a) the Local Housing Strategy; and
- b) any guidance published by the Scottish Ministers.

Before making any changes to the Council's allocations policy the Council will consult:-

- (a) applicants on the housing list
- (b) tenants
- (c) tenant organisations; and
- (d) such other persons as it thinks fit

The Council will also prepare and publish a report on the consultation.

The Council uses the following methods as part of its consultation and review procedures:

- performance indicators produced on a quarterly basis, including targets. These are published in the Council's web site and are available to view at local housing offices;
- reports to committee every six months. Committee reports are part of the Council's internal procedures; these procedures can be accessed by members of the public on request; and
- tenant consultation on a yearly basis. This is done using a variety of methods, including personal contact, questionnaires, satisfaction surveys, tenant events and through the Council or tenant newsletter. This process involves both individual tenants, as well as tenant organisations.

The performance indicators are analysed to establish if objectives and local needs are being met; if not, recommended changes to policy will be brought forward and implemented after consultation with tenants and other service users.

Appendices

- Appendix 1: Law and Good Practice
- Appendix 2: Standards
- Appendix 3: Local Information Appendix
- 4: Positive Action Initiatives Appendix
- 5: House Condition Appendix
- 6: Management Grounds

Appendix 1: Law and Good Practice

This section summarises the main law and good practice guidance that regulates allocation practice. It is not intended as a precise statement of the law.

Law

- Housing (Scotland) Act 1987 (as amended)
- Protection from Harassment Act 1997
- Human Rights Act 1998
- Scotland Act 1998
- Housing (Scotland) Act 2001
- Protection from Abuse (Scotland) Act 2001
- Equality Act 2010
- Housing (Scotland) Act 2014

Good Practice

- SEDD Circular 1/2002: Housing (Scotland) Act 2001, Housing Lists and Allocations, Scottish Executive
- Performance Standards for social landlords and homelessness functions, COSLA/ Communities Scotland/ SFHA, 2001.
- Chartered Institute of Housing: Standards.
- SFHA/Communities Scotland: Raising Standards.
- Scottish Government leaflet: 'A Scottish Housing Guide for people leaving the armed forces and ex-service personnel'.
- The Legal Framework for Social Housing Allocations – Statutory Guidance for Social Landlords
- Social Housing Allocations: A Practice Guide

Appendix 2: Standards (Below Tolerable Standard (BTS) and Overcrowding)

(1) (Below Tolerable Standard (BTS) Housing (Scotland) Act 1987 - PART IV (Extract)

SUB-STANDARD HOUSES

The tolerable standard

85.- (1) It shall be the duty of every local authority to secure that all houses in their district which do not meet the tolerable standard are closed, demolished or brought up to the tolerable standard within such period as is reasonable in all the circumstances.

(2) In determining what period is reasonable for the purposes of subsection (1), regard shall be had to alternative housing accommodation likely to be available for any persons who may be displaced from houses as a result of any action proposed by the local authority in pursuance of that subsection.

86 - (1) Subject to subsection (2), a house meets the tolerable standard for the purposes of this Act if the house:-

- (a) is structurally stable;
- (b) is substantially free from rising or penetrating damp;
- (c) has satisfactory provision for natural and artificial lighting, for ventilation and for heating;
- (ca) has satisfactory thermal insulation
- (d) has an adequate piped supply of wholesome water available within the house;
- (e) has a sink provided with a satisfactory supply of both hot and cold water within the house;
- (f) has a water closet or waterless closet available for the exclusive use of the occupants of the house and suitably located within the house;
- (fa) has a fixed bath or shower and a wash-hand basin, each provided with a satisfactory supply of both hot and cold water and suitably located within the house;
- (g) has an effective system for the drainage and disposal of foul and surface water;

- (ga) in the case of a house having a supply of electricity, complies with the relevant requirements in relation to the electrical installation for the purposes of that supply;

“the electrical installation” is the electrical wiring and associated components and fittings, but excludes the equipment and appliances;

“the relevant requirements” are that the electrical installation is adequate and safe to use.

- (h) has satisfactory facilities for the cooking of food within the house;

- (i) has satisfactory access to all external doors and outbuildings;

and any reference to a house not meeting the tolerable standard or being brought up to the tolerable standard shall be construed accordingly.

(2) Overcrowding

Statutory Overcrowding Definition

Interpretation of

Part VII 1987 (Scotland) Act overcrowding - Sections 135 - 137

Based on room standard and space standard

Room Standard

Contravened where “two persons of opposite sexes who are not...husband/wife must sleep in same room” .

- a) children under 10 left out of account
- b) a room is a bedroom or a living room

Space Standard

Contravened where the number of persons sleeping in a house exceeds the permitted number and floor area of "sleeping rooms".

- a) no account of a child under 1 and child 1-10 = $\frac{1}{2}$ unit
- b) room is a bedroom or living room

Table 1

Number of Rooms	Number of Persons
1	2
2	3
3	5
4	7½
5 or more	2 for each room

Table 2

Floor Area of Room	Number of Persons
110 sq ft. or >	2
90sq ft. & < 110 sq ft..	1½
70 sq ft. & < 90 sq ft.	1
50 sq ft. & < 70 sq ft.	½

A certificate from the Local Authority stating the number and floor area of rooms in a house is evidence for this purpose.

Appendix 3: Local Information

The Council owns and manages approximately 3530 properties (at 31st March 2018). The properties are made up of 3447 general needs houses/flats, 152 sheltered housing units and 75 homeless temporary furnished homes. In addition, the Council has nomination rights to approximately 1700 housing association homes in the area.

Further information on social rented properties in the East Dunbartonshire Council area can be found in the Housing Options Guide (HOG).

3.1 Local Need

The Council has carried out several studies to identify local need. There is, in general, a major shortage of housing in East Dunbartonshire. This is particularly the case in Bearsden, Milngavie and Bishopbriggs where over one hundred applicants compete for each house available for let. Only 224 void properties became available for letting during 2017/18

Locally, there are significant presentations of homeless people; and there are also significant numbers of applicants living in overcrowded conditions, as well as applicants whose housing is not accessible.

Further information on housing need and demand, including the assessed shortage of affordable housing can be found in the Local Housing Strategy.

In order to monitor housing need effectively, the Council has invested in a new computerised allocations system that enables detailed statistical monitoring; this is essential to ensure that modifications to allocation policy and practice may take place to reflect both actual and potential changes.

Appendix 4: Positive Action Initiatives

Positive action is lawful and, indeed, is encouraged both by law and good practice guidance. Positive action involves initiatives that aim to redress discrimination that has affected particular groups in society, for example, disabled people or people from black and minority ethnic groups.

Examples of positive action initiatives are :

4.1 Examples

Open days for applicants from disadvantaged groups at the allocation policy review stage;

Open days for equality groups;

Crystal marking. The Crystal Mark is awarded by the Plain English Campaign to signify that documentation is written clearly and in plain language;

Publication of policy in different formats and languages, at least in summary leaflets;

Establishing interpreting service links and procedures.

Appendix 5: House Condition

ELEMENT OF THE SHQS * TO ACTIVATE CONDITION	CONFIRMATION
<p><i>Free from serious disrepair</i></p> <p>House fails if:</p> <ul style="list-style-type: none"> ▫ one of the primary elements (wall structures, foundations etc.) requires repair or replacement of more than 20%; or ▫ two or more of the secondary elements (external wall finishes, windows, doors, damp proof course etc.) requires repair or replacement of more than 20% 	<p>A survey by a qualified surveyor would be required confirming that serious disrepair exists before a points award is activated.</p>

* Scottish Housing Quality Standard

Appendix 6: Management Grounds

6.1 Special Cases

The Executive Officer – Housing may award urgent housing priority in cases where circumstances are unique or so severe as to merit urgent special attention.

Where such a case has been identified, the team leader will prepare a factual in depth report, stating clearly the grounds for urgent housing priority.

Where the Executive Officer – Housing decides that urgent rehousing priority is merited, the application may be placed in a priority category or near the top of the most appropriate local needs category, subject to any conditions appropriate to the case being stipulated.

Examples of ‘special cases’ are detailed below:

(a) Split up Families

Split up families where two social rented properties are returned in exchange for one similar or larger property. A target will be set where such circumstances are identified.

(b) Management Transfers

Again, the Council may use management transfer initiatives to make best use of the stock such as using allocation practice to reduce under occupation thereby releasing houses to meet the needs of larger households. This also meets the Council’s legal obligation to give reasonable preference those tenants in the social rented sector who are underoccupying.

Again, the Council may promote transfers to release houses that have been designed or adapted to meet the needs of disabled people.

All sub categories within management and economic grounds will be monitored and reported upon. Management and economic grounds applicants will receive no points and are held in **date of application**.

(c) Employment

Applicants who do not reside in East Dunbartonshire but work here are placed in a group, within management and economic grounds. This happens if moving to the area means that applicants would be closer to their place of employment. Key incoming workers are placed in this category.

A key worker is someone who is essential to the operation of council services, industry or commerce and their knowledge and skills are in scarce supply. Cases are, in general, considered in consultation with the

Council's Organisational Transformation service.

Applicants who wish to move to the area because of employment reasons, but who have not been given key worker status, will be re-housed under the normal rules of the allocation policy. The fact that they currently reside outside East Dunbartonshire will be disregarded.

Only one offer of accommodation will be made to recipients of special case status.

All lettings decisions (including any special cases) are subject to section 154 of the Leasehold Reform, Housing & Urban Development Act 1993. This excludes elected members from making decisions about the allocation of council housing, or about housing in respect of which the Council has nomination rights in their ward. This exclusion applies to both the member for the ward where the house in question is being let and also the ward where any applicant in question currently resides.

6.2 Discretion to depart from the normal allocations policy

The following circumstances may result in a departure from the normal operation of the allocations policy:-

In order to achieve effective management of the housing stock, the Team Leader - Housing Operations may exercise discretion in the following circumstances. Each case will be subject to a full background report to the Executive Officer - Housing and any proposed policy amendment will be passed to the Housing Sub-committee. Reasons for allocations will be minuted and subject to public scrutiny on at least a six month basis.

(i) Best use of stock

The Team Leader - Housing Operations may exercise discretion, in exceptional circumstances, to transfer a customer outwith the principles of this code in order to achieve a vacant dwelling. Where the transfer applicant is for example, an older person, the home to which they are moving may be painted and decorated to a minimal standard.

Also, where an application has been granted a degree of health and access needs and the customer is waiting for a 5 apt. property, he/she may be offered a wider range of house type than that prescribed by the assessing officer, where it is clear that the prescribed house type is unlikely to become available.

(ii) Properties where 3 or more offers have been refused

Where a house has been offered to 3 eligible applicants and all 3 have either refused the offer or failed to respond to it, the Team Leader - Housing Operations may authorise offering the property to any customer with a valid application who is interested. This will be considered in cases where a property is of lower demand, and where continuing to make offers based on the existing queues, is judged unlikely to quickly result in a successful outcome.

In these circumstances, the property may be offered to customers who have noted an interest in specific properties on their housing application and/or to applicants gathered from further down the queue.

Where there is more than one such applicant, offers will reflect each applicant's comparative points and priorities. All other parts of the allocation policy will be adhered to strictly in this process.

(iii) Let of sheltered housing to applicants aged under 60

The Executive Officer - Housing may authorise, in exceptional circumstances, the let of housing designated for the over 60's to a younger applicant.

(iv) Local Lettings Initiatives

The Council may depart from the allocations policy where a formally documented local lettings initiative has been established. However, currently there are no local lettings initiatives which apply to East Dunbartonshire's houses. An initiative has been considered for the Twechar area.

PRE-SCREENING NOTIFICATION

SEA PRE-SCREENING DOCUMENT

Responsible Authority:	East Dunbartonshire Council
Title of the plan:	Allocations Policy
What prompted the plan: (e.g. a legislative, regulatory or administrative provision)	Legislative - The Housing (Scotland) Act 2014
Plan subject: (e.g. transport)	Housing
Brief summary of the plan: (including the area or location to which the plan related)	The Allocations Policy for the Council's housing service will set out new 'reasonable preference' categories as outlined in the Housing (Scotland) Act 2014 in relation to the allocation of social housing. It is intended that allocating social housing will remain compliant with the legislation when the new provisions come into effect on 1 May 2019.
Brief summary of the likely environmental consequences: (including whether it has been determined that the plan is likely to have no or minimum effects, either directly or indirectly)	The Allocations Policy will set out the Council's approach to the allocation of social housing in line with the Housing (Scotland) Act 2014. It is considered that the policy is likely to have no or minimal environmental effects, including no effects on any valuable, vulnerable or protected areas. The policy is unlikely to be influenced or influence any other strategic documents to a significant degree.
Contact details:	Lauren Hollas Strategic Environmental Assessment Technical Officer East Dunbartonshire Council Southbank House Strathkelvin Place Kirkintilloch G66 1XQ Lauren.Hollas@eastdunbarton.gov.uk 0141 578 8532
Date of opinion:	31 October 2018

When completed send to: SEA.gateway@scotland.gsi.gov.uk or to SEA Gateway, Scottish Government, Area 2H (South), Victoria Quay, Edinburgh, EH6 6QQ



**POLICY AND RESOURCES
COMMITTEE**

11 APRIL 2019

EPB/069/19/CM

**DEPUTE CHIEF EXECUTIVE - EDUCATION, PEOPLE
& BUSINESS**

CONTACT OFFICER:

**CLAIRE MCNEIL, POLICY OFFICER
TEL: 578 8064**

SUBJECT TITLE:

**DECORATION ALLOWANCE POLICY –
ELECTRICAL REWIRE**

1.0 PURPOSE

- 1.1** The purpose of this Report is to seek Committee approval to update and implement a Pilot Decoration Allowance Policy that will compensate tenants for damage caused when electrical rewire work is undertaken. The agreed allowance rate(s) will assist tenants to care for and redecorate most room(s) affected and will protect the council's asset.

2.0	<u>RECOMMENDATIONS</u>
2.1	<p>It is recommended that the Committee:-</p> <ul style="list-style-type: none">a) Considers the content of this report;b) Comes to an agreed position on allowance rate(s) based on the model discussed within this paper; andc) Agrees to the introduction of decoration assistance to restore the decorative condition of tenant's homes on completion of an electrical rewire programme of work.

ANN DAVIE

DEPUTE CHIEF EXECUTIVE – EDUCATION, PEOPLE & BUSINESS

3.0 BACKGROUND/MAIN ISSUES

- 3.1** The Council will undertake a rewiring programme that will upgrade 1,500 council properties in line with IEE Wiring Regulations 18th Edition (BS7671) over a three year period. The programmed work will also contribute to meeting and maintaining the Scottish Housing Quality Standard (SHQS) set by the Scottish Government.
- 3.2** Officers anticipate that the planned rewiring work will cause significant disruption to tenants and their homes, therefore any form of compensation should be reflective of this. Potential disruption will vary dependent on the extent of rewiring that has taken place; i.e. full rewiring, partial rewiring, or an electrical upgrade. The Pilot Decoration Allowance Policy – Electrical Rewire 2019 (the proposed policy), set out in **Appendix 1**, outlines the proposed approach to assist tenants following this specific capital work.
- 3.3** Fundamental to this new approach is a detailed Pre-Installation Survey Report set out in **Appendix 2** that will determine the extent of work required. The survey informs tenants that any decoration assistance or financial allowance will be assessed, according to the proposed policy, by a Housing Services Customer Liaison Officer following satisfactory completion of work.
- 3.4** Officers from Housing Services considered three methods of compensation outlined in **Appendix 3** and concluded that some tenants may require assistance to decorate affected rooms. However, a direct payment could be made to others. The discussion focused on the following methods:
- A voucher scheme;
 - Direct financial payment;
 - Sub-contractor to redecorate on tenant's behalf.
- 3.5** The Housing Service previously operated a voucher scheme in relation to a decoration allowance. This proved complicated to manage and both inconvenient and unattractive to tenants and was ceased following elected member intervention. A direct payment of the allowance is preferred on the basis that it is easier to run and provides a choice to tenants; although any financial allowance paid would be limited and is not likely to meet the full costs involved as outlined in Paragraph 1.2 of the Policy at **Appendix 1**. Housing services would administer the proposed policy as outlined below.
- 3.6** It is anticipated that around 500 properties will be subject to electrical rewire, on an annual basis, for each of the next 3-years, resulting in a higher demand than in previous years. For 2019-2020 it is therefore proposed to increase the budget to £150,000 in anticipation of a higher number of claims resulting from the implementation of this programme. This represents an increase of £89,000 beyond the actual budget available in 2018-2019 of £61,000. A further shadow of £100,000 is also to be made available in anticipation of the potential for acceleration in the programme or for costs to vary in the first year of implementation. In total, therefore the maximum budget available in 2019-2020 is proposed to be £250,000.
- 3.7** Given the electrical rewire programme will be undertaken under a procurement framework arrangement over a 3-year period; the Council would anticipate the same budget being required for 2020-2021 and 2021-2022 as is being provided in 2019/20 which has a base budget of £150,000 (Shadow £100,000) per annum.

- 3.8** In order to restore internal decoration to a satisfactory standard and where the tenant is able to make their own arrangements; a financial allowance would be paid to the tenant. The Housing Service's Customer Liaison Officer will assess the level of damage based on apartment size/ level of work carried out as shown below in **Table 1**.
- 3.9** Where a tenant is making their own arrangements they will receive a direct payment by BACS payment or a cheque (in the tenant's name only). This payment process should be completed within 7-14 days of the completion of the electrical rewire work.
- 3.10** A tenant can request for a Council procured contractor to carry out decoration to their property. However they will be paid the decoration rates based on the level of need assessed by the Customer Liaison Officer and only up to the maximum outlined in Table 1 below.
- 3.11** The decoration allowance applies only to decoration and not to any plastering which will form part of the electrical rewiring works and will be carried out by the Council's contractor. Decoration rates will therefore be calculated on the basis of any work required following the reinstatement of plaster.
- 3.12** In exceptional circumstances a tenant may be eligible for additional assistance including a 20% increase to their allowance and expedited work from the contractor. To access this additional assistance, the tenant must firstly self-declare a registered disability confirming that they are unable to carry out redecoration of the property, or are otherwise in receipt of a current legacy benefit such as high level DLA, or a new high level PiP, or Attendance Allowance; and secondly confirm that no other support is available to carry out decoration on his or her behalf.

Table 1. Maximum decoration allowance per apt size:

1 Apartment/ studio flat	Cost Per Surface	Number of Surfaces	Total cost
combined living/bedroom	£25.00	6	£150.00
Maximum allowance			£150.00
2 Apartment			
Living room	£25.00	6	£150.00
Bedroom 1	£25.00	6	£150.00
Maximum allowance			£300.00
3 apartment			
Living room	£25.00	6	£150.00
Bedroom 1	£25.00	6	£150.00
Bedroom 2	£25.00	6	£150.00
Maximum allowance			£450.00
4 Apartment			
Living room	£25.00	6	£150.00
Bedroom 1	£25.00	6	£150.00
Bedroom 2	£25.00	6	£150.00
Bedroom 3	£25.00	6	£150.00
Maximum allowance			£600.00
5 Apartment			
Living room	£25.00	6	£150.00
Bedroom 1	£25.00	6	£150.00
Bedroom 2	£25.00	6	£150.00

Bedroom 3	£25.00	6	£150.00
Bedroom 4	£25.00	6	£150.00
Maximum allowance			£750.00

- 3.13** On completion of the rewiring contract at each home, a Customer Satisfaction Questionnaire, set out in **Appendix 4** will be distributed requesting feedback on the work carried out by the external contractor. Significant disruption of a tenant's property could reduce their overall satisfaction with the work considerably.

4.0 IMPLICATIONS

The implications for the Council are as undernoted.

- 4.1** Frontline Service to Customers – Customer liaison Officers, which are new posts, will provide advice and information relating to the rewiring programme and any decoration policy.
- 4.2** Workforce (including any significant resource implications) – Two Customer Liaison Officer posts have been advertised. Recruitment process is underway.
- 4.3** Legal Implications – Safety of tenants and visitors to their homes will be maintained by ensuring wiring meets IEE Wiring Regulations 18th Edition (BS7671)
- 4.4** Financial Implications – A budget of approximately £150k (plus shadow of £100k) is in place and will be paid for by the HRA.
- 4.5** Procurement – undertake a Tender process to employ a contractor to carry out redecoration for tenants who select this option and meet the criteria.
- 4.6** ICT - None
- 4.7** Corporate Assets – restoration of decoration to affected rooms will protect the council tenancy.
- 4.8** Equalities Implications – This Pilot Policy is designed not to discriminate on the basis of protected characteristics.
- 4.9** Other

5.0 MANAGEMENT OF RISK

The risks and control measures relating to this report are as follows:-

- 5.1** Risk of reputational damage to the council if the policy is not adhered to appropriately and tenant's claims assessed fairly and quickly. To mitigate this risk, the policy will be administered by a dedicated team of Customer Liaison officers.

6.0 IMPACT

- 6.1 ECONOMIC DEVELOPMENT** – This will result in up to a £250k investment in decoration across the council area.
- 6.2 EMPLOYABILITY** – There may be some limited increase in opportunities for Painters and Decorators resulting from the policy.
- 6.3 DELIVERING FOR CHILDREN & YOUNG PEOPLE** – n/a
- 6.4 COMMUNITY SAFETY** – n/a
- 6.5 HEALTH & SOCIAL CARE** – Residents will be living in improved residential circumstances.
- 6.6 STATUTORY DUTY** – Providing a contribution towards the redecoration of a property following from the implementation of capital works is a responsibility of a social landlord in Scotland.

7.0 POLICY CHECKLIST

- 7.1** This report has been assessed against the Policy Development Checklist and has been classified as being a new policy.

8.0 APPENDICES

- 8.1 Appendix 1** – Draft Decoration Allowance Policy – Rewire 2019
- 8.2 Appendix 2** - Electrical rewiring Survey
- 8.3 Appendix 3** – Methods and Connotations
- 8.4 Appendix 4** – Electrical rewiring customer satisfaction survey
- 8.5 Appendix 5** – SEA letter of determination



East Dunbartonshire Council
Housing Services

Decoration Allowance Pilot Policy - Electrical Rewire
March 2019

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Appendices

Appendix 2: Electrical Rewiring Pre-installation Survey

Appendix 4: Customer Satisfaction Questionnaire

Appendix 6: Scottish Secure Tenancy Agreement Blank

Notes:

Appendices to be renumbered following approval by Committee.

Section 1: Introduction

1.1 This policy sets out the circumstances where the Council will issue tenants a decoration allowance following completion of an electrical rewiring programme. The policy applies only to tenants of East Dunbartonshire Council where electrical rewiring, including electrical upgrade, partial rewire or full rewire of the home, has taken place.

1.2 The decoration allowance is to assist tenants with redecoration of their home following necessary but disruptive electrical rewire work carried out by the Council.

Any decoration allowance granted is intended to be a contribution towards the cost of decoration. The allowance is not likely to meet the full costs involved.

1.3 At the point of Pre-installation Survey, the Housing Service Customer Liaison Officer will record the standard of the property and condition of interior decoration. A photographic record will be taken and agreement made regarding the form of decoration allowance required and method of delivery.

1.4 The Decoration Allowance Policy - Electrical Rewire Pilot will be reviewed on completion of 500 houses, equating to year one of a three year programme of electrical rewiring commencing in 2019.

Section 2: Policy Aims and Objectives

2.1 The overall aim of the Decoration Allowance Pilot Policy - Electrical Rewire, is to provide tenants with a choice in how any need for redecoration of their home upon completion of either an electrical upgrade or rewire is met and, in doing so, to assist the effective maintenance of the Council's housing stock.

2.2 The award of a decoration allowance does not remove the need for staff and contractors, carrying out work on behalf of the Council, to take adequate care to ensure that damage does not occur, or, where it does occur it is minimised.

2.3 Where a tenant has rent arrears in excess of £500.00 and there is no agreement to pay or, an agreement is not being maintained, the Council may assist tenants to reduce their rent arrears. In this instance, the Council may pay the decoration allowance direct to the tenant's rent account and encourage the tenant to make an agreement confirming that the tenant will be responsible for completing any decoration required within an agreed period. If the tenant is eligible for additional assistance then the process, as defined in Section 4, will be applied in these instances, regardless of the rent arrears position. The Council may also opt to instruct the carrying out of decoration for a tenant in rent arrears.

2.4 The Council may choose to delay providing a decoration allowance where a tenant has rent arrears in excess of £1,000.00 or court action is pending, or where the tenant's property is found at point of survey to be in poor condition as a result of the tenant's actions. Where steps are undertaken by the tenant to put a repayment agreement in place or to resolve the poor condition of the property, then a means of progressing the decoration allowance will be considered.

2.5 The decoration allowance supports the Council's re-let standards by assisting tenants to maintain a reasonable standard of decoration and minimises risk of additional costs to the Housing service when a rewired property becomes void.

2.6 The sustainability of tenancies is improved by making it easier and quicker for tenants to overcome the disruption of Capital Works. The Housing Service's Customer Liaison Officer may refer a tenant to Housing Support services, where a tenant is found to be experiencing difficulties managing their tenancy.

Section 3: Legal Framework

- 3.1 The Housing (Scotland) Act 2001
- 3.2 IEE Wiring Regulations 18th Edition (BS7671)
- 3.3 East Dunbartonshire Council Re-let Standards updated June 2016
- 3.4 Scottish Secure Tenancy Agreement issued by East Dunbartonshire Council

Section 4: Decoration Allowance – Electrical Rewire Procedure

4.1 Decoration Allowance rates are set based on Apartment size and number of rooms affected. A sum of £25.00 per surface (wall, floor or ceiling) has been set in recognition of the invasive nature on decoration of an electrical rewire. As such, this may provide an allowance of up to £150.00 per room, depending on the extent of the impact. Kitchens, bathrooms and hallways are generally exempt from this policy due to the smaller areas requiring decoration.

A tenant may however choose to deflect monies away from a less damaged room to another, providing the work is within the maximum budget allowed for the property size. **Table 1.** Illustrates the maximum budget per apartment size. In exceptional circumstances the Council may provide an additional allowance for unusually sized areas, up to an additional £100.

Table 1. Maximum decoration allowance per apt size:

1 Apartment/ studio flat	Cost Per Surface	Number of Surfaces	Total cost
combined living/bedroom	£25.00	6	£150.00
Maximum allowance			£150.00
2 Apartment			
Living room	£25.00	6	£150.00
Bedroom 1	£25.00	6	£150.00
Maximum allowance			£300.00
3 apartment			
Living room	£25.00	6	£150.00
Bedroom 1	£25.00	6	£150.00
Bedroom 2	£25.00	6	£150.00
Maximum allowance			£450.00
4 Apartment			
Living room	£25.00	6	£150.00
Bedroom 1	£25.00	6	£150.00
Bedroom 2	£25.00	6	£150.00
Bedroom 3	£25.00	6	£150.00
Maximum allowance			£600.00
5 Apartment			
Living room	£25.00	6	£150.00
Bedroom 1	£25.00	6	£150.00
Bedroom 2	£25.00	6	£150.00
Bedroom 3	£25.00	6	£150.00
Bedroom 4	£25.00	6	£150.00
Maximum allowance			£750.00

4.2 Table 2 below illustrates how the decoration allowance is allocated per surface damaged to apartment size and how this model will on occasions work out to be under the maximum allocated budget dependent on the size of property and the level of internal decoration required to bring it up to a satisfactory standard.

Table 2. Decoration Allowance examples per apt size/ rooms affected:

1 Apartment/ studio flat example	Cost Per Surface	Number of Surfaces	Total cost
combined living/bedroom	£25.00	1	£25.00
Maximum allowance £150.00			£25.00
2 Apartment example			
Living room	£25.00	2	£50.00
Bedroom 1	£25.00	1	£25.00
Maximum allowance £300.00			£75.00
3 apartment example			
Living room	£25.00	4	100
Bedroom 1	£25.00	0	0
Bedroom 2	£25.00	2	£50.00
Maximum allowance £450.00			£150.00
4 Apartment example			
Living room	£25.00	4	£100.00
Bedroom 1	£25.00	4	£100.00
Bedroom 2	£25.00	4	£100.00
Bedroom 3	£25.00	4	£100.00
Maximum allowance £600.00			£400.00
5 Apartment example			
Living room	£25.00	1	£25.00
Bedroom 1	£25.00	0	0
Bedroom 2	£25.00	0	0
Bedroom 3	£25.00	4	£100.00
Bedroom 4	£25.00	2	£50.00
Maximum allowance £700.00			£175.00

4.3 A tenant can request for a Council procured contractor to carry out decoration to their property. However they will be paid the decoration rates based on the level of need assessed by the Customer Liaison Officer and only up to the maximum outlined in Table 2.

4.4 In exceptional circumstances a tenant may be eligible for additional assistance including a 20% increase to their allowance and expedited work from the contractor. To access this additional assistance, the tenant must firstly self-declare a registered disability confirming that they are unable to carry out redecoration of the property, or are otherwise in receipt of a current legacy benefit such as high level DLA, or a new high level PiP, or Attendance Allowance; and secondly confirm that no other support is available to carry out decoration on his or her behalf.

Evidence, to be provided by the tenant, that they are firstly registered disabled and unable to undertake decoration of the property, or are otherwise in receipt of the legacy benefit DLA - high level, the new high level PiP, or Attendance Allowance. Secondly that no one else lives in the property who can assist with decorating the property or that no other support is available. (All of the above criteria must be evidenced and in place to access a 20% enhanced payment and prioritised access to getting the work completed through a contractor).

4.5 It should be noted that a GP letter will not be requested nor will it be sufficient to confirm eligibility.

4.6 East Dunbartonshire Council has the right to recoup monies should false information be provided to obtain a decoration allowance or assistance to decorate from a Sub-contractor.

4.7 A tenant can request for a Council appointed contractor to carry out decoration to their property. However, where the above criteria is not met they will be paid the decoration rates based on what has been assessed as being needed by the Customer Liaison Officer and only up to the maximum outlined in **Table 1** (i.e. no enhanced payment will be due). The contractor will prioritise cases firstly based on enhanced qualified cases then all other cases based on date order.

4.8 Where the tenant wishes for additional work to be undertaken, beyond the agreed budget with the Council, then that is a matter to be resolved between the tenant and the contractor and falls outside the scope of this policy.

Section 5: EDC Timeframes

5.1 Where a tenant will receive a direct payment of decoration allowance this will be made by BACS payment or a cheque will be issued in the tenant's name only. This payment process should be complete within 7-14 days of the completion of the electrical rewire work required.

5.2 Where a contractor is employed to undertake decoration on the tenant's behalf, the decoration work will commence on completion of rewiring work and will take no longer than 7-14 days to restore decoration to a satisfactory standard as per Tender.

5.3 The Housing Service's Customer Liaison Officer will carry out a final inspection of the property and work completed. Any action required to rectify interior decoration will be undertaken prior to handover to the Housing Officer.

5.4 Tenants that agree to make their own arrangements will be expected to have carried out the required decoration within a six month period following handover to the Housing Officer. At this stage it is expected that the property will have been returned to a reasonable condition as per the tenancy agreement. The Housing Officer will monitor progress with the tenant and report any outstanding issues to the Team Leader - Housing Operations for consideration. If the work has not been undertaken by this stage, then the Council will consider enforcing the tenant's obligation to maintain the property in reasonable condition.

Section 6: Performance and Review

6.1 Upon completion of electrical rewiring and any internal decoration required to each property, Customer Satisfaction Surveys will be issued to individual tenants.

6.2 The survey responses will be used to record and monitor key performance indicators and will inform a future review of the Decoration Allowance Pilot Policy Electrical Rewire 2019.

*Appendices

Appendix 2: Electrical Rewiring Pre-installation Survey

Appendix 4: Customer Satisfaction Questionnaire

Appendix 6: Scottish Secure Tenancy Agreement Blank

**Appendices will be renumbered following Committee approval.*

HOUSING SERVICES
2018-19 HOUSING CAPITAL INVESTMENT PROGRAMME
ELECTRICAL REWIRING PRE-INSTALLATION SURVEY

TENANT INFORMATION :

Tenants Name :		Mr :	Mrs :	Miss :			
Property Address :					Apt. size :	1	
					2		
Postcode :						3	
						4	
						5	
Family composition :	Adults -				Hse.Type	End Terr.	
	Senior Citizens -					Mid Terr.	
	Children -					Semi Det.	
Medical condition :	Yes -					4 Block	
	No -					4 Block	
Medical equiptment in use :	Yes -					Tenem.	
	No -					Detached	
Shift pattern work :	Yes -						
	No -						
Does the tenant have family available to assist ? :	Yes -						
	No -						
Assistance req. to prepare:	Yes -						
	No -						
Why is asistance required ? :	Elderly						
	Infirm						
Assistance required for :	Curtains						
	Furniture						
	Decoration						
	Packing						

N.B.

Decoration assistance or financial allowance will be assessed by the site Customer Liaison Officer (Housing Services) following the satisfactory completion of the electrical installation and certification.

TECHNICAL and HEALTH & SAFETY ASSESSMENT :

Rewire :

Full	Upgrade	Partial
------	---------	---------

 (Please circle to indicate level of works required)

Potential asbestos presence :

Artex is present within the following -

Location	Walls	Ceiling	Yes	No
Lounge				
Kitchen				
Bathroom				
Hallway				
Top hall				
Bed. 1				
Bed. 2				
Bed. 3				
Bed. 4				
Consumer unit (AIB) backboard present -				
Location				

Public utilities required -

Note :

If public utilities are required to ensure works take place please describe what their particular requirement is -

HEALTH & SAFETY SUMMARY :

	Lounge	Kitchen	Bathroom	Hallway	Top Hall	Bed. 1	Bed. 2	Bed. 3	Bed. 4
Artex -									
Sample									
Removal									
Prev. Test									

ELECTRICAL FACILITATION (flooring) SUMMARY :

	Lounge	Kitchen	Bathroom	Hallway	Top Hall	Bed. 1	Bed. 2	Bed. 3	Bed. 4
Carpets -									
Uplift									
Role back									
Laminate -									
Glued									
Click									
Ceramic -									
Boards -									
Full board									
Partial									

Note : please indicate the level of floorboard disturbance in terms of uplifting

ELECTRICAL INSTALLATION SUMMMARY :

Sockets -	Lounge	Kitchen	Bathroom	Hallway	Top Hall	Bed. 1	Bed. 2	Bed. 3	Bed. 4
Single									
Double									
Fus. spur									
C.control									

Lights -	Lounge	Kitchen	Bathroom	Hallway	Top Hall	Bed. 1	Bed. 2	Bed. 3	Bed. 4
switches									
pendants									

Safety -	Yes	No	Additional Comments
S. Alarms			
CO Alarm			
Consumer			
Unit -	Yes	No	
Replace			
Cable Replacement -			
	Yes	No	
All			
Partial			
Bonding			
Electrical Positions -			
	Yes	No	
Marked			

ADDITIONAL COMMENTS :

Door bell :
Electric Shower :
Door entry system :
External light fittings : (tenants own installation)
Internal light fittings : (Tenats own installation)
Other as required:

CONDITION REPORT (Goods and Floor coverings) :**Floor coverings -** (condition to be donated as - (1)-Poor, (2)-FAIR, (3)-Good, (4)-Very Good)

	Lounge	Kitchen	Bathroom	Hallway	Top Hall	Bed. 1	Bed. 2	Bed. 3	Bed. 4
Carpet									
Laminate									
Ceramic									
Vinyl									

White goods - (condition to be donated as - (1)-Poor, (2)-FAIR, (3)-Good, (4)-Very Good)

	Kitchen	Visual Damage
Cooker		
Freezer		
Fridge		
W.Mach.		
T.Dryer		

Fixed goods - (condition to be donated as - (1)-Poor, (2)-FAIR, (3)-Good, (4)-Very Good)

	Bath.	Visual Damage
Bath		
B.Panel		
WHB		
Pedestal		
WC		
Cistern		

	Kitchen	Visual Damage
Wall units		
Base units		
Worktops		
Sink		
B.casing		

Non fixed goods - (condition to be donated as - (1)-Poor, (2)-FAIR, (3)-Good, (4)-Very Good)

	Various	Visual Damage
Suite		
Television		
Fireplace		
Dining set		
Beds		
Wardrobe		
C.drawers		

Existing decoration - (condition to be donated as - (1)-Poor, (2)-FAIR, (3)-Good, (4)-Very Good)

	Lounge	Kitchen	Bathroom	Hallway	Top Hall	Bed. 1	Bed. 2	Bed. 3	Bed. 4
(1)Poor									
(2)Fair									
(3)Good									
(4)V.Good									

TENANTS DECLARATION

I residing at
confirm that I was visited onby representatives from East Dunbartonshire Councils Housing Service and the appointed contractor. During that visit I was provided with the following information :

- why the electrical rewiring is necessary
- who will undertake the work
- how long the work will take
- when the work will be undertaken
- how the quality of the work will be checked and by whom
- how I should prepare my home in order to assist the work process
- what the contractors responsibilities are to both EDC and myself as the tenant
- what steps the contractor will take to protect my personal goods during the work
- how the contractor will deal with any complaints that I have and the timescale to resolve
- how the EDC will deal with any internal decoration that is disturbed as a result of the work
- any existing damage to my own personal household goods was pointed out and noted at the survey
- I agreed the positions of the new sockets, light switches and pendants

I agree that I will provide access to the council and contractor when required by the project programme and will prepare for the works in advance and as advised during the survey.

Tenants signature.....

Date.....

Customer Liaison Officer.....

Date.....

EDC Housing Services

Contractor.....

Date.....

Appendix 3: Methods and connotations.

Method of Compensation	Positive connotation	Negative connotation
Voucher payment at agreed value	<ul style="list-style-type: none"> • Ensures customer is able to purchase decorating materials from an agreed retailer • Ensures the quality of product/materials available are appropriate for the work required 	<ul style="list-style-type: none"> • Vouchers must be held secure and authorisation obtained from an Officer to administer the payment • Availability of staff to carry out these functions – workforce issue • Allowance may not meet total cost of redecoration required
Cash payment or payment to rent account at agreed value	<ul style="list-style-type: none"> • Customer is free to select items of their choice/ preference • Customer is free to choose retailer • Customer can complete redecoration in their own time • Customer can opt to have work undertaken for them on a private basis and pay their contractor direct for materials with the allowance 	<ul style="list-style-type: none"> • Allowance may not meet total cost of redecoration required • A vulnerable tenant may not use funds provided to purchase decorating items • If no redecoration has taken place this could lead to increased cost to HRA at void stage.
Contractor employed to undertake the work	<ul style="list-style-type: none"> • Contractor vetted by EDC as part of procurement framework • Decoration carried out to high standard by skilled tradesmen • Tenant given choice of samples/ materials • Enhances pride in home space • Cares for and protects the council's asset • Places tenant at centre of decision making 	<ul style="list-style-type: none"> • Access to property must be arranged • Tenant or appropriate representative must be present when work is carried out • Materials/ samples will be limited to minimise cost



HOUSING CAPITAL INVESTMENT PROGRAMME 2018/19, ELECTRICAL REWIRING CONTRACTS DECORATION ALLOWANCE

CUSTOMER SATISFACTION QUESTIONNAIRE

The Council value your input to Best Value and associated customer satisfaction and invite you to evaluate the performance of our external contractor who was awarded the contract to undertake the redecoration of internal rooms in your home. It would be very helpful to the Council if you would be good enough to take 5 minutes to complete the questionnaire. Your answers will be considered in confidence and will assist the Council in evaluating the contractor's overall contract performance. The rating for each question is as follows:

0 = Unacceptable, 1 = Poor, 2 = Acceptable, 3 = Good, 4 = Very Good, 5 = Excellent

Q 1. How good was the contractor's communication with you before, during and upon completion of the decoration work? Score :

Q 2. How well did the contractor look after your home and personal goods during the course of the decoration work? Score:

Q 4. How satisfied are you with the quality of the work undertaken? Score:

Q 5. How satisfied are you with the contractors overall performance? Score:

Many thanks for taking the time to complete this questionnaire. Your assistance is appreciated.

Kind Regards

Colin Miller

Development Advisor (Council Stock)

Housing Services



East Dunbartonshire Council

www.eastdunbarton.gov.uk

Claire McNeil
East Dunbartonshire Council
12 Strathkelvin Place
KIRKINTILLOCH
Glasgow
G66 1TJ

Date: 29th October 2018

**PLACE, NEIGHBOURHOOD AND
CORPORATE ASSETS**

Land Planning and Development

Southbank House
Strathkelvin Place
Kirkintilloch
G66 1XQ

Telephone 0141 578 8600

Fax No: 0141 578 8575

Dear Claire,

**SEA Determination Letter
Decoration Allowance Policy**

After reviewing the proposed objectives and the nature of the proposed Decoration Allowance Policy, the Sustainability Policy Team has determined that the Plan is not a qualifying subject as set out in the Environmental Assessment (Scotland) Act 2005 as it is not subject to preparation through a legislative procedure. Therefore, given its procedural nature, no SEA will be required for this version of the Policy. However, any future iterations of the Decoration Allowance Policy including updates, should still be considered under the SEA Act.

If you have any further queries, please do not hesitate to contact the Strategic Environmental Assessment Technical Officer on 0141 578 8532.

Yours faithfully,

Lauren Hollas
Strategic Environmental Assessment Technical Officer

Other formats and translations

This document can be provided in large print, Braille or on audio cassette and can be translated into other community languages.

Contact the Corporate Communications Team at:

East Dunbartonshire Council
Tom Johnston House
Civic Way
Kirkintilloch
G66 4TJ

Tel: 0300 123 4510

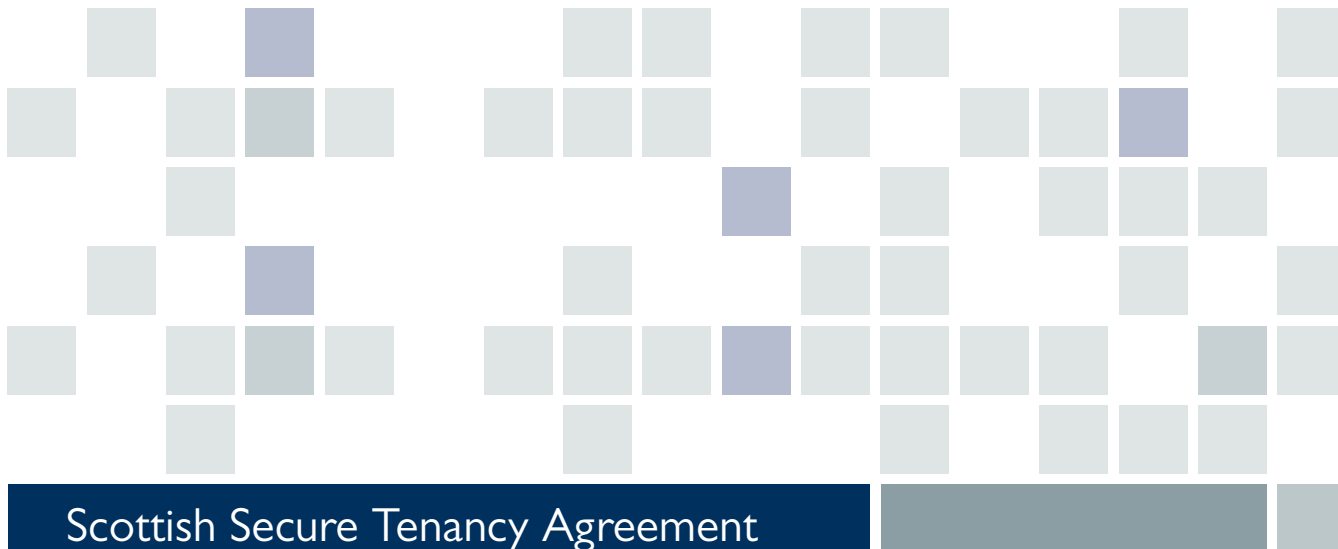
本文件可按要求翻譯成中文，如有此需要，請電 0300 123 4510。

Gabhaidh an sgrìobhainn seo cur gu Gàidhlig ma tha sin a dhìth oirbh. Cuiribh fòn gu 0300 123 4510

अनुरोध करने पर यह दस्तावेज हिन्दी में भाषांतरित किया जा सकता है। कृपया 0300 123 4510 पर फ़ोन कीजिए।

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਮੰਗ ਕਰਨ ਤੇ ਪੰਜਾਬੀ ਵਿੱਚ ਅਨੁਵਾਦ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ 0300 123 4510 ਫ਼ੋਨ ਕਰੋ।

اس دستاویز کا درخواست کرنے پر (اردو) زبان میں ترجمہ کیا جاسکتا ہے۔ براہ مہربانی فون نمبر 0300 123 4510 پر رابطہ کریں۔



Scottish Secure Tenancy Agreement

between

East Dunbartonshire Council

and

In respect of the property at:



sustainable thriving achieving
East Dunbartonshire Council
www.eastdunbarton.gov.uk



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Summary

Summary of Scottish Secure Tenancy Agreement

I Introduction

I.1 This document is a summary of the Tenancy Agreement between us, East Dunbartonshire Council and you. It is not intended to change or add to the Tenancy Agreement. This summary tells you the most important things about your tenancy with us. If you want to know more, refer to your Tenancy Agreement which is the legally binding agreement between us. Additional information is contained in the Tenant’s Handbook. Alternatively, you can ask us or an independent advisor, such as a solicitor or advice worker, for help.

I.2 Your tenancy starts on

.....

Your rent is

£..... per week,

payable on the first day of each rental period.
Any services included, and the costs, are noted in a separate document.

I.3 You must take all reasonable steps to make sure you and anyone living with you or visiting you keeps to the terms and conditions of the Tenancy Agreement. If you break any term of the Tenancy Agreement, we may take legal action against you. This may include claiming money from you as well as eviction proceedings. If you are a joint tenant, you are both responsible equally for paying rent and keeping to the Tenancy Agreement.

2 Use of the house and the common parts

- 2.1 You must occupy the house and use it as your main home.
- 2.2 You must take reasonable care to avoid damage to your house and your neighbours’ houses. This is particularly important in freezing weather.
- 2.3 Unless you live in a flatted property with a common entrance, you are allowed to keep one common household pet in your property without permission. Over and above this, permission will be required.

If we give you permission to keep an animal or run a business from home we may attach conditions to that permission. You must comply with these conditions as if they were part of this agreement.

- 2.4 You must take your turn in cleaning the common parts and keeping the garden tidy. You must deal with your rubbish properly. You must park any kind of vehicle in the proper place.

Summary

3 Respect for others

- 3.1 You, those living with you, and your visitors, must not harass or do anything anti-social to other people in the neighbourhood. This includes your neighbours and our employees.
- 3.2 If you have a complaint about other people's anti-social behaviour, tell us. We will investigate and take action if appropriate.
- 3.3 We will not discriminate unfairly against you in any way. We have a complaints procedure if you think we have acted wrongly or unfairly.
- 3.4 Upon signing the Tenancy Agreement you will have the opportunity to read and discuss the Good Neighbour Charter with a Housing Officer and thereafter to sign it if you agree to abide by its terms.

4 Sub-letting, assignation and exchange of your tenancy

If you want to sub-let or assign or pass on the tenancy to someone else or exchange your house or take in lodgers or add or change the joint tenancy, you must first get our written permission.

5 Repairs, maintenance, improvements & alterations

- 5.1 Before the tenancy begins, we will inspect the house and carry out necessary repairs to ensure that it is wind and watertight, habitable and reasonably fit for human habitation. After you move in, we will carry out repairs to the house, to keep the house in that condition within a reasonable period. Please report to us any repairs that need to be done.
- 5.2 In particular, we will keep in repair the structure and exterior of the house and installations for water, gas, electricity, sanitation, heating and hot water.
- 5.3 We will take responsibility for doing work to deal with condensation dampness, if the dampness is being caused to some extent by some feature of the house, such as ventilation, heating or insulation.
- 5.4 We are not responsible for repairing damage caused by you, anyone living with you or your visitors. If we do repair such damage, we will charge you. This does not apply to wear and tear.
- 5.5 If we need access to your house to carry out repairs or to inspect it, we will give you at least 24 hours' notice. You must allow us access. We may have to decant you to another house to do repairs. If we do, we will compensate you for any extra expenses you have as a result. We will also compensate you if we cause damage to your property when doing the repairs. We will not compensate you for damage to your personal property where we have not been at fault. Therefore, you are strongly advised to get insurance.
- 5.6 Before carrying out improvements or alterations to your house, you must get our written permission. We may pay you compensation at the end of your tenancy for these. If you don't get our permission, we can charge you for restoring the house.
- 5.7 You, and the others living in the house, must take reasonable care of it. You are responsible for minor maintenance.

Summary

6 Ending the tenancy

6.1 The Tenancy Agreement can be terminated in the following ways:

- By you giving us 28 days' written notice;
- By written agreement between you and us (this includes an internal move from one Council property to another);
- By us getting a court order for eviction after having first given you a warning;
- By you abandoning the house;
- By your death if there is no-one to inherit the house;
- By you buying the house;
- By conversion to a Short Scottish Secure Tenancy.

7 After the tenant's death

If you die, the tenancy may be inherited by:

- Your husband or wife; or
- The other joint tenant; or
- Your co-habitee; or
- Another member of your family who was living with you; or
- A live-in carer.

The house can be inherited only twice.

8 Information and consultation

- 8.1 We have policies dealing with many areas of housing management such as, rent arrears, how we set our rents, eviction, allocations and transfers. Ask us for a copy.
- 8.2 We will consult with you before making or changing housing management policies which are likely to significantly affect you.
- 8.3 We will provide you with a variety of information about our policies and the information we hold on you if you ask.

9 Complaints

- 9.1 If you think we have broken your Tenancy Agreement, you can complain using our complaints procedure. You can also complain to the Ombudsman and take legal advice.
- 9.2 You may be entitled to withhold your rent if you think we have broken the Tenancy Agreement. You must use our complaints procedure first.

You are strongly advised to take legal advice first.

10 General

- 10.1 You may have the right to buy the house under certain conditions.
- 10.2 If you need our permission to do anything, you must ask for it and get it in writing. We won't say no without a good reason.

Important

This is only a summary of the Scottish Secure Tenancy Agreement you signed. It is not legally binding. The Tenancy Agreement is the legal document that lays out all your legal rights and obligations. This Summary does not alter that Agreement in any way. If you want to know more detail about your rights and responsibilities, you should read the Tenancy Agreement which is divided up in the same way as this Summary. Alternatively, you can ask us or get help from an independent source such as a Law Centre, Solicitor, Housing Advice Centre, Citizen's Advice Bureau, Tenant's Association, the Commission for Racial Equality, the Disability Rights Commission or the Equal Opportunities Commission. We will give you these addresses and telephone numbers on request.

Tenancy Agreement

one

I Introduction

I.1 This document is a Scottish Secure Tenancy Agreement between us, East Dunbartonshire Council, and you:

.....
(tenant/joint tenant) and

.....
(joint tenant)

.....
(joint tenant)

I.2 You are a “secure tenant” in terms of the Housing (Scotland) Act 2001. This means that you have a legal right to stay in your home as long as you keep to the conditions of your tenancy.

We agree to rent accommodation to you on the terms and conditions in this Agreement. The accommodation includes the fixtures and fittings contained within it, the use of the common parts and the means of access to it. It also includes any other facilities that we may specify in writing to you. It is referred to as the ‘house’ in this Agreement. The term ‘common parts’ is explained at paragraph I.11. If you ask us, we will give you a more detailed description of the house and a plan detailing your rights relating to the common parts, and access to your house.

I.3 The full address of the house is:

.....
.....
.....

I.4 This Agreement will take effect from

.....
(the entry date).

This is regardless of the date on which this Agreement is signed. This Agreement will continue from the entry date until

.....
and after that on a weekly basis.

There are different ways of ending the tenancy and these are described in Part 6 of this Agreement.

I.5 Your rent is

£..... per week,

payable on the first day of each rental period. The rent is payable over 48 weeks in each financial year.

I.5a It is a condition of this agreement that you will repay any former arrears in the sum of Your failure to repay those arrears would be a material breach of the conditions of this agreement.

I.6 We may provide services in connection with your tenancy. If we do, they are set out in a separate document together with the cost of each of those services. That document will also state whether the services are optional or compulsory. That document forms part of this agreement. The provision of additional services will depend on local negotiation and agreement, unless you fail to comply with the terms of this tenancy agreement. It is a condition of this agreement that you pay for those compulsory services unless those services are provided via the Council’s Supporting People service.

Tenancy Agreement

Scottish secure tenancy agreement

one

1.7 We will consult you about any proposed increase in rent or service charge and have regard to your opinions before we make our decision. We are entitled to change the amount of rent and any service charge, as long as we tell you in writing at least four weeks before the beginning of the rental period when the change is to start. We will not normally change the rent or service charge more than once every twelve months. You have a right to a statement of our rent and service charge policy. See paragraph 8.3 for more details.

1.8 If you break any part of this Agreement, we may:

- Take legal action against you (including eviction proceedings) and
- Charge you for any resulting losses we have suffered including any legal expenses as assessed by the court.

1.9 You can telephone us or write to us if you would like to know more about anything contained in this Agreement. We will do our best to help you. You can also get independent advice and information from a number of organisations such as Law Centres, Solicitors, Housing Advice Centres, Citizens Advice Bureau, Tenants Associations, the Commission for Racial Equality, the Disability Rights Commission and the Equal Opportunities Commission.

1.10 If you want another copy of this Agreement, we will provide one on request. If you want a copy of it in another language or another form (such as Braille or audio tape), please tell us and we will provide you with one as soon as we can or alternatively we may provide an Interpreter. However, in the event of any dispute, it is this version of the Agreement which is binding on you and us.

1.11 Interpretation

In this Agreement, the words below have the following meanings except where the context indicates otherwise.

- We/us - the Landlord.
- You - the tenant and any joint tenant.
- Tenant - includes any joint tenant.
- Neighbour - any person living in the locality.
- Neighbourhood - the locality of your house.
- Common Parts - this includes any part of the structure and exterior of the building in which the accommodation is located (such as the roof, guttering, and outside walls) as well as any common facilities in that building (such as: the common close, common stairway, entrance steps, paths, entrance doors and doorways, passages, bin chute accesses, yard, gardens, outhouses, bin areas, cellar, back green and backcourt).
- Repair - see paragraph 5.1.
- House - see paragraph 1.2.
- Co-habitee - a person, whether of the opposite sex or not, who is living with you in a relationship similar to that of husband and wife.
- Family - this term includes your spouse, co-habitee, parent, grandparent, child (including a child treated by you as your child and stepchildren), grandchild, brother, sister, uncle, aunt, niece, nephew; and any of those of your spouse.
- Anti-social - see paragraph 3.2.
- Overcrowding - more people are sleeping in the house than is allowed by Section 135 of the Housing Scotland Act 1987.
- Scottish Secure Tenancy - a tenancy as defined by section 11 of the Housing (Scotland) Act 2001.
- Internal move (see section 6.2) - refers to a transfer applicant moving from one Council property to another.



1.12 This Tenancy Agreement, in parts, attempts to summarise current legislation. In case of conflict between those parts and current legislation, the legislation shall prevail. Where legislation has been amended since this Agreement was entered into, this Agreement shall be read consistently with the amended legislation.

1.13 You are responsible for ensuring that no one living with you does anything that would be a breach of this Agreement if they were the tenant. If they do, we will treat you as being responsible for any such action.

1.14 Changing this tenancy agreement

No part of this Agreement may be changed except in the following circumstances:

- We and you agree in writing to change it; or
- We increase the rent or service charge in the way described in paragraph 1.7 above; or
- We or you apply to the Sheriff under Section 26 of the Housing (Scotland) Act 2001 for an order to change the tenancy agreement and the Sheriff grants such an order.

1.15 Joint and several liability

If two or more people have signed this Agreement, they are joint and severally liable for the terms and conditions of this Agreement. This means that each one of them is fully responsible for making sure that all the conditions in this Agreement are kept to, including payment of rent. You can apply for a joint tenant to be added to the tenancy: see paragraph 4.1.

1.16 Liability for payment of Council Tax

You are liable for the payment of Council Tax associated with the property, which includes the responsibility to apply for Council Tax Benefit where appropriate. In addition, you are liable for the payment of water and sewerage charges associated with the property. Failure to maintain Council Tax payments could result in legal action being taken against you.



2 Use of the house and the common parts

2.1 You must take entry to the house, occupy and furnish it and use it solely as your only or principal home. You are entitled to have members of your family occupying the house with you, as long as this does not lead to overcrowding. If we ask, you must tell us who is living in the house. You should tell us as soon as there is a change in those who are living in your house.

2.2 You, those living with you, and your visitors must take reasonable care to prevent damage to:

- The house;
- Decoration;
- Our furniture;
- The fixtures and fittings;
- The common parts;
- Your neighbours' property.

For example:

- Before you leave the house, you must check thoroughly that there is no risk of damage from fire, water or gas supplies in your house;
- You must tell us if you intend to go away, for more than four weeks and your house will be unoccupied during that time;
- If your house is going to be unoccupied for any length of time, and there is a risk of water pipes freezing when you are away, you must tell us before you leave.

2.3 You and anyone living with you must not run any kind of business from the house. However, if you ask us, we may give permission. See paragraph 10.3 of this Agreement for more information about doing this. If we give permission, we may also increase your rent.

If we give you permission to run a business from home we may attach conditions to that permission. You must comply with these conditions as if they were part of this agreement.

2.4 You must not allow your house to become overcrowded. If the overcrowding is as a result of an increase in the size of your family living with you, you should apply to us for a house transfer. We will try to get you a larger house. In this circumstance only, we will not treat you as being in breach of this condition. However, if we offer you suitable alternative accommodation you are expected to accept the offer.

2.5 Keeping of pets

Unless you live in a flatted property with a common entrance, you are allowed to keep one common household pet in your property without requesting permission. See section 3 of the Tenants Handbook for the definition of common household pet. Over and above this, permission to keep additional domestic pets will be required.

If you live in a flatted property with a common entrance, permission will be required to keep any pet.

If we give you permission to keep an animal, we may attach conditions to that permission. This includes the responsibility for ensuring that appropriate fencing is erected and maintained around garden boundaries, to minimise the potential for fouling. In addition, you must take reasonable steps to prevent pets causing nuisance, annoyance or danger to your neighbours. This includes fouling, noise or smell from your domestic pet. Permission will be reviewed should any difficulties arise.

Permission is not required for dogs assisting the sensory impaired.

If you are allocated a sheltered property, you have permission to keep one existing pet in the property. Permission will not be given to keep any new pets.

Tenancy Agreement

- 2.6 You must not use or allow the house to be used for illegal or immoral purposes. This includes, but is not limited to, the following: dealing in controlled drugs; running a brothel; dealing in stolen goods; illegal betting and illegal gambling.
- 2.7 While you are in occupation of the house, you must make reasonable efforts to heat the house, taking into account your income. You must make reasonable efforts to ventilate the house using any suitable means provided in the house for doing so.
- 2.8 You must take your turn, with all other tenants and owner-occupiers sharing the common parts, in keeping them clean and tidy. If you share a common stair, you must also take your turn in regularly cleaning, washing and keeping tidy the common stair, its windows, banisters and any bin chute accesses. If you and the others cannot agree on the arrangements for doing this or you fail to do the work, we are entitled to decide exactly what you should do and when. Before making our decision, we will consult with you and the others. Our decision will be binding on you. If you do not do the work contained in this paragraph, we may do it ourselves and charge you for it. This is in addition to any other legal remedies open to us.
- 2.9 You must comply with any local arrangements for the use and sharing of the common parts including drying greens and drying areas. You must comply with any local rotas for the use and sharing of the common parts. In cases of dispute between the users of the common parts, we are entitled to decide the arrangements and rotas for the use of, and the sharing of, the common parts. Before making our decision, we will consult with you. Our decision will be binding on you.
- 2.10 If you have exclusive use of a garden attached to the house, you must take reasonable care to keep it from becoming overgrown, untidy or causing a nuisance (unless we have agreed to take care of it). You must cut the grass, keep hedges tidy, weed garden ground and carry out any other garden maintenance on a regular basis to the satisfaction of the Council. If you fail to do this, we are entitled to decide exactly what work requires to be done so as to comply with this duty. Before making our decision, we will consult with you. Our decision will be binding on you. If you do not do the work contained in this paragraph we may do it ourselves and charge you for it. This is in addition to any other legal remedies we may have. You must not remove, chop down or destroy any bushes, hedges or trees without our written permission unless you planted them.
- 2.11 If you share a garden with others, you must take your turn with them to keep it from becoming overgrown, untidy or causing a nuisance (unless we have agreed to take care of it). If you and the others cannot agree on the arrangements for doing this or you fail to do the work, we are entitled to decide exactly what you should do and when. Before making our decision, we will consult with you and the others. Our decision will be binding on you. If you do not do the work contained in this paragraph, we may do it ourselves and charge you for it. This is in addition to any other legal remedies we may have. You must not remove, destroy or chop down any bushes, hedges or trees without our written permission unless you planted them.
- 2.12 No property belonging to you or anyone residing with you or anyone visiting you, including bicycles, motorcycles or prams, should be stored in any of the common parts except in areas set aside for storage. You must not do anything which causes inconvenience or danger to anyone using the common parts.



2.13 You must put all your household rubbish for collection in the bin store or other proper place allocated for it. You must take reasonable care to see that your rubbish is properly bagged. If rubbish is normally collected from the street, it should not be put out earlier than the evening before the day of collection. Rubbish containers should be returned to their normal storage places as soon as possible after the rubbish has been collected. You must comply with the local arrangements for the disposal of large items (such as large electrical equipment).

2.14 Use or storage of LPG or paraffin heaters
The use or storage of heaters fired by paraffin or liquid petroleum gas (LPG) is not permitted in any Council property, outbuildings or garden ground.

2.15 Use or storage of flammable materials
Equipment fuelled by flammable materials, e.g. petrol fuelled motorbikes and lawnmowers or greenhouse paraffin heaters, must be used and stored in an appropriate manner. An information sheet on the conditions of storage and use, can be obtained from your local housing office.

2.16 No vehicle, caravan or trailer belonging to you or anyone living with you or anyone visiting you may be parked on our land unless:

- That land is set aside for parking; or
 - We have given you written permission; or
 - It is a public road;
- and, in every case,
- It does not cause a nuisance or annoyance to your neighbours.

2.17 Nothing belonging to you, or anyone living with you, or your visitors, may be left or stored on our land unless:

- The land is set aside for that purpose; or
 - We have given you written permission;
- and, in every case,
- It does not cause a nuisance or annoyance to your neighbours.

2.18 If you want to change any part of this agreement that restricts your use or enjoyment of the house, you must first ask us in writing. If we refuse, you have a right to make an application to the sheriff. See paragraph 10.3 for more details.



3 Respect for others

- 3.1 You, those living with you, and your visitors, must not harass or act in an anti-social manner to, or pursue a course of anti-social conduct against, any person in the neighbourhood. Such people include residents, visitors, our employees, agents and contractors and those in your house.

3.2 ‘Anti-social’ means causing or likely to cause alarm, distress, nuisance or annoyance to any person or causing damage to anyone’s property in relation to an action or course of conduct. Harassment of a person includes causing the person alarm or distress. Conduct includes speech. A course of conduct must involve conduct on at least two occasions.

3.3 You must not cause, allow or encourage any act of violence or abuse (physical or verbal) designed to cause harm to, intimidate, or harass:

 - members of your family or other people living with you;
 - other tenants, members of their household, visitors or neighbours; or
 - any Council official or sub-contractor.

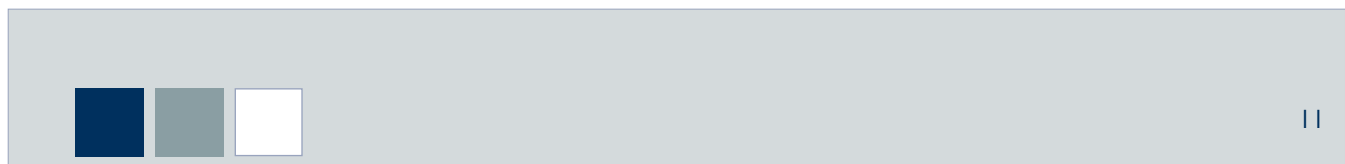
3.4 In particular, you, those living with you, and your visitors must not:

 - Make excessive noise. This includes, but is not limited to, the use of televisions, hi-fi’s, radios and musical instruments and DIY tools;
 - Fail to control your pets properly or allow them to foul or cause damage to other people’s property;
 - Allow visitors to your house to be noisy or disruptive;
 - Use your house, or allow it to be used, for illegal or immoral purposes;
 - Vandalise or damage our property or any part of the common parts or neighbourhood;
 - Leave rubbish in unauthorised places;
 - Allow your children to cause nuisance or annoyance to other people by failing to exercise reasonable control over them;
 - Harass or assault any person in the house, or neighbourhood, for whatever reason. This includes that person’s race, colour or ethnic origin, nationality, gender, sexuality, disability, age, religion or other belief, or other status;
 - Use or carry offensive weapons;
 - Use or sell unlawful drugs or sell alcohol.

3.5 In addition, you, those living with you, and your visitors must not do the following in an anti-social way:

 - Run a business from your house;
 - Park any vehicle, caravan or trailer;
 - Carry out work to any type of vehicle, caravan or trailer;
 - Use alcohol or drugs.

The particular prohibitions on behaviour listed in paragraphs 3.3 to 3.5 do not in any way restrict the general responsibilities contained in paragraph 3.1 above.



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- 3.6 You, those living with you, and your visitors, must not bring into the house or store in the house any type of firearm or firearm ammunition unless you have a permit.

3.7 You will be in breach of this Agreement if you, those living with you, or your visitors do anything which is prohibited in this part of the Agreement.

3.8 If you have a complaint about nuisance, annoyance or harassment being caused by a neighbour (or anyone living with him/her or his/her visitors), you may report it to us. We will investigate your complaint through our neighbour disputes policy. If, after investigation, there are good grounds in our opinion for your complaint, we will take reasonable steps to try to prevent the behaviour happening again. These steps may include regular visits, housing support, mediation or legal action. A copy of our written policy about how these kinds of complaints are dealt with is available at your local housing office.

3.9 We will act fairly to you in all matters connected with your tenancy. We will not unfairly or unlawfully discriminate against you in any way on the grounds of your race, colour, ethnic origin, nationality, gender, sexuality, disability, age, religion or other belief or other status. If you believe we have acted unfairly to you in any way, you may wish to use our complaints procedure. You may also wish to take independent advice.

3.10 The Council have issued a Good Neighbour Charter which includes a Code of Conduct setting down the behaviour expected of any tenant. Upon signing this tenancy agreement you will have the opportunity to read and discuss the Charter with a Housing Officer and thereafter to sign it if you agree to abide by its terms.



4 Sub-letting, assignation and exchange of your tenancy

4.1 If you want to:

- Take in a lodger; or
- Sub-let part or all of your house; or
- Assign the tenancy (pass on the tenancy to someone else); or
- Carry out a mutual exchange; or
- Otherwise give up possession

you must first get our written permission.
To do this, you must tell us in writing:

- The details of the proposed change including who you want to sub-let, assign, take in as a lodger, or exchange with (and the house involved); and
- The amount of rent and any other payments (including a deposit) you propose charging (if any); and
- When you want the sub-letting, lodging, assignation, giving up of possession, exchange or change in tenancy to take place.

If you want another person to become a joint tenant, both of you must apply to us in writing. The other person must use the house, or intend to use the house, as his or her only or principal home.
We will not unreasonably refuse permission.

If you want to assign your tenancy, the house must have been the only or principal home of the person to whom you want to assign the tenancy for at least 6 months before the date of your written request.

4.2 We will not unreasonably refuse permission for an assignation, sub-letting, or taking a lodger. Reasonable grounds for refusing permission include the following:

- We have served a notice on you warning that we may seek eviction on certain grounds because of your conduct;
- We have obtained an order for your eviction;
- It appears that you propose to receive a payment or an unreasonable rent or deposit;
- The rent or deposit that you propose charging is unreasonable;
- The proposed change would lead to the criminal offence of overcrowding;
- We intend to carry out work on the house (or the building of which the house forms part) which would affect the part of the house connected with the proposed change.

These examples do not in any way alter our general right to refuse permission on reasonable grounds.
If we give permission, you cannot increase the rent or other payments made to you by the other person unless we give our permission. See paragraph 10.3 for more details on getting permission.

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4.3 We will not unreasonably refuse permission for a mutual exchange of your house. The exchange must be with another house where the tenant holds a Scottish Secure Tenancy or Short Scottish Secure Tenancy. The landlord does not need to be us. The other landlord must also agree to the exchange. Reasonable grounds for refusing permission include the following:

- We have served a notice on you warning that we may seek eviction on certain grounds because of your conduct;
- We have obtained an order for your eviction;
- Your house was let to you because of your employment with us;
- Your house was designed or adapted for persons with special needs and if the exchange was allowed, there would be no person living in the house who required those designs or adaptations;
- The other house is substantially larger than you and your family need or it is not suitable for the needs of you and your family;
- The proposed change would lead to the criminal offence of overcrowding.

These examples do not in any way alter our general right to refuse permission on reasonable grounds. See paragraph 10.3 for more details on getting permission.

4.4 If you are married, or if you live in the house with someone as husband and wife, we may need their consent. If you are a joint tenant, we will need the other tenant's written consent to the proposed change. If you want to change the joint tenancy to a single tenancy because the other joint tenant has abandoned the tenancy you should ask us to use our powers under paragraph 6.8 of this agreement.



5 Repairs and maintenance: our responsibilities and rights

- 5.1 In this Agreement, the word 'repair' and 'repairs' includes any work necessary to put the house into a state which is wind and watertight, habitable and, in all respects, reasonably fit for human habitation.
- 5.2 Before the start of the tenancy, we will inspect your house to ensure that it is wind and watertight, habitable and, in all other respects, reasonably fit for human habitation. If repair or other work needs to be done to bring the house up to that standard, we will do so before the tenancy begins. We will notify you about any such work. Any other repairs may be carried out after the tenancy begins.
- 5.3 During the course of your tenancy, we will carry out repairs or other work necessary to keep the house in a condition which is habitable, wind and watertight and, in all other respects, reasonably fit for human habitation. We will carry out all repairs within a reasonable period of becoming aware that the repairs need to be done. Once begun, the repairs will be finished as soon as reasonably possible. All repairs will be done to the standard of a reasonably competent contractor, using good quality material. Please refer to section 5 of the Tenants' Handbook for a comprehensive list of the Council's repair responsibilities to your property.
- 5.4 We will carry out a reasonably diligent inspection of the common parts before the tenancy begins. We will take reasonable steps to remove any danger we find before you move into your house. We will repair any other defect we find which will significantly affect your use of the common parts, or the house, within a reasonable period. We will repair any damage to boundary walls and fences within a reasonable period if it poses a danger to any user. During the course of the tenancy, we will carry out inspections, at reasonable intervals, of the common parts.
- 5.5 If we need the co-operation or permission of another person to carry out repairs or other work to the house or common parts, or to inspect, we will do our best to get it. We may be unable to do non-emergency repairs until we get such permission.
- 5.6 Our general repair obligations contained in paragraphs 5.2 and 5.3 include a duty to carry out repairs relating to water penetration, rising dampness and condensation dampness as well as the obligations contained in this paragraph. We will provide and maintain the house so that any tenant who we might reasonably expect to live in the house can heat the house to a reasonable temperature at a reasonable cost, so as to avoid condensation dampness and mould. If during the tenancy, the house suffers from condensation dampness which is partially or wholly caused by a deficiency in, or absence of, any feature of the house (including insulation, provision for heating or ventilation), we will carry out repairs (including, where appropriate, replacement, addition or provision of insulation, ventilation or heating systems) within a reasonable time so that the feature is not a cause of the condensation dampness.
- 5.7 Our duty to repair includes a duty to take into account the extent to which the house falls short of the current building regulations by reason of disrepair or sanitary defects.



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5.8 We will:

- Keep in repair the structure and exterior of the house;
- Keep in repair and in proper working order, any installations in the house provided by us for:
 - The supply of water, gas and electricity; sanitation (for example basins, sinks, baths, showers, toilets); hot water heating.
 - Space heating (for example central heating) including fireplaces, flues and chimneys.
 - Installations include those which we own or lease which directly or indirectly serve the house. We will not, however, be responsible for repair of any fixtures and fittings not belonging to us which make use of gas, electricity or water. Neither will we be responsible for the repair or maintenance of anything installed by you or belonging to you which you would be entitled to remove from the house at the end of the tenancy unless we have specifically agreed;
- We will inspect annually any gas installations in the house provided by us. We will provide you with a copy of the inspection report within 28 days of the inspection. If the inspection reveals the need for repair or replacement of any such installation, we will do so within a reasonable period. We will give you a copy of the current inspection record before the beginning of the tenancy;
- If your house is served by a communal television or communications aerial provided by us, we will take reasonable steps to repair any defect within a reasonable period. Where repairs or maintenance have to be done, we will make reasonable efforts to minimise disruption to you;

5.9 We will take all reasonable steps, together with any other joint owners of the water supply installations, to comply with the Water Bye-Laws in force in your area. The Bye-Laws, among other things, specify that:

- All storage cisterns must be properly installed having regard to the need for prevention of waste and contamination and insulation against frost;
- The stopcocks and servicing valves must be placed so that they can be readily examined, maintained and operated with reasonable practicability;
- The water pipes, both inside and outside the house, must be effectively protected against freezing and damage from other causes.

We will inspect the installations for the storage and supply of water we are responsible for at the beginning of the tenancy and at reasonable intervals thereafter so as to comply with the Water Bye-Laws.

5.10 Nothing contained in this Agreement makes us responsible for repairing damage caused wilfully, accidentally or negligently by you, anyone living with you or an invited visitor to your house. If we decide to carry out the work, you must pay us for the cost of the repair. This paragraph does not apply to damage caused by:

- Fair wear and tear;
- Vandals (provided that you have reported the damage to the police and us as soon as the damage is discovered).

5.11 We will carry out necessary repairs due to fire, flood or Act of God, within a reasonable time or offer equivalent permanent rehousing as soon as such a house becomes available. Until that time, we will try to help you to get temporary accommodation if the house is uninhabitable.



Repairs and maintenance your responsibilities and rights

- 5.12 We have the right to come into your house to inspect it and its fixtures and fittings or carry out repairs to it, or adjoining property, during reasonable times of the day. We will give you at least 24 hours' notice in writing. We have the right of access to your house in order to lay wires, cables and pipes for the purposes of telecommunications, water, gas and electricity, providing we give you reasonable notice in writing. We have the right of access to the common parts at any reasonable time. If you refuse us entry, we will have the right to make forcible entry provided we have given you every reasonable opportunity to let us in voluntarily. If we have to make forcible entry, in this situation, you are liable for the costs of any damage reasonably caused. In an emergency, we have the right to make forcible entry to your house without notice.
- 5.13 If we know that any house or flat adjoining your house, which we own, is likely to remain unoccupied for longer than four weeks, we will take all reasonable steps to avoid damage or danger to you or your property arising from that house or flat being unoccupied. These steps may include, but are not limited to the following:
- To seeing that its doors and windows are properly secured;
 - To seeing that the water, gas and electricity supplies to the house or flat are turned off where possible.
- 5.14 If we cause damage to the house or your property in connection with inspections, repairs or improvements or entry, we will reinstate the damage or compensate you for your losses. We have a right to require you to move temporarily to suitable alternative accommodation if this is necessary for the repairs to be done. If you are moved temporarily, we will reimburse you for any extra expenses you have as a result. You will be charged rent during this period but no more than you normally pay.
- 5.15 Our duties to repair contained in this part of the Agreement continue until this Agreement comes to an end.
- 5.16 You must report to us, as soon as reasonably possible, any damage to the house, the common parts or loss or damage to our property. You can do this in person or by telephone. You can arrange for someone else to do this on your behalf. We operate an emergency telephone service outside office hours which can be contacted using the freephone number, telephone 0800 052 5574.
- 5.17 You are responsible for taking reasonable care of the house. This responsibility includes carrying out minor repairs and internal decoration. It also includes keeping the house in a reasonable state of cleanliness. However, you are not responsible for carrying out repairs which are due to fair wear and tear. Please refer to section 5 of the Tenants' Handbook for a comprehensive list of your repair responsibilities.
- 5.18 If we have delayed or failed to carry out certain types of repair, there are regulations in place which give tenants the right to have certain repairs carried out. You may also be entitled to compensation.
- 5.19 If we have failed to carry out repairs that we should under this agreement, you have the right to carry out the repairs yourself and deduct the reasonable cost of doing so from your rent. However, you may only do so if:
- You have notified us in writing about the need for the repairs; and
 - We have not done those repairs within a reasonable period; and
 - You have made a formal complaint under our complaints procedure (see paragraph 9.1); and
 - You have finished the complaints procedure and you are still dissatisfied, or 3 months have passed since you made the formal complaint under the complaints procedure.

YOU ARE STRONGLY ADVISED TO TAKE LEGAL ADVICE BEFORE EXERCISING YOUR RIGHT UNDER THIS PARAGRAPH. YOUR HOME IS AT RISK IF YOU WRONGLY EXERCISE THIS RIGHT.

All repair work instructed by you must be done by a reputable firm and must conform to all current legislation.



5.20 The Council take responsibility for insuring the building. However, it is your responsibility to insure all contents, including carpets, wallpaper, furniture and clothing. You are strongly advised to take out House Contents insurance. To assist you with this matter, the Council have negotiated preferential rates with an insurance provider, and administer a scheme starting from as little as £1.50 per week. Leaflets and application forms are available from any local housing office.

Alterations and improvements

5.21 If you want to:

- Alter, improve or enlarge the house, fittings or fixtures;
- Add new fixtures or fittings (for example kitchen or bathroom installations, central heating or other fixed heaters, double glazing, or any kind of external aerial or satellite dish);
- Put up a garage, shed or other structure;
- Build a driveway;
- Put up a fence, wall or similar structure;
- Decorate the outside of the house;

you must first get our written permission. We will not refuse permission unreasonably. We may grant permission with conditions including any which outline the standard of the work. See paragraph 10.3 for more details about the procedure.

5.22 If you have made alterations or improvements with our permission, you may be entitled to compensation at the end of your tenancy under regulations governing such arrangements. We also have the power, even if you do not qualify under these regulations, to make a discretionary payment.

5.23 You must also get any necessary planning permission and approval under any current building regulations regarding alterations or improvements to the property.

5.24 Use of loft space

If you intend storing items in the loft, you must ensure that emergency repair access is available at all times. Under no circumstances should essential services be covered or access hindered to cables, electrical wiring, water or gas pipes, as a result of flooring or storage in the loft area.

5.25 Flooring

If you want to install laminate flooring or similar floor coverings, you must get our permission. Permission is likely to be given where adequate service access is still provided. Permission is also likely to be given where such flooring is to be installed on health grounds, e.g. wheelchair use or to relieve asthma or allergies.

Our permission is conditional on you assuming responsibility for uplifting the flooring (and bearing any costs associated with this) should essential repair work require to be carried out. You are also responsible for uplifting the flooring and restoring the house to its previous condition, at the end of your tenancy.

5.26 If you carry out any alterations or improvements without our permission we are entitled to restore the house to its previous condition during, or at the end of, your tenancy. If we do so, we are entitled to charge you for this work.



6 Ending the tenancy

The Tenancy Agreement can be ended in any one of the following ways.

6.1 By Notice

You, together with any joint tenant, give us at least twenty-eight days written notice. You must tell us at the same time if you are married or if you live in the house with another person as husband and wife. If you do, their agreement may also be required. or

6.2 By Written Agreement

By written agreement between you, any joint tenant, and us. You must tell us at the same time if you are married or if you live in the house with another person as husband and wife. If you do, their agreement may also be required. By an internal move from one Council property to another will allow a relaxation of the twenty-eight days written notice. Early termination will be allowed provided that keys are handed in on time for the current or previous property. or

6.3 By Court Order

The Sheriff grants an order for eviction following a request by us. You have a right to defend any legal action taken by us against you. People who live with you also have a right to be represented. We may ask for such an order under Section 14 of the Housing (Scotland) Act 2001 on any of the grounds contained within Schedule 2 of the Act. Before we do so, we will first send you a written warning. We will also send that written warning to anyone else living with you who is a member of your family aged 16 or over, your lawful sub-tenants, lodgers or assignees. They will also have a right to take part in the court proceedings.

The following is a summary of the grounds contained within that Act and does not change the legal position contained in that Act.

- You owe us rent or you have broken some other condition of this Agreement;
- You, someone residing in your house, or anyone visiting it, has been convicted of using the house or allowing it to be used for illegal or immoral purposes or a criminal offence, punishable by imprisonment, which was committed in the house or the locality;
- The condition of the house or common parts, or furniture we have supplied, has deteriorated because of the fault of you, your subtenant or somebody in your household;
- You, and your spouse or co-habitee, have been absent from the house for more than six months without good reason or you have stopped living in it as you're principal home;
- We gave you this tenancy as a result of false information given by you in your application for the house;
- You, someone residing in your house, or anyone visiting it, has acted in an anti-social manner towards (or has harassed) someone else in the locality and it is not reasonable for us to transfer you to another house.

In all the above cases, the Sheriff must also be satisfied that it is reasonable to make an order for eviction.

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- You or someone residing in your house has been guilty of nuisance or annoyance in or in the neighbourhood of the house, or has pursued a course of conduct amounting to harassment of someone else in the locality and it is appropriate, in our opinion, to transfer you to another house.
- The numbers of people in the house amount to the criminal offence of overcrowding.
- We intend to demolish or carry out substantial work to your house (or the building in which it is located) within a reasonable time and that work cannot be done if you are still living there.
- The house has been designed or adapted for people with special needs and no one in your household has such special needs but we require the house for someone who has.
- The house is part of a larger group of houses, which have been designed or adapted or located near facilities for people with special needs, and no one in your household has those needs but we require the house for someone who has.
- We have leased your house from somebody else and that lease has ended, or will end, within six months.

In the six cases above, the Sheriff must grant an order for eviction if we also offer you a suitable alternative house as defined by Schedule 2 (Part 2) of the Housing (Scotland) Act 2001.

- We want to transfer the house to your husband or wife (or ex-husband or ex-wife) or co-habitee, where one of you no longer wishes to live with the other. In this case, we will offer you a suitable alternative house as defined by Schedule 2 (Part 2) of the Housing (Scotland) Act 2001. The Sheriff must also be satisfied that it is reasonable to grant the order. or

6.4 By Abandonment by you. We have reasonable grounds for believing that you have abandoned the house. In this case, we may forcibly enter the house to make it secure. We will also give you at least 4 weeks' notice that we believe that you have abandoned the house. If, at the end of that period, we have reasonable grounds for believing that you have abandoned the house, we may repossess it by service of another notice. You have a right to make application to the Sheriff against repossession within six months. We will secure the safe custody and delivery to you of any property which is found in the house. We will have the right to make a charge for this and to dispose of any property if you have not made arrangements for its delivery within a given period. or

6.5 By Death
By your death, if the tenancy does not pass to someone else (see Part 7 below). or

6.6 By Sale to You
If you buy your house from us, your tenancy will terminate on the date of transfer of ownership. Until that point, this Agreement remains in force. or

6.7 By conversion to a Short Scottish Secure Tenancy
If an anti-social behaviour order has been made against you, or anyone living with you, we may serve a notice on you converting your tenancy to a Short Scottish Secure Tenancy. Your tenancy under this agreement ends on service of that notice. You have a right to make application to the Sheriff if we do this.



6.8 Abandonment by a joint tenant

If we have reasonable grounds for believing that a joint tenant has abandoned the house, we may give that tenant 4 weeks’ notice. If we are satisfied on reasonable grounds, at the end of the four week period, that the joint tenant has abandoned the house, we may serve another notice. This second notice will terminate that joint tenant’s interest in the tenancy in not less than 8 weeks. That second notice will not, however, terminate the tenancy which will continue.

6.9 Termination by joint tenant alone

A joint tenant may, at any time, end his or her interest in the tenancy of the house by giving 4 weeks’ written notice to us and to the other joint tenant. That notice will not, however, terminate the tenancy which will continue.

6.10 Before moving out of your house, you must do the following:

- Leave the house in a clean and tidy condition;
- Leave the garden in a satisfactory condition as outlined at paragraphs 2.10 & 2.11;
- Remove all your belongings;
- Make sure any lodgers or sub-tenants leave with you;
- Allow us access to your house before you move out, at reasonable times, to show new tenants round;
- Hand in your keys to the housing office;
- Remove any fixtures and fittings you have installed without our written permission and put right any damage caused. This does not affect your obligations under paragraph 5.21 above;
- Check with us to make sure that you have paid all payments due to us;
- Apply for any compensation you may be entitled to under paragraph 5.22 above;
- Leave the house in good decorative order;
- Do the repairs you are obliged to do;
- Give us a forwarding address unless there is good reason for not doing so.

Tenancy Agreement

After the tenants death

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7 After the tenant's death

7.1 If you die, the tenancy may be inherited by one of the following people in the following way.

7.2 Level One

- Your husband or wife or co-habitee if the house was their only or principal home on your death; or
- A joint tenant, if the house was his or her only or principal home on your death.

In the case of a co-habitee, he or she must also have occupied the house as his/her only or principal home for at least 6 months immediately before your death. If more than one person qualifies for the tenancy under Level One, they must decide among themselves who should get the tenancy. If they cannot agree, we will decide.

7.3 Level Two

If no one qualifies at Level One, or a qualified person does not want the tenancy, it may be inherited by a member of your family as long as:

- He or she is aged at least 16 at the date of death;
- The house was his or her only or principal home at the date of death;

If more than one person qualifies for the tenancy under Level Two, they must decide among themselves who should get the tenancy. If they cannot agree, we will decide.

7.4 Level Three

If no-one qualifies at Level One or Level Two, or a qualified person does not want the tenancy, it will be inherited by a carer as long as:

- He or she is aged at least 16 at the date of death;
- The house was his or her only or principal home at the date of death;

- He or she gave up another only or principal home before the death of the tenant;
- He or she is providing, or has provided care for the tenant or a member of the tenant's family.

If more than one person qualifies for the tenancy under Level Three, they must decide among themselves who should get the tenancy. If they cannot agree, we will decide.

7.5 If the house was designed or substantially adapted for a person with special needs, no person will qualify under Level Two or Three above unless that person has special needs requiring the type of accommodation in the house. If a person would have qualified, but for this paragraph, we will make other suitable accommodation available.

7.6 If someone qualifies for the tenancy but does not want it, they should tell us in writing within four weeks of the death and leave the house within three months. Rent will be charged only for the actual period of occupation.

7.7 The tenancy can only be inherited twice under the provisions noted above. If the tenancy has already been inherited twice, the third death will normally end the tenancy. This will not happen if there is a surviving joint tenant whose Scottish Secure Tenancy will continue. However, if there is still a person in the house who would otherwise qualify to inherit the tenancy under the above paragraphs, the tenancy will continue for up to 6 months after the last death. The tenancy will not be a Scottish Secure Tenancy for that period.

7.8 The provisions noted above are a summary of the law which is contained within Section 22 of the Housing (Scotland) Act 2001. This summary does not alter that law.



8 Information and consultation

- 8.1 You are entitled, under the Data Protection Act 1998 to inspect personal information held on you in our housing files. We will provide photocopies of this information on request. We may make a charge of up to £10 for this. We will provide you with a copy of any such information we hold within forty days of your request in writing. You may have other rights under that Act in relation to your personal data, which we will honour. You are entitled to check information you have provided in connection with your housing application free of charge.
- 8.2 We will publish an annual report on our housing management performance which you may obtain from us on request. We will give you information about your right to buy your house, and the likely consequences for you if you decide to buy your house, before the beginning of the tenancy. We will give you information about our complaints procedure.
- 8.3 On request, we will provide you with free information relating to:
- The terms of your tenancy;
 - Our policy and procedures about setting rent and service charges;
 - Our policy and rules about:
 - ☐ admission to the housing list.
 - ☐ allocations.
 - ☐ transfers of tenants between houses.
 - ☐ exchanges of houses between our tenants, and tenant's of other landlords.
 - ☐ repairs and maintenance;
 - The right to buy your house;
 - The likely consequences for you if you decide to buy your house;
 - Our tenant participation strategy;
 - Our arrangements for taking decisions about housing management and services.

- 8.4 We will consult you about making or changing:
- Policies regarding housing management, repairs and maintenance if the proposal is likely to significantly affect you;
 - Proposals for changes in rent and service charges where they affect all or a group of tenants (and you are to be affected);
 - Proposals for the sale or transfer of your house to another landlord;
 - Decisions about the information to be provided relating to our standards of housing management and performance;
 - Performance standards or targets in relation to housing management repairs and maintenance;
 - Our tenant participation strategy.

We will take into account any views that you have before making a final decision. Any consultation with you will include giving you comprehensive information in an accessible form and reasonable time to express views.



9 Complaints

- 9.1 If you think that we have broken this Agreement or have failed to do anything we promised, you can complain to us under the complaints procedure which we will have made available to you.
- 9.2 If you are still dissatisfied after going through our complaints procedure, you may also have the right to complain to the Ombudsman. You may also wish to take advice from an independent source such as a Law Centre, Solicitor, Housing Advice Centre, Citizens' Advice Bureau or Tenants' Association.
- 9.3 If we have failed to carry out any of our material obligations under this Agreement, you have a right (in addition to any other legal rights you may have) to withhold your rent until we do comply with our obligations. However, you may only do so if:
- You have told us in writing why you think we have broken this Agreement; and
 - We have not fulfilled our obligations within a reasonable period; and
 - You have made a formal written complaint under our complaints procedure (see paragraph 9.1); and
 - You have finished the complaints procedure and you are still dissatisfied,
- or 3 months have passed since you made the formal written complaint under the complaints procedure.

YOU ARE STRONGLY ADVISED TO OBTAIN LEGAL ADVICE BEFORE WITHHOLDING YOUR RENT. YOUR HOME IS AT RISK IF YOU WRONGLY WITHHOLD RENT. IT IS ESSENTIAL IN ALL CASES THAT ALL THE RENT WITHHELD IS PLACED IN A SECURE ACCOUNT AND THAT YOU CAN PROVIDE EVIDENCE OF THIS.



10 General provisions

10.1 Right to buy

You may have the right to buy your house under Part III of the Housing (Scotland) Act 1987 as amended by the Housing (Scotland) Act 2001. The price and other terms will be decided according to the terms of those Acts.

10.2 Management services

You have the right, in terms of Section 55 of the Housing (Scotland) Act 2001 together with other local tenants in a tenant management co-operative, to seek to exercise the management of one or more aspects of the housing service that we provide. We will provide more details to you about this right on request.

10.3 Permissions

- Where this Tenancy Agreement requires you to obtain our permission for anything you must make your request in writing. We will not refuse the request unreasonably.
- If we refuse permission, we will tell you what the reason is. We will give you our decision in writing as soon as possible.
- We may give you permission on certain conditions. We may withdraw our permission if the activity which we have given you permission for is anti-social to anyone in the neighbourhood.
- If you object to our decision, you can appeal using our complaints procedure.
- If the request for permission is about taking a lodger, sub-letting, assignation, exchanging the house (see Part 4 of this agreement), we will reply to your written request within one month of receipt of the written application. If we do not reply within one month, we are taken to have agreed to your request. If we refuse this kind of permission, we will notify you of the reasons for our refusal in writing within one month of receipt of your application. If you are unhappy about our refusal you have the right to make application to the Sheriff.

- If the request for permission is about alterations or improvements, etc. to the house (see paragraph 5.21 of this agreement), we will reply to your written request within one month of receipt of the written application. In that reply we will tell you if we agree to the proposed alterations, etc. and if so, whether we attach any conditions. If we do not reply within one month, we are taken to have agreed to your request. If we refuse this kind of permission, we will let you know in writing our reasons for refusal within one month of receipt of your written application. If you are unhappy about our refusal or the conditions that we have attached, you have the right to make application to the Sheriff. You can appeal against a refusal or the conditions we have attached.
- If the request for permission is about changing the terms of the tenancy relating to your use or enjoyment of the house (see paragraphs 2.3 and 2.18) and we refuse permission, you have a right of application to the Sheriff.

10.4 Notices

If you want to send any form of document to us, it will be sufficient if you send or deliver it to us at our headquarters or our local office. If we want to give you any document, we will deliver it to you, leave it at your last known address or send it by recorded delivery to your last known address. We will be entitled to assume that this is your current address and that all documents to you should be sent there, unless you tell us in writing that you want anything to be sent to another address.



Tenancy Agreement

Where to sign the Tenancy Agreement

COMPLETION OF THIS AGREEMENT

By signing below, you are completing a legally binding contract committing you to all of the terms of this Agreement. This Agreement does not terminate any existing tenancy. The terms and conditions of this Agreement replace the terms and conditions under any other Tenancy Agreement that you had with us, immediately before this agreement came into effect, in relation to the house.

Signed for Landlord

Name

Witness Name

Witness Signature

Witness Address

Date

Signed by Joint Tenant

Witness Name

Witness Signature

Witness Address

Date

Signed by Tenant / Joint Tenant

Witness Name

Witness Signature

Witness Address

Date

Signed by Joint Tenant

Witness Name

Witness Signature

Witness Address

Date



Introduction

This code of conduct outlines the behaviour expected of any tenant offered a tenancy by East Dunbartonshire Council, and clarifies the legal obligations imposed upon them, in signing a Scottish Secure Tenancy.

The aim of this code is to ensure that tenancies are sustained in the long term, to the satisfaction of East Dunbartonshire Council as landlord, you as tenant, and your neighbours.

The Multi-Agency Approach

In order to ensure that tenancies are sustainable, East Dunbartonshire Council seeks to involve a number of agencies to provide support. It is recognised that some tenants may require assistance to maintain the standard of conduct outlined in this code.

Tenants who may require assistance to sustain their tenancy, can access, if appropriate, a range of advice, information, support and core services provided by East Dunbartonshire Council and other agencies.

Your Obligation Explained

When you sign a Tenancy Agreement, a legal contract is established between East Dunbartonshire Council as landlord, and you as tenant. The Council is aware that some tenants may not be familiar with the formal technical language in which the Tenancy Agreement is written. The purpose of this code is to explain to you, in plain English, what is expected of you as a tenant.

What is Expected of You

There are a number of things expected of you as a good tenant. The most important of these are as follows:-

- You must keep the property in a clean, orderly fashion and carry out your responsibilities to the common areas, keeping them clean, tidy and in good repair. This means taking your turn, or making arrangements, to clean stairs, clear common areas/paths and cut the grass in garden areas.
- You must conduct yourself in a way that takes account of your neighbours. You must ensure that your conduct does not give rise to any complaint of anti-social behaviour, neighbour nuisance or neighbour dispute.
- You must not participate in any illegal drug use, possession or dealing in the house or its vicinity, contrary to the Misuse of Drugs Act 1971 or any other relevant statute.
- You must not harass or cause alarm or distress, directly or indirectly, to any person in the neighbourhood on the basis of colour, race, nationality, ethnic origin, sexual orientation, disability, social background, marital status, financial status or religion.



Good Neighbour Charter

Code of Conduct

Monitoring and Review

- East Dunbartonshire Council will monitor the progress of your tenancy on a regular basis, to ensure that you are successfully fulfilling the obligations of your Tenancy Agreement. As a part of this monitoring arrangement, it is essential that a Housing Officer is given access to your tenancy, so that he/she can confirm that you are maintaining expected standards.

You must therefore allow Housing Officers access to your tenancy when required.

- In order to establish how your tenancy is progressing, East Dunbartonshire Council has the discretion to hold a meeting to review how the tenancy is conducted. Assessment will be made on whether any action requires to be taken either by the Council, or any agency involved.

You, as tenant, will be kept fully informed at all stages in the tenancy review process, including updates on the progress of your tenancy.

TACT/Anti-social Behaviour

The Council has established a multi-agency team known as TACT - Tackling Anti-social behaviour and Conflict Team. The team is an innovative initiative established to fast track information, co-ordinate case conferences and target appropriate actions.

The team is represented by the Police, Social Work, Legal Services and Housing.

Support on Offer

Some new or existing tenants may require additional help to maintain their tenancy. If you believe that you require such help, referral procedures are in place which can help you access such services provided by East Dunbartonshire Council and other agencies.

Housing Support Workers

Housing and Protective Services are able to offer support to Homeless applicants during the first year of a permanent Scottish Secure Tenancy. This service is offered through Housing Support Workers who will liaise with other agencies where necessary.

This support is on offer to help you become a good tenant and help you sustain your tenancy in the long term.

To summarise:-

- This code of conduct seeks to set out, in plain language, what is expected of you as a good tenant.
- It also puts in place procedures to allow your tenancy to be monitored and reviewed, so that you can be made aware of how your tenancy is progressing;
- It also makes available support services, where appropriate, so that you can be helped to fulfil the obligations of your Tenancy Agreement. The aim of this code of conduct is therefore to ensure that your tenancy is sustained in the long term, to the satisfaction of the Council, as your landlord, you as tenant, and your neighbours.

WARNING-

IF AT ANY TIME, IT IS CONSIDERED THAT YOUR CONDUCT AS TENANT FALLS FAR SHORT OF THE EXPECTED BEHAVIOUR OUTLINED ABOVE, THEN YOU ARE IN BREACH OF YOUR TENANCY OBLIGATIONS AND LIABLE TO BE TAKEN TO COURT TO BE EVICTED. THE ONUS IS ON YOU TO ENSURE THAT YOU FULFIL WHAT IS EXPECTED OF YOU, AS OUTLINED IN THIS CODE.



East Dunbartonshire Council is committed to:

- Ensuring every tenant enjoys their security of tenure in their own home.
- Ensuring that every tenant enjoys their right to a decent environment.
- Ensuring that every tenant enjoys their right to live peacefully and without disturbance from their neighbours.
- Ensuring that every victim of nuisance behaviour receives swift and effective support which leads to a resolution of the problem.
- Nuisance behaviour is completely unacceptable and it will not be tolerated in Council Houses or in Council Neighbourhoods
- The Council will take every step possible to make offending tenants stop nuisance behaviour, including legal action if problems persist.
- If any member of a tenant’s household causes nuisance in the vicinity of the home, the Council will take action against the tenant.
- Parents are responsible for the behaviour of their children and the Council will take action against tenants, should their children cause nuisance in the vicinity of the home.
- Where the Council is taking action against tenants as a result of nuisance or anti-social behaviour, housing transfers will not normally be granted.
- Where an Anti-Social Behaviour Order is obtained, the Council can also request that a full Scottish Secure Tenancy is reduced to a Short Scottish Secure Tenancy, with fewer tenancy rights and limited security of tenure.
- Where an applicant has community care needs, an appropriate package of care to meet their assessed needs will be arranged by East Dunbartonshire Council, in co-operation with other agencies. The care package will be put in place before tenancy commencement.
- Actions against people causing nuisance will be pursued relentlessly, until the nuisance behaviour finally stops, to the satisfaction of the Council.
- Failure to carry out the obligations of the tenancy agreement that relate to maintenance of common areas - maintaining gardens, cleaning closes, stairs, landings, proper disposal of rubbish - will be pursued vigorously under the law.





Good Neighbour Charter

Where to sign the Good Neighbour Charter

I/We can confirm the following:

- The Code of Conduct has been explained in detail and I/We have read the contents
- I/We understand and agree to abide by the contents of the Code

.....
Signed (Tenant / Joint Tenant)

Date

.....
Signed (Joint Tenant)

Date

.....
Signed (Joint Tenant)

Date

.....
Signed (On behalf of East Dunbartonshire Council)

Date



