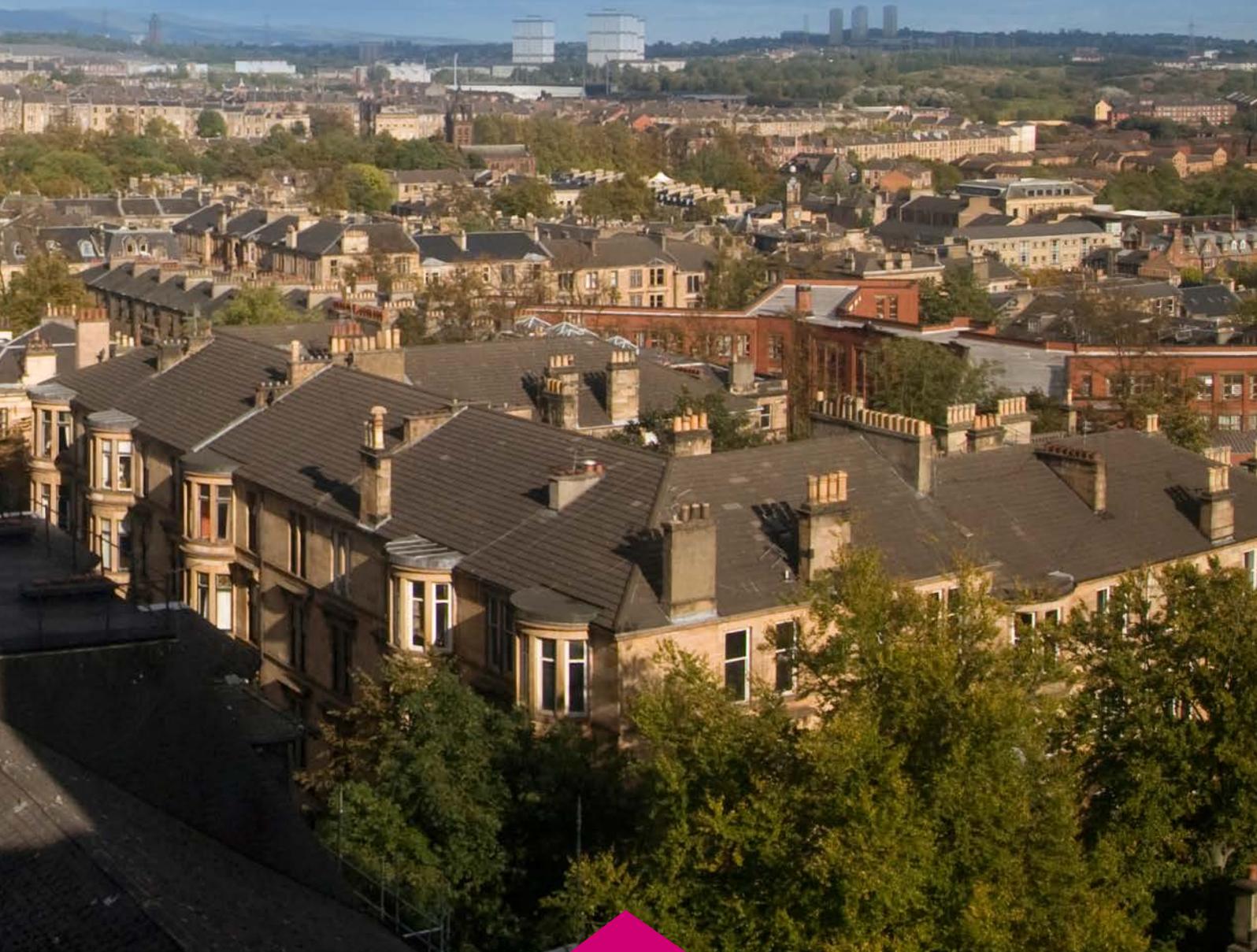




GLASGOW'S
HOUSING
STRATEGY

EVALUATION REPORT

2011 - 2016



CONTENTS

Introduction

Strategic Theme One: Regeneration

Social Housing

Owner Occupation

Regeneration

Fuel Poverty and Energy Efficiency

Housing Quality in the Private Sector

Strategic Theme Two: Access

Part 1 - Homelessness

Prevention

Access to Settled Accommodation

Meeting the 2012 Target

Continuous Improvement in Service Delivery

Part 2 - Housing Access and Support

Housing Support

Empty Homes

Glasgow's Housing Register

Minority Ethnic Communities

Strategic Theme Three: Delivery

Social Rented Sector

Private Housing Sector

Attractive Neighbourhoods

Resources

Strengths and Development Areas

INTRODUCTION

Glasgow's Housing Strategy 2011-2016 provided the broad strategic housing framework for Glasgow City Council and its partners to take forward during the 5 years of the strategy.

At the time of writing the strategy, the housing market was suffering from the effects of the housing market crash of 2008. In the private sector, the turnover of properties for sale was at a very low level and house prices were falling with demand for rented accommodation increasing.

The strategy recognised the need to be pragmatic and realistic in its aims and objectives whilst acknowledging that there had been much needed gains in housing quality across all tenures over the last decade or so. The strategy aimed to consolidate and build on these advances despite the economic climate and recognised that there was still much that needed to be done and partnership working would be essential in resolving many of the housing challenges. Despite these challenging circumstances, Glasgow's Housing Strategy 2011-2016 was aspirational and ambitious with a vision of delivering better quality homes across all tenures and improving access to housing and housing services for Glasgow's people.

It is with this background that Glasgow's Housing Strategy 2011-2016 developed three key interlinked strategic themes which provided the framework for this monitoring and evaluation report.

The themes are:

- Regeneration
- Access
- Delivery through partnership

This Evaluation Report considers the impact of the implementation of Glasgow's Housing Strategy 2011-2016 and reflects on the changing context in which the Strategy has been implemented. The output from the evaluation will make an informed assessment as to what changes in strategy are required to meet Glasgow's housing needs, feeding into Glasgow's new Housing Strategy 2017-2022.

As part of the Monitoring and Evaluation Framework, it was agreed that an evaluation would be carried out in the final year of the strategy and that this would be fed through the Council's Engagement Network for comment. The Evaluation is based around the Strategic Outcomes and Key Actions outlined in the strategy but also around the actions identified in the Thematic Actions Plans of Homelessness, Affordable Warmth and Private Sector Housing. A review of the outputs from the action plans can be found in appendix 1.

STRATEGIC THEME ONE

Regeneration: Increasing the supply and improving the quality of housing available to Glasgow's people

Regenerating the City is the key to improving the general wellbeing of Glasgow's citizens, not only in terms of the physical quality of the housing and the environment they live in, but also in improving their overall quality of life. This section demonstrates our progress against the key regeneration actions in the strategy.



KEY ACTIONS

Social Housing

1. Complete the Community Based Housing Association new build programme promised to tenants at stock transfer.

As part of the stock transfer agreement with Glasgow Housing Association (GHA), it was agreed that 10,000 new homes would be developed by a number of community based housing associations (CBHAs) for tenants displaced as a result of demolition and to generally improve the quality of the housing stock. By 2014, 9476 homes were approved through the Council's CBHA Development Programme and the 10,000 target will be exceeded during 2015/16. Housing and Regeneration Services have facilitated over £965m in housing association development since it took over the management of development funding in 2003. The 10,000 target has been slower to achieve than anticipated, partly due to the recession following the 2008 economic crash and partly due to a change in Scottish Government policy in 2011 which reduced the amount of housing association grant funding available per unit.

During the period of the strategy (2011/12 to 2014/15), Housing and Regeneration Services facilitated a total spend of £257.19m in grant funding and approximately £125m in private borrowing by Housing Associations which has contributed to the delivery of 3739 units of new and improved homes. The table below is a breakdown of the number of units by year and grant type.

Housing Association Grant	2011/12	2012/13	2013/14	2014/15
General Needs	234	104	157	581
Particular Needs	269	126	76	133
New Supply Shared Equity	159	62	66	41
Innovation and Investment Fund	-	50	281	-
Partnership Support For Regeneration/ GRO	119	-	-	-
Mid-Market Rent	-	-	22	24
Reprovisioning	282	233	45	19
LSVT: General	0	8	0	0
LSVT: Particular Needs	0	7	0	0
LSVT: New Supply Shared Equity	0	10	0	11
LSVT: Improvement and Repair	81	192	325	22
Grand Total	1144	792	972	831

Over the last year (2014/15) there has been an average increase in tender prices at around 5%. This is due in part to all properties now being developed to Building Standards “Silver Standard”, inflationary pressures and an upturn in the construction sector. It is the second year in a row that prices increased at this rate, making projects more expensive to deliver than 2 years previously. Tender price increases are putting extra pressure on the quality of some projects. In particular, Mid-Market Rent and New Supply Shared Equity unit subsidy levels already present significant challenges in terms of delivery. Many RSLs are experiencing difficulty in delivering these types of schemes and our experience has been that the additional £4k available to meet Greener Homes Standard does not cover the costs of doing so, which is now compounded by tender price increases. This is a particular issue for Glasgow, where tenure diversification and meeting housing needs across a broad range of affordability levels is a strategic priority. In response, the Scottish Government have increased the Affordable Housing Supply Programme subsidy levels for 2016/17.

2015 will also see a new revision of Section 6 (Energy) of the Building Regulations, adding higher energy efficiency targets and therefore further increasing the costs of projects. The council is concerned that these increased costs will lead to some schemes becoming unviable, particularly Mid-Market Rent, New Supply Shared Equity and projects in areas where there are other additional costs such as high contamination, major infrastructure requirements or high land values.

2. Work in Partnership with GHA to assist in the delivery of the GHA new build programme promised to tenants at stock transfer.

As part of the Stock Transfer agreement, it was agreed that 3000 new homes would be developed by GHA. The Council continues to work in partnership with GHA to assist in the delivery of their new build programme. To date over 2,000 units have been completed, providing new homes for GHA tenants. The remaining balance of 1,000 units on site, due to start on site or have sites identified in development. Site identification is carried out through a process with the Council facilitating the transfer of land in council ownership to GHA.

3. Develop and implement new intermediate tenure housing products to assist with regeneration outcomes and affordable housing options.

Up to March 2016 there will have been 186 Mid-Market Rent (MMR) units completed over eight developments, including Innovation and Investment funded units. Demand has been high for all these developments, and MMR remains a core investment priority for 2015-20.

In addition, the Scottish Government is funding MMR developments through the Wheatley Group. At the time of this Evaluation, there were proposals to develop schemes at Springburn (Loretto HA) Parkhead (GHA) and Ruchazie (Cube).

Glasgow City Council and Glasgow Housing Association funded a study into the need and demand for Mid-Market Rent housing in the city which reported in April 2012. The research found that there is a substantial market for MMR ranging from around 24,000 of households aged under 45 years currently unable to afford Local Housing Allowance rent levels to 28,500 unable to afford average private sector rents. The overall estimate of the market is likely to be around 10% of current Glasgow households. Almost half of those in the market for MMR, based on current residents, are in the 15% most deprived data zones. This study identified significant potential for development for MMR in a range of housing markets in the city, including pressured housing markets and regeneration areas. There have been a range of schemes undertaken by RSLs including new build and conversion across the city's neighbourhoods and for a range of different household types.

There is currently no centrally agreed strategy for the development of Mid-Market Rent in Glasgow. For the next housing strategy 2017-21, MMR findings will be used to identify more intelligence on the nature of the Private Rented Sector market and RSL stakeholders will benefit from a contemporary analysis of the nature of the market and ways in which RSLs may play a more prominent role in meeting particular types of demand.

4. Review and implement new wheelchair and larger family housing targets for new RSL developments.

Wheelchair unit targets have been developed to meet a number of policy requirements including the Strategic Housing Investment Plan, City Plan 2 and Scottish Planning Policy (SPP) 3, which requires the provision of housing for people with special needs. A total of 106 wheelchair accessible housing units were approved during 2011-2015 and the overall target was met.

Feedback from the RSL sector has indicated that there is more risk involved in the provision of wheelchair housing due to the particular needs of the clients, the long lead in times and changing personal circumstances which can lead to difficulties in re-assigning particular properties.

Year	Wheelchair Housing Approvals (New Build)	GHA Wheelchair Housing Completions (New Build)
2011/12	18	15
2012/13	19	2
2013/14	33	17
2014/15	36	20
Total	106	54

Larger family unit targets have been developed to meet the targets in the Strategic Housing Investment Plan and City Plan 2. The following table shows the number of units approved for development during the period 2011-2015. Although this is less than the 123 unit target identified in the Strategic Housing Investment Plan, the provision of larger family units has been affected by changes to the Affordable Housing Supply Programme Guidelines and the impact of the spare room subsidy ("The bedroom tax"). At time of writing these figures do not include GHA larger family unit approvals.

Approvals by Year	Larger Family Units
2011/12	39
2012/13	19
2013/14	9
2014/15	9
Total	76

5. Housing, Health and Social Work Services to continue to work jointly to ensure current social care housing projects are fit for purpose, and if not, to re-provision for existing and future needs.

At a local level, engagement and planning takes place with partners through the Essential Connections Forum and this forms the basis for locality planning and the delivery of services.

At a Council level, the new Glasgow City Council Health and Social Care Partnership is a joint partnership between Social Work, Housing and Health. This arrangement for the planning and delivery of services will be reflected in the Health and Social Care Partnership Strategic Plan.

OWNER OCCUPATION

6. Develop and support initiatives to assist people to access home ownership and to increase the availability of good quality home ownership.

Glasgow's Housing Strategy 2011-2016 was developed during a period when the housing market was experiencing the full impact of the global financial crisis which resulted in a sudden and dramatic slowdown of the private sector housing market. In the 5 years 2011 – 2015, the housing market in Glasgow continued to be impacted, with low turnover of properties for sale and a fall in house prices. 2013/14 witnessed a recovery in the resale market with a slight increase in house prices but this has still not returned to the 2007/8 levels before the crash and is unlikely to do so while wage rises remain constrained. There has not been any significant evidence of a recovery in the new build sector. Private sector completions remaining at a very low level – see table below.

Year	Private Sector Completions
2011	1135
2012	924
2013	824
2014	687
Total	3570

Glasgow City Council is committed to supporting home ownership in a balanced and sustainable way by helping people on low to moderate incomes to become home owners, where that is affordable for them. Glasgow City Council has used the following schemes to assist more people to access home ownership:-

Low-cost Initiative for First Time Buyers (LIFT) brings together several ways to help households to access home ownership. These include: the New Supply Shared Equity scheme (NSSE) to allow first time buyers to buy a new build property from a housing association and the Open Market Shared Equity scheme to allow first time buyers to buy a property on the open market.

New Supply Shared Equity (NSSE) scheme aims to increase the supply of affordable housing for sale through new build schemes in partnership with Registered Social Landlords (RSLs). However this scheme has been adversely affected by reductions in the threshold for Housing Association Grant Funding making it more difficult for RSLs to participate and bring forward new schemes.

The Open Market Shared Equity scheme (OMSE) allows people on low to moderate incomes to buy homes that are for sale on the open market where it is affordable for them to do so. The scheme is currently open to help all first time buyers. The minimum equity stake that buyers must take in a property is 60 per cent and the maximum equity stake is 90 per cent. Lenders normally require buyers to provide a modest deposit. Applications to the scheme are assessed by RSLs who administer the scheme on behalf of the Scottish Government. In March 2015, it was announced that £70m funding for OMSE in financial year 2015/16.

Partnership Support for Regeneration (PSR) which gives grants to developers to support the development of low cost home ownership has not been available during the period of this strategy however in recognition of the low levels of private sector completions, a Scottish Government announcement was made in the summer of 2015 that PSR will be available from 01/06/15 to 31/12/2020 to support the delivery of affordable private sector housing in regeneration areas.

In April 2015, GCC and Glasgow Credit Union (GCU) agreed to provide a pilot scheme called **Partnership Mortgage Guarantee Scheme (PMGS)** which aims to provide better access to mortgage finance for individuals who had little or no means to raise a deposit. GCU would allocate £4m of capital to be loaned as part of this pilot scheme and would ask GCC to guarantee up to 20% of the value of each mortgage over the first 5 years to offset the increased risk to GCU in the event of repossession is required. It is anticipated that up to 50 home buyers would benefit as part of the scheme based on an average purchase price of £80,000.

The Help to Buy (Scotland) scheme has been developed with an aim to help buyers to buy a new build home from a participating home builder without having to fund the entire purchase price. The scheme is only available to those who are unable to afford to purchase the property without the Government purchasing an equity share, i.e. if you are able to afford over 90% of the purchase price through a combination of available mortgage and deposit, your application is likely to fall. The Help to Buy (Scotland) scheme is no longer accepting application forms. The Help to Buy (Scotland) Small Developers Scheme continues to accept applications from over 200 registered builders.

The Right to Buy scheme will end for all council and housing association tenants in Scotland on 1 August 2016. Tenants with a right to buy that they are allowed to use will have until 31 July 2016 to do so.

AREA REGENERATION

7. Deliver the first phase of 700 new quality family homes at the 2014 Commonwealth Games Village.

In summer 2014, the Commonwealth Games Athletes' Village in Dalmarnock was home to 6,500 athletes and officials attending the 20th Commonwealth Games.

Post-Games, the 700 houses were retrofitted for permanent habitation. The vast majority of the housing (624) are front and back door family housing with 2, 3, or 4 bedrooms; the other properties consists of 2-bedroom (54) and 1-bedroom (22) flats.

400 are social rented family houses now owned by Thenue HA, West of Scotland HA and GHA. Tenants moved into all of these houses between February and April 2015. The balance of 300 houses and flats for sale have been sold by the developer consortium, City Legacy. A high percentage of these owner occupiers are first-time buyers.

It is expected that City Legacy will commence Phase 2 of the Village, consisting of around 150 homes, in 2016, with further phases to follow. The Village continues to win awards for its design, construction, and overall delivery, and is now home to thousands of very satisfied new residents. The housing at the Village is complemented by other facilities, including the adjacent Dalmarnock Hub community centre and Cuningar Loop Forest Park. A new care home has been developed in the village and will be occupied in 2016, a new nursery will open in 2017 and a new school will be developed in 2018. The adjacent site at Dalmarnock Riverside will be developed for approximately 551 mixed tenure properties with the 1st phase of 100 properties to be developed by Link Housing Association.

8. Make progress on the delivery of new family homes at the three pilot TRA Projects in Maryhill Locks, Laurieston & Gallowgate.

While on site activity continues in Maryhill, Laurieston and Gallowgate; on site activity has also commenced on a second phase of TRA project activations in North Toryglen and Sighthill, with Pollokshaws to follow. An exercise to refresh the Gallowgate master plan with regard to future phases of housing development which involves the private sector is also underway. There is a greater focus on Sighthill TRA which has provided 141 units of social rented housing for GHA, and will provide approximately 650 new homes for sale, approximately 500 student accommodation places, a new campus school and a new land bridge linking the area to the north and west of the city.

MARYHILL LOCKS

The first phase of new housing development (Maryhill Locks Phase 1) was at the Botany which provided 35 affordable social rented homes for local people. Developed and owned by Maryhill Housing Association, this project won a Saltire Award and was completed in the summer of 2010.

Phase 2 is now almost complete. The new housing development by Maryhill Housing Association, funded by Glasgow City Council and the Scottish Government, has provided 106 homes for social rent, mainly for GHA tenants requiring rehousing from clearance areas. The Association has also provided 19 units for shared equity sale.

The development has transformed the area formerly known locally as the 'Valley' providing modern affordable housing. The development has also made a contribution to the regeneration of the Forth and Clyde Canal, by providing canal side housing and enhancing the Maryhill Locks area of the canal which is the focus of partnership and regeneration activity through the Glasgow Canal Partnership.

Meanwhile at the 'Botany', the Council has finalised arrangements with BIGG Regeneration Ltd to take forward the proposals for 73 units for private sale over 2 phases. This new build private housing will contribute to the continuing regeneration of the Maryhill TRA by creating a mixed tenure, sustainable neighbourhood.

The original master plan for the TRA is currently under review and will update the potential housing layouts to provide units for private sale. The review will focus on the remaining large site adjacent to Phase 2. The master plan update will also consider the potential for a self-build project within this area. The provision of self-build housing is a current Council priority and will provide a unique opportunity for people to access plots to build their own homes.

LAURIESTON

Laurieston TRA was launched in May 2012. Urban Union is the Private Sector Development Partner. Phase 1A was originally to be 100 social rents for New Gorbals HA and 101 for GHA but all 201 new build units went to New Gorbals Housing Association following second stage stock transfer. These 201 dwellings were completed in November 2014. Phase 1B will be complete in April 2016; 69 for sale by Urban Union and 39 Mid-Market Rent by New Gorbals Housing Association. Phase 1C will start on site in

November 2015 which will be 46 units for social rent and 9 units for New Supply Shared Equity.

Later phases will provide up to 600 private dwellings. Allied to this there have been environmental improvements carried out to waste ground at Cleland Street / Gorbals Street through the Vacant & Derelict Land Fund. In addition, the community benefits linked to employment opportunities have resulted in 40 Apprenticeships and 40 new employees with the developer.

GALLOWGATE

In terms of delivery for the Gallowgate TRA, the priority was to deliver the first phase of new build housing. Phase 1 consisting of 62 units for social rent completed in September 2013. It is a 2 storey development with house types ranging from 2 bed cottage flats to 3 bed family housing.

Timescales for delivery of future phases are being worked up at present. There needs to be a flexible framework for redevelopment with each phase being seen in its own right as contributing to a bigger vision of the whole redevelopment. The advantage of this incremental approach is the opportunity for each stage to 'bed in' and inform the next step.

Extending the Duke Street regeneration project south across the railway line is seen as the best way to attract private investment by connecting the TRA area by road and bridge to Duke Street with its successful mix of shops and amenities.

In September 2015, approval was given to demolish most of the listed Whitevale Baths buildings with the exception of the main building. This will enable development of surrounding sites for housing. Demolition of 2 multi storey flats at 51 Whitevale Street & 109 Bluevale St has been completed using the innovative "Topdownway" approach.

9. Monitor & Support the continued delivery of the New Neighbourhood Initiatives at Garthamlock, Oatlands & Drumchapel.

New Neighbourhood Initiatives in Glasgow are predominantly private sector housing developments, with some social housing, and are designed to increase the choice of house type and size in the city. It is hoped this type of housing will help to reduce the population loss to neighbouring local authorities, particularly amongst family households in the middle-market sector. In addition to this, the New Neighbourhoods are designed to tackle deprivation, encourage social inclusion and regenerate some of the less affluent areas in the city.

GARTHAMLOCK

The Garthamlock New Neighbourhood Initiative (GNNI) is a £62m Glasgow City Council led regeneration project being delivered in partnership with Home (Scotland) Housing Association and Persimmon Partnerships.

The neighbourhood is providing a range of quality homes including cottage flats, wheelchair housing, semi-detached /terraced houses and large detached villas. The wide range of homes and the introduction of various tiers of owner occupation, to what was previously an area dominated by social housing, means that Garthamlock now has a well-functioning and stable housing ladder to cater for the aspirations and needs of the current and future community.

The project is being delivered in four phases to provide 127 houses for rent and around 670 'middle market' family homes for sale. The first two phases (comprising 366 homes - 127 for rent, 239 for private sale) are already complete. Two phases of development at "the Glen" and "the Beeches" are on site at the moment.

OATLANDS

Work started on the regeneration of Oatlands in 2005. It aims to provide 1,400 new dwellings, 4 shops, a road diversion, and improvements to Richmond Park and other community benefits. The outcomes are governed by a development agreement between Glasgow City Council and Bett

Homes. By 2011, 213 social rent dwellings had been provided. Link Housing Association has 144 of the 213 units and GHA's 69 units transferred to New Gorbals HA in 2011. Currently Bett Homes have completed and sold 424 private dwellings and sales are projected to be approximately 100 per year.

DRUMCHAPEL

The Drumchapel New Housing Neighbourhood is being developed by New City Vision (NCV), a consortium comprising Bishoploch, Cannon Kirk and Laing O'Rourke developers. It is currently on site, and several dozen houses have been completed. The first phase of the Drumchapel New Housing Neighbourhood is nearing completion. The remaining sites will be taken forward to be released to the private sector.

10. Complete the GHA 10-year improvement programm

GHA's capital programme of catch up work is complete with a spend of £1.2 billion on its tenanted properties and a spend of £114m in associated owners properties. This improvement programme is a major achievement and has helped to transform the quality of the social rented sector in Glasgow and improve owners' homes by bringing properties up to modern standards. The chart below details the completed work by category.

	Warm Deal	Homes Plus					
	Gas Heating	Electric Heating	Cladding	Roof	Windows	Doors	MSF
Completions	13,285	8,113	19,250	25,714	7,658	27,750	7,112
Outstanding	111	178	1,382	481	40	28	443
	Glasgow Standard		Glasgow Standard Non-Essential				
	Kitchens	Bathrooms	Rewire	Environmental	Lifts	Controlled Entry	
Completions	31,935	29,923	27,648	12,384	1,757	7,061	
Outstanding	1,915	2,039	3,119	3,491	0	1,951	

WARM DEAL

Over 21,000 heating systems have been installed, mainly in properties where tenants had been unwilling to participate in the original programme.

HOMES PLUS

More than 25,000 tenants have benefited from the external over cladding programme. The outstanding work reflects properties where GHA was unable, despite the significant level of grant funding available, to obtain owner-occupiers consent to progress the required investment. GHA now have an arrangement in place with a utility company (eco funded) to offer owner-occupiers a further opportunity to participate in a subsidy supported over-cladding programme. Consultation with affected owners has already commenced.

GLASGOW STANDARD

Over 30,000 tenants have benefited from the internal improvement programme. Approximately 2,000 properties are outstanding however this is due, in the main, to customer refusals. In addition to the Glasgow Standard (essential works), environmental works, lifts and controlled entry elements have formed a large part of the 10 year programme. Since transfer GHA has undertaken significant works of this nature and in particular in recent years has undertaken extensive environmental works to a high standard.

The table below outlines the GHA investment spends on improvement programme.

Investment Spend	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16 (YTD)	Total
Value (Tenant Spend)	£92.87m	£82.20m	£63.40m	£47.84m	£29.88m	£16.48m	£332.67m

The Wheatley Group, of which GHA is a part, has recently raised £300m for development through bond finance. The majority of this private finance will be directed towards new housing development in Glasgow and will generate an increase in construction jobs, training places and apprenticeships through Wheatley Group's approach to community benefits in its contracts. As well as funding around 1700 new homes over the next 7 years, the bond will also be used to fund increased investment in the homes of existing tenants.

11. Achieve the Scottish Housing Quality Standard for all social rented homes by 2015.

We are not currently able to report on the number of RSLs in the city that have achieved the Scottish Housing Quality Standard as the data collected by the Scottish Housing Regulator does not separate out RSL stock in Glasgow from that owned and managed by an RSL that has stock in multiple local authorities. We are however able to report that 96,506 properties achieved the standard at the end of March 2015 and a further 2,623 units will be brought up to the standard by the end of March 2016. The remainder of the properties are either held in abeyance, subject to demolition or right to buy or the tenant has refused entry for work to be carried out. Further analysis of the Scottish Housing Quality Standard will be reported when it becomes available.

12. The Council, RSLs and management agents will work together to find solutions to improving housing quality in mixed tenure housing.

The quality and management of the housing stock has impacts on the wider environment and surrounding neighbourhood, and therefore, many other organisations and individuals have a strategic interest in ensuring that the housing stock is of a good standard and that decline will not impact on their investment or community interests.

Over the Glasgow's Housing Strategy period 2011-16, the Council facilitated the sharing of good practice amongst partners (RSLs, Property Factors/Managers, Local Communities etc.) and encouraged replication of successful initiatives which had a positive impact on private sector housing and on wider neighbourhoods across the city. Support and practical assistance has been provided to owners but if needed, the Council has taken enforcement action when owners do not take responsibility for the condition and management of their own property.

A pilot programme has been agreed with the Scottish Government and Govanhill Housing Association which will lever in £4m of direct government grant to purchase properties and convert these to social rented tenancies within designated blocks of tenements where concentrations of poor quality Private Rented Sector properties are located.

FUEL POVERTY AND ENERGY EFFICIENCY

13. Revise and update the Fuel Poverty (Affordable Warmth) /Energy Efficiency Action Plan

Following approval of Glasgow's Housing Strategy in 2012, a new Affordable Warmth action plan was developed. The actions contained in the action plan can be found in Appendix 1. The action plan was developed along the principles of improving the energy efficiency of Glasgow's Housing stock, making best use of external funding and making sure that appropriate advice and assistance was available.

14. Work towards zero carbon standards and eradicate fuel poverty in existing housing through investment in energy efficiency, renewable energy and appropriate advice.

Of the properties developed by Registered Social Landlords in the City between 2011 and 2015, 100% were built to Eco Homes "Very Good" Standard or better. During 2014/15, 75% of all new build housing by registered social landlords met the Building Standards 2011 (Section 7, Silver Level) or better, with housing associations benefiting from additional funding to help incentivise them to meet this standard. All 700 properties built at the Commonwealth Games Village were built to zero carbon building standards with super insulation, air tightness and solar panels as standard.

One of the areas that we have not been able to develop during the strategy period is micro renewables. The criteria for Warm Homes Funding restricted the opportunities for Housing and Regeneration Services to access funds and develop schemes. The fund is now closed. The Council as a whole has been much more successful in this regard with consideration given to district heating, solar and wind farm projects. This will continue to be an aim and monitored during the next Housing Strategy.

Focus has been on the provision of information and advice which is fundamental to helping people lower their fuel bills. The Council continued to help fund Glasgow's Home Energy Advice Team (G.Heat) throughout the period of the housing strategy and the service assisted over 14,126 households with home visits during this time. GHEAT have been successful

in resolving problems with fuel bill for households in Glasgow, getting people refunds on their utility bills, applying for charity funding to help write off energy debts and assisting people to apply for the Warm Homes Discount from the utility companies to help with winter heating costs. This work has saved Glasgow residents over £3.5m in their fuel bills. GHEAT representatives continued to attend all public meetings in new Home Energy Efficiency Programme Scotland (HEEPS) project areas with GCC staff.

The Council has worked with partners to maximise the amount of funding it can bring into the city to improve energy efficiency and reduce fuel poverty. It continues to explore how other Scottish Government initiatives and other external funding can help to meet this aim.

In tackling affordable warmth and improving energy efficiency in Glasgow's housing stock, funding was secured through the Scottish Government's Universal Home Insulation Scheme (UHIS) which in turn, leveraged in significant additional funding from the power supply and utilities companies. This funding was used to install insulation measures and new heating systems in areas of the lowest 15% of the Scottish Index of Multiple Deprivation (SIMD) through the Community Energy Savings Programme (CESP) and to provide free insulation measures such as loft and cavity wall insulation to households in Glasgow through the Carbon Emissions Reduction Target (CERT). Up to 31st March 2013, the UHIS funding had been successful in levering in £470,503 of CERT funding and £3,396,910 of CESP funding. Both CERT and CESP funding ended on 31st December 2012 and have been replaced with Green Deal and Energy Company Obligation (ECO) funding both of which are significantly different in their qualifying criteria and delivery. In total, 2,459 households were engaged through the UHIS programme during 2012/13 and the estimated carbon saving achieved by carrying out the above measures is 81,078 tonnes of carbon based on the lifetime of the measures.

Since 2013, GCC has continued to identify vulnerable and low income households and target funding through the Home Energy Efficiency Programme: Area Based Schemes (HEEPS: ABS) and the Energy Company

Obligation (ECO) to help insulate and heat their homes more affordably. HEEPS 2013/14 delivered 12 projects and installed measures to 3695 properties. The total funding brought into Glasgow during 2013/14 was £29.3m which included £8.2m HEEPS: ABS and over £9m in ECO funding. The remaining funding was raised through owner and RSL contributions.

HOUSING QUALITY IN THE PRIVATE SECTOR

15. Raise all dwellings to at least the Tolerable Standard, eliminate dampness and condensation, address disrepair and promote improvement initiatives to achieve the highest attainable quality standards across the existing housing stock.

Scheme of assistance priority has been given to Below Tolerable Standard (BTS) properties, properties at risk of becoming BTS and those with other serious disrepair or ground stability problems.

The Council continued to provide support to private owners and tenants out-with investment programmes. The Council's Scheme of Assistance which sets out how the Council will support private house owners in maintaining and repairing their property has been reviewed once during the period of the strategy. The Scheme of Assistance is currently being reviewed to reflect changes in legislation and any planned changes in policy. Glasgow City Council (GCC) has continued to work with property factors to encourage uptake of Missing Share, targeting of small grants and application of Maintenance Orders and Plans. GCC has also continued to lobby for simplification of the statutory framework with limited success e.g. Simplification of Maintenance Orders process. However the Glasgow Factoring Commission identified a number of other areas requiring improvement which need to be addressed with assistance by the Scottish Government.

16. Raise the standard of management and maintenance in tenements to a level which will prevent houses from falling below the Tolerable Standard through disrepair, and in particular to ensure that closes that have received public investment subsequently maintain good standards.

Glasgow's Acquisition Strategy has been developed to set out the priorities

for acquisition, maintenance & repair and factoring in the Private Housing Sector in Glasgow over the next 5 year period 2015/16 to 2019/20. Over the last year (2014/15) the Development Funding team within the Housing & Regeneration Services acquired a total number of 341 private sector properties. The team has focussed on the three Community Planning Strategic Planning Areas and begun to use Transfer of Development Funding Capital Grant to enable RSLs to purchase individual empty or “for sale” properties with vacant possession which can then be brought up to a good letting standard and let to households from their waiting and transfer lists. The aim is to encourage the RSLs to achieve majority share of owned properties in a given tenement block which will allow them to take on the factoring of the property especially where there is no existing common property maintenance regime or no majority sign up to common building insurance.

The Glasgow Factoring Commission established a clear link between the breakdown of property factoring arrangements and the fragmentation of ownership. The Council has held events to encourage property factors to work more closely with the Council on a range of initiatives to encourage owners to participate in common repairs planning. The Factoring Commission set out proposals for improving quality of service for factored owners and examples of best practice has been collated as part of Factoring Commission Action Plan implementation report.

Glasgow’ Factoring Commission established a clear link between the breakdown of property factoring arrangements and the fragmentation of ownership. The Council has held events to encourage property factors to work more closely with the Council on a range of initiatives to encourage owners to participate in common repairs planning. The Factoring Commission set out proposals for improving quality of service for factored owners and examples of best practice has been collated as part of Factoring Commission Action Plan implementation report.

A key recommendation of the Commission was the setting up of a new Scotland wide information and advice web portal and site. At time of writing, funding has been raised mainly through local authority buy-in to a national portal and the website should be on line by mid-2016.

17.Link action on housing repair and improvement effectively with policies on conservation and heritage in order to preserve and enhance the city's historic neighbourhood

Glasgow's Acquisition Strategy for tackling Below Tolerable Standard (BTS) housing aims to address housing which is currently identified as BTS, and to prevent housing becoming BTS or falling into serious disrepair. The built heritage, particularly in the form of the pre-1919 tenements, is an important cultural attribute for the city. The majority of these flats are in the private sector (50% owner occupied/ 30% private rented).

During Glasgow's Housing Strategy 2011/16 Plan period, Glasgow City Council identified priority areas for intervention and investment to protect the existing housing supply in the city, support the vitality of established neighbourhoods and retain Glasgow's iconic built heritage, it also made sure that the repair and improvement in the quality of both pre-1919 tenements and other housing with common repair issues were supported.

Post war non-traditional properties have been identified in various parts of the city during the plan period and there has been good co-operation with RSLs and owners to put comprehensive treatment packages together led by the Council using a raft of existing powers and discretionary grant arrangements, with targeting of particular areas where problems of mixed ownership and disrepair had become critical

18. Develop a Private Sector Housing Action Plan which includes tackling issues of house condition in the private sector and management of the private rented sector

This Private Sector Housing Action Plan is a key commitment in Glasgow's Housing Strategy 2011/16. The central purpose of this Action Plan is to encourage owners (owner occupiers and private landlords) to take responsibility for their own property both in terms of condition and management. Running as a key theme throughout this Action Plan is the importance of effectively getting information to owners, and so enabling them to maintain their own properties and resolve any repair or management issues. Glasgow City Council plays a central role in facilitating the delivery of this Action Plan through promoting positive improvement in the condition of the housing stock in the city. A review of the actions in the plan can be found in Appendix 1.

19. Work to ensure that HMOs are registered and have minimal impact on communities where there are concentrations

The responsibility for ensuring that all houses in multiple occupation (HMOs) are licensed rests with the HMO Unit of Housing & Regeneration Services (DRS). All applications for HMO licenses received by the Council are inspected by the HMO Unit and reported on to Legal Services (Licensing) for determination by either the Licensing & Regulatory Committee or under delegated authority by them. Properties discovered to be operating as unlicensed HMOs are pursued by the HMO Unit with a view to either achieving the submission of an application for a license or the property ceasing to be used as a HMO. Information about unlicensed HMO properties comes from a variety of sources, for example;

- a. Complaints directly from members of the public
- b. Referrals by other partner agencies (e.g. Fire Service, other GCC Services, Universities, etc.)
- c. Information provided by other landlords
- d. Proactive exercises undertaken by the HMO Unit (using electronic data and physical searches)

The number of complaints/service requests dealt with by the HMO Unit has averaged 364 per annum over the last 5 year period. In relation to unlicensed HMO properties on average 17 landlords/agents have been referred to the Procurator Fiscal per annum over the last 5 year period.

Over the five year period (2011/2016) the HMO Unit has continued to work in partnership with other partner agencies (other GCC Services, Scottish Fire & Rescue Service, Procurator Fiscal Service, etc.) to continue to, where possible, effectively regulate the increasingly growing HMO sector in line with all legislative requirements. This has been successful in that there have been no incidents of loss of life or serious injury, the prevention of which is the principle ethos of the HMO licensing regime. Ultimate censure for those seeking to evade the law is referral to the Procurator Fiscal Service for criminal proceedings. A high percentage of referrals that are progressed by the Procurator Fiscal have led to successful prosecutions, however, the cases where adequate levels of evidence have been difficult to obtain (uncooperative tenant witnesses, language barrier issues, transient tenants, etc.) have proved more challenging. In addition the general speed of the Court process also appears to be a barrier to successful enforcement. As a consequence the Council is to look to use the other powers available under Part 5 of the 2006 Housing Act where deemed to be appropriate.

The number of HMO licenses in force at any given time is fluid as properties enter and leave the HMO sector. Overall there has been a significant increase in the total number of licensed HMO properties due to the growth of purpose built student accommodation within the city, much of which is in the form of cluster flats, constituting HMOs as well as studio accommodation (non-HMO). At the start of the current academic year (2015/16) an additional 203 licensed HMO units of this type were licensed accommodating in total 1011 students.

STRATEGIC THEME TWO

Access: Improving access to appropriate housing for Glasgow's people

Improving access to suitable housing for all households will create a more effective housing system, create more sustainable housing solutions, and enable people to live independently for longer in their own communities improving well-being. This means that we have to work together to utilise the city's housing assets more effectively to meet a variety of changing housing needs. This section demonstrates our progress against the key "Access" actions in the strategy.



During the period of Glasgow's Housing Strategy 2011/12 – 2015/16, homelessness services in the city (across public, private and voluntary sectors) have faced significant additional challenges as a result of the economic downturn, budget reductions and welfare reform.

Important progress has been made in delivering some of the key priorities identified, but access to a sufficient supply of emergency, temporary and settled accommodation for homeless households remains a major challenge. In January 2014, Glasgow City Council agreed a voluntary intervention with the Scottish Housing Regulator following concerns that the Council was at times failing to meet its statutory duty to provide emergency accommodation for homeless households.

A strategic review of homelessness services delivered by the Council was undertaken during 2014. The review examined the extent of homelessness within the city; identified those at greatest risk of homelessness; highlighted current challenges, emerging risks and service blockages; and brought forward a series of recommendations on how we address these challenges. Key actions identified to deliver this GHS outcome are grouped under the following themes:

- Prevention
- Access to Settled Accommodation
- Meeting the 2012 Target
- Continuous Improvement in Service Delivery

STRATEGIC THEME TWO: ACCESS

Part One: Homelessness

PREVENTION

- 20. Develop a joint Housing Options pilot, to offer personalised advice to anyone in housing need including the delivery of a one stop shop with information and advice services, co-located with GCC Casework and GHA Housing Management services. Other RSLs, Health providers and the voluntary sector will be involved in development of the pilot.**

Glasgow City Council, Glasgow Housing Association and partners have successfully developed a Housing Options Approach to the prevention of homelessness within the city. The model of housing options developed within Glasgow is focused on the delivery of a comprehensive front line advice and support service for any customer who makes a housing enquiry. Within the Homelessness Service, the Housing Options approach involves a re-orientation of staffing resources away from traditional homelessness assessment/case-working models towards housing options interviews and prevention activity. The North West Glasgow pilot model is distinctive given the strong commitment from the housing, health, social work and voluntary sector partners. The approach has been positively evaluated and will inform the increased focus on homelessness prevention and development of the Community Homelessness Service within the city.

Early indications have shown positive results. In Glasgow, the number of homeless applications decreased from 10,422 in 2010/11 to 6,652 in 2013/14. The Housing Options Pilot saw a reduction of 34% in homelessness applications made as a result of people being directed to other and more appropriate forms of assistance. Further reductions are anticipated as a result of the roll out of the Housing Options model, including provision of a mediation service across the city. The Housing Options approach will be extended across the city by the partners and is an important context to the modernisation of homelessness services in the city.

21. Engage with stakeholders and service users to plan the development of effective homelessness prevention and tenancy sustainment activities
In partnership with colleagues within the Wheatley Group a Family Mediation Service was developed during the Housing Options Pilot. The service operated from January 2013 until March 2014 and, following a successful evaluation of the service, the Council has identified funding for a new mediation service which will be operational in 2015.

Over the period of the GHS 2011 – 16, there has also been improved access to money, debt and legal advice within Homelessness Services. The Council's Homelessness Services worked with colleagues within the Council's Financial Inclusion Team and the Glasgow Advice and Information Network (GAIN) to develop money, debt and legal advice outreach. The introduction of outreach provision has seen significant benefits for homeless service users and is a key element of the Council's Housing Options Programme.

ACCESS TO SETTLED ACCOMMODATION

22. Homelessness Services will continue to develop the dialogue with RSLs on access to accommodation in order to increase the annual number of allocations to people assessed as homeless, and to assist with the backlog of cases.

Over the past 4 years to 2013/14, there has been a marked reduction in the number of permanent lets secured for homeless households through the Section 5 referral process. During 2013/14 only 2,202 homeless households secured a housing association tenancy in Glasgow through the Section 5 process. This represents an annual reduction of 830 tenancies compared to the number secured four years ago. Overall, settled accommodation was secured for 73% of unintentionally homeless households in the city in 2013/14, compared to a national average of 80%.

As a result, the average time to discharge duty for those households where the Council has a duty to provide settled accommodation increased to over 31 weeks in 2013/14, compared to 28 weeks the previous year.

This failure to secure an adequate supply of settled accommodation places significant pressure on the availability of emergency and temporary accommodation and has led to the Council being unable, at times, to discharge its statutory duties. The hardship this can cause for homeless households, led the Council to agree a voluntary intervention on the part of the Scottish Housing Regulator (SHR) in December 2013. The Council has agreed an Improvement Plan with the SHR, and continues to work positively with the SHR towards improvements in access to emergency and settled accommodation.

The Council committed to developing a service to increase access to the private rented sector for homeless households and, in February 2013, commissioned YPeople to deliver the Glasgow Key Fund. The service provides a Rent Deposit Guarantee Service as well as access to temporary accommodation in the private rented sector for homeless households.

The use of private rented housing to provide a housing outcome for some homeless households was explored in a Council commissioned study into the operation of the private rented sector in Glasgow in 2014. The research confirmed that the Housing Options pilot model for North West Glasgow had shown clear benefits associated with delivering a private rented sector access scheme.

Based on an opt-in survey of private landlords in Glasgow, the research found that there is demand from a significant proportion of PRS landlords for an out-sourced property management service (a “social letting agency”) provided by registered social landlords or the city council to manage all aspects of a letting and tenancy management on behalf of the owner for a fee. Conversely, it was also found that there is reluctance on the part of a substantial number of landlords to offer tenancies to homeless persons or persons on housing benefit. 20% of landlords surveyed stated that they would not accept homeless applicants.

MEETING THE 2012 TARGET

23. Homelessness Services will continue to implement the Council policy to incrementally extend eligibility for priority need assessment on an age basis, and from October 2012 all applicants who have been assessed as homeless will be deemed to have a priority need. The implications of this policy will continue to be monitored, including demand for temporary accommodation.

In October 2012, the Council met the Scottish Government's target to abolish the priority need test. The abolition of the priority need test was a significant extension to the rights of people affected by homelessness and means that all unintentionally homeless households are entitled to settled accommodation. However, the abolition of the priority need test has placed additional demand on the supply of emergency and settled accommodation.

CONTINUOUS IMPROVEMENT IN SERVICE DELIVERY

24. Engage with stakeholders and service users to develop and implement a detailed Homelessness Action Plan.

Commitment was made in the GHS 2011 -16 to develop and implement a detailed Homelessness Action Plan, to continue to implement actions agreed as a result of 2009 inspection and a programme of reviews of commissioned services. An action plan was developed jointly by the Homelessness Planning and Integration Group and Housing and Regeneration Services and a review of the actions in the plan can be found in appendix 3.

25. Continue to implement the actions agreed as a result of the inspection of Homelessness Services by the Scottish Housing Regulator and to take forward the programme of reviews of commissioned services.

The Scottish Housing Regular (SHR) last inspected the Glasgow Homelessness Services in 2009 and an Improvement Plan was agreed. The SHR highlighted access to emergency, temporary and permanent accommodation as a key area of concern. On-going actions in the current

SHR Improvement Plan reflect priorities arising from the recent Service Review for Homelessness Services, including:

- Integration of Homelessness Casework services within SWS locality teams (management responsibility moved to localities from 1st April 2015)
- Establishment of a multi-agency Housing Access Board and Housing Access Team to improve provision of temporary accommodation and Section 5 lets. The Glasgow City Council (GCC) staff for the Team have been agreed and membership is being discussed with external organisations.
- A City Centre Pilot Project to address issues of multiple and complex need. A Voluntary Sector Coordinator has been in post from 1st April 2015.
- Redirection of funds to provide an improved Mediation Service and support - an earlier intervention / prevention model
- Improved approach to service user consultation, working with the voluntary sector network.
- On-going review of Purchased Services for Homelessness.
- Development of emergency accommodation places in new build or refurbished units.

A strategic review of purchased services to prevent youth homelessness was undertaken in conjunction with the Children & Families Team - The “false barrier” between access routes to youth homelessness, those leaving care, Emergency and supported accommodation services were removed. The services were redefined as accommodation services for vulnerable young people. A young person’s history and route into services was no longer the defining reason why someone accessed certain services. Services are now accessed on a more holistic needs-led, rather than resource -led basis.

The Children and Families Resource Prioritisation Group role was expanded from its original role of supporting young people to access accommodation support on leaving care to include move- on from youth homelessness services, reducing the time a young person remained in those services.

Part Two: Housing Access & Support

HOUSING SUPPORT

26.Improving engagement at local level between Social Work, Health and Housing providers, to ensure we have the networks in place to deliver joined up planning and services.

At a local level, engagement and planning takes place with partners through the Essential Connections Forum and this forms the basis for locality planning and the delivery of services.

At a Council level, the new Glasgow City Council Health and Social Care Partnership is a joint partnership between Social Work, Health and Housing. This arrangement for the planning and delivery of services will be reflected in the Health and Social Care Partnership Strategic Plan.

27.A Social Work Services (SWS) Commissioning Strategy is being developed for Glasgow which recognises the contribution of low level preventative housing support measures and the move towards personalisation of individual budgets

Housing support services in general provide for a high number of service users, at a relatively low unit cost. These services represent an early intervention and its preventative focus supports older people and their carers to live independent lives in their own communities. These can delay the need for Social Work intervention when the level of risk which service users face become significant or critical.

The city's Accommodation Based Strategy aims to build, sustain and grow a range of community-based services that support older people. The associated transformation of services to shift the balance of care away from institutional, hospital-led services towards community based services will provide better services, better equipped in capacity and focus to support people in the community, and promote recovery and greater independence wherever possible. The accommodation provided and support services being developed in these areas where housing support is delivered are key to the success of this strategy.

28. Evaluation of existing services to support older owner occupiers and the development of appropriate services

The housing focused Change Fund, supports projects which demonstrate (on a relatively small scale) the positive impact of local services offered on a tenure neutral basis for older people. To build on this and to widen access to the significant number of older people who live in their own homes, the following services are being expanded/ developed across all tenures. The services delivered include:

- Supported Living for Older People Service
- Community Connectors
- Better at Home – Housing Advocacy Service
- Home From Hospital Service
- Housing Options for Older People

29. Consider what model(s) of sheltered housing are best for the future, and what changes could be made to current provision to deliver an appropriate service

Revised service models support the Partnership's strategic priority of shifting the balance of care from institutional to community based provision. A wide range of older people housing models are now available in the city. This includes integrated housing and care - Extra Care Housing, supported living, sheltered/ very sheltered, technology enabled accommodation and enhanced housing management based retirement home based services. The anticipated expansion in the range of potential supported living service providers is likely to result in significant partnership working between care agencies and landlords operating in housing areas designed for older people.

30. Review how adaptations are delivered in the city based on the outcome of the review of the national Adaptations Working Group

The Health and Social Care Group, have taken account of the recommendations made by the National Adaptations Working Group, when developing the Housing Contribution Statement for the new housing strategy.

EMPTY HOMES

31. Consider the potential impact of changes to the system of levying Council Tax on empty homes

In March 2011, there were 1178 long term empty properties recorded in the Council tax register. The Council Tax (Variation for Unoccupied Dwellings) (Scotland) Regulations 2013 changed the definition of unoccupied properties for council tax purposes and afforded the Council further powers to vary the amount of discount awarded in certain circumstances from April 2013. This required a review of the council's policy on the variance of council tax discount rates for unoccupied domestic dwellings.

The review suggested that the new regulations introduced inconsistency into the existing policy around second homes and short-term empty properties and reduced the revenue available to re-invest in housing development. In October 2013, the Executive Committee agreed to retain the 10% discount on second homes and reduce the amount of discount for short and long term empty properties from 50% to 10%. This became effective on 1st April 2014. However, experience to date suggests that the change in the discount has had little impact on the number of long term empty properties. At the end of October, 2015, there was an estimated 1248 empty properties across all tenures.

32. We will work with owners to bring long term empty private sector properties back into use

From the £4 million made available from the Scottish Government in the form of an Empty Homes Loan Fund (EHLF), Glasgow City Council was awarded £700,000 to bring a number of empty homes back into use as affordable housing. This fund was in the form of an interest free loan which must be repaid within 10 years. Glasgow City Council worked in partnership with Glasgow Housing Association (GHA) and Lochfield Park Housing Association to bring 25-30 empty homes back into use for social rent by March 2014. This scheme was then extended to March 2015.

Glasgow Housing Association (GHA) was awarded £475,000 to bring empty or abandoned properties up to the Scottish Housing Quality Standard (SHQS) by carrying out the necessary repairs and for these to be made available for social rent for a minimum of 5 years. GHA rented these properties out and the rent generated will be used to repay the loan by the agreed timescales. Lochfield Park Housing Association was awarded £225,000.

Through the loan, GHA has acquired 19 empty properties and Lochfield Park HA has acquired 10 empty properties in the Brucefield area of Easterhouse. This will assist the associations to increase their ownership, which in turn will tackle disrepair, invest in improvements and acquire abandoned properties to ensure future maintenance of the estate. It has been agreed that GCC will repay the loan to the Scottish Government in two instalments, 60% in 2019/20 and 40% in 2022/23.

Through the Council's Acquisition Strategy, Lochfield Park HA is continuing to acquire void properties with assistance from the Development and Regeneration Services Development Funding Team, again increasing their ownership and control within the estate.

33. Encourage initiatives by RSLs to address under-occupation of the socially rented housing stock

This action has been superseded by events with the introduction of welfare reform's under occupation charge (spare room subsidy) or "bedroom tax" by the UK Government. This was introduced in April 2013 and is a charge for under occupation on working age social tenants receiving housing benefit. This was estimated by the Scottish Government in May 2013 to affect around 82,000 households in Scotland and cost them an average of £50 per month. 15,500 of these cases are households with children.

The 'bedroom tax' is a highly visible and politically contentious element of the reform to the housing benefit system and has resulted in a high level of engagement between social landlord and their tenants with a view to offering alternative accommodation, where available. Some landlords simply do not

have sufficient levels of smaller accommodation to adequately rehouse tenants, while other tenants, having lived in their home for a long time, do not want to move. Landlords have had to rethink their policies on money advice, rent arrears and tenant engagement as a result. Under occupation therefore has become less of an issue in the current strategy period.

GLASGOW'S HOUSING REGISTER

34. We will deliver the CHR North West Glasgow Pathfinder by 2012 and roll-out citywide following review and evaluation of the Pathfinder Common Housing Register (CHR)

Glasgow's Housing Register North West Pathfinder is now due to be delivered in the summer of 2016. A new supplier is being appointed to complete the build and implementation work for the database. Work is well underway developing processes for testing and training. A two-year evaluation will begin when the system goes live, enabling the planning and development of the citywide model.

The Glasgow Common Housing Register will enable people to apply for affordable rented housing by completing just one application form for all the RSLs in the city. Each RSL will select prospective tenants from the register based on their own allocation policies. The CHR North West Glasgow Pathfinder will be the pilot to the city wide register. These initiatives use web based technologies for accessibility. Glasgow's Housing Register is an example of a new way of partnership working with ten of the city's housing associations.

The roll-out of the citywide register will provide a number of benefits and opportunities to individual households, housing providers and the City Council through:

- Delivery of improved customer service
- Better use of housing stock leading to fewer voids and longer tenancy sustainment
- More reliable assessment of housing needs to aid investment planning
- More effective rehousing of homeless applicants, and adequate equalities monitoring

BLACK AND MINORITY ETHNIC COMMUNITIES

35. Carry out further research into the accommodation needs of show people and students

There has been limited research carried out into the accommodation needs of show people and students in the city. This has been identified for further research as part of the preparatory work for Glasgow's new Local Housing Strategy 2017-2022.

36. We will work with neighbouring local authorities to meet the accommodation needs of gypsy travellers

Work is on-going with neighbouring local authorities in the Clyde Valley Planning area to identify the accommodation needs of gypsy travellers. This research will be available for the new housing strategy 2017-2022.

37. We will work in partnership with organisations working with asylum seekers, refugees, migrants and settled BME communities to ensure that the housing needs of these communities are being met

Over the period of Glasgow's Housing Strategy 2011-2016, Glasgow City Council has worked in partnership with a range of organisations across many joint planning structures aimed at ensuring that the housing and support needs of asylum seekers, refugees, migrants and BME communities living in the city are met.

Property Procurement Consultation Group - Following transfer of the COMPASS Asylum Contract to SERCO in 2012, the Council (through Education, Housing & Regeneration and Social Work Services has worked with The Convention of Scottish Local Authorities (CoSLA), the Strategic Migration Partnership (CSMP), Police Scotland, NHS Greater Glasgow & Clyde, SERCO and their sub-contractors, Orchard & Shipman through the Property Procurement Consultation Group to make sure that statutory services at a local level are adequately resourced to meet the needs of asylum seekers dispersed to the city.

Integration Networks – The City Council, through Glasgow Community Planning Partnership, also works with all nine Integration Networks in the city and supports their delivery of a wide range of activities, projects and services to refugees and asylum seekers. This includes information advice, guidance and signposting on issues relating to housing and homelessness.

Roma Net – In addition, Glasgow City Council leads the innovative Roma Net project that aims to improve the socio-economic conditions of the 3000 plus Roma who have settled in Glasgow from Central, Southern and Eastern Europe. Funded through the EU's URBACT II Programme, which promotes Cities and Local Authorities as the drivers for economic and social inclusion, the project has delivered a Local Action Plan for Glasgow that sets out over 50 recommendations in the fields of health, housing, education and employment that will improve the lives of the Roma living in the city. These recommendations, which were driven by the deep poverty and social exclusion of this community, include: employing 12 Roma mediators in GCC and partner organisations; supporting greater community activities by delivering enterprise support programmes and a positive image campaign; improving links with cities of origin to improve protocols with social work and; ensuring that funding is in place to support and sustain crisis support and advocacy services for Roma.

Iraqi & Afghan workers schemes / Syrian Refugee Relocation Scheme – GCC is directly involved in the provision of housing and support to Iraqi and Afghan nationals who worked for the UK Government during the conflicts in these two countries and to vulnerable refugees from Syria.

STRATEGIC THEME THREE

Delivery: Maximising Resources, Improving Partnership Working and Effective Monitoring

It is a major challenge for the Council and our partners to deliver our Strategic Housing Outcomes within a framework of very limited resources. Under this theme we will outline how we can maximise our resources by improved partnership working within an effective monitoring framework. This section demonstrates our progress against the key delivery actions in the strategy.



KEY ACTIONS

SOCIAL RENTED SECTOR

38. To work with Housing Association partners to adapt the national standards contained within the Social Housing Charter to local circumstances in order to deliver effective quality services for tenants

The Scottish Social Housing Charter is required by section 31 of the Housing (Scotland) Act 2010, and sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. The Charter was approved by the Scottish Parliament on 14 March 2012 and came into effect on 1 April 2012. The Charter replaces the performance standards set out in the guidance that the Scottish Ministers issued under section 79 of the Housing (Scotland) Act 2001 in November 2006.

The Charter has seven sections and contains 16 outcomes and standards covering:

- equalities
- the customer/landlord relationship
- housing quality and maintenance
- neighbourhood
- community
- access to housing and support
- getting good value from rents and service charges

While we do not have a direct input into the daily management of housing associations, Housing and Regeneration Services have acted as enabler to RSLs in the city by providing financial assistance for housing quality and neighbourhood improvements through private sector housing grant, development funding and energy efficiency funding. We have supported the development of Glasgow's Housing Register and facilitated a working group on Welfare Reform. In this way we have worked with housing associations across the city to help them deliver the national standards contained within the charter and deliver quality services to tenants.

Glasgow City Council has recently initiated a Housing Access Project which is a partnership between Glasgow and West of Scotland Forum of Housing Associations, GCC Social Work Services, GCC Development and Regeneration Services and the Wheatley Group. The purpose of the project is to fundamentally reshape the Housing (Scotland) Act 2001 Section 5 (Homelessness referral) process in Glasgow, and the aim is to do this in close collaboration with all those involved in the process.

39.To develop the Housing Options approach to housing services with our partners

See response to action 21.

PRIVATE HOUSING SECTOR

40.To develop a forum with appropriate representation to discuss/progress issues in the private rented sector

The Housing & Regeneration Services Private Sector Housing Team have developed Landlord Forums to discuss and progress issues with landlords in the private rented sector. This involves presentations to landlords on current issues, providing an update on tenement law and a question and answer session. At times there has been a lack of engagement by landlords and other methods of engagement are being explored.

The team have also produced a private sector housing newsletter which is produced every 6 months giving information and advice on legislative changes, general landlord advice and access to websites for further information.

41.Work with partners and the Scottish Government to improve the practice of poorly performing Landlords and Letting Agents.

The Council has worked closely with all affected participants (landlords, letting agents, tenants etc.) to improve performance in the private sector. The City Council has campaigned for the strengthening of regulation around enhanced enforcement areas and has had regular discussions with the Scottish Government around the practicalities of legislation. The council has consulted on this issue and used this feedback in its discussions with

the Scottish Government especially in relation to third party referrals to the private rented housing panel, reducing the time taken to implement maintenance orders and plans and ensuring that properties are not deteriorating further during consultation phases. This engagement with the Scottish Government has led to the introduction of the Housing (Scotland) Act 2014.

42.Improve the Govanhill area through implementation of the Taskforce Action Plan and action by the Housing Taskforce team working in Govanhill.

Housing Services in partnership with Govanhill Housing Association and the Scottish Government introduced the South West Govanhill acquisition and improvement programme to enable Govanhill Housing Association to buy private sector properties. By acquiring the properties, the Council and Govanhill Housing Association are able to tackle more comprehensively the issues of disrepair and lack of maintenance in clusters of flats and the change in tenure balance in relevant closes means that the association then has the majority ownership and action can be taken.

In addition to this, the Housing Intervention and Support Team (HIST) has been expanded and more intervention work is being carried out in the area. An example of this is the increase in the issuing of closing orders. During 2015, the team has issued more closing orders than all the previous years put together.

ATTRACTIVE NEIGHBOURHOODS

43.To achieve high levels of health, safety, security in and around the dwelling. To ensure through partnership working and management of antisocial behaviour that neighbourhoods are attractive, clean and safe.

Housing and Regeneration Services work with Community Safety Glasgow and a broad range of other agencies including Police Scotland, Scottish Fire and Rescue, NHS Greater Glasgow and Clyde and third sector organisations across the city to achieve high levels of health, safety and security in and around the home.

Community Safety Glasgow Partnership has four strategic priorities which shape the delivery and correlate to the priorities of Glasgow City Council and Police Scotland. These are:

- How can we help make your community safer?
- How do we improve communities?
- How do we support victims of gender based violence?
- How are we reducing anti-social behaviour?

Our HMO and Private Landlord Registration Unit work closely with the partners to tackle issues in and around the home and partnership working has been essential in the provision of services to Govanhill which has required multi agency working to tackle some of the issues in the area.

In addition, the Scottish Housing Charter has 5 measures of anti-social behaviour which RSL's are expected to report on. These are:

- Number. of anti-social behaviour cases reported
- Number. of anti-social behaviour cases resolved
- Anti-social cases resolved within locally agreed targets
- Anti-social behaviour per 100 homes
- Anti-social behaviour resolved within local targets

44. We will seek opportunities to create environments which are attractive and sustainable, providing opportunities for play and recreation, protecting natural habitats, and enabling walking or cycling access to services and facilities.

During the period of the GHS, the council has developed and implemented master plans for areas such as the Commonwealth Games Village and Sighthill Transformational Regeneration Area (TRA). These master plans consider all aspects of an area for regeneration including housing, recreation and the natural environment.

The council has worked under the Scottish Government's Charrette Mainstreaming Programme to carry out three design charrettes in the city. These intense workshops allow communities to engage with the council and other agencies to shape plans for the future. The council has led charrettes at:

- Port Dundas (March 2014)
- Woodside-Firhill-Hamiltonhill (February 2015)
- Govan-Partick (March 2015)

The City Council is currently master planning at the former meat market site, to the east of Collegelands, and is examining its market potential for housing and other mixed-use development.

The market potential for sites in Easterhouse is currently being assessed and a strategy developed to take forward the release of substantial sites. This is supported by a current Integrated Green Infrastructure (IGI) scoping study, which will be developed into a European Regional Development Fund (ERDF) Green Infrastructure Programme bid.

The City Council continues to work with Clyde Gateway, City Legacy and other partners to plan and deliver further phases of housing in Dalmarnock, building on the legacy of the 2014 Commonwealth Games athletes' village.

45. We will work with partners in the RSL sector to improve neighbourhood management in mixed tenure estates

The Council has worked closely with the RSL sector to improve neighbourhood management in mixed tenure estates. One example of this is work carried out with Lochfield Park Housing Association to tackle the problem of a high concentration of dilapidated long term empty homes many of which had been empty for over 20 years. The properties taken together constituted a physical eyesore and a hotspot of crime and anti-social behaviour. Funding through the Scottish Government's Empty Homes Loan Fund, the Housing Association's own resources and the City Council's Development Funding budget enabled Lochfield Park to purchase around

30 of the void properties and bring them back in to use for social rent. This process is still on-going but has already helped tenants and owners to feel more secure, improved the aesthetics of the area and allowed for much needed communal work to be carried out. The project has resulted not only in increased usable local housing supply but has also contributed to the removal of the area's previous designation by the police as a crime 'hotspot'.

Owners' financial contributions to the project were re-invested in the area to improve the common closes and common areas such as footpaths and back courts including issues around the bin stores, fencing and overgrown foliage. The Council's Land and Environmental Services Cleansing Team were engaged in this process. The Association has also taken on the factoring of the properties where it has acquired stock and is working with the owners in the other blocks to put maintenance plans in place. Maintenance orders will be issued by the Council where owners refuse to contribute towards the cost of future maintenance.

46. Where appropriate we will promote temporary landscaping on 'stalled sites' or on vacant and derelict land.

The Vacant and Derelict Land Fund aims to tackle long term vacant and derelict land in Scotland and is one of the few remaining ring fenced funds in the local government settlement. Glasgow City Council has benefited from 7 allocations of vacant and derelict land funding from Scottish Government, spanning the years from 2004-2016 and totals just under £60m. For the period 2011-2016 this has been £17.45m.

The Scottish Government's objectives for the VDLF programme are to:

- Tackle long term vacant and derelict land
- Stimulate economic growth and job creation, and
- Promote environmental justice and improved quality of life, with a particular focus on innovation in temporary and longer term greening techniques.

During the period 2011-2014, the funding was directed to the delivery of the Commonwealth Games Athlete's Village as well as other key Clyde Gateway activities in the Dalmarnock area. Key outputs include:

- 41.71 hectares of vacant and derelict land being de-risked and/or brought into beneficial use
- Up to 1450 houses on the Athletes' Village site in the longer term
- Up to 750 housing units on the former Power Station site at Beechgrove Street in the longer term
- 31,500 sq. ft. of business accommodation
- 13,397 sq. ft. of office accommodation
- 73 residential plots for show people relocated from Dalmarnock
- Development of a regional sustainable urban drainage system including flood prevention
- At least 2 hectares of new parkland created and Delivery of strategic component of integrated urban infrastructure including regional sustainable drainage system.

RESOURCES

47.To explore and develop mechanisms for unlocking other investment sources with the private and voluntary sectors

The Council has continued to explore and develop external funding opportunities including Regeneration Capital Grant Funding, City Deal, Home Energy Efficiency Programme for Scotland: Area Based Schemes (HEEPS: ABS) and Energy Company Obligation (ECO) funding, Local Energy Challenge Fund, Energy Company Consumer Redress Funding. It has used this funding to assist and enable partner organisations to develop regeneration and improvement schemes and to tackle fuel poverty in the city. Full details of the Councils investment sources can be found in the annual Strategic Housing Investment Plan.

48. To carry out research with our partners to identify new housing products/ services, new resources and better ways of delivering services

Housing and Regeneration Services has worked closely with partners in the RSL sector including Glasgow & West of Scotland Housing Association Forum (GWSF) and the Scottish Federation of Housing Associations to carry out research and have established an ad hoc group – the Glasgow Housing Strategy and Investment Research Group which has supported:

- Glasgow's private rented research findings
- Housing issues factsheets
- RSL survey

Extensive work has also been carried out with other local authorities on The Glasgow and Clyde Valley Housing Need and Demand Assessment which has been assessed by the Scottish Government as robust and credible and these results will inform Glasgow's Housing Strategy and Development Plan going forward.

Research has also been carried out with private sector partners as part of the Private Rented Research Brief centred around affordability and access to accommodation.

Research was commissioned into the potential for mid-market rent (MMR) in the city which concluded there was a market for MMR in the city and recommended it in vulnerable or regeneration areas. All of the above research has been used to further develop housing services in the city and inform the development of Glasgow's Housing Strategy.

49. Review the Engagement Network so that it remains fit for purpose

Housing and Regeneration Services took a paper to committee in 2012 proposing a new engagement framework for housing in the city. This reflected the change in tenure in the city but also included other approaches to engagement such as surveys and specific issues working groups. An example of this is the Housing and Investment Welfare Reform Group which consists of RSL representation together with GGC and the Department of Work and Pensions. Another example includes the setting up of the Glasgow Factoring Commission to discuss specific issues related to common property ownership in the private and voluntary sectors.

The Council will continue to hold engagement events on specific issues and keep the engagement framework under review to determine the best way to engage with our partners, stakeholders and citizens.

GLASGOW HOUSING STRATEGY 2011-2016 STRENGTHS AND DEVELOPMENT AREAS

This evaluation of Glasgow's Housing Strategy 2011-2016 will be an important input into the preparation of the next housing strategy 2017-2022. The implications of the findings will be fully considered in reviewing the aims and objectives of the strategy and in developing new policies.

Strengths	Potential Development Areas
Glasgow's Housing Strategy strongly emphasises what the Council and its partners want to achieve for the city	Combining 15 outcomes and 50 key actions in a way that will eliminate overlaps and produce more concise strategic actions
Glasgow City Council has consulted extensively (internally and externally) during the preparation of the strategy	Updating action plans to make sure that they strongly tie in with the strategy's outcomes and they are able to deliver the strategic objectives
The strategy outlines well the policy context at a UK, Scottish and Glasgow Level and the challenges and housing needs in the city	Updating action plans more often to reflect the changes in the external and internal environment
There is a clear vision statement and the 3 strategic themes provide a clear and concise overview of the strategy's objectives.	Develop a robust monitoring framework for new strategy
The strategy sets out a range of solutions across tenures, with information provided on the private rented sector coming through well.	Precise target setting and regular monitoring of progress towards these targets
The strategy demonstrates that the Council has commissioned important research into the nature of the housing market and the ways in which RSL's play an important role in meeting particular types of demand (e.g. mid-market rent and private sector housing research)	Clearer links to other strategies, in particular in relation to health and social care and community planning
Gives due prominence to equalities and suggests a strong commitment by the Council and its partners to the equalities agenda.	Develop a Mid-Market Rent Strategy
	Update and Develop a new Fuel Poverty Strategy
	Produce a Climate Change Mitigation Statement
	Research into the housing needs of travelling show people and gypsy travellers
	Research into the housing needs of students
	Further review of the engagement network

No	Action	Lead Partner/ Service responsible for delivery	Progress	Achieved																		
1	Increase the supply of quality affordable housing for sale	Lead: DRS Housing & Regeneration (Development Funding and Strategy Teams) Key partners : Glasgow RSLs	<p>Anticipated growth in the out-turn New Supply Shared Equity was adversely affected by the reduction in the threshold for Housing Association Grant funding during the GHS Plan period making it more difficult for RSLs to participate and bring forward new schemes.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Planned</th> <th>Outturn</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>118</td> <td>159</td> </tr> <tr> <td>2012/13</td> <td>72</td> <td>62</td> </tr> <tr> <td>2013/14</td> <td>66</td> <td>66</td> </tr> <tr> <td>2014/15</td> <td>41</td> <td>41</td> </tr> <tr> <td>Total</td> <td>297</td> <td>328</td> </tr> </tbody> </table>	Year	Planned	Outturn	2011/12	118	159	2012/13	72	62	2013/14	66	66	2014/15	41	41	Total	297	328	
Year	Planned	Outturn																				
2011/12	118	159																				
2012/13	72	62																				
2013/14	66	66																				
2014/15	41	41																				
Total	297	328																				
1.2	Enable the increase in supply of new housing for sale in the private sector to meet current gaps in market	Lead: Transforming Communities Glasgow (TC:G); Private House builders; RSLs Key partners: TC:G : (GCC, Glasgow Housing Association, Scottish Government) TRA Partner RSLs, private developers and consortia	<p>As a result of the recession, there has been a slowdown in the number of private sector completions in the city as demonstrated in the following chart.</p> <table border="1"> <thead> <tr> <th>2011</th> <th>2012</th> <th>2013</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>1135</td> <td>924</td> <td>824</td> <td>687</td> </tr> </tbody> </table> <p>This is in part due to the tightening of mortgage lending criteria.</p> <p>Glasgow City Council has used the following schemes to help people access home ownership and stimulate the market:-</p> <ul style="list-style-type: none"> • Low-cost Initiative for First Time Buyers (LIFT) • New Supply Shared Equity • The Open Market Shared Equity • Partnership Support for Regeneration (PSR) • Partnership Mortgage Guarantee Scheme (PMGS) • The Help to Buy (Scotland) 	2011	2012	2013	2014	1135	924	824	687											
2011	2012	2013	2014																			
1135	924	824	687																			
1.2.1	Maximise use of current supply of 'brownfield' sites including Transformational Regeneration Areas (TRAs)	Lead: Transforming Communities Glasgow (TC:G) Key partners: TC:G : (GCC, Glasgow Housing Association, Scottish Government) TRA Partner RSLs, private developers and consortia	All sites developed during the plan period were on brownfield land.																			
1.2.2	Achieve sufficient supply to meet needs of larger families	Lead : Private Sector House builders	Larger family unit targets have been developed to meet the targets in the Strategic Housing Investment Plan and City Plan 2. The number of units approved for development during the period 2011-2015 is less than the 123 unit target identified in the Strategic Housing Investment Plan however the provision of larger family units has been affected by changes to the Affordable Housing Supply Programme Guidelines and the impact of Welfare Reform's Social Sector Size Criteria ("The Bedroom Tax").																			
1.2.3	Identify extent and locus of demand for supply of 'retirement' housing	Lead : Glasgow City Council (DRS)	Although some desktop studies have been carried out during the period of the strategy, the main focus of the work will be commissioned during the period of the next strategy.																			

No	Action	Lead Partner/ Service responsible for delivery	Progress	Achieved															
1.3	Enable the provision of an adequate supply of quality private housing for rent	Lead : Glasgow City Council (DRS)	Supply of PRS properties in the city has increased well beyond expectations as a result of an increase in owner-landlords, due to owners being unable to sell following the recession. The Private rented sector in Glasgow has increased from 9% of total stock in 2009 to 20% in 2015.																
1.3.1	Encourage Housing Associations to develop more Mid-Market Rent developments	Lead: RSLs in association with GCC	<p>Mid-Market Rent schemes have been developed with RSLs in the City.</p> <p>The following table shows the number approved since 2012.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Planned</th> <th>Outturn</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>0</td> <td>0</td> </tr> <tr> <td>2013/14</td> <td>22</td> <td>22</td> </tr> <tr> <td>2014/15</td> <td>24</td> <td>24</td> </tr> <tr> <td>2015/16</td> <td>192</td> <td>TBC</td> </tr> </tbody> </table> <p>During the Plan period RSLs have tended to avoid the risk of venturing into MMR market. In 2012, GCC commissioned MMR research to identify more intelligence on the nature of the PRS market and how could RSL stakeholders could benefit from a contemporary analysis of the nature of the market and ways in which RSLs may play a more prominent role in meeting particular types of demand.</p>	Year	Planned	Outturn	2012/13	0	0	2013/14	22	22	2014/15	24	24	2015/16	192	TBC	
Year	Planned	Outturn																	
2012/13	0	0																	
2013/14	22	22																	
2014/15	24	24																	
2015/16	192	TBC																	
1.4	Bring empty properties into use for sale and rent	Lead: RSLs in association with GGC and partner organisations Data base and impact analysis: Glasgow City Council DRS	Two projects are now established to purchase empty properties in association with Glasgow Housing Association and Lochfield Park Housing Association. GCC has recently appointed an Empty Homes Officer to identify and take forward similar initiatives. A Data base is being established.																
1.5	Improve the quality of private rented housing through current and enhanced powers of intervention	Lead : GCC DRS Housing & Regeneration; Land and Environmental Services, Community Safety Glasgow in association with Scottish Government and partner housing associations	During the LHS Plan Period, the Scottish Government introduced a draft of new measures to improve the quality of the Private Rented Sector via the Housing (Scotland) Act 2014, several of which were suggested and promoted by Glasgow City Council. These included the application of Enhanced Enforcement Areas, the registration of letting agents; strengthening of the Repairing Standard and Third Party Reporting of breaches of the Repairing Standard.																
1.5.1	Govanhill Acquisition Pilot	Lead: GCC and Govanhill HA	A Pilot programme was agreed with the Scottish Government and Govanhill Housing Association which will lever in some £4m of direct government grant to purchase properties and convert them to social rented tenancies within designated blocks of tenements where concentrations of poor quality PRS properties are located.																

No	Action	Lead Partner/ Service responsible for delivery	Progress	Achieved																		
1.5.2	Expansion of "Small Grants" schemes	Lead: GCC Private Sector Advice and Grants Team	The Council has focussed a higher proportion of discretionary grant to smaller scale projects in targeted priority blocks in particular areas of the city considered to be at risk.																			
1.5.3	Implement new 'Enhanced Enforcement Area' powers		The Council has been granted Enhanced Enforcement Areas powers for 4 blocks of flats in South West Govanhill.																			
1.6	Improve the quality of private sector housing through more effective property factoring and common property maintenance	Lead: Property factors in the city; Glasgow City Council; Scottish Government	The Glasgow Factoring Commission established a clear link between the breakdown of property factoring arrangements and the fragmentation of ownership. The Council has held events to encourage property factors to work more closely with the Council on a range of initiatives to encourage owners to participate in common repairs planning. Glasgow's Factoring Commission Website can be found at https://www.glasgow.gov.uk/index.aspx?articleid=10524																			
1.6.1	Good information and advice for home owners in factored and un-factored property	Lead: Royal Incorporation of Architects in Scotland in association with Scottish Local Authorities; Scottish Government; Property Factoring representative bodies	"Underoneroof.Scotland" brief and funding strategy has been established. Updated information and advice for homeowners on the Council website.																			
1.6.2	Factoring Service quality and value for money	Lead: All property factors operating in Glasgow	The Glasgow Factoring Commission set out proposals for improving quality of service for factored owners. Examples of best practice are being collated as part of Factoring Commission Action Plan implementation report.																			
1.6.3	Enforcing repair and maintenance of common property elements	Lead: GCC Land & Environmental Services; Development & Regeneration Services	GCC has been reviewing the operation of its Statement of Assistance and has continued to work with property factors to encourage uptake of Missing Share, targeting of small grants and application of Maintenance Orders and Plans.																			
			<table border="1"> <thead> <tr> <th>Financial Year</th> <th>Total Missing Shares Paid</th> <th>No. of Missing Share Cases</th> </tr> </thead> <tbody> <tr> <td>2011-12</td> <td>£75,760.62</td> <td>16</td> </tr> <tr> <td>2012-13</td> <td>£97,261.25</td> <td>59</td> </tr> <tr> <td>2013-14</td> <td>£77,378.31</td> <td>64</td> </tr> <tr> <td>2014-15</td> <td>£81,130.39</td> <td>93</td> </tr> <tr> <td>Total</td> <td>£331,530.57</td> <td>232</td> </tr> </tbody> </table>	Financial Year	Total Missing Shares Paid	No. of Missing Share Cases	2011-12	£75,760.62	16	2012-13	£97,261.25	59	2013-14	£77,378.31	64	2014-15	£81,130.39	93	Total	£331,530.57	232	
Financial Year	Total Missing Shares Paid	No. of Missing Share Cases																				
2011-12	£75,760.62	16																				
2012-13	£97,261.25	59																				
2013-14	£77,378.31	64																				
2014-15	£81,130.39	93																				
Total	£331,530.57	232																				

No	Action	Lead Partner/ Service responsible for delivery	Progress	Achieved
1.6.4	Simplifying and improving private housing legislation	Lead: Scottish Government	GCC has continued to lobby for simplification of the statutory framework with limited success e.g. Simplification of Maintenance Orders process. However the Glasgow Factoring Commission identified a number of other areas requiring improvement which we would wish addressed by the Scottish Government	
1.7.2	All properties categorised as non-traditional or Hard to Treat properties	All housing providers and private sector owners in the city working with GCC DRS	Post war non-traditional properties have been identified in various parts of the city during the plan period and there has been good co-operation with RSLs and owners to put comprehensive treatment packages together led by the Council using a raft of grants and government schemes.	
2.1	Develop a more comprehensive understanding of private housing sector characteristics	Lead: DRS Housing & Regeneration Services	Comprehensive PRS research project established and completed within the Plan Period.	
2.2	Provide quality information and advice on private housing	Lead: DRS Housing & Regeneration Services in association with partner departments and organisations	Review of Council private housing common repairs webpages are underway and will be completed within 2011 - 15 LHS period.	
2.3	Mitigate the impact of welfare reform on poor and vulnerable households in the private sector	Lead: DRS Housing & Regeneration Services and Social Work Services	Intensive joint approach to understanding impact of changes has been on-going throughout the plan period, resulting in relief schemes to mitigate impact of "bedroom tax". Broader envisaged changes to benefit system have not been applied during the LHS period.	
2.4	Extend choice for renters, improve tenancy management and encourage effective means of resolving disputes	Lead: GCC Social Work Services; Housing Options Board	Principles of the Registration of letting agents included in the 2014 Housing (Scotland) Act; Proposals to simplify redress to poor landlord practice also identified which will include new First Tier Tribunal to speed up dispute resolution.	

No	Action	Lead Partner/ Service responsible for delivery	Progress	Achieved
2.5	Provide support to private owners and tenants out-with investment programmes	Lead: DRS Housing & Regeneration Services	Revised Scheme of Assistance to be completed and published within LHS Plan period.	
3.1	Leverage in new funding streams	Lead: GCC as enabler / promoter with developers	<p>New mixed developments have been limited during the plan period. However, there has been a rapid expansion of student accommodation in the city centre and west end and an increase in planning applications for commercial/residential schemes including at least one all-PRS development at Glasgow Harbour. Options for leveraging in funding to improve thermal efficiency to shops below tenements are being considered.</p> <p>Over £29m has been levered into Glasgow during the plan period through the Scottish Government's Home Energy Efficiency Programme and a Utilities Companies Energy Company Obligation. Funding has also come from the Regeneration Capital Grant Fund, The Local Energy Challenge Fund and the Warmer Homes Redress funding. In addition to this the Council have been awarded £1.13 billion from UK and Holyrood Governments for the Clyde Valley Metropolitan area for infrastructure and employment initiatives. This will be more significant within the next plan period.</p>	
3.2	Engage with customers and stakeholders	<p>Lead: Private property factors ; RSL Factoring arms</p> <p>GCC: Review of information and advice to PRS tenants / owners</p>	<p>Building on the findings of the Glasgow Factoring Commission (REFERENCE 1.6.2 above) and the implementation of the new Annual Statement of the Charter (ARC) for RSLs which was introduced from 2014, there has been recognition during the plan period of the importance of encouraging participation by residents in assessing performance management of landlords and property factors.</p> <p>Other stakeholder engagement includes the establishment of an RSL Welfare Reform Group, local housing forums, Consultation events on homelessness and energy efficiency and annual stakeholders events on housing in the city. Consultation also takes place with owners for improvement and energy efficiency work.</p>	
3.3	Build upon and further develop partnership arrangements	Lead: GCC DRS (Strategy)	The Council has regular liaison meetings with the Scottish Government, GHA, Glasgow and West of Scotland Forum of Housing Associations and the Scottish Federation of Housing Associations. It meets regularly with individual RSL to discuss development programmes. The council continues to build and further develop these arrangements.	
3.4	Review effectiveness of existing and planned private housing legislation	Lead: GCC DRS	The Glasgow Factoring Commission identified a range of problems in applying the suite of private tenure reform legislation passed between 2000 and 2010. There are limited legal resources to commission an independent review.	

No	Action	Lead Partner/ Service responsible for delivery	Progress	Achieved
1.	Development of an Affordable Warmth Task Group	Sustainable Glasgow	Sustainable Glasgow were taking the lead in establishing an Affordable Warmth Task Group however due to changes in staff, this did not happen. This is currently being reviewed by Sustainable Glasgow.	
2	Update GCC's Affordable Warmth Strategy	GCC Housing Services	Glasgow's Fuel Poverty Strategy (2005) adopted the UK and Scottish target eliminating Fuel Poverty, as far as reasonably practicable, by 2016. GHS 2011-16 supersedes the 2005 Strategy as Fuel Poverty and Energy Efficiency are now an integral part of this GHS therefore a separate Affordable Warmth Action Plan has been produced.	
3	GCC to attend the Energy Efficiency Officers Forum to keep up to date with developments and learn from the experiences of other local authorities	Energy Savings Trust	GCC Officers attended SHON forums (formerly HECA network) and Home Energy Efficiency Programme for Scotland Area Based Schemes (HEEPS: ABS) meetings with other central belt Local Authorities. DRS is currently part of the Scottish Housing Energy Efficiency Network Executive Group	
4	Identify areas of joint working with GWSF and SFHA Energy Efficiency Forums	GCC Housing Services	Officers attended meetings and shared information across network as appropriate. Opportunities for joint working areas were regularly reviewed.	
5	All new build housing association properties to continue to be developed to Eco Homes very good standard or better	GCC Housing Services	All new build properties have achieved Eco Homes very good or better as per condition of grant funding.	

No	Action	Lead Partner/ Service responsible for delivery	Progress	Achieved
6.	All new build properties at the Commonwealth Games Site (Phase 1) to be built to zero carbon standards (solar panels, super insulation, air tightness and linked to a gas fuelled district heating system with the possibility of linking to the Polmadie Waste Treatment site being developed to provide a low carbon heat alternative)	GCC Housing Services	All 700 properties at the games village were built to zero carbon standards. The village was not linked to the Polmadie Waste Treatment site as it was not in a position to be able to connect to the village by the time of completion.	
7	Housing Association's to be encouraged to develop to Building Standards 2011 (Section 7, Silver Level) or better	GCC Housing Services	In 2014/15 three quarters of all new build (523 units) developments received a Silver standard. Housing Associations receive an extra £4k incentive for reaching Silver Award status and Housing Associations were encouraged to reach this award to achieve the additional incentive. A recording mechanism has been developed to capture all projects standards.	
8	Monitor the extent of delivering renewable features as part of Affordable Housing Supply Programme (AHSP) and its impact on fuel poverty	GCC Housing Services	This is not currently being progressed however in each year's Performance Review document; there is always a focus on large scale projects with renewables features. This can be progressed and the Development Funding team are willing to monitor this element as part of their on-going recording mechanisms for new build projects. Recording format to be finalised.	
9	Energy Efficiency to become a priority for the Scheme of Assistance for private sector housing where this will attract additional leverage though other funding programmes.	GCC Housing Services	The Scheme of Assistance has been updated to include information on the energy efficiency schemes and sources of funding opportunities.	

No	Action	Lead Partner/ Service responsible for delivery	Progress	Achieved
10	GCC to identify and take forward projects to improve access to the gas network in all tenures and work with partners to maximise the funding and leverage brought into the City.	GCC Housing Services	To date delivered approximately 20 projects to around 2870 properties circa cost of £10m. Currently investigating 3 potential sites and working in partnership with SGN to develop project areas where reasonably practicable and affordable.	
11	Assist eligible communities to access the Scottish Government's Gas Infill Loan Fund	GCC Housing Services	Eligible communities directed where appropriate to the most advantageous source of funding to assist in the delivery of Gas Infill projects. SGN Affordable Warmth scheme (fuel poverty vouchers) where applicable results in low/no cost to deliver gas supply to properties. From April 2011 to March 2013 a total of 1486 properties received free central heating through a mixture of SGN fuel poverty vouchers and CESP. The scheme came to an end in 2013.	
12	GCC to identify and take forward projects which would be eligible for UHIS funding and work with partners to maximise the funding and leverage brought into the City	GCC Housing Services	2012/13 from a budget of £1,310,000 UHIS delivered in excess of 2800 measures. UHIS programme no longer available as a funding mechanism. The scheme changed to HEEPS: ABS in April 2013 and some of the criteria for funding has changed. HEEPS:ABS Funding Allocations 2013/14: £8,199,473 2014/15: £4,769,973 2015/16: £6,915,000 Leveraged in ECO funding of £13.6m (approx.)	

No	Action	Lead Partner/ Service responsible for delivery	Progress	Achieved
13	GCC to identify and take forward projects which would be eligible for CERT(Carbon Emission Reduction Target) and CESP (The Community Energy Savings Programme) funding and work with partners to maximise the funding and leverage brought into the City before the schemes close in December 2012	GCC Housing Services/ Utilities companies	The purpose of the Universal Home Insulation Scheme funding was to lever in additional funding from the big six utilities companies through the Carbon Emissions Reduction Target (CERT) and through the Community Energy Savings Programme (CESP). This funding was used to install insulation measures and new heating systems in areas of the lowest 15% of the Scottish Index of Multiple Deprivation through CESP and to provide free insulation measures such as loft and cavity wall insulation to households in Glasgow through CERT. Up to 31st March 2013, UHIS funding had been successful in levering in £470,503 of CERT funding and £3,396,910 of CESP funding. Both CERT and CESP funding ended on 31st December 2012.	
14	Energy Savings Scotland Advice Centre to identify fuel poor or vulnerable households which would be eligible for the Scottish Governments Energy Assistance Package	Energy Savings Scotland Advice Centre	Energy Savings Scotland Advice Centre name has changed to Home Energy Scotland however emphasis is still the same. The Energy Assistance Package was renamed Energy Assistance Scheme in April 2013 and then to Warmer Homes Scotland in 2015. Residents can phone HES themselves or be referred by GCC staff. All householders on GCC's HEEPS programmes are required to phone HES for any advice on other possible schemes.	
15	Review the provision of various loan schemes available to home owners to carry out energy efficiency work and make any	GCC Housing Services	The Private Sector Grant Loan scheme ceased in 2012. Committee Approval to extend EELS criteria to include energy efficiency measures approved in April 2014. Scottish Government launched HEEPS loan scheme and HEEPS cash back scheme in April 2015. All schemes promoted at every available opportunity	
17	Identify and promote projects where micro renewables are a suitable and cost effective solution to affordable warmth	GCC Housing Services	Working in partnership with Historic Scotland to trial five design solutions for this stock type. A hybrid solution involving both external wall insulation to the gable and rear wall of properties and internal insulation on the front facing façade. Sites include tenement flats in Yoker, Haghill and Bridgeton. Yoker HA also working with Historic Scotland to strip back a void tenement property to its original conditions and install all possible energy efficiency measures to examine the differences and other solutions to tenement issue.	

No	Action	Lead Partner/ Service responsible for delivery	Progress	Achieved
18	Investigate how the Scottish Government's Warm Homes Fund can assist communities affected by fuel poverty to consider renewable energy projects	GCC Housing Services	Intermittent access to Warm Homes Funding restricted the opportunities to access funds and develop schemes. The fund is now closed.	
19	Identify and promote projects where district heating is a suitable and cost effective solution to affordable warmth and assist organisation to apply to the district heating loan fund for funding	Sustainable Glasgow	Worked with New Gorbals, GHA, Cube and Queen's Cross through HEEPS to deliver the district heating projects.	
20	Carry out an option appraisal to determine the extent of engagement of Glasgow City Council in the delivery of Green Deal	Sustainable Glasgow	Appraisal was done in May 2013 and concluded that GCC should be a "promoter" of Green Deal only, and all enquiries should be put through the Scottish Governments Home Energy Scotland phone lines. The Green Deal was withdrawn in June 2015 by the UK government following low take up.	
21	Participate in the Scottish Cities Alliance Green Deal Action Team to share knowledge and good practice	Sustainable Glasgow	GCC participated in the Action Team in 2012 however no more meetings were arranged after February 2013 due to the problems in implementation of Green Deal.	
22	Examine opportunities to create training and employment through Green Deal	Sustainable Glasgow	Opportunities were explored however as Green Deal failed to take off as expected, this could not be followed up.	

No	Action	Lead Partner/ Service responsible for delivery	Progress	Achieved
23	Identify solid wall and hard to treat properties and target funding to these areas through the Carbon Savings and Communities Obligation of ECO	Sustainable Glasgow	The above table shows the funding allocation and the number of units assisted through ECO. The majority of this funding was used for solid wall insulation.	
24	Identify private sector properties missed out of housing association investment programmes and target funding to these areas through the Carbon Savings and Communities Obligation of ECO	Sustainable Glasgow	GCC identified areas e.g. Milton, Carntyne, Greenfield Sherbrooke, which were all owner occupier and targeted properties in these areas to fund. Delivery mechanism was through UHIS and HEEPS. Completed a total of 598 properties.	
25	Identify vulnerable and low income households and target funding through the Affordable Warmth Obligation of ECO to help heat their homes more affordably	Sustainable Glasgow	HEEPS 2014/15 delivered 14 projects through completion of 3569 properties. These projects targeted households within the lowest 15% of the Scottish Index of Multiple Deprivation.	
26	Monitor and Evaluate current energy efficiency programmes to inform future policy development	GCC Housing Services	Currently working with Strathclyde University on monitoring the effectiveness of installing insulation on moisture, humidity and temperature levels to ensure improvements are working as expected. This will become business as usual for HEEPS projects and will inform Scottish Government of the findings. It is reported to Scottish Government that evaluation & monitoring and quality assurance requirements are in place for HEEPS.	

No	Action	Lead Partner/ Service responsible for delivery	Progress	Achieved
27	Examine what consumer protection measures need to be introduced for Green Deal in Glasgow	Sustainable Glasgow	Joint working between DRS and Trading Standards helped to resolve some issues for consumers including mis-selling issues and harassment by contractors.	
28	Ensure maximum uptake of the Council's Warm Homes Fund to elderly Glasgow residents	GCC Financial Services	Participants in UHIS, CERT CESP and HEEPS are referred to HES where the Council's Affordable Warmth Dividend is promoted. Approximate number of residents receiving a payment:- 2013/14 13,832 2014/15 13,566	
29	The GHEAT Service will provide a free and impartial advice and advocacy service to all households in the city on energy related matters	GCC Housing Services	GHEAT continue to provide an advice and advocacy service in Glasgow, Home Visits delivered per year 2011 2686 2012 3341 2013 3624 2014 2398 Total 14,126 A 5 year report on the service delivered has been prepared.	
30	Increase the number of referrals to GHEAT from all relevant providers and to other advisers where appropriate	GCC Housing Services	GHEAT representatives attend all public meetings in new HEEPS project areas with GCC. GCC staff promotes GHEAT at events and conferences and with individual residents they meet.	
31	GHEAT's Steering Group to review the monitoring and evaluation framework for the project	GCC Housing Services	Service delivery reported and reviewed at quarterly meetings.	
32	The GHEAT Steering Group to meet on a quarterly basis and an annual report to be produced	GCC Housing Services	The GHEAT management team meet quarterly.	

No	Action	Lead Partner/ Service responsible for delivery	Progress	Achieved
33	Hold Bi Annual Affordable Warmth Seminars for affordable warmth advisors to keep them up to date with developments	Energy Action Scotland	Due to a change in funding, the bi annual seminars have not continued however a Glasgow Housing Strategy Energy Efficiency Event for Glasgow RSLs was held in July 2015.	
34	Identify, promote and take forward initiatives to ensure private landlords / tenants are aware of affordable warmth advice and activities	GCC Housing Services	Work closely with the Private Sector team in Housing to identify future areas of work in the private sector. Scheme of Assistance contains information on the GHEAT service. Held public meetings for private landlords/tenants recently in Haghill on their insulation project. Much work still to be done in this sector.	
35	Energy Savings Scotland Advice Centre to provide advice and assistance to residents in Glasgow on energy efficiency measures and behaviour changes to help reduce fuel bills	Energy Savings Scotland Advice Centre	Name has changed to Home Energy Scotland but they continue to provide advice to residents in Glasgow, over the phone or in person. Referrals made by GCC per year 2011 2686 2012 3341 2013 3624 2014 2398 Total 12,049 Total savings over 5 years in excess of £2m	

No	Action	Lead Partner/ Service responsible for delivery	Progress	Achieved
1	The North West Housing Options Pilot will be subject to external evaluation after one year	SWS / GHA	<p>The evaluation provides clear evidence that the housing option pilot in North West Glasgow has been successful in delivering the intended outcomes;</p> <ul style="list-style-type: none"> Homelessness assessments fell by 31% during pilot Only 57% of Housing Options Enquiries led to a housing application (previously this would have been closer to 100%. New waiting list applications are down -7% in and -35% in GHA Milton. There are strong satisfaction levels with the quality of service: 93% of customers felt listened to, 96% treated with respect & dignity. 	
2	Subject to a successful evaluation of the Pilot, the Housing Options approach will be incrementally extended across the city, depending upon available resources	SWS / GHA	<p>The North West housing options pilot was formally launched and went live with customers in three locations in June 2012, with a further five locations embarking on pilot activity in February 2013.</p> <p>Phase 1 Pilot: June 2012 Phase 2 Pilot: February 2013 GCC North Casework Team Cube HA GHA Milton Ng Homes Queens Cross HA GHA Summerston/Acre GHA Lambhill Barlinnie Prison</p>	
3	Training on homelessness prevention within the private sector will be provided for Housing Options staff	SWS / GHA	Private Rented Sector training initially provided to Housing Options staff, extended to additional staff in North East and South sectors.	
4	As part of the Pilot, a Mediation Service will be established to help prevent Youth Homelessness	GHA	Contract awarded in 2012, service operational as part of North West pilot from January 2013.	
5	Work will continue with Employability Services to increase referrals by staff and service providers, and the Housing Options Pilot will include a team member from Bridging Services	SWS / GHA	<p>Returns from 19 Support Service Providers indicate a total of 1280 referrals in 2012/13:</p> <p>Employability – 466 Education or Training – 526 Volunteering – 223 Employment - 65</p> <p>The Work Out service, for Young People in Supported Accommodation has been developed by GHN and Blue Triangle. From August 2012 inclusion of a Bridging Services representative in the North West Pilot Team has increased referral rates, and it is intended that this will be rolled out to North East and South Casework Teams.</p>	

No	Action	Lead Partner/ Service responsible for delivery	Progress	Achieved
6	In order to track provision of advice to service users, and help ensure quality of provision across locations, an Information and Advice module will be rolled out, with associated staff training.	SWS / GHA	Training for HAC, Prison Casework and Housing Options staff (North West) has been completed. Module to be rolled out to all Casework Teams from June 2013. Proposal to adapt module to include Housing Options and PREVENT1 information under discussion.	
7	Through the Homelessness Duty Protocol Working Group (HDPWG), the Council will review protocol requirements, agree the basis for information sharing, and monitor provision of Section 5 allocations with a view to increasing allocations to assist with demand and backlog	SWS	Revised protocol arrangements agreed and in place – Parameters for information flow from Homelessness Services to RSLs, including Section 5 and Homelessness Assessment have been agreed and guidance provided by Data Protection Officer. An IT solution is being developed to help improve quality of data transfer. Casework Teams are meeting with RSLs to develop local profiles and improve dialogue.	
8	An open tendering process will be used to identify a service provider for procurement of lets through the private sector	SWS	Glasgow Key Fund has been established and the service has become operational from 1st February 2013. YPeople appointed as service provider and 73 people has benefitted from the fund. Currently 11 people approved as suitable for the service and awaiting properties. In addition to existing temporary accommodation provision in the city, YPeople will provide up to 150 temporary furnished flats in Glasgow, sourced from the private rented sector.	
9	Meet target of 100% of cases assessed as homeless being allocated priority need status	SWS	The Council policy to assess 100% of households who are not intentionally homeless as being in priority need, by 1st October 2012, has been achieved and maintained.	

No	Action	Lead Partner/ Service responsible for delivery	Progress	Achieved
10	Improve information to maximise use of furnished	SWS	Homelessness Services manage 1500 Temporary Furnished Flats across the city. Revenue and Property team was established to manage arrears, client book-ins, lock changes and antisocial behaviour issues within temporary furnished flats.	
11	Monitor use and turnover of emergency	SWS	Homelessness Services has commissioned short term emergency accommodation through external providers, however, bed and breakfast places continue to be used to supplement this provision. As at 31st December 2013, a total of 421 places were occupied (297 GCC funded /provided, 124 bed & breakfast). The overall average length of stay was 73 days.	
12	Ensure all families with children and pregnant women are referred to the Homelessness Healthcare Families Team	SWS	As part of the outcomes from the Casework Assessment Audit, processes have been improved to ensure SWS involvement in Homeless Families. Referral pathways from Casework Teams to Homelessness Health Team will be reviewed.	
13	Homelessness Health Services to review joint working protocols to ensure appropriate health provision to emergency	HHS	Agreed that joint protocols in relation to emergency accommodation will be reviewed biannually.	
14	Establishment of new support outreach support service to target rough sleepers and people with complex needs who have difficulty engaging with services	SWS	Achieved in January 2013 - New Rough Sleepers Vulnerable Persons (RSVP) service operational from 7th January 2013, provided by Simon Community. On-going monitoring has been established. A working group including Health, SWS and RSVP representation has been established to consider complex cases. Protocols have been agreed, including agreement with NHSGGC to ensure quick access to health services.	
15	Develop plans for service delivery through Winter 2012/13, using lessons learned from previous years	SWS	Operational arrangements across GCC, Health and Voluntary Sector implemented.	
16	Identify funding to enable research to be commissioned to help define and identify rough sleepers	SWS	Glasgow Homelessness Network & The Oak Foundation commissioned research into multiple exclusion homelessness in Glasgow, including rough sleeping - No longer being progressed due to insufficient resources. £5k funding identified by DRS now redirected to assist joint work with GWSF.	

No	Action	Lead Partner/ Service responsible for delivery	Progress	Achieved
17	Work with DRS and colleagues in other parts of SWS, Health, and other partners to update need / demand estimates for accessible and larger family housing, in relation to needs of homeless households	DRS	Estimates for wheelchair and larger family sized housing have been calculated based on information obtained from a variety of partners including RSLs and GCIL.	
18	Monitor accommodation used for Homelessness projects against current and projected need; progress developments identified for Homelessness in SCHIP 2012-17	SWS	<p>SCHIP projects completed</p> <ul style="list-style-type: none"> Buchanan Lodge – 40 bedspaces <p>SCHIP projects on-going</p> <ul style="list-style-type: none"> Barclay Street phase 1 - 49 bedspaces, phase 2 - 18 bedspaces Monteith – 10 bedspaces Belleisle – 18 bedspaces <p>GCC Capital Projects on-going</p> <ul style="list-style-type: none"> Rodney Street – 25 bedspaces Portman Street – 25 bedspaces 	
19	Utilise feedback obtained from partners and service users as part of service evaluation and improvement, including feedback from representative groups	SWS	As part of the external evaluation of the Housing Options Pilot fieldwork was conducted to obtain the views of service users on service provision. The interim report is with the Housing Options Board. Service User feedback mechanisms being developed through review process.	
20	Strengthen role of Essential Connections and other Locality Forums	HPIG	Remit, role and membership reviewed and extended.	
21	Work with Scottish Refugee Council (SRC) to develop links with SERCO	SWS	COMPASS protocol arrangements in place.	

No	Action	Lead Partner/ Service responsible for delivery	Progress	Achieved
22	Continue regular meetings with SRC to identify areas for service improvement and development, to assist transition for people granted refugee status	SWS	Liaison meetings on-going, but accommodation pressures continue to be a challenge.	
23	Develop information provision to reach a wider audience, and investigate a broader range of approaches to help overcome barriers, such as language, literacy, access to IT, disability related barriers and cultural barriers	SWS	Work continues to update resources and develop new areas of service information.	
24	Homelessness Health Services will work with SWS to review jointly provided services and joint working protocols with service providers	Health	Homelessness Health Services have been reviewed and monitoring arrangements are in place.	
25	Continue to progress actions against Scottish Housing Regulator (SHR) Improvement Plan	SWS	<p>On-going actions in the current SHR Improvement Plan reflect priorities arising from the recent Service Review for Homelessness Services, including:</p> <ul style="list-style-type: none"> • Integration of Homelessness Casework services within SWS locality teams (management responsibility moved to localities from 1st April 2015); • Establishment of a multi-agency Housing Access Board and Housing Access Team to improve provision of temporary accommodation and Section 5 lets, GCC staff for Team agreed and membership being discussed with external organisations); • City Centre Pilot Project to address issues of multiple and complex need – Voluntary Sector Coordinator in post from 1st April 2015; • Redirection of funds to provide improved Mediation Service and support earlier intervention / prevention model; • Improved approach to service user consultation, working with voluntary sector network. • On-going review of Purchased Services for Homelessness. • Development of emergency accommodation places in new build or refurbished units. 	

No	Action	Lead Partner/ Service responsible for delivery	Progress	Achieved
26	Complete audit of homelessness assessment by Casework Services, and assess implications for service improvement, including staff training	SWS	Audit completed and staff briefings undertaken to implement recommendations.	
27	A strategic review of Housing Support Services, plus individual Service Reviews, and feedback from service users, will assist in identification of current usage and areas of demand	SWS	Review of tasks for Housing Support Services completed. An Action Plan outlining the range of housing support tasks to be delivered by services has been shared with providers (Feb 13), taking account of the implications of Welfare Reform. Ongoing monitoring and feedback on service user consultation mechanisms undertaken via contract monitoring.	
28	Homelessness Services will identify reporting implications of Scottish Housing Charter for Local Authorities which do not own housing stock	SWS	Requirements clarified and reports submitted.	
29	Homelessness Services will contribute to the GCC corporate Working Group on Welfare Reform, and monitor implications for service provision and service users	GCC Financial Services	In 2011/12, Homelessness Services established an internal operational working group on Welfare Reform to enable more detailed scrutiny of the implications of various aspects of welfare reform on service users and the funding of accommodation based services. The Homelessness Services representative on the GCC Group also chairs the internal working group. The group has looked at issues such as implications of Social Sector Size Criteria, Benefit Cap, Scottish Welfare Fund, PIP, and introduction of Universal Credit, and the Chair has provided feedback to the corporate GCC group as required. The group has also worked with colleagues in Financial Services to redesign and realign Financial Information Services targeted to meet the needs of service users.	

No	Action	Lead Partner/ Service responsible for delivery	Progress	Achieved
30	Complete implementation of redesign of Casework Services	SWS	Committee report including the change to three Casework Teams approved by GCC in February 2013. Move from five to three teams implemented in June 2013.	
31	A strategic review of purchased services to prevent youth homelessness will be undertaken in conjunction with Children & Families Team	SWS	<p>The “false barrier” between access routes to youth homelessness, leaving care emergency and supported accommodation services were removed. The services were redefined as accommodation services for vulnerable young people. A young person’s history and route into services was no longer the defining reason why someone accessed certain services. Services were accessed on a more holistic needs-led, rather than resource -led basis.</p> <p>The Children and Families Resource Prioritisation Group role was expanded from its original role of supporting young people to access accommodation support on leaving care to include move-on from youth homelessness services, reducing the time a young person remained in those services</p>	