

LOCAL HOUSING STRATEGY 2021-26

**OUR VISION FOR HOUSING
AND RELATED SERVICES
IN NORTH LANARKSHIRE**

contents

| | | | |
|---|-----------|--|-----------|
| Section 1 | 6 | Section 4 | 42 |
| Foreword | 07 | Housing Delivery | 43 |
| Introduction | 08 | Context | 43 |
| Statutory Requirements, National Priorities and Targets | 10 | Housing Need and Demand Assessment | 44 |
| Strategic Planning Framework | 12 | Housing Need and Demand Assessment 2 | 44 |
| Success and Challenges | 17 | Housing Supply Target | 44 |
| Section 2 | 21 | Local Need and Demand Analysis | 45 |
| Consultation and Engagement | 22 | Affordability | 48 |
| Impact Assessment | 29 | New Supply Affordable Housing | 50 |
| Equality Impact Assessment | 29 | Self-Build | 50 |
| Children's Rights and Wellbeing Impact Assessment | 30 | Build to Rent | 51 |
| Health Impact Assessment | 30 | Covid-19 | 51 |
| Impact Assessment on Priorities | 30 | Key Issues and Challenges | 52 |
| Strategic Environmental Impact Assessment | 31 | Current Activity and Progress | 52 |
| Resources | 32 | Key Actions | 53 |
| Section 3 | 34 | Section 5 | 54 |
| Overview of the Housing System in North Lanarkshire | 35 | Place Making and Communities | 55 |
| Local Context | 35 | Context | 55 |
| Demographics | 36 | Partnership and Community Engagement | 57 |
| Age Profile | 36 | Empty Homes | 57 |
| Household Projections | 37 | Low Demand | 58 |
| Economy | 38 | Tower Re-provisioning and Strategy | 58 |
| Housing Market Analysis | 39 | Town Regeneration | 60 |
| | | Our Town Visions | 62 |
| | | Town and Community Hubs | 65 |

| | | | |
|---|-----------|---|-----|
| Active Travel Strategy | 65 | Community Planning Arrangements | 86 |
| Parks for the Future | 65 | Older People | 87 |
| Ravenscraig Masterplan | 66 | Older People's Housing | 88 |
| Place-Making | 66 | Pressure for Older People's Housing | 89 |
| Key Issues and Challenges | 67 | Re-classification of Older People's Housing | 90 |
| Current Activity and Progress | 67 | Care Home Placements | 91 |
| Key Actions | 68 | Tenure of Older Households | 91 |
| | | Disability and Long-term Conditions | 92 |
| Section 6 | 69 | Wheelchair Accessible and Liveable Housing | 93 |
| Preventing and Addressing Homelessness | 70 | People Living with Dementia | 94 |
| Context | 71 | People with a Learning Disability | 94 |
| Homelessness Context in North Lanarkshire | 71 | People with Mental Health Issues | 95 |
| Homeless Applications | 73 | Young People | 96 |
| Homeless Applicants by Age | 73 | Gender Based Violence | 96 |
| Gender and Household Composition | 74 | Ethnic Minority Groups | 97 |
| Reasons for Homelessness | 75 | Asylum Seekers, Refugees and Migrant Workers | 98 |
| Domestic Abuse | 75 | Gypsy/Travellers | 98 |
| Discharged from an Institution | 75 | Travelling Show People | 100 |
| Repeat Applications | 76 | Gypsy/Travellers Accommodation Fund | 100 |
| Temporary Accommodation | 76 | Armed Forces and Veterans | 101 |
| Outcomes for Homeless Households | 78 | Key Workers | 101 |
| Housing Support | 79 | Public Protection | 101 |
| Key Issues and Challenges | 80 | People with Other Needs | 102 |
| Current Activity and Progress | 81 | Assistive Technology and Telecare | 102 |
| Key Actions | 81 | Hospital Discharge | 102 |
| | | Specialist Provision Need and Gaps Identified | 103 |
| Section 7 | 82 | Key Issues and Challenges | 104 |
| Specialist Provision | 83 | Current Activity and Progress | 105 |
| Context | 84 | Key Actions | 105 |
| Integration of Health and Social Care | 85 | | |
| Housing Contribution Statement | 85 | | |
| Delegated and Non-delegated Housing Functions | 86 | | |

| | | | |
|--|-----|------------|--|
| Section 8 | | 106 | |
| Fuel Poverty, Energy Efficiency and Climate Change | 107 | | |
| Context | 108 | | |
| Climate Change | 109 | | |
| North Lanarkshire's Climate Change Plan | 110 | | |
| Climate Ready Clyde | 110 | | |
| Green Park, Green Power, Green Neighbourhood | 110 | | |
| Greenhouse Gas Emissions | 111 | | |
| Investment in Energy Efficiency Measures | 112 | | |
| Fuel Poverty | 113 | | |
| Decarbonisation of Heat | 114 | | |
| Glasgow City Region Retrofit Programme | 114 | | |
| Key Issues and Challenges | 116 | | |
| Current Progress and Activity | 116 | | |
| Key Actions | 116 | | |
| Section 9 | | 117 | |
| House Condition | 118 | | |
| Context | 119 | | |
| Extent of Disrepair | 121 | | |
| Below Tolerable Standard | 122 | | |
| Mixed Tenure | 122 | | |
| Support and Assistance for Homeowners | 122 | | |
| Improving Condition in Areas of Concern | 123 | | |
| Social Rented Stock | 124 | | |
| Key Issues and Challenges | 124 | | |
| Current Progress and Activity | 124 | | |
| Key Actions | 124 | | |
| Section 10 | | 125 | |
| Private Sector Housing | 126 | | |
| Context | 126 | | |
| Extent and Location of the Private Rented Sector | 129 | | |
| The Private Rented Sector and Town Centres | 130 | | |
| Affordability of the Private Rented Sector | 130 | | |
| Homelessness and the Private Rented Sector | 131 | | |
| Private Rented Sector Demand | 131 | | |
| Energy Efficiency Standards in the Private Rented Sector | 131 | | |
| Consultation Key Issues | 133 | | |
| Quality Issues | 134 | | |
| Key Issues and Challenges | 135 | | |
| Current Progress and Activity | 135 | | |
| Key Actions | 135 | | |
| Section 11 | | 136 | |
| Monitoring and Evaluation | 137 | | |
| Section 12 | | 138 | |
| Local Housing Strategy Action Plan | 139 | | |
| Section 13 | | 157 | |
| Supporting Documentation | 158 | | |
| Housing Jargon Buster | 159 | | |
| List of Figures, Tables and Charts | 164 | | |

section 1

foreword

Welcome to the North Lanarkshire Local Housing Strategy (LHS) 2021-26

We have big ambitions in North Lanarkshire. Ambitions in which we want to achieve large scale regeneration, grow our economy, improve opportunities and reduce inequalities so that everyone in North Lanarkshire can prosper. We have come a long way over the past decade and have achieved success across a range of areas. We have one of the fastest growing economies in Scotland, one of the most ambitious council new build programmes in the country and record levels of infrastructure investment. We also have a number of key strengths. Ideally situated in the heart of Scotland with first-rate connectivity to the rest of Scotland, the UK and the world, we have seen sustained growth in private sector housing development and business with higher levels of employment and attainment as the benefits of North Lanarkshire as the place to live, learn, work, invest and visit are recognised.

The council is also the largest local authority landlord in Scotland and there has been record investment in our NL Homes Programme which has brought over 1,300 social rented homes into council stock, through our new build programme and our buy back schemes. This record investment will continue with around £200m of

investment planned over the next five years. Over the next ten years, we plan to invest £3.6 billion in North Lanarkshire, creating around 12,000 jobs and generating an additional £1 billion for the local economy. This will include investment to reshape our Town Centres to address the impact of economic, demographic, technological and social trends in our towns to create vibrant, sustainable town centres and will transform our housing landscape replacing our multi-storey towers with homes fit for the future.

However, we also face some challenges. These include demographic change, welfare reform, tackling homelessness and climate change amongst others whilst we recover from the Covid-19 pandemic. This past year has been a year like no other and if anything, has highlighted the central importance of our homes and places in improving the health and wellbeing of our people. This strategy recognises the vital role that housing has in North Lanarkshire's social and economic recovery and sets out how North Lanarkshire Council and its partners will meet the key housing challenges of the next five years. I am immensely proud of the progress we have made so far and look forward to

working with our communities and partners to deliver on the vision and priorities set out in this strategy to help achieve real change and improvements to people's lives and our communities.



*Councillor Heather Brannan-McVey
Convener of Housing and Regeneration*

introduction

The Housing (Scotland) Act 2001 places a statutory duty on local authorities to prepare a Local Housing Strategy (LHS) supported by an assessment of housing need, demand and provision. Scottish Government Guidance was published in 2019 to assist local authorities with the preparation of their LHS.

Housing plays a crucial role in meeting many of the wider aspirations for Scotland, including addressing homelessness, tackling poverty, mitigating the impacts of climate change, improving health and wellbeing and promoting inclusive growth.

We recognise that an affordable, warm and accessible home that meets individual needs over the life course is the foundation for people to achieve their full potential in other wider aspects of life, such as educational attainment, employment, health and wellbeing. We want to ensure that everyone in North Lanarkshire can have this through the delivery of high-quality housing, support and the creation of vibrant and sustainable communities. We will achieve this through ensuring our housing offer is responsive and flexible enough to respond to the changing needs of our communities and the people who live in them and help address challenges such as an ageing population, climate change and poverty.

This LHS builds on the progress of our previous LHS 2016-2021 and sets out our plans and aspirations for the delivery of housing and housing related services across tenures in North Lanarkshire over the five-year period, 2021-2026. It sits at the heart of all housing planning arrangements and partnership activity and prioritises improving outcomes for all people and communities in North Lanarkshire at the core of our activity. It is an ambitious plan, one that sets out the vision for what we want our housing and communities to look like in five years time and beyond. A vision in which inequalities and disadvantage are reduced, and people have equal access to opportunities in which they can prosper and achieve their full potential. This is set within the context of extraordinary times, where we recover from one of the most seismic events of a generation, a global pandemic, which has impacted on everyone and every part of our society. These impacts have not been

felt equally across society with evidence suggesting that the pandemic has exacerbated many existing and deep routed inequalities. This LHS is therefore more crucial than ever to enable us to flourish in the face of these challenges and support better outcomes for everyone in North Lanarkshire.

The Scottish Government’s vision is for a greener and fairer recovery, in which inclusiveness and sustainability are at the core. This is fundamental to this LHS. We will build on the strong partnerships we have in place already, recognising that achieving our aspirations will require a collective effort from our partners, communities, and our people in North Lanarkshire to help achieve our vision:

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



To achieve this vision, we have developed seven LHS outcomes in collaboration with our residents, communities, our wider stakeholders and partners:

Figure 1: Local Housing Strategic Outcomes



statutory requirements, national priorities and targets

The LHS sets out how we meet our statutory requirements and how our local policies and approach support a range of national outcomes, priorities and targets.

Figure 2: Statutory Requirements

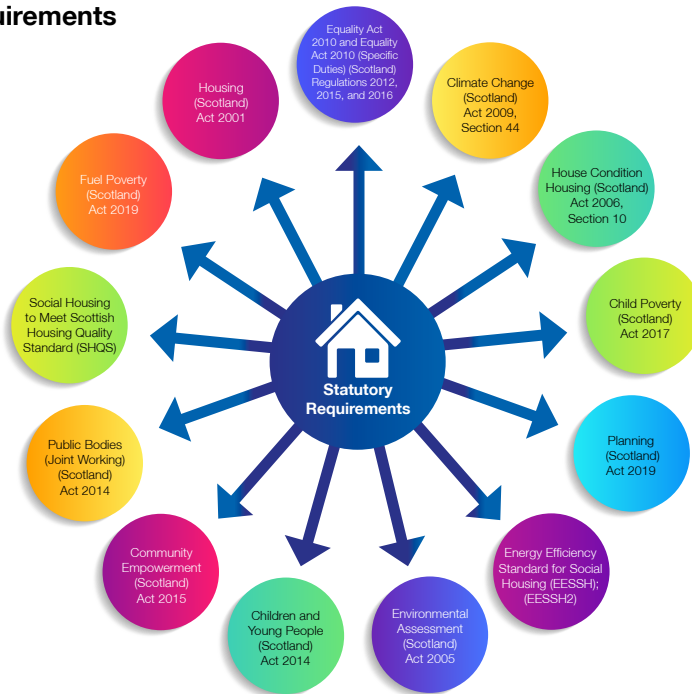


Table 1: National Outcomes and Targets

| |
|---|
| Housing and Regeneration Outcomes Framework |
| The Draft Infrastructure Investment Plan (2021-25) |
| National Planning Framework |
| National Performance Framework |
| Housing to 2040 |
| A Scotland for the future: Opportunities and Challenges of Scotland's Changing Population |
| National Health and Wellbeing Outcomes |
| A Place to Stay, A Place to Call Home: a Strategy for the Private Rented Sector in Scotland |
| Ending Homelessness and Rough Sleeping: Action Plan |
| Affordable Housing Supply Programme |
| Scottish Government Route Map |
| Achieving a Sustainable Future: Regeneration Strategy |
| Age, Home and Community: a Strategy for Housing for Scotland's Older People 2012-21 |
| Getting it Right for Every Child (GIRFEC) |
| Equally Safe Strategy and Equally Safe Delivery Plan |
| Scottish Government Sustainable Housing Strategy |
| More Homes Division Guidance Note 2019/20 – Wheelchair accessible targets |
| Fairer Scotland Action Plan |
| Race Equality Framework and Action Plan (2016 to 2030) |
| Scottish Strategy for Autism Outcomes and Priorities 2018-21 |
| Every Child, Every Chance – the Tackling Child Poverty Delivery Plan |
| The Fairer Scotland Duty |
| Public Health Reform |
| Scottish Planning Policy |
| Realising Scotland's Full Potential in a Digital World: a Digital Strategy for Scotland |
| Draft Heat in Buildings Strategy: Achieving Net Zero Emissions in Scotland's Buildings |



strategic planning framework

The Plan for North Lanarkshire

The LHS is set within the wider framework of The Plan for North Lanarkshire which sets the direction of travel for the council and its partners. The Plan for North Lanarkshire integrates the previous council Business Plan, the service ambition reports and the North Lanarkshire Partnership (NLP) Local Improvement Plan (LOIP).

The Plan communicates the shared priorities, provides a focus for activities and resources and outlines the long-term vision for North Lanarkshire – a vision where North Lanarkshire is the place to Live, Learn, Work, Invest and Visit.

Analysis of the area profile shows that North Lanarkshire has seen several successes in recent years, but also faces several challenges. This evidence has informed the direction for The Plan. Strong improvements are evidenced in several key indicators relating to economic growth, investment, employment, and educational attainment. Despite this, there are still high levels of deprivation and poverty and clear areas of inequity and inequality remaining. The vision set out in The Plan therefore is one of shared ambition across the council and its partners of inclusive growth and prosperity which

aims to ensure the benefits reach all of our communities and individuals, ensuring a fairer distribution of wealth and opportunities for everyone.

This partnership approach provides collaboration across LHS activities, and the LHS helps deliver on the five priorities set out in The Plan:

- Improve economic opportunities and outcomes.
- Support all children and young people to realise their full potential.
- Improve the health and wellbeing of our communities.
- Enhance participation, capacity, and empowerment across our communities.
- Improve North Lanarkshire's resource base.

The Plan is underpinned by 25 high level ambition statements that collectively support the shared ambition and the LHS makes a strong contribution to a number of these statements:

- Ensure a housing mix that supports social inclusion and economic growth.
- Refocus our town centres to be multi-functional connected places which maximise social, economic and environmental opportunities.
- Invest in early interventions, positive transitions, and preventative approaches to improve outcomes for children and young people.
- Ensure our residents are able to achieve, maintain and recover their independence through appropriate supports at home and in their communities.
- Improve engagement with communities and develop their capacity to help themselves.
- Improve the involvement of communities in the decisions, and development of services and supports, that affect them.

The Economic Regeneration Delivery Plan

North Lanarkshire has one of Scotland's fastest growing economies and has significant potential for future growth, however the benefits of our growing economy appear to have been unevenly distributed. North Lanarkshire's Economic Regeneration Delivery Plan (ERDP) sets out a plan for improving the economy and outcomes for all. Housing plays a major role in this by delivering new homes, improving existing homes, reshaping our town centres, attracting investment and jobs. The ERDP will help ensure this activity is coordinated to maximise investment for the benefit of everyone. The LHS and the ERDP are therefore intricately linked as both mutually support and enable delivery of housing and related focussed actions and outcomes to grow North Lanarkshire's economy and address inequality and inequity, improving longer term outcomes for all.

North Lanarkshire Partnership and Community Boards

Community planning in North Lanarkshire takes place at a strategic level through the NLP and NLP Board and at a local level through the newly established nine Community Boards. We believe working with people and local organisations within our communities is vital to ensuring that North Lanarkshire fulfils its ambition as the place to Live, Learn, Work, Invest and Visit. The Community Boards enhance and support community involvement and provide a single approach for local community led decision making.

Housing is a key partner across all the community planning structures in North Lanarkshire, helping tackle a range of community planning issues, some of which may be complex in nature and require a shared response from the council and its wider partners. The community planning structures provide a platform for which we can engage and involve people and communities, listen to their views and experiences to help plan our services. These structures have been employed to involve people and communities in the development of this LHS. The LHS key housing issues and challenges have been discussed at the nine Community Boards and these discussions have helped shape the outcomes and actions contained in this LHS.

As we progress the LHS we will continue to involve our community planning partners to ensure the LHS reflects local need accurately and identifies appropriate responses and solutions to the housing challenges and issues in North Lanarkshire.

Health and Social Care Partnership

The housing sector makes a substantial contribution to improving health and wellbeing and to reducing health inequalities. It does so through the provision of high quality, safe, warm accessible, affordable homes; in the role it plays in place-making and developing vibrant and sustainable communities; and through the range of housing support services that enable independence and promote wellbeing. The sector also makes a vital contribution through boosting the local economy in the creation of employment and skills development and

attracting investment, supporting sustainable economic growth, which has a consequential positive impact on health outcomes. The contribution of housing is broad and far-reaching helping achieve many of the National Health and Wellbeing Outcomes. The full extent of this contribution is set out in the Housing Contribution Statement (HCS) which connects the LHS to the Health and Social Care Strategic Commissioning Plan.

This LHS has been developed in partnership with North Lanarkshire's Health and Social Care Partnership and with Public Health colleagues to ensure the outcomes and priorities are shared across both the Health and Social Care Partnership and wider housing sector. In adopting this collaborative approach, it has enabled us to consider further opportunity for joint working across housing, health and social care to reduce health inequalities experienced by individuals and communities. This LHS builds on the positive progress made in improving health and wider outcomes for people who experience disadvantage, including the innovative research carried out in relation to health and homelessness and the programme of works and activities in relation to Reshaping Care for Older People. It sets out further actions seeking to improve health outcomes, helping reduce disadvantage and inequity, improving opportunities for everyone to achieve their full potential and flourish.

Local Development Plan

North Lanarkshire forms part of Clydeplan, a Glasgow City Regional Partnership. Housing and Planning colleagues represent the council on the Strategic Housing Market Partnership, which is responsible for determining housing need and demand across the Glasgow city region. The Housing Estimate Outputs inform Housing Supply Targets for the LHS and the Council's Local Development Plan (LDP). North Lanarkshire's Local Development Plan Modified Proposed Plan (NLLDP Modified Proposed Plan) has been through its formal Examination and is anticipated to be Adopted during 2022. The LDP sets out planning policy that will help guide decisions on planning applications that will shape the future of North Lanarkshire and has been modified to consider comments received during its preparation and recommendations made by Reporters. This Plan aims to deliver sustainable safe communities, to stimulate our economy and to protect our built, historic, and natural environment by promoting appropriate development and future growth. The LHS is closely linked to the NLLDP process in assessing housing requirements and in ensuring sufficient supply of land for housing.

Strategic Housing Investment Plan

The Strategic Housing Investment Plan (SHIP) identifies housing priorities that will contribute to meeting the key priorities set out within the LHS. The main purpose of the SHIP is to ensure resources available from the Scottish Government Affordable Housing Supply Programme are effectively targeted to deliver new and improved housing to meet local priorities.

Preparation and delivery of the SHIP requires close collaboration between a range of stakeholders including Registered Social Landlords (RSLs), Scottish Government, Private Developers, and other services within the council, including Planning. These robust and well-established partnership arrangements help facilitate delivery and implementation of the LHS and SHIP.

Housing to 2040

Housing to 2040 is the Scottish Government's first long-term national housing strategy and it sets out the vision and route map for our homes and communities to 2040. It is set within a post pandemic context of rebuild and recovery in a fairer and greener way, underpinned by the principles of social justice, equality and human rights. The strategy is centred on four key themes:

- More homes at the heart of great places
- Affordability and choice
- Affordable warmth and zero emissions
- Improving the quality of all homes

To realise the aim for everyone to have a safe, high-quality home that is affordable and meets their needs the strategy sets out an ambitious target to deliver a further 100,000 affordable homes up to 2031/32, with at least 70% of these for social rent. The strategy also commits to ensuring that these new homes will be high-quality, zero emission and will help create strong and vibrant places. There is emphasis on quality of places, developing vacant and derelict land, repurposing existing

properties, locating homes closer to amenities within 20 minute neighbourhoods and residential development within town centres.

To improve accessibility, affordability and standards across the whole rented sector the publication of a new Rented Sector Strategy and new housing legislation which strengthen tenants' rights is planned. Action in the housing market is also outlined to implement the short term lets licensing scheme, tackle empty homes and increase opportunities for self-provided housing.

Ensuring housing contributes to tackling climate change is a key priority and the strategy sets a goal of all new social rent homes to be zero emissions by 2026, and to enable this the greater use of offsite construction and a plan to work with the wider housing sector to innovate and modernise the design and build of homes.

Lastly but not least the strategy sets out an aim for all homes to be good quality, existing and new. This will involve the introduction of new legislation to implement a new Housing Standard which includes digital connectivity and new building standards to underpin a new Scottish Accessible Homes Standard to future-proof new homes for lifelong accessibility.

The actions contained within the Housing to 2040 strategy sets out a framework which requires collective buy in and action from public and private sectors as well as homeowners. This LHS makes a key contribution to achieving the Housing to 2040 vision through the range of actions which span across sectors to help realise the ambition set out in the national strategy.

Scotland's National Population Strategy

A Scotland for the future: opportunities and challenges of Scotland's changing population is Scotland's first national population strategy. It sets out the diverse and cross-cutting demographic challenges that Scotland faces at both national and local level and a range of actions to tackle these complex challenges and create new opportunities. Three demographic processes: mortality, fertility and migration contribute primarily to the fundamental challenges facing Scotland over the next decade and beyond. Scotland's population change is variable, with demographic change differing across local authorities. The strategy frames this demographic challenge around four key building blocks:

- A family friendly nation – growing our population
- A healthy living society – increasing healthy life expectancy and driving innovation in an ageing society
- An attractive and welcoming country - migration
- A more balanced population – ensuring our population is more balanced and evenly distributed

It connects existing actions in other strategies and plans related to housing and wider areas such as economic and infrastructure development, investment and planning, population health amongst others to address the challenges and use the building blocks to create

opportunities for demographic innovation. To deliver this vision will require a whole system, government response and as such the vision and aims of this strategy are set within the context of the Scottish Government's National Performance Framework.

National Performance Framework

The Scottish Government's National Performance Framework provides a vision for 'A Scotland that is Wealthier and Fairer, Smarter, Healthier, Safer and Stronger and Greener'. It provides a framework which includes seven high level targets for public services to work towards:

- Growth
- Productivity
- Participation
- Population
- Solidarity
- Cohesion
- Sustainability

The broad spectrum of LHS activity contributes to achievement of the overall vision and specifically to the targets of growth, participation, population, cohesion and sustainability.

Fourth National Planning Framework (NPF4)

The Scottish Government are currently preparing a new spatial plan for Scotland that will look ahead to 2050. The fourth National Planning Framework (NPF4) will set out a vision for what Scotland, as a place, could and should look like in 2050. This will include national planning policies and provide a plan for future development in Scotland. Initial engagement has taken place in early 2020 and it is expected that the draft NPF4 will be laid before Scottish Parliament in autumn 2021.

Driven by the overarching goal of addressing climate change, this long-term strategy is expected to focus on achieving four key outcomes:

- Net-Zero Emissions
- A Wellbeing Economy
- Resilient Communities
- Better, Greener Places

This LHS has been informed by the concepts and aims set out in the NPF4 Position Statement. Concepts such as the 20 minute neighbourhood, use of Place Principle, and appropriate development, prioritising brownfield development over release of greenfield land have all been considered in identifying the LHS priorities and actions.

In taking forward Planning Reform and implementation of the Planning (Scotland) 2019 Act, the Scottish Government has consulted on methodology used to set Housing Land Requirements (HLRs) as required in NPF4 and recently issued further consultation on minimum HLRs for local authority areas. This does not impact on the requirement for a Housing Need and Demand Assessment and the setting of Housing Supply Targets to support an LHS.

Place-Principle

Place-Principle is at the core of this LHS. We recognise that places are shaped by the way resources, services and assets are directed and used by the people who live in and invest in them. We know that by adopting a more joined-up, collaborative and participative approach to services, land, buildings, across all sectors within a place, we will enable better outcomes for everyone.

Evidence of our commitment to embracing this approach can be seen in our visions for re-shaping our towns, with services and partners working together with local communities to improve the lives of people, support inclusive and sustainable economic growth, creating more successful places. The Place-Principle approach essentially in various ways underpins all actions set out in this LHS, as we strive to understand the inter-connectedness of issues affecting people and communities and the benefits of Place-Principle in achieving our housing vision.

Other Strategic Planning Arrangements

There are a range of other strategic planning arrangements in place which help support the broad range of LHS activity. This includes participation in the Scottish Housing Network sub groups, the West of Scotland Housing Options Hub, and a range of North Lanarkshire Partnership Boards and groups, including the Strategic Planning Group and Care Partnership Boards (Health and Social Care), Improving Children's Services Board, Violence Against Women Group, Homelessness and Rapid Rehousing Transition Planning Groups, Tackling Poverty Group, in addition to a number of others. Involvement in these groups has influenced the development of this LHS.



success and challenges

The vision of our previous LHS 2016-21 was ‘to assist people to achieve their potential, and be safe, healthy and included, by providing access to high-quality housing and support’.

Analysis of our progress shows there have been several successes in the past five years. Some highlights since 2016 include¹:

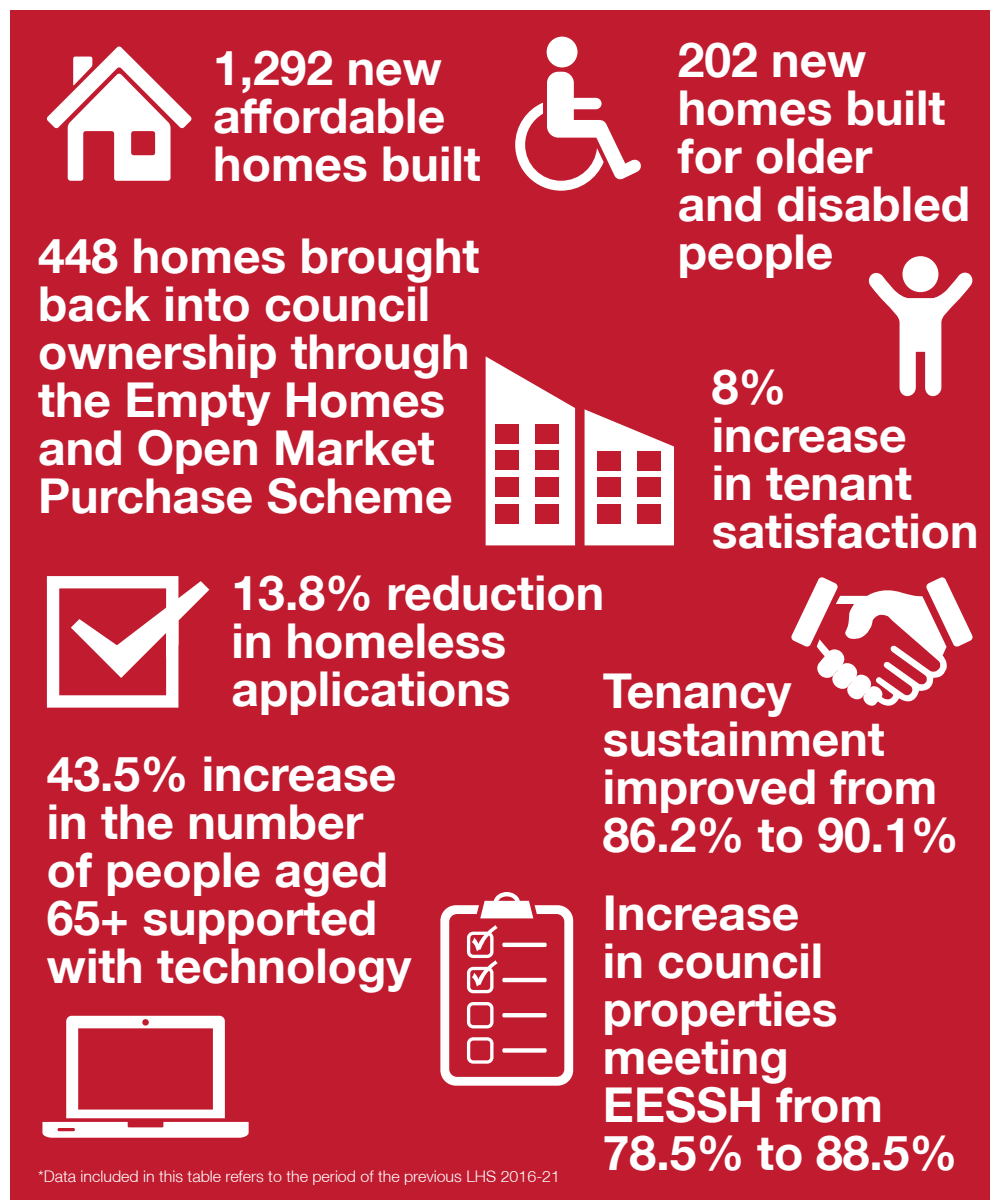
Table 2: Local Housing Strategy 2016-21 Success Achieved

| Strategic Housing Priority 1: Promote supply of good quality affordable housing across all tenures |
|--|
| Increased the supply of new affordable homes |
| Increased the supply of affordable homes for older people and disabled people |
| Commenced the Re-provisioning Programme for multi storey towers and low demand low rise flats |
| Developed and implemented a new Housing Asset Management Plan for council housing stock |
| Developed and implemented a new Economic Regeneration Delivery Plan to improve economic opportunities and outcomes |
| Improved digital connectivity infrastructure in council new build homes |
| Strategic Housing Priority 2: Contribute to regeneration and sustainability of places |
| Developed and implemented the Tower Strategy |
| Commenced and nearing completion of the structural survey of towers to ensure the continued safety and security of tenants |
| Town centre transformation projects – Coatbridge Library, Former Tax Office (Coatbridge), Former Alexandra Primary School (Airdrie) – all complete, providing affordable new housing Former Tesco site (Wishaw), Bank St (Coatbridge), Broomknoll St (Airdrie) all underway |
| Town Visions developed to transform the eight towns in North Lanarkshire – engagement ongoing |
| Completed the Cumbernauld Multi-Storey re-provisioning programme, 374 flats demolished across 9 remaining blocks and provision of 281 new homes to re-house residents |
| Implemented a new Tenant Participation Strategy ‘Involving Tenants - Improving Services 2020 - 2025’ to improve tenant involvement and participation |
| Further enhancements to the online self-assessment and self-help tool ‘Making Life Easier’ to include housing signposting and information |
| Delivered the Empty Homes Purchase Scheme and implemented an Open Market Purchase Scheme increasing the supply of council homes, bringing back 448 ² homes into council ownership since 2016 |

¹ All progress is detailed in the LHS 2016-21 Annual Progress Review Report available on the council's website

² 403 represents the number of homes brought back into council stock through the empty homes purchase scheme and the open market purchase scheme since 2016 (i.e. over the course of the previous LHS)

| Strategic Housing Priority 3: Homelessness is prevented and appropriate housing support provided to improve health, wellbeing and tenancy sustainment |
|---|
| Implemented a new Housing Options Guide to aid better housing options advice |
| Led the development of a new innovative national Housing Options Training Toolkit |
| Developed Pathway Plans and Protocols for people leaving care and care experienced young people |
| Commissioned external housing support to provide support for people with complex needs |
| Carried out a joint health needs assessment for adults and children who experienced homelessness – contributing to a better understanding of the impact of homelessness on wider health outcomes |
| Implemented 'Home and Belonging' 'Forever Homes' and a Workforce Development Programme to improve our understanding of the barriers facing young people, upskill our workforce and improve support and services for vulnerable young people and care experienced young people |
| Developed our Rapid Rehousing Transition Plan to effectively tackle and eradicate homelessness |
| Trained housing staff in trauma informed approaches to improve support for people with complex needs |
| Refurbished Greenlaw House to improve our temporary accommodation portfolio |
| Strategic Housing Priority 4: Ensure there is a range of housing solutions and appropriate support to meet the needs of older households and those with other specific needs |
| 10% of all council new build homes and 5% of all RSL new build homes built to full wheelchair liveable standard |
| Implemented new processes for sharing intelligence between health and social care and housing to identify future needs and inform housing provision |
| Dementia friendly design incorporated in the council new build programme and staff trained in dementia friendly design and its application |
| Resource flats continued to reduce delayed discharge and prevent unnecessary admission to hospital |
| Broadband installed across council retirement complexes improving digital connectivity and providing a platform for future technology options |
| Continued to progress the work of the Housing Co-production Group, improving new build accessibility standards and the sheltered housing review |
| Piloted 'Help to Adapt' helping homeowners use their equity to fund housing adaptations |
| Reviewed the council's sheltered housing allocation policy and sheltered housing support service and implemented a new allocation policy and support service that better meets the needs of older people |
| Established a Gypsy/Traveller strategic group and implemented a partner action plan to improve the lives and outcomes of Gypsy/Travellers in North Lanarkshire |
| Strategic Housing Priority 5: Tackle fuel poverty and contribute to meeting climate change target |
| 730 A rated energy efficient windows and 550 energy efficient heating systems installed in sheltered housing complexes |
| Renewable technologies piloted; tender now being issued for installation of renewable technologies in targeted areas |
| All council new build homes now meet silver energy efficiency standards |
| Strategic Housing Priority 6: Improve stock condition across all tenures |
| 100% compliance with SHQS and abeyances reduced from 775 to 432 |
| Process reviewed for identifying and recording poor maintenance in large scale blocks of flats and for Below Tolerable Standard and serious disrepair in the private sector |
| Developed policy for 3rd party right to refer to the Private Rented Housing Panel to support vulnerable private sector tenants |
| Developed a repair and improvement guide for homeowners in mixed tenure properties |



Some actions from our previous LHS have been carried forward and are contained in this LHS because they are ongoing. These include actions which relate to:

- Improving access to and the quality of the private rented sector (improved engagement and continued use of enforcement options where appropriate)
- Maximising the provision of affordable homes
- Implementation and review of the Affordable Housing Policy
- Contributing to Housing Need and Demand Assessment
- Progressing the delivery of the Tower Strategy
- Contributing to the delivery of Town Centre Action Plans and Economic Regeneration Delivery Plan
- Increasing the number of empty homes brought back into use
- Addressing low demand issues within council stock
- Review of our housing options approach, including implementation of the Housing Options Training Toolkit
- Improving communications with owners and landlords regarding works and responsibilities

We also face several challenges over the next five years. The main challenges are:

- We have an ageing population and people are living longer
- The number of households are growing which is positive news but more people are living alone and older single person households account for a significant proportion of this growth. This will have implications for the type and location of housing, equipment and adaptations, as well as support to help people live well for as long as possible in their own home
- Mitigating the impact of climate change
- Effectively addressing and eradicating homelessness
- Tackling poverty
- Reducing inequality and inequity
- Mitigating against the impact of welfare reform and managing the impact of Brexit (the extent of impact on housing supply and demand is yet unknown)
- Reversing town centre decline and creating sustainable, functional, vibrant town centres
- Regenerating areas of low demand to create and maintain sustainable communities
- Addressing poor quality housing in the private sector
- Recovery from a global pandemic (the extent of impact on our housing systems and markets have yet to be further understood)

(*Further challenges are set out later in the LHS, categorised by strategic housing outcome)



This LHS sets out how we will address these challenges with our partners over the next five-year period.

section 2



consultation and engagement

Legislative Requirement – The Housing (Scotland) Act 2001 requires that local authorities consult on their LHS, and the statutory Equality Duty on public bodies requires the involvement, consultation and engagement of as wide a range of local residents and tenants and communities of interest as possible.

A range of consultation opportunities have been provided throughout the course of developing this LHS, a number of which have been focussed on providing opportunities for early engagement to help ensure local people, communities and wider stakeholders could have greater opportunity to share their views and shape the future delivery of housing and housing related services at an early stage. As research and analysis of evidence was progressed views were sought on the emerging key housing issues and challenges identified across the strategic priority areas from a range of stakeholders. This helps ensure that the priorities, actions and outcomes contained within this LHS reflect local need accurately.



Impact of Covid-19

The Covid-19 pandemic has had a significant impact on the range of consultation methods available at the time of developing this LHS. Considerable thought and effort has gone into ensuring there were a range of alternative engagement and consultation opportunities in the absence of face-to-face opportunities, with particular focus given to helping ensure those whose voices may be seldomly heard or for whom existing consultation methods did not prove effective in engagement were involved and included.

The pandemic has highlighted the inequality and disadvantage experienced across our communities and between individuals and in a concerted effort to address this inequality digital and virtual opportunities were supplemented with telephone interviews to help provide a way to involve people for whom digital methods were either not accessible due to access to technology/ connectivity or through preference.

As the Covid-19 pandemic has brought about challenges in engaging with people it has also brought new opportunities which we have harnessed to engage with a wider audience not previously involved in shaping housing strategy. The advancement of virtual consultation methods has been effective in providing new ways to engage with people not able to attend in-person events, and the pandemic has increased our digital audience with more people signed up to receive council digital alerts and electronic news which has been hugely beneficial for the development of this strategy.

Co-production

In a similar way to our previous LHSs this LHS has been co-produced with our Housing Co-production group who have been involved for the past decade in a range of housing policy and strategy development since the initial conception of the pilot group to test co-production as a methodology approach to developing housing strategy. We are extremely grateful to our Housing Co-production group for their continued involvement and commitment to developing and influencing housing strategy for the collective benefit of all individuals and communities across North Lanarkshire as we are to North Lanarkshire Federation, all our tenants, residents and stakeholders involved in this journey.



What we did

A range of face-to-face in person stakeholder events and presentations were carried out in the initial very early stages of developing this LHS prior to Covid-19 restrictions being implemented, then a range of digital methods using the Microsoft Teams platform to provide online consultation forums, workshops, focus and discussion groups in addition to online surveys were used. Social media, local press, partner contact networks were all used to communicate consultation opportunities to increase participation.

Advantage was also taken of the newly established nine Community Boards to consult broadly with a range of local people and groups.

The consultation was structured in two phases. The first phase focused on identifying the key housing challenges, priorities and actions in North Lanarkshire to inform the development of the draft Consultative LHS and the second focused on the content of the draft LHS. A list of the consultation opportunities carried out is detailed to the right and overleaf. These opportunities have been crucial in shaping this LHS.

Figure 3: Consultation Opportunities



Consultation Phase One - Partner Involvement and Engagement

- Registered Social Landlord Forum, November 2019
- Housing to 2040 Workshops, January 2020
- Gypsy and Travellers Strategic Group, September 2020
- Alcohol and Drug Partnership, September 2020
- Addictions, Learning Disability and Mental Health Partnership Board, October 2020
- Long Term Conditions Partnership Board, October 2020
- External Providers Steering Group, October 2020
- Interview with NACSBA, November 2020
- Looked After Children and Young People Strategy Group, November 2020
- Rapid Rehousing Transition Plan Steering Group, November 2020
- Strategic Planning Group (Health and Social Care Partnership), December 2020
- Local Housing Strategy Steering Group (throughout development process)
- Private Landlord Survey, January 2021
- Violence Against Women Working Group, January 2021
- Improving Children's Services Group, January 2021
- Tackling Poverty Group, January 2021
- Registered Social Landlord Survey, January 2021
- Developers Survey, February 2021

Phase Two Consultation - Public and Partner Involvement and Engagement

- Presentation of the draft Consultative LHS at all the partnership groups and forums from phase one
- Seven thematic public workshop discussions on the strategic priority areas
- Three Housing to 2040 workshops exploring shorter term commitments outlined in the national strategy in the context of the LHS
- Presentation and discussion at the nine Community Boards
- North Lanarkshire Federation of Tenants and Residents Special Meeting
- Additional ad-hoc presentations as requested
- Online survey



What you said

There were several common key themes and messages from the consultation and engagement carried out. Housing priorities and challenges from phase one of the consultation can be summarised as:

Most Important Housing Priorities:

- **Affordability** – where residents can afford to purchase or rent a property in a location of their choice
- **Suitability** – where residents can live in a property that is the right size and type to meet their needs
- **Quality and design** – where homes are well designed, functional and of a high standard
- **Energy efficiency** – where homes are fuel efficient and not damaging to the environment
- **Health and wellbeing** – good access to high quality, accessible open space to promote good physical and mental health
- **Infrastructure** – where there are adequate amenities in place and good transport links to allow easy access to services

Housing Challenges:

- Shortage of social housing
- Lack of housing options for young people or first-time buyers
- Lack of specialist housing for disabled or elderly residents e.g. wheelchair accessible housing
- Lack of housing options for older residents looking to downsize or release equity
- Bringing empty homes back into use
- Remodelling town centres
- Preventing and addressing homelessness
- Affordability of private rented accommodation

The feedback received throughout the consultation and engagement provided some insights into actions that could be taken to address the housing challenges and issues in North Lanarkshire. This feedback has informed the action plan and outcomes set out in the LHS.

Suggestions for Addressing Housing Issues and Challenges:

- Improve housing options for older people – provide ways for older people to downsize and help older people plan for the future at an earlier stage to prevent crisis
- Improve physical and social infrastructure – such as access to amenities, facilities, good transport links and social support to help develop more sustainable and cohesive communities
- Improve accessibility of homes and of the surrounding environment across tenures to help provide homes that are suitable and adaptable over a lifetime
- Provide more support for homeowners who are struggling with major repairs and maintenance issues
- Make better use of retail space in town centres to provide more housing
- Tackle poverty, maintain affordable rents, ensure energy efficiency considerations in developing affordability strategies, support tenants to mitigate the impact of welfare reform
- Buy back more homes through expanding the current schemes
- Engage more with local people and communities to better inform local services and housing provision

It has been evident from the consultation carried out that the Covid-19 pandemic has impacted significantly on people's housing needs and aspirations. The pandemic has shone a light on the importance of home being fundamental to good physical and mental health and wellbeing and the changing role of home to provide work and study environments as large swathes of the population moved to remote working and home learning as restrictions were introduced, not to mention providing the main socialisation space in many instances for inter-generational living as people spent more time at home.

Insights from the consultation into the impacts of the pandemic on people's housing needs has revealed both positive and adverse impacts. Overall, there was a general appreciation of how important access to good quality outdoor space, local amenities and supports were, and the link between housing and health has been emphasised with renewed vigour. It was also evident that the pandemic has affected individuals in very different ways, for some they were relatively unaffected but for others the pandemic exacerbated existing housing issues or in some instances created new housing issues or housing insecurity with mortgage finance tightening reducing housing options available, particularly for people with less savings finding it difficult to achieve higher deposits required for mortgage finance.

The majority of feedback from phase two of the consultation could be categorised into the same themes that emerged from phase one of the consultation. For example affordability, access to housing choices and infrastructure that supports well connected communities were all highlighted as important priorities. There were, nevertheless, several new key messages from the public that emerged following publication of the draft consultative LHS. This may be due to the more focused area specific nature of the consultation, which assisted in more detailed discussions on the specific housing priority areas.

Phase Two Consultation Key Messages

- Further engagement is required with private sector landlords to improve compliance with landlord registration and drive-up standards
- There is low awareness of future energy efficiency regulations in the Private Rented Sector (PRS) and in general across all tenures
- There exists scope and appetite for the PRS to better contribute to meeting housing needs in North Lanarkshire, for example in preventing and addressing homelessness and in meeting the housing needs of disabled people
- There is a lack of expertise and knowledge to assist homeowners and landlords retrofit properties in terms of energy efficiency and accessibility, with conflict between investing in energy efficiency when there are more immediate house condition issues
- Awareness of fuel poverty advice services was generally low amongst the general public
- There was strong support for addressing decline in our town centres and specifically for the Town Visions
- There was support for a continuation of digital methods of engagement and involvement to be continued as we recover from the pandemic albeit a recognition that a balanced approach of methods is required in the longer-term
- A lack of larger four and five bedroom homes creating difficulties for families with children, often resulting in overcrowded living situations
- Development in villages was highlighted as important in our regeneration efforts to address population decline
- Greater provision of housing options for older people who do not require support and housing for people with non-visible disabilities was suggested

How this has informed our action

This feedback in addition to the analysis of local and national evidence has informed the outcomes and actions set out in this LHS.

Specifically this has involved the addition of actions, not limited to, but including:

- Deliver more alternative housing to meet a broader range of needs including continuing to build new council homes across all areas in North Lanarkshire, including villages (key action 1.1)
- Improve our understanding of Covid-19 on housing need and aspirations (key action 1.2)
- Improve the connectivity of our communities through investing in physical, social and digital infrastructure (key action 2.2)
- Implement the Rapid Rehousing Transition Plan, which includes the implementation of the Housing Options Training toolkit to improve housing options advice and information (key action 3.1)
- Increase the supply of adaptable and accessible housing (key action 4.3)
- Implement the downsizing scheme to support older people to down-size to more suitable housing that better meets their needs (key action 4.5)
- Improve our understanding of the housing and related support needs of ethnic minority groups and others who experience disadvantage (key action 4.9)

- Improve energy efficiency and fuel poverty advice and improve our understanding of the extent, nature and location of fuel poverty to enable better identification of fuel poverty households to target resources efficiently (key action 5.3)
- Develop a new owner engagement strategy for mixed tenure estates (key action 6.2)
- Develop a PRS access scheme (key action 7.1)



impact assessment

Equality is at the heart of The Plan for North Lanarkshire. A commitment to equality and an understanding of diversity are crucial to making the ambitions set out in The Plan a reality. The council wants to be an exemplar of good practice in equality, diversity, and human rights. We see this commitment as critical to achieving the best possible outcomes for all those who live, learn and work here.

Equality Impact Assessment and Fairer Scotland Duty

Although significant progress has been made over recent years in North Lanarkshire to mainstreaming equality ensuring it's at the core of all our business and to reducing the inequality gap, evidence suggests that inequity and inequality remain across some key areas. There is a risk that the inequality gap could widen unless we put in place effective interventions at an early stage which address the needs of people in a holistic way who experience disadvantage. Research tells us that by doing this we can better support people to achieve their full potential. It is therefore crucial that services and partners work more collaboratively to better use intelligence to help identify the people and communities

most in need and involve local people and communities more effectively to develop solutions that target support where and when it is needed. This will help improve life opportunities and help prevent a recurring cycle of difficulty and hardship.

The LHS adopts a human rights-based approach and is key in helping reduce inequality through the broad range of actions which contribute to the advancement of equality of opportunity, to fostering good relations and to the elimination of discrimination. Equality, diversity, and inclusivity are central to the delivery of housing and housing related services and have been fundamental in the development of the LHS priorities and actions.

An Equalities Impact Assessment (EqIA) was undertaken to identify impact on people or communities who share a

protected characteristic and to identify ways to mitigate or remove any adverse impact and to strengthen any positive impact. This assessment incorporates consideration to the Fairer Scotland Duty (2018) (Equality Act 2010, Part 1). This means that all aspects of this LHS have been actively considered in respect of how we can reduce inequalities of outcome caused by socio-economic disadvantage. In carrying out this assessment evidence was considered from several equality groups through the consultation and research process and was co-produced with the Housing Co-production Group. A summary of the EqIA is published on the [council website](#) and the full EqIA is available as one of the supporting documents for this LHS.

Children's Rights and Wellbeing Impact Assessment

An initial Children's Rights and Wellbeing Impact Assessment (CRWIA) Screening was completed for this LHS which indicated that the LHS will have a significant direct and indirect impact on children and young people, specifically those:

From low income and/or deprived households

- Living in deprived areas
- Who are part of a single parent family
- That are or become homeless
- That are victims or part of a family affected by domestic abuse
- Who are looked after and accommodated
- Who are care experienced
- Who are leaving care
- Who have a protected characteristic

As the initial screening exercise indicated that the LHS requires a full CRWIA, a stage 2 assessment has been undertaken. The full CRWIA can be found [here](#) on the council's webpage. This assessment outlines housing's contribution to reducing child poverty. This assessment specifically draws attention to housing's contribution

to reducing child poverty. With one in four children in poverty in Scotland today we know that we need to more if we are to prevent this rising and achieve the target of reducing the child poverty rate to less than one in ten children living in poverty by 2030. We want children to grow up loved, feel respected and reach their full potential and work in partnership with Health and Social Care and a range of other partners so that we provide the best opportunities for our children and families to flourish.

We will continue to work with partners on the council's Tackling Poverty Group which encompasses all activity related to addressing poverty, including child poverty to help achieve our Child Poverty Targets, further improving the contribution that housing makes to improving outcomes for children.

Health Inequalities Impact Assessment

A Health Impact Assessment working group was established to carry out the LHS Health Impact Assessment. This group involved membership from housing and health staff and the Housing Co-production Group. The assessment was informed by the evidence set out in the Public Health Scotland 'Healthy Housing for Scotland' paper as well as local evidence in relation to housing and health. It finds that housing is intricately connected to health alongside several other determinants of health and that there exists significant

scope for housing policy and interventions to improve health and reduce inequalities, particularly amongst those who are most disadvantaged. The actions contained in this LHS have been informed by the recommendations set out in this assessment. The Health Impact Assessment can be accessed [here](#).

Impact Assessment on Priorities

The EqIA, CRWIA and HIA have all influenced the actions contained in the LHS. As all assessments were undertaken at an early stage whilst the LHS was under development and reviewed as the draft LHS was refined, there was considerable scope to inform the actions and priorities identified. These assessments have informed the inclusion of specific actions in relation to:

- Increasing the provision of wheelchair and accessible housing
- Improving the suitability of existing housing
- Improving the use of technology to promote greater choice, control and independence
- Improving our understanding of the needs of ethnic minority groups and others who face disadvantage
- Helping households out of fuel poverty
- Improving standards in the PRS
- Improving digital infrastructure
- Improving outcomes for care experienced young people

Evidence from the impact assessments tells us that disabled people continue to face challenges with the built environment and that more needs to be done to ensure disabled people have the opportunity to participate fully in every aspect of life through removing unnecessary barriers and problems. Our assessments also identified a gap in our understanding of the housing and related support needs of people who share a protected characteristic and for those who face disadvantage. We therefore need to improve our understanding of experiences, in particular working with people with lived experience to inform housing provision and services. Other key groups include families and young people, and improving the wider housing contribution to improve outcomes.

Strategic Environmental Impact Assessment

A Screening Request has been submitted to SEA Gateway under Section 9(3) of the Environmental Assessment (Scotland) Act 2005. It is the informal view of the SEA Gateway that generally only a pre-screening notification would be required for the LHS. This is based on the premise that all decisions and options in relation to housing would be assessed and consulted upon through the LDP process. It is assessed that there are no significant environmental effects arising from this LHS.



resources

Local Housing Strategy Guidance 2019 - In developing an LHS, local authorities should consider the resources required to deliver priorities and outcomes. This Local Housing Strategy aims to take a whole systems approach to housing delivery over the next five-year period. This is set within the context of resources available.

We have set out ambitious targets in this LHS to respond to the housing challenges we face in North Lanarkshire. This includes one of the most ambitious social rented housing new build programmes in Scotland, our NL Homes Programme, which aims to deliver 5,000 new council affordable homes by 2035 and see record expenditure of around £200m over the next five years. This programme has so far delivered over 1,300³ homes, a number of which have been built to be full wheelchair liveable standard and will continue to deliver high-quality new homes and in doing so support the re-provisioning programme, which aims to demolish and replace low demand and unsuitable housing stock.

We recognise however that the council faces significant resource challenges over the period of this LHS arising from the housing challenges which include demographic change, welfare reform, regeneration of town centres and communities, increasing energy efficiency and

quality standards of housing not to mention increasing costs pressures associated with the Covid-19 pandemic.

Despite these significant financial challenges, the council has continued to increase investment to improve our housing offer. Over the past five years nearly £170m was invested in new bathrooms, windows, doors and kitchens and we expect to invest record sums in council housing stock of £353.9m over the next five years to improve and maintain the quality of our housing to better meet the needs of our tenants. The council's 'Empty Homes Buy Back' programme has been extended to include open market purchases now delivering the largest programme of buy backs in Scotland, and significant investment has been made in fire stopping and prevention measures in our tower blocks.

These represent just some of the examples of where investment has continued to increase whilst our rents have remained amongst the lowest in Scotland, currently second lowest average of all Scottish local authorities⁴.

In developing this LHS we aim to take a whole systems approach to address these challenges recognising that the successful delivery of the LHS requires a collaborative approach across public, private and independent sectors to maximise and make best use of resources available. In order to achieve this consideration has been given to the various approaches under the Scottish Government's 'More Homes Scotland' approach to increase the supply of homes across tenures to meet housing needs.

³ Over the period 2010-2021 and includes new build and properties acquired through the open market and empty homes purchase scheme

⁴ Scottish Housing Regulator Landlord Analysis 2020

Affordable Housing Supply Programme (AHSP)

Investment in new supply is supported through a combination of grant subsidy from the Scottish Government's Affordable Housing Supply Programme (AHSP), council and RSL funds. Using its own resources to fund additional borrowing, the council has approved a programme to deliver 5,000 council homes for rent by 2035. This includes assumptions around the demolition of tower blocks and re-development of the cleared sites and the acquisition of over 550 homes through the council's Open Market Purchase Scheme. The new build programme is funded through a combination of borrowing, Capital Finance from Current Revenue (CFCR), ring-fenced contribution from council tax for second and empty homes and AHSP subsidy.

The Scottish Government is presently undertaking a review of grant levels given the increased requirements and costs for new build developments such as fire suppression systems since March 2021 and the need to no longer use gas boilers for heating systems from 2024 as well as taking account of rising construction costs.

The council's AHSP budget for 2021/22 is £38.246m. The full AHSP budget for the next five year period, 2021-2026 is £170.608m.

Affordable Housing Policy

The Affordable Housing Policy (AHP) in North Lanarkshire has been endorsed through the planning process and forms part of the adopted Local Plan. The AHP applies to sites of 5 units and over in the Cumbernauld Housing Market Area (HMA) that did not have planning consent in place or were not part of the established land supply prior to the Draft Local Plan being published. The AHP helps to deliver additional affordable housing through on-site provision or use of commuted sums for re-investment in the future. The commuted sums payments, totalling £1.573m to date, will be re-invested to meet affordable housing requirement in the Cumbernauld HMA by helping to fund the Empty Homes/Open Market Purchase Scheme in the Cumbernauld HMA. Several AHP sites where on-site provision has been agreed have been included within the current SHIP. AHP contributions cannot be projected further than those agreed in principle.

Council Tax from Second and Empty Homes

The council receives around £143km per annum from the reduction in discount for second and empty homes. This funding is ring fenced for investment in affordable housing and the council currently uses this revenue stream to help fund borrowing for the new build programme.

Following the introduction of the Council Tax (Variation for Unoccupied Dwellings) (Scotland) Regulations 2013, the council decided to increase Council Tax by 100% on homes that have been empty for over a year, effective from April 2014. Although this funding is not ring-fenced for investment in housing, the council agreed in principle that any additional revenue is used for initiatives to tackle empty homes and is currently used to fund a dedicated Empty Homes Officer post and contribute to the purchase of empty homes. The council raises around £333k per annum from this source.

Empty Homes/Open Market Purchase Scheme

The council has allocated a budget of £11.6m in 2021/22 to purchase up to 130 homes, mainly former council properties. This scheme has proved extremely successful as an economic and effective way for the council to increase the supply of housing to meet housing need, whilst at the same time tackling the issues caused by long term empty properties and enabling common works to be progressed.

section 3



overview of the housing system in north lanarkshire

Local Context

North Lanarkshire is home to 341,140 people and is the fourth largest local authority area in Scotland.

It is ideally situated in heart of Scotland with excellent transport links to the rest of Scotland and beyond.

It covers an area of approximately 470 square kilometres, over a quarter of which is urban. Around two-thirds of the population live within the six main settlements of Airdrie, Bellshill, Coatbridge, Cumbernauld, Motherwell and Wishaw. The remainder of the population live in smaller village communities across North Lanarkshire. With a population density of 726 people per square kilometre, North Lanarkshire is the 5th most densely populated council area in Scotland. There are no distinctive rural housing or housing related services issues in North Lanarkshire.

North Lanarkshire has a strong links with neighbouring authorities across the central belt and housing market analysis undertaken within the Clydeplan area has

highlighted some household movement into North Lanarkshire from surrounding authorities.



For LHS and strategic planning purposes, the area is split into 3 main Housing Sub Market Areas and 10 Local Housing Markets Areas:

Table 3: Housing Sub-Market Areas and Local Housing Market Area

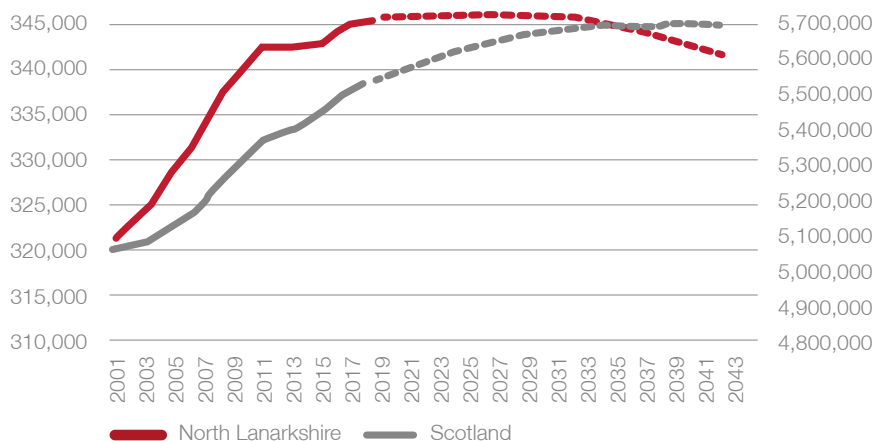
| Housing Sub Market Area | Local Housing Market Area |
|-------------------------|---------------------------|
| Airdrie and Coatbridge | Airdrie |
| | Coatbridge |
| Cumbernauld | Cumbernauld |
| | Kilsyth |
| | Moodiesburn |
| Motherwell | Bellshill |
| | Motherwell |
| | Shotts |
| | Viewpark |
| | Wishaw |

The Housing Sub Market Areas are consistent with those used in the Clydeplan Housing Need and Demand Assessment, the current Local Development Plan and the Modified Local Development Plan.

Demographics

The population of North Lanarkshire has been steadily increasing for the past 18 years, from 321,180 in 2001 to 341,140 in 2020. Latest population projections suggest that this growth will continue until 2027, although at a much slower rate than previous years (0.3%). After 2027 the population is projected to decline by approximately 1.2% (4,008 people), returning to 2011 levels by 2043⁵.

Chart 1: Population Projections (North Lanarkshire and Scotland)



Source: NRS Mid-Year Estimates and 2018-based Population Projections (Principle Projection)

This initial period of population growth will be driven by internal migration from neighbouring areas in Scotland, mainly Glasgow and Edinburgh. However, it will be offset by a natural decline in population as the number of deaths outweighs the number of births.

⁵ NRS 2018-based Population Projections (Principle Projection)
⁶ NRS 2018-based Population Projections by Age (Principle Projection)

Age Profile

The age profile of North Lanarkshire residents is like that of Scotland as a whole.

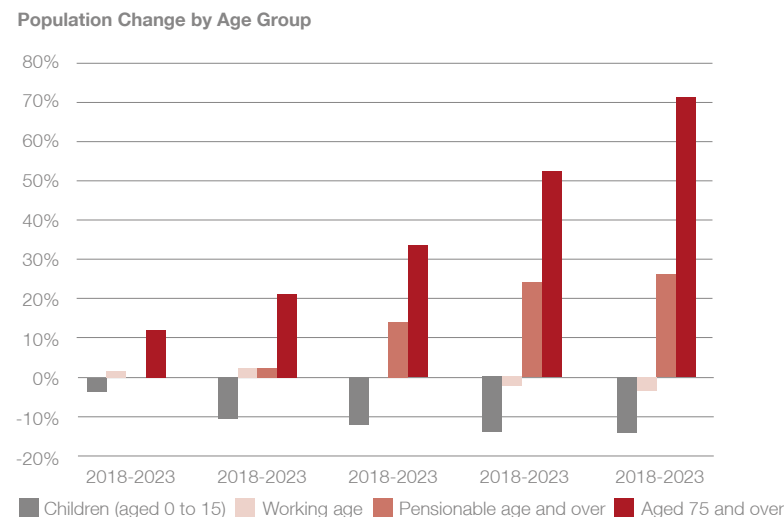
Table 4: Age Profile of Residents in North Lanarkshire and Scotland

| | Median age | Under 16 | Working age | Pensionable age |
|--------------------------|------------|----------|-------------|-----------------|
| North Lanarkshire | 41.6 | 18% | 65% | 17% |
| Scotland | 42.1 | 17% | 65% | 18% |

Source: NRS 2020 Mid-Year Estimates

North Lanarkshire has the third youngest population in Scotland, out with the four cities. It also has the second smallest proportion of older residents. However, over the next 25 years, the number of residents of a pensionable age is projected to increase by 25.9% (compared to an increase of 23.2% across Scotland) and the number of residents over 75 is projected to increase by 71.4% (70.6% across Scotland)⁶. This will have considerable implications across services.

Chart 2: Percentage Change by Population Group



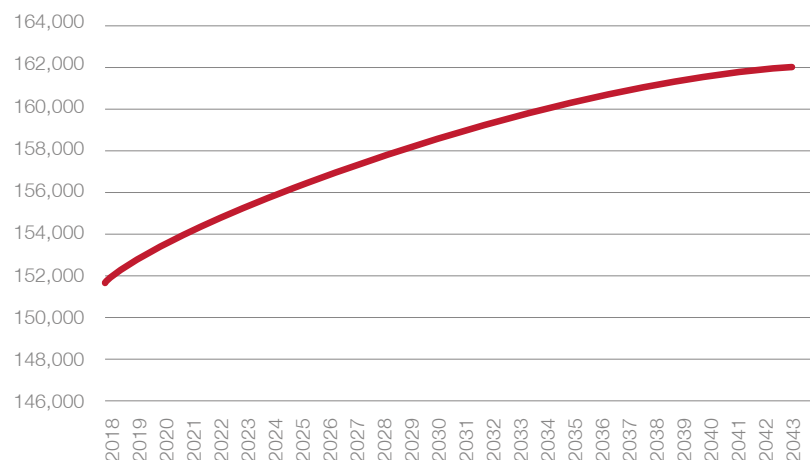
Source: NRS 2018-based Population Projections

Household Projections

Despite an overall decrease in population, the number of households in North Lanarkshire is projected to increase by 10,447 (7%) over the next 25 years. This is equivalent to 420 new households per year and is the result of decreasing household size. By 2043, the average household size is projected to have decreased by 8% from 2.23 to 2.06 (compared to a 7% decrease across Scotland)⁷.

This decline in household size is driven by an ageing population increasingly living alone or in smaller households. At present over a third of households in North Lanarkshire are single person households and this is expected to increase by a further 14% by 2043.

Chart 3: Household Projections 2018-2043

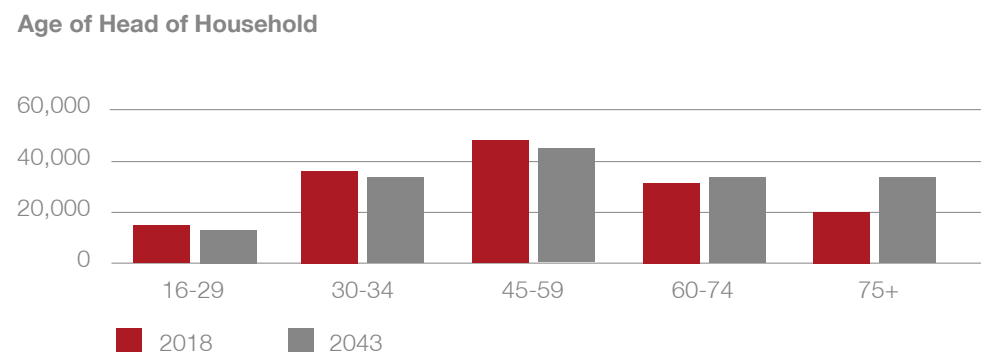


Source: NRS 2018-based Household Projections

Between 2018 and 2043 the number of households aged 75 and over is projected to increase by 14,687 (74%). This is in line with the national trend, as is the decrease in younger households. However North Lanarkshire will see a greater than average decrease in the number of households aged 30 to 59.

⁷ NRS 2018-based Household Projections

Chart 4: Projected Change in Households by Age of Head of Household



Source: NRS 2018-based Household Projections

Table 5: Projected Change in Households (2018-43) by Age of Head of Household

| Age Band | 16-29 | | 30-44 | | 45-59 | | 60-74 | | 75+ | |
|--------------------------|---------|------|--------|-----|---------|-----|--------|----|---------|-----|
| North Lanarkshire | -1,698 | -12% | -1,437 | -4% | -4,099 | -9% | 2,995 | 9% | 14,687 | 74% |
| Scotland | -32,728 | -13% | 11,792 | 2% | -18,210 | -2% | 12,413 | 2% | 264,197 | 74% |

Source: NRS 2018-based Household Projections

The number of single and small adult households is projected to increase by 14% by 2043. Most of this increase is in the 70+ age group, however this masks a notable decrease in the number of young households forming across all household types.

Table 6: Projected change in number of households (2018-43) by household type

| Age Band | 1 Adult, No Children | | 2 Adults, No Children | | 3 Or More Adults, No Children | | 1 Adult and 1 or more children | | 2 or more adults and one or more children | |
|-------------------|----------------------|-----|-----------------------|-----|-------------------------------|-----|--------------------------------|-----|---|-----|
| | Count | % | Count | % | Count | % | Count | % | Count | % |
| North Lanarkshire | 7,243 | 14% | 6,077 | 14% | -225 | -2% | -532 | -4% | -2,116 | -7% |
| Scotland | 146,030 | 16% | 98,464 | 13% | 882 | 0% | -821 | -1% | -7,092 | -2% |

Source: NRS 2018-based Household Projections

North Lanarkshire has the joint 5th highest percentage of single parent families in Scotland. This is expected to decrease by 4% by 2043.

The number of larger family households is projected to decrease at a greater rate than Scotland.

Economy⁸

North Lanarkshire is one of Scotland's fastest growing economies with a 50% increase in Gross Value Added (GVA) between 2009-2019 to £8,090m⁹. Our business base has grown by 24% over the last decade with 8,390 businesses based here in 2020.

Sixty-four percent of North Lanarkshire's population are of a working age which is on par with the Scotland proportion. However, within North Lanarkshire there are significant numbers of the working age population who are unemployed or who have a long-term illness or disability.

According to latest estimates, approximately 7.1% of the working age population are currently unemployed, compared to 4.7% across Scotland. Unemployment has risen over the last year due to the effects of the Covid-19 pandemic on the UK and Scottish economies. However, the outlook for the Scottish economy has improved significantly, largely due to the successful rollout of the vaccination programme and the reopening of the economy during 2021.

Of those North Lanarkshire residents not currently seeking work, 33% are long-term sick. This is higher than the Scottish average of 29%. The proportion of residents claiming unemployment related benefits is also higher in North Lanarkshire (5.5% compared to 4.9%), with disparity amongst those in the 16 to 24 age group.

The number of jobs per resident has increased by 8.1% over the last decade, and wage levels for those working (but not necessarily residing) in North Lanarkshire are currently higher than the national average (£606.40 per week compared to £592.70 per week). However, the average gross weekly pay for North Lanarkshire residents remains below national levels despite a relative improvement since 2015 (£580.50 per week compared to £595.00 nationally).

The UK economy has been significantly impacted by the coronavirus health pandemic and North Lanarkshire's local economy has been no exception. Around 40% of the areas eligible working age population have accessed the so-called furlough scheme at some point since its introduction in March 2020.¹⁰ Our businesses have also experienced significant disruption due to national lockdown measures and trading restrictions which have been in place. North Lanarkshire Council has administered more than £87m of Scottish Government business support grants over the last 18 months¹¹.

Oxford Economics Vulnerability Index considers a local authority's economic diversity, business environment and digital connectivity to consider how able, or not, an area is to withstand and respond to the economic shock resulting from Covid-19. This index finds that North Lanarkshire is one of Scotland's most resilient areas.

According to the Scottish Index of Multiple Deprivation, North Lanarkshire has 109 of the 1,046 (10.4%) most deprived data zones in Scotland. This is the 6th highest in Scotland.¹²

⁸ All data within the Economy section is from the NOMIS Labour Market Profile - North Lanarkshire.

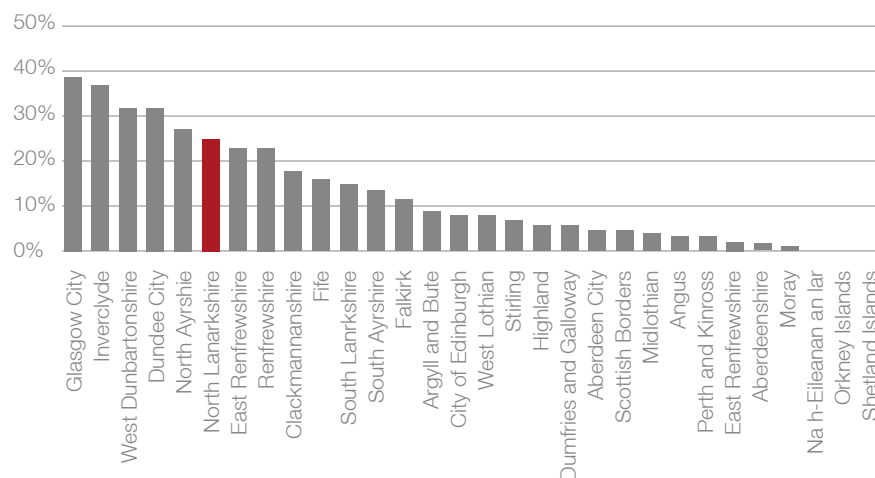
⁹ <https://www.ons.gov.uk/economy/grossvalueaddedgva/datasets/nominalandrealregionalgrossvalueaddedbalancedbyindustry>

¹⁰ <https://www.gov.uk/government/collections/hmrc-coronavirus-covid-19-statistics>

¹¹ North Lanarkshire Council Data as at 25th June 2021

¹² <https://www.gov.scot/collections/scottish-index-of-multiple-deprivation-2020/>

Chart 5: Scottish Index of Multiple Deprivation 2020 (share of 15% most deprived datazones)



Source: Scottish Government SIMD Data 2020

The SIMD model is based on ranking across a range of domains. As the table below shows, income, health and education are the biggest influencing factors in North Lanarkshire’s most deprived areas.

Table 7: Scottish Index of Multiple Deprivation Domain

| SIMD Domain | Number of Datazones in 15% Most Deprived | % of most deprived datazones also ranking in worst 15% by domain |
|-------------|--|--|
| Income | 86 | 76.1% |
| Employment | 80 | 70.8% |
| Health | 95 | 84.1% |
| Education | 97 | 85.8% |
| Access | 0 | 0% |
| Crime | 49 | 43.4% |
| Housing | 39 | 34.5% |
| Overall | 113 | 100% |

Source: Scottish Government SIMD Data 2020

We recognise poverty as one of the main drivers of ill health and deprivation in North Lanarkshire and are committed to tackling this through our overarching Tackling Poverty Strategy “Towards a Fairer North Lanarkshire”. This is a vision that outlines the future direction for North Lanarkshire in terms of a shared ambition for inclusive growth and prosperity for the people and communities of North Lanarkshire.

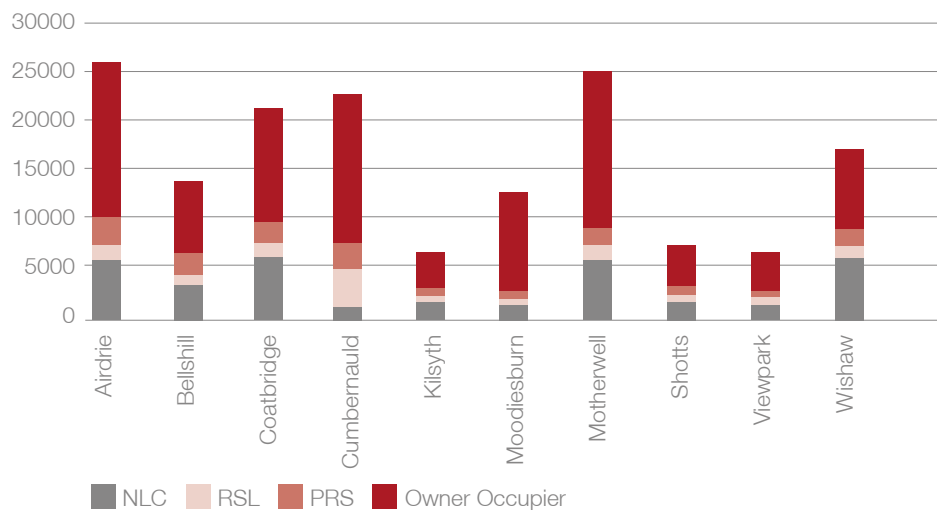
Housing Market Analysis¹¹

There are an estimated 157,625 dwellings in North Lanarkshire, 97.2% of which are occupied. Only 1.1% of dwellings in North Lanarkshire are considered to be long-term empty. This compares favourably to national levels and is the joint 10th lowest in Scotland.¹⁴

Home ownership remains the predominant tenure in North Lanarkshire. Across the authority, 63% of households own their own home. Of those, 47% own their home outright and 53% own it with the help of a loan or mortgage. While overall home ownership levels are similar to national levels (62%), the proportion of owners who own their home outright is marginally lower. There is significant variation in ownership levels across North Lanarkshire, with highest rates in Moodiesburn (83%) where the income profile is above the North Lanarkshire average and lowest rates in Wishaw (49%) where there is the greatest social housing stock.

¹³ All data within the Housing Market Analysis Section is taken from North Lanarkshire Council Area Profiles 2020 unless otherwise stated
¹⁴ NRS Estimates of Households and Dwellings in Scotland 2020

Chart 6: Tenure by Local Housing Market Area



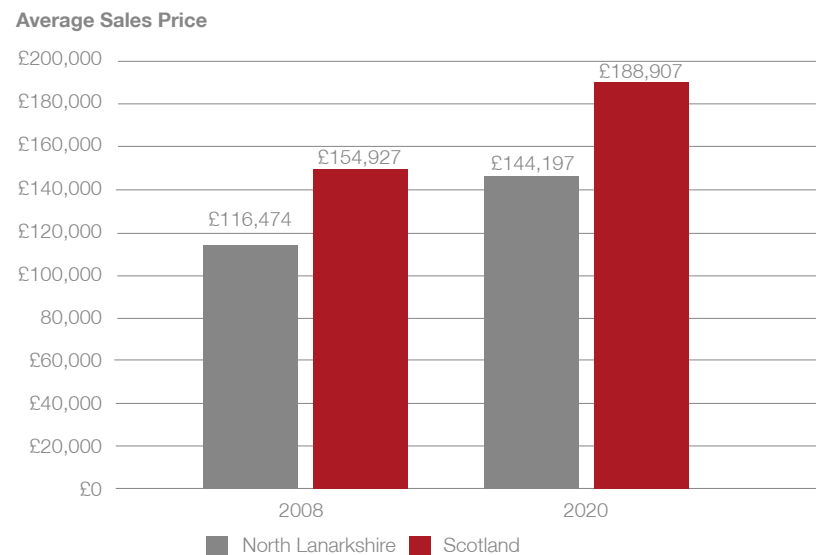
Source: NLC Area Profiles 2020/21

Almost a third (29.5%) of households in North Lanarkshire rent from a social landlord (23.3% from the council and 6.2% from other social landlords), well above the Scottish average of 22.9%. Cumbernauld and Moodiesburn have the lowest proportion of social rented stock (19.9% and 13.2% respectively) and the highest pressure on social housing, indicating a shortfall of affordable housing in the area. Despite higher levels of social stock in other areas such as Coatbridge and Wishaw (35.9% and 42.2%), demand for social housing remains high, with on average 3 people on the waiting list for every let that becomes available.

Following a period of significant growth, the number of private rented properties in North Lanarkshire appears to have stabilised and currently accounts for around 7.6% of all properties.

The average house price in North Lanarkshire is £144,197 which is 24% lower than the Scottish average of £188,907¹⁵. This suggests home ownership is a more affordable option in North Lanarkshire compared with other areas in Scotland. However, over the past 10 years house prices in North Lanarkshire have been increasing at a greater rate than the Scottish average. In addition, the population of North Lanarkshire has a lower average income than Scotland as a whole, indicating there may be affordability issues.

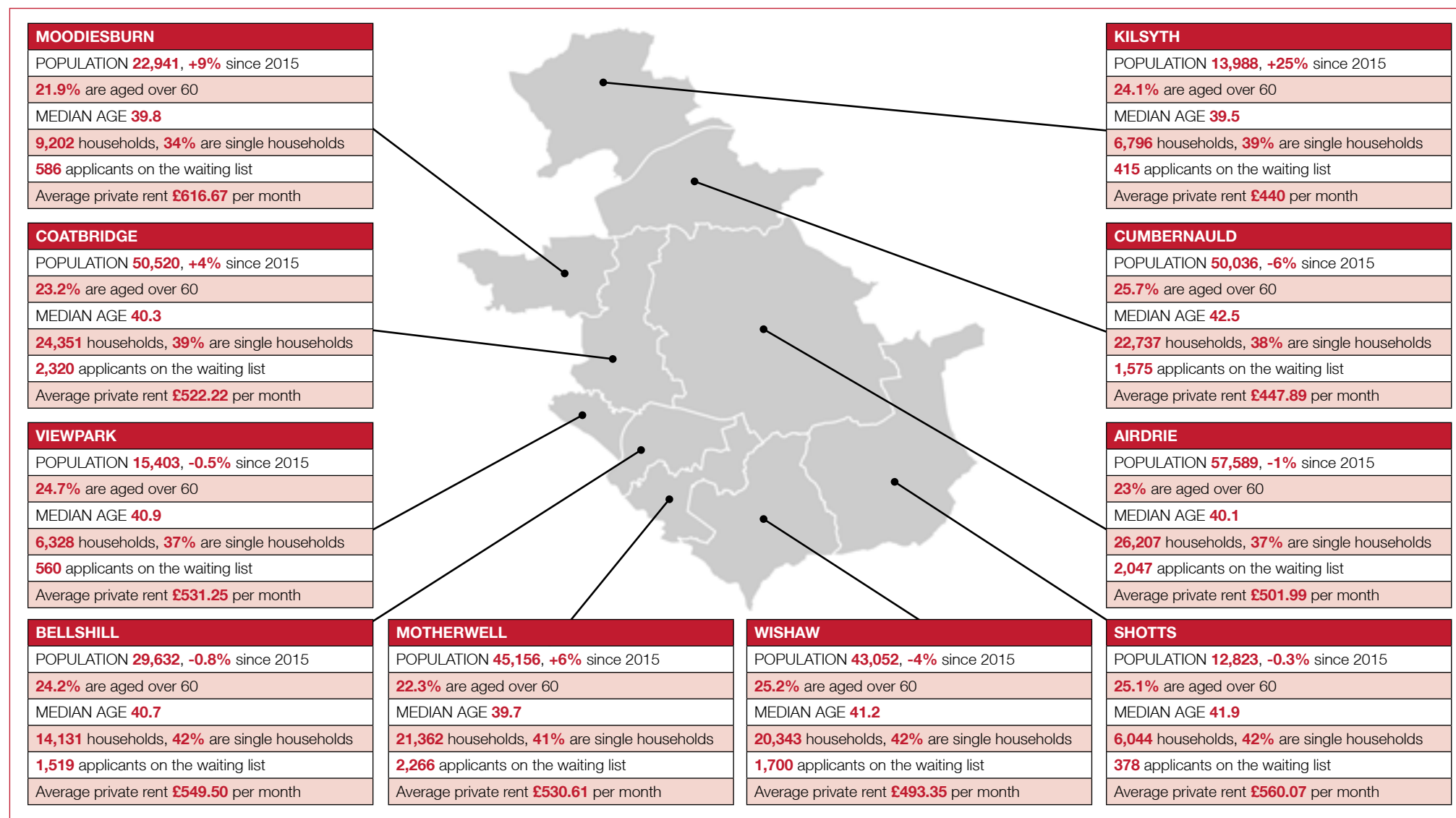
Chart 7: Average Sales Prices



Source: Registers of Scotland House Price Statistics 2020

15 Registers of Scotland House Price Statistics 2020

Figure 4: North Lanarkshire Area Profile



section 4



housing delivery

Strategic Housing Outcome 1: We increase the supply of high-quality sustainable homes across tenures

Contributes to National Outcomes:

- We live in communities that are inclusive, empowered, resilient and safe
- We respect, protect and fulfil human rights and live free from discrimination
- We tackle poverty by sharing opportunities, wealth and power more equally
- We value, enjoy, protect and enhance our environment
- We have a globally competitive, entrepreneurial, inclusive and sustainable economy
- We have thriving and innovative businesses, with quality jobs and fair work for everyone

Contributes to The Plan for North Lanarkshire Priorities and Ambition Statements:

Improve economic opportunities and outcomes

- Ensure a housing mix that supports social inclusion
- Refocus our town centres and communities to be multi-functional connected places which maximise social, economic and environmental opportunities
- Grow and improve the sustainability and diversity of North Lanarkshire's economy

Enhance participation, capacity and empowerment across our communities

- Improve the involvement of communities in the decisions, and development of services and supports, that affect them
- Ensure we keep our environment clean, safe and attractive
- Transform our natural environment to support wellbeing and inward investment and enhance it for current and future generations

Context

The LHS is an all tenure document and therefore considers the current and future housing needs and sets out the strategic vision for housing across the public and private sectors. Providing the right size and type of housing, in the right location, is fundamental to the LHS. The Housing Supply Target (HST) informed by the Glasgow and Clyde Valley (GCV) Housing Need Assessment (HNDA) identifies housing need and helps determine housing provision across tenures for North Lanarkshire. Our current HST has been informed by GCV HNDA2 published in 2015. It is a requirement that HNDAs are carried out every five years to support the evidence base for housing policy in Local Housing Strategies and land use in Development Plans. Work on the latest GCV HNDA3 is currently underway and ongoing, however due to delays caused by the global pandemic and national planning reform, output from the assessment is not yet available. As a result, evidence from GCV HNDA2 has been used, alongside the latest and most accurate local and national data, statistics, and research, to help determine the outcomes and priorities within the LHS.

Findings from GCV HNDA3 will be considered as the assessment progresses. It is anticipated that indicative HSTs will be available by autumn, at which time the evidence in this section will be updated and reviewed.

Housing Need and Demand Assessments

An HNDA estimates the number of additional housing units to meet existing and future housing need and demand. It also captures information on the operation of the housing system to help local authorities develop policies on new housing supply, management of existing stock and the provision of housing-related services.

Its purpose is to provide a robust, shared and agreed evidence base for housing policy and land use planning and to ensure that both LHSs and Development Plans are based upon a common understanding of existing and future housing requirements.

Housing Need and Demand Assessment 2 (HNDA2)

Clydeplan Housing Need and Demand Assessment 2 was given 'Robust and Credible' status by the Scottish Government Centre for Housing Market Analysis (CHMA) early in 2015. This is the most up to date demand assessment currently available and has been used to inform the HSTs contained within this LHS for the current time (subject to review as HNDA3 progresses).

The methodology for assessing housing need in HNDA2 means that households are only assessed as being in need if they generate a requirement for a net additional dwelling. The table below provides a breakdown of the net housing need and demand from 2016 to 2021.

Table 8: Net Housing Need for Social Rented Sector/ Below Market Rent and Private Sector, 2016-2021

| Social rented/ below market rent | Total net need | |
|----------------------------------|----------------|--------------|
| | Annual | 2016-2021 |
| Existing need | 131 | 655 |
| Homeless need | 32 | 160 |
| Concealed and overcrowded | 99 | 495 |
| Need from new households | 191 | 955 |
| Total SR/ BMR | 322 | 1,610 |
| Private sector | 547 | 2,735 |
| Total | 869 | 4,345 |

Source: Clydeplan HNDA, Table 5.2 and 5.4. Note that Clydeplan HNDA presents these figures for the SDP period, whilst figures have been annualised for the LHS.

Housing Supply Target

Annual Housing Supply Targets (HSTs) are derived from the HNDA and take account of factors that influence delivery such as: local pressure analysis, Scottish Government grant funding and completion levels over the past five years. These factors were considered alongside several other drivers and the conclusion was reached that a realistic and deliverable Social Rented/ Below Market Rent Housing Supply Target for North Lanarkshire was 300 units per annum.

The tables below set out the net housing need calculated from the Scottish Government CHMA Tool, the adjusted net housing need estimate to take account of mobile demand within Glasgow and Clyde Valley SDP area, the resulting realistic and achievable HST followed by the annual requirement and demonstrates how the HST was reached.

Table 9: Housing Supply Target Stages

| Stages | Housing Supply Target Stages | | |
|--|------------------------------|---|------------------|
| | Private Sector | Social Rented Sector/ Below Market Rent | All Tenure Total |
| 1. Annual housing estimate | 547 | 322 | 869 |
| 2. Annual housing estimate – adjusted | 738 | 322 | 1,059 |
| 3. Annual Housing Supply Target | 759 | 300 | 1,059 |
| 4. Annual Land Requirement | 835 | 300 | 1,135 |

| |
|---|
| <p>1. Annual Housing Estimate Derived from CHMA Housing Need and Demand Assessment Toolkit.</p> |
| <p>2. Annual Housing Estimate – Adjusted 22% increase to private sector to account for mobile demand from across the conurbation. Social component remains the same as there is no mobile demand to account for.</p> |
| <p>3. Annual Housing Supply Target To reflect the estimated level of annual funding, the social component is adjusted from 322 to 300. The difference is added to the private component to maintain the overall figure of 1,059.</p> |
| <p>4. Annual Land Requirement 10% generosity is added to the private component to reach the Annual Housing Land Requirement.</p> |

Source: Housing Supply Target Evidence Paper 2016

Note: The Approved Clydeplan Strategic Development Plan includes 15% generosity across tenures. The 10% figure applied in Table 9 caters for that due to the enhanced base private component in the previous LHS.

Local Need and Demand Analysis

As at March 2021, there were 13,366 households seeking a new home in North Lanarkshire on the Common Housing Register. Of these 9,192 (68.8%) were new applicants and 4,174 (31.2%) were transfer applicants. This is an increase of 14% from the previous year (11,685 applicants at year end 31st March in 2020). This increase is the result of the waiting list review process being suspended due to Covid-19 which has meant very few applications have been cancelled over the past year in comparison to other years (764 cancellations over 2020/21 compared to over 3,000 the previous year).

Table 10: Applicants on Common Housing Register by Waiting List Category

| Waiting List Category | Number of Applicants | Percentage |
|--|----------------------|-------------|
| Aspirational Transfer Shared Access (applicants currently living in a tower or a common access flat) | 822 | 6.1% |
| Aspirational Transfer (all other transfer applicants) | 698 | 5.2% |
| General | 8708 | 65.2% |
| Homeless | 484 | 3.6% |
| Re-provisioning | 563 | 4.2% |
| Transfer | 2091 | 15.6% |
| Total | 13,366 | 100% |

Source: Common Housing Register Waiting List 31st March 2021

Most new applicants currently reside in private rented accommodation or are living with family or friends.

Table 11: Common Housing Register Applicants by Tenure

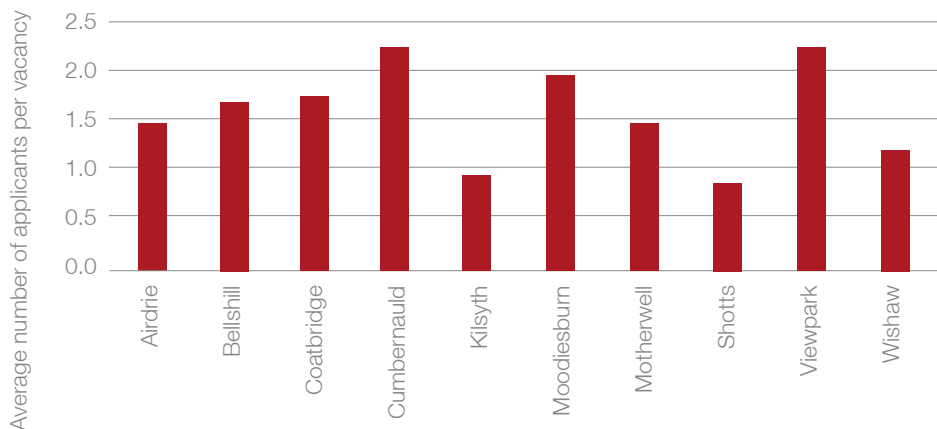
| Tenure at Application | Number of Applicants | Percentage |
|--|----------------------|-------------|
| North Lanarkshire Council Tenant | 4,175 | 31.2% |
| Staying with Partner/ Parents or Other Relatives or Friends | 3,284 | 24.6% |
| Tenant of a Private Landlord | 2,182 | 16.3% |
| Owner Occupier | 967 | 7.2% |
| Tenant of a HA or Co-op within North Lanarkshire | 910 | 6.8% |
| Other | 1005 | 7.5% |
| Tenant of a Council or Housing Association outside North Lanarkshire | 512 | 3.8% |
| Not known | 331 | 2.5% |
| Total | 13,366 | 100% |

Source: Common Housing Register Waiting List 31st March 2021

The social rented sector's capacity to respond to demand is dependent on the number of properties available to let each year. The council undertakes annual analysis of the demand pressure on the social rented sector in North Lanarkshire, based on the ratio of applicants for social housing at the end of March compared with the number of lets over the financial year. The analysis is carried out for North Lanarkshire as a whole and for the ten Local Housing Market Areas (LHMA).

Chart 8: Overall Pressure by Local Housing Market Area (3-year average 2017-2020)

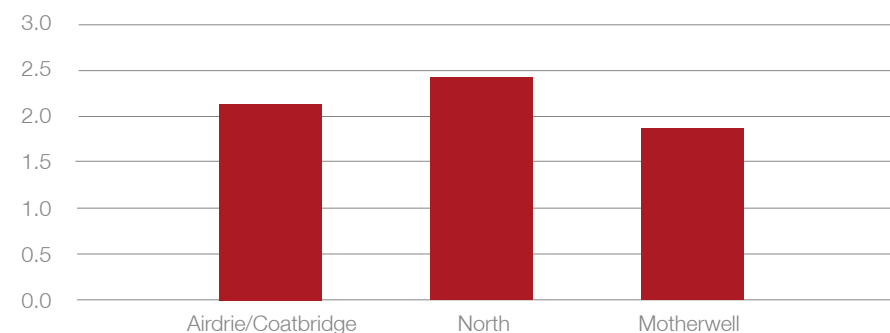
Waiting List Pressure by Local Housing Market Area (3 year average 2017-2020)



Source: CHR waiting list/ CHR allocations and NLC/ RSL stock – as at 31st March 2020

Chart 9: Waiting List Pressure by Housing Sub Market Area (3 year average 2017-2020)

Waiting List Pressure by Housing Sub Market Area (3 year average 2017-2020)

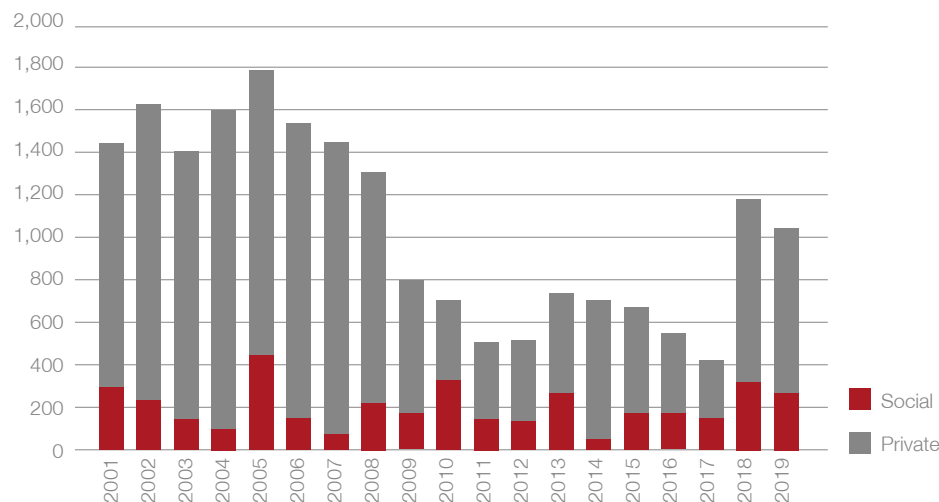


Source: CHR waiting list/ CHR allocations and NLC/ RSL stock – as at 31st March 2020

Demand varies between and within areas in North Lanarkshire and is affected by local policy initiatives. To alleviate higher levels of pressure the council has an Affordable Housing Policy in the North, which helps enable the provision of new affordable housing provision. Analysis suggests that the policy coupled with other interventions including the significant increased scale of council new build programme in the North may be starting to prove effective in meeting housing need. Affordability analysis however suggests that affordability issues are greatest in the North. Further analysis is required to further understand the impact of the policy on meeting housing need. A review of the impact of the Affordable Housing Policy is therefore set out as an action in the LHS.

Private housebuilding rates declined significantly following the 2008 financial crash, reaching a low of 373 completions in 2010 (27% of the pre-crisis peak of 1,384)¹⁶. While housebuilding rates have not returned to pre-2008 peak levels, there is evidence of recovery. Over the 2017-2019 period private completion rates have more than doubled, reaching 772 in 2019.

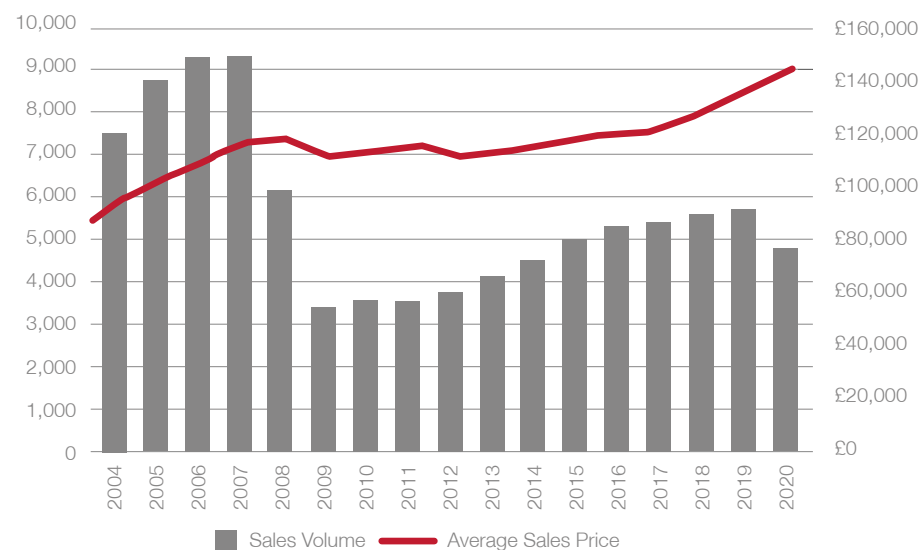
Chart 10: Housing Completion Rate 2001-2019



Source: NB1/NB2 returns by local authorities to the Scottish Government, Communities Analysis Division (Housing Statistics)

¹⁶ NB2 returns to the Scottish Government (Housing Statistics) accessed March 2021

Chart 11: House Prices and Volume of Sales 2004-2020



Source: Registers of Scotland Calendar Year Residential Market Review 2020

The second-hand housing market is also showing signs of recovery. The number of house sales in North Lanarkshire has increased every year since 2011, and in 2019 reached 5,858, up 72% from the lowest point in 2009. Nationally, sales volumes have also increased during this period, although at a lesser rate (50%).

For the first time since 2011, Scotland experienced an annual drop in the number of house sales. In 2018, the number of house sales nationally fell by 2.3%. During this time, house sales in North Lanarkshire increased by 2.0%. While house sales in North Lanarkshire fell by 17.9% during 2020, this is similar to the national picture where house sales fell by 17.6%.

Following a period of stagnation in the wake of the financial crisis, house prices in North Lanarkshire have increased steadily year on year. In 2020, the average house price in North Lanarkshire reached £144,197; 31% higher than it was in 2012. Only seven other local authority areas in Scotland experienced a greater increase during this period. Nationally, house prices rose by 22%.

North Lanarkshire had the third greatest annual increase in average house price from 2017 to 2018 (8.0% growth compared to 3.7% nationally).

Despite this, house prices in North Lanarkshire remain relatively low in comparison to other local authorities. In 2020, average house prices were 24% lower than the average across Scotland and the sixth lowest of all local authority areas.



Affordability

An Affordability Analysis commissioned in 2020 indicates that most households in North Lanarkshire are able to afford social rented housing; with those experiencing affordability issues being able to access the sector through housing benefit. However, not all households are entitled to housing benefit to fully cover the cost of their rent. This is a particular issue for younger households, aged under 35, who are only able to claim the shared-room rate of housing benefit.

Private rent levels in North Lanarkshire are relatively low in comparison to the rest of Scotland. In 2019, the average rent for a 2 bedroom property in North Lanarkshire was 36.9% lower than the average for a 2 bedroom property in Scotland. North Lanarkshire also has the lowest average market rent of all surrounding local authorities (across all bedroom sizes).

Rents have been growing at a slower rate over the past 10 years than they have been nationally, suggesting private renting in North Lanarkshire has become relatively more affordable. While this may be seen as a positive feature of the area's housing system, it may also reflect low demand and consumer confidence, and could disincentivise investment in the sector, both in new homes (to boost supply) and in the improvement and maintenance of existing stock.

Despite comparatively low market rent levels, analysis suggests that around 41% of households in North Lanarkshire are unable to afford the average market rent (when devoting 30% of their income to rent), indicating that market rents are out of reach for those on lower incomes, particularly those earning the minimum or living wage.

On average, market rents are 63% higher than North Lanarkshire Council rents and 12% higher than the Local Housing Allowance.

Table 12: North Lanarkshire Council Rents by Local Housing Allowance and Market Rent

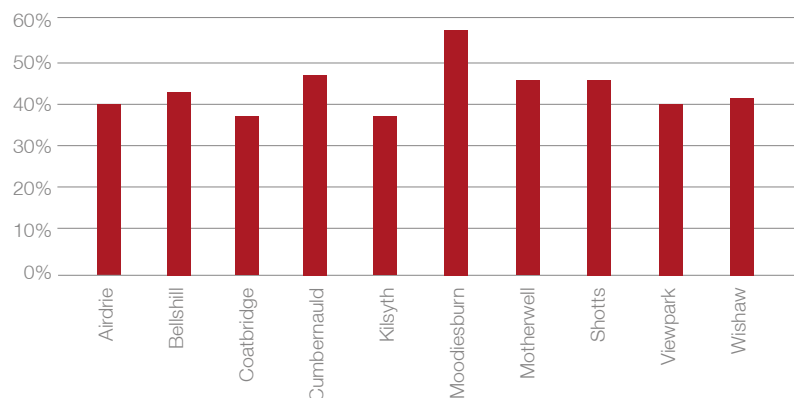
| Property Size | North Lanarkshire Council Rent | Local Housing Allowance | Market Rent |
|----------------|--------------------------------|-------------------------|-------------|
| 1 Bedroom | £299.16 | £359.02 | £489.24 |
| 2 Bedroom | £324.46 | £448.76 | £546.48 |
| 3 Bedroom | £345.80 | £493.65 | £533.36 |
| 4 Bedroom | £340.70 | £792.83 | £803.40 |
| Average | £327.53 | £475.70 | £534.63 |

Source: Arneil Johnston Affordability Analysis 2020



Affordability in the private sector varies considerably across North Lanarkshire and is dependent on size and location. However, evidence suggests affordability issues are greatest for those living in the Cumbernauld and Moodiesburn areas where there is also a higher than average pressure on social housing.

Chart 12: Households unable to afford the average market rent (based on 30% income to rent ratio) by LHMA



Source: Arneil Johnston Affordability Analysis 2020

There is opportunity for intermediate tenure options to provide good quality housing at lower than market rents, in areas where market rents and demand for social housing is higher than average for North Lanarkshire. Over the course of the previous LHS we have explored options to develop intermediate tenure options within North Lanarkshire, including Mid-Market Rent (MMR) and Shared Equity housing. It was concluded that it was not financially viable for the council to directly provide MMR housing, however the recent review of Affordable Housing Investment Benchmarks undertaken in 2021 by the Scottish Government may potentially alter the viability.

We will therefore continue to explore options to diversify the range of tenure options the council provides and also help enable RSLs operating within North Lanarkshire to deliver MMR housing and Shared Equity where it meets the council's strategic priorities, including town centre regeneration, to support business and growth and to provide tenure mix on large council housing sites.

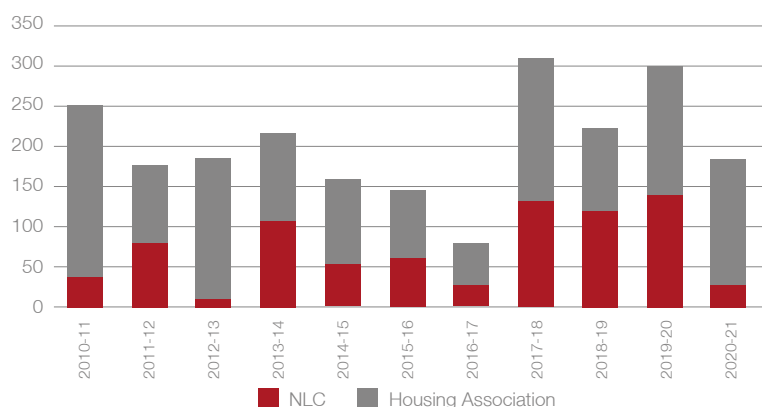


New Supply Affordable Housing

North Lanarkshire has one of the most ambitious affordable housebuilding programmes in Scotland with a commitment to deliver 5,000 new affordable council homes by 2035.

Since 2010 the council and its partner RSLs have delivered nearly 2,500 new affordable homes in North Lanarkshire.

Chart 13: New Supply Social Rented Housing



Source: North Lanarkshire Affordable Housing Supply Programme Completions

North Lanarkshire's Strategic Investment Plan (SHIP) for 2021/22-2025/26 sets out plans to potentially deliver almost 3,000 new affordable homes over the next five years, helping to regenerate local communities and support the local economy by creating new jobs. Investment in affordable housing through the SHIP is targeted to help achieve LHS outcomes and to ensure that housing is of the right type, size, and location to meet the needs of current and future North Lanarkshire residents.

In addition to our new build programme, we have introduced a Development Pathfinder scheme, allowing us to work with housing developers to buy new 'off the shelf' homes, increasing supply in a cost-effective and timely way, while also helping create mixed and balanced communities.

Over the course of the last LHS, we have brought 448 homes back into council stock through the Empty Homes Scheme and the Open Market Purchase Scheme and 499 homes since the schemes were established. These schemes have proven very popular, allowing us to increase the supply of affordable housing while also addressing issues associated with property repair and long-term empty homes.

Self-Build

National surveys suggest that more than half of Britons would consider building their own home¹⁷. However, only around 1 in 12 new homes across the UK are thought to be self-builds and research identifies constrained access to land and finance as significant barriers which restrict the sector's growth.

Analysis of Building Standards and Planning data finds that fewer than 1 in 500 homes built in the area between 2014 and 2019 were self-built¹⁸. The council recognises the potential of the sector in meeting a range of housing needs, in diversifying tenure and townscapes and in supporting economic regeneration. To support aspiring self-builders in North Lanarkshire we will develop a self-build register, to be published on the council's website, and explore ways in which the council can enable them to build homes in North Lanarkshire, including by considering how planning policy and the use of public land can support the development of self-build homes.



17 House of Commons Library (2017) Self-Build and Custom Build Housing (England) Briefing Paper Number 0678
18 North Lanarkshire Council Data as at 31st March 2020

Build to Rent

Build to Rent (BTR) is an important component of the Scottish Government's approach to growing and improving the private rented sector. It can provide opportunities to provide high-quality professionally managed homes, in well-designed, sustainable places, quickly and at scale. It can compliment existing housing delivery models and help to increase the overall rate of delivery of housing and meet housing need. BTR is also a means of supporting key economic sectors in cities. In a North Lanarkshire context, relatively low rents may make it more difficult to deliver BTR homes in the area (as developments would have to achieve rents significantly above the market average to be viable). The council has engaged with several BTR operators but found only limited interested in developing in the area. We will, however, continue to engage with BTR operators recognising the potential benefits of BTR homes for North Lanarkshire.

Covid-19

It is too early to fully understand the extent of the impact of the pandemic on housing markets and systems. We do understand however some of the shorter-term impacts. We know that although there continues to be an increase in house sales, mortgage availability has reduced with those with lower deposits particularly affected, meaning many younger households and first-time buyers are affected. Unemployment has risen over the past year and is expected to continue to rise before

recovering as the furlough scheme ends and businesses attempt to adapt to a 'new normal'. There may be increased demand for affordable housing resulting from this. We also know that private house building in North Lanarkshire has still not recovered to pre 2007/08 levels and there are now the additional complexities created by the pandemic which are likely to be exacerbated by Brexit.

The pandemic has also altered the way we view our homes, with the crisis highlighting the fundamental importance of high-quality, safe and affordable housing that provides access to good social, physical and digital connectivity and green space. The Programme for

Government (2020) sets out an aspiration to deliver transformational change through its approach to housing driven by the crisis of the pandemic providing an opportunity to radically rethink our approach to rethink the places we live in, our homes and our communities. Housing to 2040 reinforces this setting out the importance of delivering a strong housing system that delivers fairness and equality for people and communities in Scotland. Through the course of the LHS we intend to explore these issues further to provide sustainable, flexible homes fit for the future and provide a dynamic, resilient and flexible strategy that can help deliver on this.



Key Issues and Challenges:

- Current Housing Supply Targets are based on evidence from Housing Need and Demand Assessment 2. HSTs will be revised following completion of HNDA3, expected late 2021
- Evidence, including from Housing Need and Demand Assessments, suggests that there may be significant need and demand for intermediate tenures, including mid-market rent. Modelling work, however, finds that many of these models are not viable in our local markets due to scheme constraints (which are linked to local market rents) and high development costs
- Whilst the medium and long-term impacts of Covid-19 on the housing market are still unclear, it is likely that younger households and first-time buyers will be disproportionately affected
- Covid-19 is also likely to impact on what our homes and communities will look like in the future with a reinvigorated focus on home and health, connectivity to social, physical and digital infrastructure, quality and space standards and access to outdoor space
- Research suggests unemployment levels may rise as the furlough scheme ends, reducing access to mortgage finance, and increasing demand for affordable housing
- Evidence indicates shortfalls in provision of social rented stock with some 9,192 waiting list applicants (excluding transfer applicants) on the Common Housing Register as at 31st March 2021
- Affordability is a particular challenge in the North and although there is some evidence that the Affordable Housing Policy is having some positive impact, further exploration is required to help understand needs and impact further
- Older person and smaller households are projected to continue to increase over the next five years and beyond, indicating an increasing requirement for accessible and adapted housing
- HNDA2 did not find evidence of a shortfall in provision for Gypsy/Traveller or Travelling Show people sites. Analysis of local evidence shows declining encampments over the past five years
- The Glasgow and Clyde Valley Housing Need and Demand Assessment 2015 identified a net shortfall of 322 units per annum between 2016 and 2021, with a Housing Supply Target and Land Requirement of 300 units per annum

Current Activity and Progress:

- We have increased the supply of council housing through delivery of our new build programme and by bringing empty homes back into use
- We have met our social rented Housing Supply Targets over the period of the current LHS
- On-site affordable housing and developer contributions for re-investment in new supply have been delivered through our Affordable Housing Policy
- We develop an annual Strategic Housing Investment Plan, linked to LHS priorities, identifying investment priorities for both council and RSL provision.
- We have developed good quality housing advice services to help people access suitable accommodation or enable them to remain in their accommodation. We aim to improve this further through development and implementation of the Housing Options Toolkit

Key Actions:

- Deliver alternative tenure housing to meet a broad range of needs and deliver sustainable, inclusive and diverse communities
- Improve our strategic understanding Covid-19 on housing need and aspirations
- Contribute to the strategic planning for housing in Glasgow and Clyde Valley
- Ensure land supply is available for housebuilding to meet identified needs in HNDA3
- Maximise provision of affordable homes, to meet a range of housing needs



section 5



place making and communities

Strategic Housing Outcome 2: Our communities are vibrant, attractive and sustainable

Contributes to National Outcomes:

- We live in communities that are inclusive, empowered, resilient and safe
- We value, enjoy, protect and enhance our environment
- We have a globally competitive, entrepreneurial, inclusive and sustainable economy

Contributes to The Plan for North Lanarkshire Priorities and Ambition Statements:

Improve economic opportunities and outcomes

- Ensure a housing mix that supports social inclusion
- Refocus our town centres and communities to be multi-functional connected places which maximise social, economic and environmental opportunities
- Grow and improve the sustainability and diversity of North Lanarkshire's economy

Enhance participation, capacity and empowerment across our communities

- Improve the involvement of communities in the decisions, and development of services and supports, that affect them
- Ensure we keep our environment clean, safe and attractive
- Transform our natural environment to support wellbeing and inward investment and enhance it for current and future generations

Context

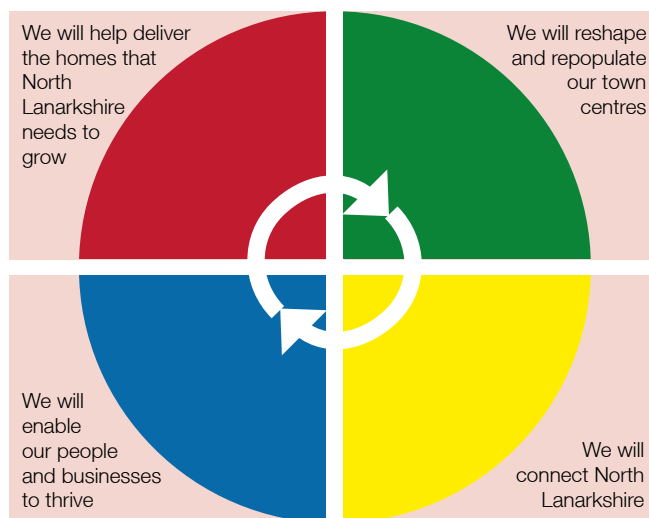
North Lanarkshire has ambitious plans to regenerate place and transform communities to provide sustainable, vibrant, and attractive communities in which people want to live, learn, work and invest. There is a strong track record of partnership working to deliver regeneration projects that have achieved this with success evident over the course of the previous LHS in re-provisioning of the Cumbernauld multi-storey flats led by Sanctuary Housing Association in partnership with the council and the Scottish Government. We intend to build on this strong partnership working to further tackle areas of concern to deliver on our ambition. This will include addressing disrepair and neglect in private sector properties, with a specific focus on areas of known poor condition issues which are impacting on the quality of local neighbourhoods and surrounding areas. As part of our approach to tackle this issue we have extended our Empty Homes Purchase Scheme to enable us to purchase more empty homes recognising the issues caused by empty homes and abandoned private properties. The council also has a dedicated Empty Homes Officer to help address the problems associated with empty homes to help create more inviting and sustainable communities.

To further achieve our ambition the council has ambitious plans to regenerate our town centres and to demolish our multi-storey tower blocks and replace with modern fit for purpose housing. This will dramatically transform the landscape and communities of North Lanarkshire. Housing will play an important role in helping to transform and reinvigorate our town centres by supporting projects to increase residential accommodation within town centres and by refurbishing historic and culturally important town centre buildings.



Housing's contribution to the development of sustainable places and communities is further articulated in the council's Economic Regeneration Delivery Plan (ERDP) which sets out a high-level framework to help co-ordinate physical and economic regeneration activity across North Lanarkshire, increase economic output and help address social and economic inequality. To achieve this an integrated approach to investing in four key inter-related areas is set out:

Figure 5: Economic Regeneration Vision



This framework will enable the delivery of new homes, reshape our town centres, attract investment and jobs, and deliver the digital and physical infrastructure we need to support growth. An action plan to support the delivery of the ERDP sets out a range of key measures which are closely integrated with a number of complimentary council programmes such as NL Homes, the Tower Strategy, NL Employability Review, Digital NL and City Deal as well as the emerging Town and Community Hubs, Country Parks and Connecting North Lanarkshire investment plans. Significant progress has been achieved on a range of actions to deliver the ambition set out in the ERDP so far, which includes:¹⁹

- the development of Town Visions for North Lanarkshire's eight town centres
- significant investment made in the acquisition of vacant and derelict properties in town centres and travel networks between local communities and town centres
- the development of an Active and Sustainable Travel Strategy and Masterplan for North Lanarkshire's Country Parks
- the commencement of the Tower demolition and re-provisioning programme which is gaining momentum
- delivery on key infrastructure projects such as Ravenscraig Access Road
- the establishment of a partnership working group involving Scottish Enterprise, Business Gateway, Skills Development Scotland, the Federation of Small Business, North Lanarkshire Properties and Fusion Assets and the council, to develop North Lanarkshire's investment offer and ensure effective linkage between employability and growth
- the development of a short-to-medium term business investment strategy

¹⁹ Economic Regeneration Delivery Plan Annual Review Report 2021

Partnership and Community Engagement

Ensuring the best outcomes when creating or improving places requires effective partnership working and community engagement. Nine new Community Boards have been established in North Lanarkshire which provide the main vehicle for consultation and engagement between communities and the council. These boards play a crucial role in enhancing and supporting community involvement and provide a single approach for local community led decision making. Going forward the Community Boards will play an increasingly influential role for communities in providing a transparent link with statutory and key voluntary agencies in the decision making processes around targeted use of resources to meet local need and in developing and taking forward Local Improvement Plans for their areas. Development of the LHS and other key plans and proposals which seek to improve places, such as the Town Visions and proposals for the Town and Community Hubs, have benefited from this new approach providing an effective way in which communities can shape and influence decisions to improve places. In addition to the Community Boards, we have well established and robust tenant participation structures, with several tenants' and residents' groups and North Lanarkshire Federation of Tenants' and Residents' (NLF). This provides another important vehicle for community involvement in improving places, with tenants and residents involved in assessing quality of places and identifying opportunities for improvement.

Our Tenant Participation Strategy sets out the range of ways in which our tenants and residents are involved in improving quality of places.

Empty Homes

Long-term empty properties are a wasted resource when we need more homes and can be a blight on communities. Our focus in North Lanarkshire is on bringing as many empty homes back into use as possible. To help us achieve this the council established an Empty Homes Purchase Scheme (EHPS), which was particularly targeted at long term empty properties, those that were falling into disrepair or blighting local communities. The scheme is managed by our New Supply Team and over the course of the previous LHS, the Empty Homes Purchase Scheme has brought back 197 properties into council stock at an average cost of £66,000²⁰. The average repairs cost is in the region of £15,000. The council's Empty Homes Officer has contributed to the number of homes brought back into use in the private sector, as the role actively involves locating empty home owners and providing them with advice and assistance accessing merchant discounts and VAT reductions to bring their properties back into use. Over the course of the previous LHS the empty homes officer has brought 191 empty homes back into use in the private sector. An Open Market Purchase Scheme was established in 2018 to help further increase housing supply and to assist with our other priorities such as re-provisioning, transforming town centres and improving stock condition through assisting with progression of common works in mixed tenure blocks. This has accounted for 241 Open Market Purchases

and 62 other properties brought back into use through the use of Help and Advice, equating to a total of 507 properties brought back into use via these initiatives.* Both schemes have been effectively combined now to provide one buy back scheme with a budget of £11.6m allocated for the 2021/22 period to fund the purchase and repair of properties through the scheme.

The number of empty homes has increased in North Lanarkshire over the past five years and this is attributed to the re-provisioning programme and to a change in Council Tax reporting methods over the past two years.

Council Tax information provides a detailed picture of empty properties at a local level. Most long-term empty properties are in Airdrie and Coatbridge, linked to the re-provisioning programme. As a proportion of overall housing stock in the area, Shotts has the highest rate of empty homes.

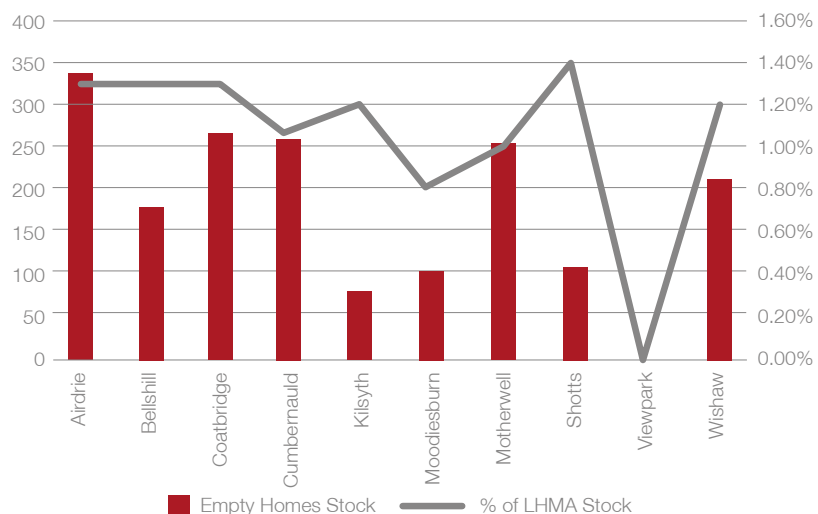
Table 13: Empty Homes by LHMA

| LHMA | Empty Homes Stock | % of LHMA Stock |
|--------------|-------------------|-----------------|
| Airdrie | 338 | 1.3% |
| Bellshill | 174 | 1.3% |
| Coatbridge | 269 | 1.3% |
| Cumbernauld | 260 | 1.1% |
| Kilsyth | 75 | 1.2% |
| Moodiesburn | 98 | 0.8% |
| Motherwell | 256 | 1.0% |
| Shotts | 102 | 1.4% |
| Viewpark | 0 | 0.0% |
| Wishaw | 214 | 1.2% |
| Total | 1786 | 1.1% |

²⁰ Housing and Regeneration Committee Report: Update on Open Market Purchase Scheme 25/11/20

* Note: Data as at 31st March 2021

Chart 14: Empty Homes by LHMA



Source: NLC Council Tax Data as at 15th February 2021

The council and RSLs take a pro-active approach to tackling empty homes. This includes using legislative powers to enforce works to improve the condition of private sector properties and the use of CPO powers where appropriate, to enable re-provisioning or improvement works. Feedback from the LHS consultation process also highlighted the importance of bringing back empty homes with this being cited as a top priority by tenants and residents and other stakeholders in the online engagement surveys.

Low Demand

We carry out low demand analysis annually to identify areas of low demand housing stock and help set out an action plan to address low demand. The evidence tells us that there are pockets of low demand council properties across North Lanarkshire that continue to cause management and maintenance issues. These are predominantly flatted properties in areas with below average pressure on social housing and include

several multi-storey flats, which have continued to decline over recent years, an important factor influencing the tower re-provisioning programme. We also know from our current low demand analysis that there a number of inter-related and complex factors that influence low demand and work is ongoing currently to help identify new measures which could more accurately inform our understanding of low demand council stock across North Lanarkshire.

Making the most of our housing assets is of importance if we are to realise our shared ambition. The council’s housing asset management plan ‘Homes Fit for the Future 2021-2026’ sets out the importance of effective strategic asset management which includes addressing low demand stock through systematic options appraisal. Work is being progressed as set out in this plan to comprehensively review our approach to managing council housing and this will help identify further ways in which to address low demand stock.

Tower Re-provisioning and Strategy

Multi-storey tower blocks account for more than 4,000 council properties, representing 11.1% of all council housing stock. Most tower accommodation is concentrated in Motherwell and Coatbridge. In these areas tower accommodation accounts for 33.3% and 21.2% overall council stock.

Table 14: Tower Re-provisioning

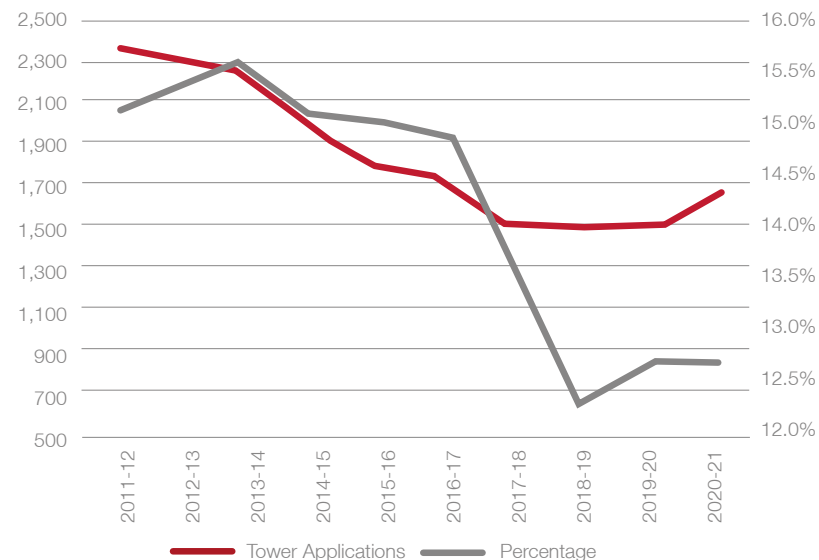
| Area | Number of Tower Blocks | Number of Flats | % of Overall Tower Stock | % of Council Stock in Area |
|--------------|------------------------|-----------------|--------------------------|----------------------------|
| Airdrie | 4* | 231 | 5.7% | 3.7% |
| Coatbridge | 16 | 1,376 | 33.7% | 21.2% |
| Motherwell | 26 | 2,336 | 57.3% | 33.3% |
| Wishaw | 2 | 135 | 3.3% | 2.3% |
| Total | 48 | 4,078 | 100% | 11.1% |

Source: NLC Stock Data as at 31st March 2021

*1 remaining tower block in Airdrie following demolition of blocks in 2020/21

Demand for tower-type accommodation has steadily declined over the past ten years. The percentage of applicants requesting tower-type accommodation has fallen from a high of 15.5% in 2013/14 to 12.6% in 2020/21.

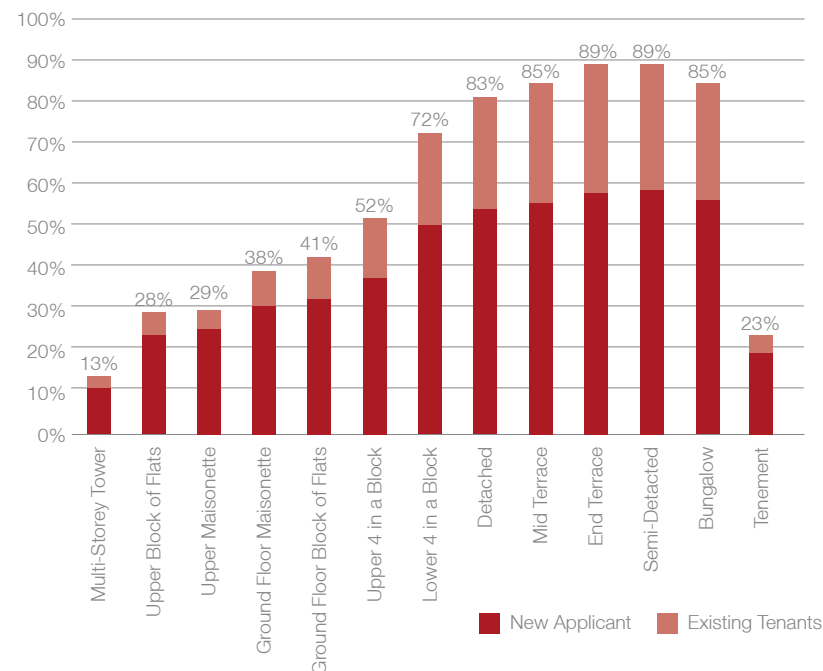
Chart 15: Tower Applications



Source: NLC CHR Data as at 31st March 2021

Evidence tells us that tower-type accommodation is the least popular house type, with only 12.6% of applicants in 2020/21 willing to consider tower-type accommodation in comparison to 72% - 90% of applicants who would consider low-rise, terraced, or semi-detached housing.

Chart 16: Waiting List Selection by Property Type



Source: NLC CHR Data as at 31st March 2021

Waiting list data also tells us that, by and large, most applicants requesting tower accommodation are younger in age group, with six in ten aged under 40 years of age. Turnover in tower blocks has also been traditionally higher than the rest of the council's housing stock, most likely linked to the high proportion of tower applicants and tenants being younger, single people who are most likely to be mobile as their personal circumstances change.

In terms of construction all 48 towers were constructed in the period 1965-1973 and all were installed with over cladding systems between 1985 and 2013. A structural survey to assess the condition of the council's tower stock to inform the council's investment strategy has been undertaken.

Given the declining demand for multi-storey towers, investment required and changing housing needs and aspirations, in December 2017, the council approved proposals to consult tenants on the potential re-provisioning of all multi-storey towers into high quality, low density housing over a twenty year period. The response was overwhelmingly positive in favour of the proposals. The phased demolition and re-provisioning of tower stock and other low demand flatted blocks has begun replacing existing stock considered low demand and/or that has high future investment needs with high quality stock that meets current day standards and the changing needs of our communities.

The re-provisioning programme represents a long-term strategy for the multi-storey towers. In the meantime, the council is committed to ensuring its towers remain a safe, secure and attractive place to live and have invested in the roll out of a range of fire prevention and safety measures such as sprinkler systems following the Grenfell Tower tragedy to help ensure the safety and wellbeing our tenants.



Town Regeneration

Town centres were already facing considerable challenges pre Covid-19 with declining footfall associated with changing consumer behaviour and the increase of out-of-town and online shopping. The challenges that the pandemic brought may potentially accelerate the decline in town centres. It is therefore more crucial than ever that we look to invest and regenerate our town centres to support their continuing role. Consolidating investment and directing development towards town centres and communities aims to reverse the decline of the high street, create vibrant mixed use centres, offer choices in housing and employment, make attractive well connected neighbourhoods, and foster distinctive communities with a strong sense of place in order to revitalise struggling areas and further grow the local economy for all.

Figure 6: Town Centre Trends and Change Required

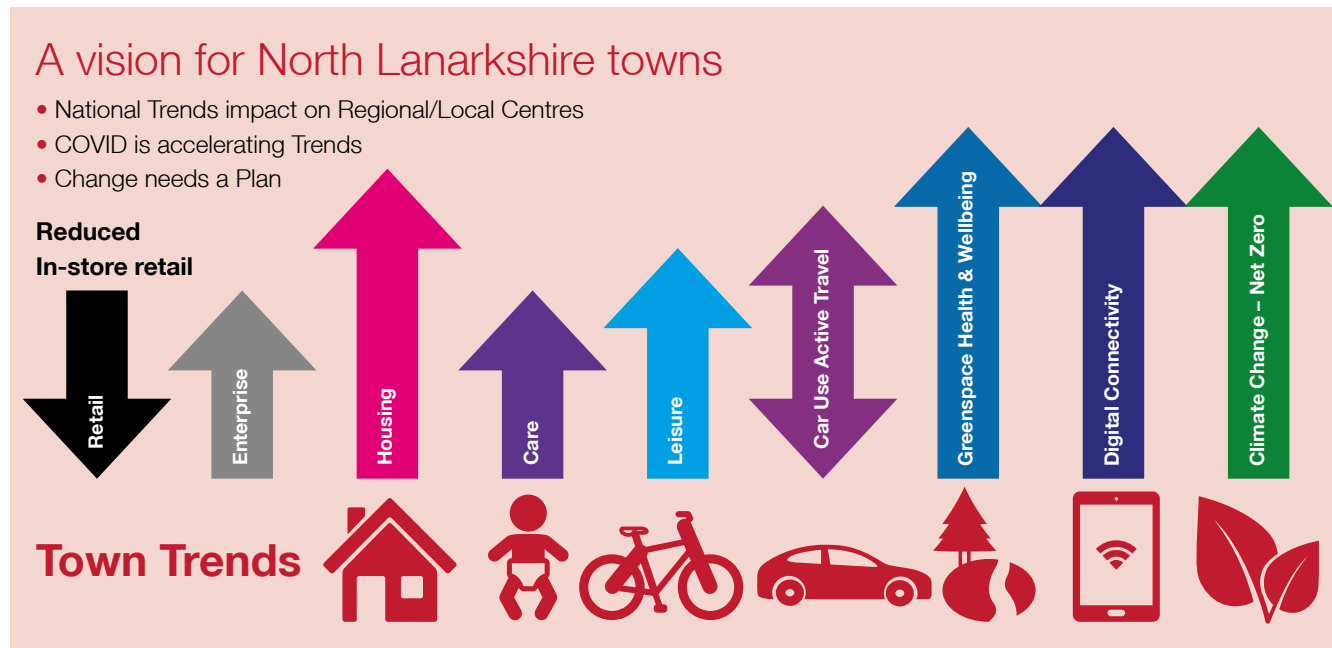


Figure 7: A Vision for North Lanarkshire Towns



Our Town Visions

In early 2020, the council set out a bold, visionary programme which had town centres at its heart. Recognising the issues outlined above of decline and sustainability, this programme also recognised that each of our towns is unique and our partners, people and communities have a significant role to play in developing and shaping our collective vision for our town centres as part of The Plan for North Lanarkshire. Over the next five years, North Lanarkshire Council will invest £1.2b in creating town and community hubs, in county parks, in essential infrastructure and housing and in creating a sustainable future for town centres.

The Town Visions comprise a framework for a shared understanding for what we want for our eight towns, rather than presenting a traditional town-centre masterplan. As adopted by the Scottish Government and COSLA, the Place Principle promotes a shared understanding of place, its assets and services to help achieve better outcomes for people and communities. In North Lanarkshire, it helps to outline the concept of what we want our towns to be and through place-making, how we can influence and shape our towns to be great places to Live, Learn, Work and Invest.

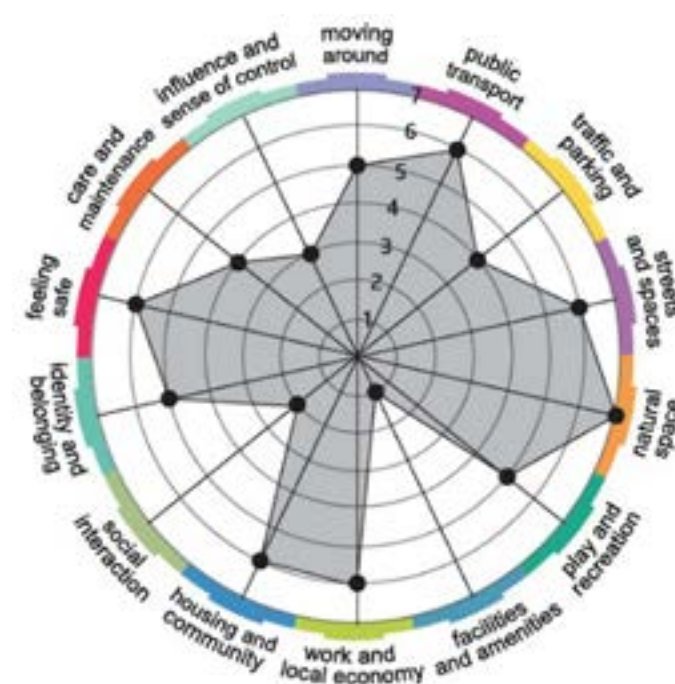
In looking to the future, our towns need to be:

- places for people
- places that are valued, appealing and liveable
- places that embrace challenges and our responsibilities to the future
- places that are dynamic and creative
- places that support successful and thriving communities

Town centres can help translate these aspirations into reality. Along with the Place Principle, we have adopted another Scottish Government and COSLA philosophy, the Town Centre First Principle approach and the global concept of the ‘20-minute neighbourhood’ which is a way of describing a complete, compact and connected neighbourhood, where people can meet their everyday needs in a short walk or cycle.

These approaches, together with our own regeneration policies can support our town centres to be a key element of the economic, social and environmental fabric of North Lanarkshire. Unlocking value and creating opportunity for all, requires both flexibility in approach and local, community-informed solutions. Importantly, our place-shaping and regeneration process needs to address inequalities of place and promote and empower an ongoing dialogue based in active participation.

Figure 8: Place Standard Tool



Source: The Scottish Government

Figure 9: The 20 minute neighbourhood

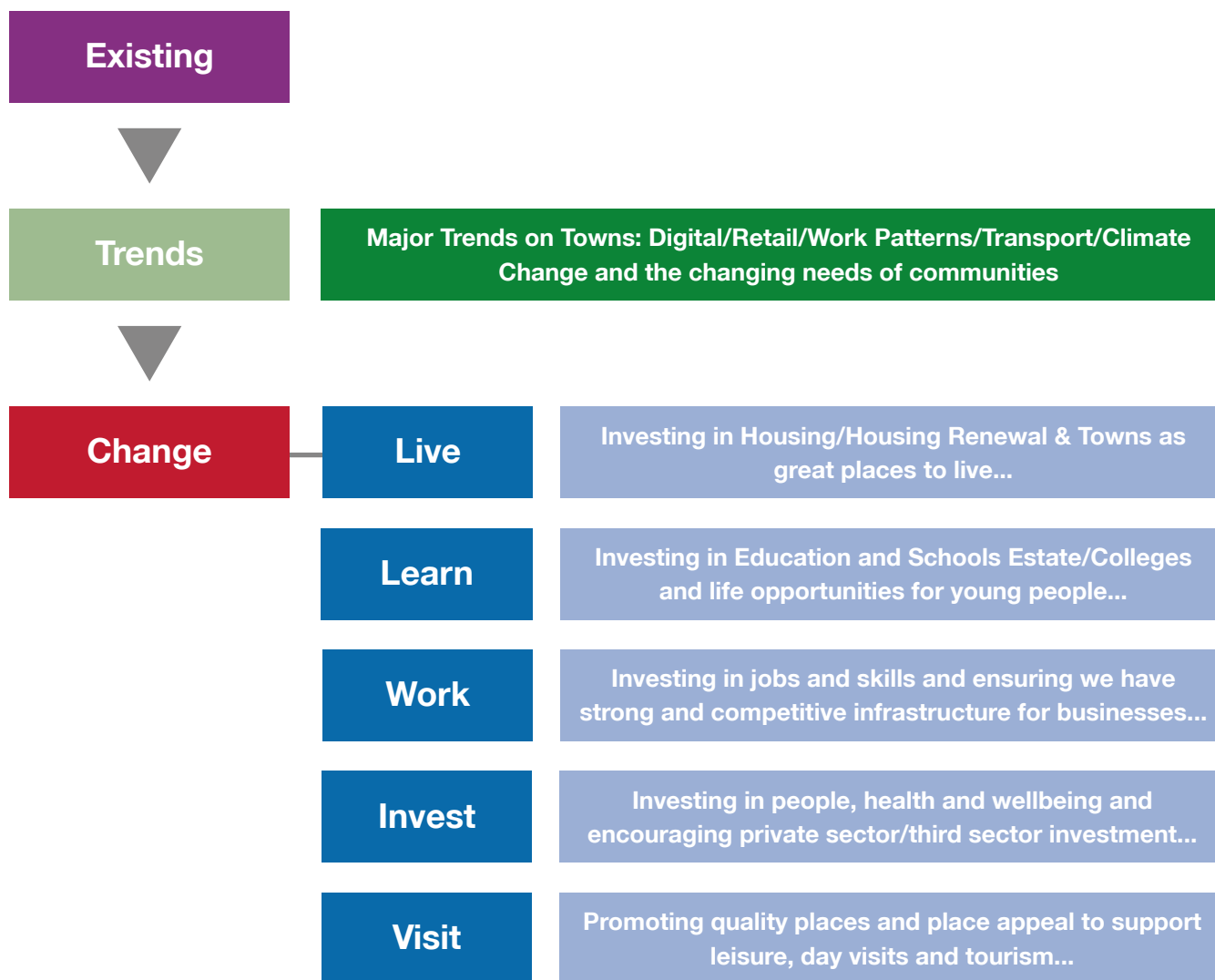
Source: The Improvement Service

The approach is based on the principles of locality, diversity and accessibility and an urban neighbourhoods capacity to broadly meet five social and economic functions:

- A place to Live
- A place to Learn
- A place to Work
- A place to Invest
- A place to Visit

These functions underpin the mixed-use town centre model and the concept of connected places and liveable neighbourhoods. The aim is to enable more people to spend more time closer to home within towns that have a stronger, supporting infrastructure, connected by dynamic greenspace networks that encourage cycling and walking between neighbourhoods, local facilities, places of work and town centres.

Figure 10: Existing Trends and Change



The five building blocks for all towns are based in the best combination of measures:

- Supporting access and better connections
- Addressing climate change and the transition to net zero
- Creating liveable and appealing places
- Promoting mixed-use vibrant land-use
- Building capacity for future change

Housing will play a significant role in repopulating our town centres over the course of this LHS and beyond, as making towns more appealing as places to live and bringing people back to live in the town centre is a key element of our vision. Our aim is to encourage mixed-use buildings offering a range of tenures which may include, private, affordable, social rented, supported, specialist provision, student and key worker housing. Integrating residential with small office-home office (SoHo) enterprise units and retail and leisure maximises opportunity for vibrant quarters and neighbourhoods.

Town and Community Hubs

Closely linked to the Town Visions the council is replacing all schools not replaced or remodelled since 1996. Our vision is to create places for the whole community rather than only the school community. New town and community hubs will be places where education is delivered alongside other council and community services in the heart of towns and communities.

Town Hubs are likely to include primary and secondary education and an early years' facility. Other services on offer will be larger in scale, such as more comprehensive sport, culture and leisure facilities and a wider range of council and partner services.

Community Hubs are likely to include at least one learning establishment and may include other zones such as sport and leisure.

Small Community Hubs may exist in areas where there is no requirement for new education facilities but where there is a need to replace older facilities like libraries, community centres and health centres.

Active Travel Strategy

The council has just recently published its first Active Travel Strategy. This ten-year strategy places active travel at the heart of our transport policy and plans for new town and community hubs. The overall aim is to provide better active travel networks between communities and help deliver improved health and well-being and environmental, social inclusion and public access across the area.

Working with private, public and community partners the strategy includes cycle parking facilities and shared walking and cycling paths in town and community hubs, as well as environmental improvements to improve accessibility for all. These improved connections link into our wider regeneration plans for our town centres and wider communities, helping further develop high quality 20-minute neighbourhoods.

Parks for the Future

Interwoven with the Town Visions, Town and Community Hubs, improved transport and digital connections and our wider regeneration ambitions is a ten-year 'Parks for the Future' programme. This will pave the way for new opportunities for play, exercise and wildlife and habitat conservation. With the ambition to change the way in which we use our parks and greenspaces, from passive leisure to active community hubs that increase the benefits of these valuable community assets.

The programme places country parks at the heart of our communities, with improved active travel routes allowing more people to visit and make them attractive destinations for all. New innovative projects such as the Park Power Project which is investigating the potential for producing renewable electricity and heat from our parks, in partnership with Greenspace Scotland is being progressed through the programme.

Ravenscraig Masterplan

Ravenscraig Masterplan seeks to transform a historic heavy industrial area to provide sustainable homes and communities. Using the Vacant and Derelict Land Fund the council is attracting businesses and developers to locate in Ravenscraig to help support this, with Glasgow Region City Deal funding realising transport and infrastructure improvements which will help make Ravenscraig more accessible and attractive. Since 2006, more than £200m has been invested in Ravenscraig, this includes over 600 new homes. Going forward housing will be a major component of the regeneration of Ravenscraig with around 4,500 new homes planned in the current Masterplan. There are challenges associated with realising this ambitious vision however, as the site is privately owned and has received significant public sector investment to date so far in the form of road and park infrastructure in addition to a new college, housing and a state of the art sports facility. In order to realise the full potential and vision for Ravenscraig including the delivery of homes significant ongoing investment is envisaged to be required.

Place-Making

To realise the delivery of The Plan, a programme of place based investment, integrating planning, aligning infrastructure, and targeting entire communities aims to address the range of different and complex economic, social, and health issues that exist at a local level, and achieve change that is sustainable in the longer-term across North Lanarkshire.

Placemaking is about creating places which are distinctive, safe, welcoming, adaptable, resource efficient and easy to move around. Communities should be reinvigorated by local activity and places should enable individual health and wellbeing and Green Networks should connect urban and rural areas. The council has adopted Placemaking Policies to help ensure sustainable development. These comprise:

Figure 11: Placemaking Policy

| |
|---|
| Purpose of Place |
| To ensure the right development happens in the right places |
| Amount of Development |
| To achieve a balance of supply and demand for land uses |
| Contributions to Infrastructure |
| To help places have the infrastructure they need |
| Environmental & Design Qualities |
| To ensure development does not compromise the environment and achieves a form that makes a place more distinctive |

The council uses the Place Standard Tool to assess the quality of a place. This helps us assess places that are already established, undergoing change, or still being planned. The tool is used across services and helps us to involve communities and wider partners in planning services and investment. We have used the Place Standard Tool to assess North Lanarkshire as a whole and to assess at local area level to help identify priority areas for this LHS. The Place Standard Tool was also instrumental in developing the Town Visions as outlined and will continue to be used as further engagement takes place. Going forward we intend to explore wider settings in which to use the Place Standard Tool, linking with the existing community planning structures to help deliver sustainable and vibrant communities, with a particular focus on working with our tenants and residents' groups through our tenant participation structures.

Key Issues and Challenges:

- Empty homes continue to cause blight to local areas and affect the quality and amenity of neighbourhoods and communities
- There continues to be issues in relation to pockets of poor-quality private sector housing stock. There is a need to increase focus on working with owners to help improve conditions, using a range of options and enforcement powers where necessary to create more attractive and sustainable communities (specific actions in relation to this can be found in the Private Sector section of the LHS)

- Within council housing stock there are pockets of low demand. This is being addressed in part through the Tower Re-provisioning Programme but also requires a longer-term approach to address low demand and inform investment decisions
- The Tower Re-provisioning Programme is progressing well with phase 1 well underway. Further consultation and research will be required to inform to subsequent phases
- Town Centres in North Lanarkshire are in decline and are no longer sustainable. Housing plays a crucial role in the reinvigoration of our Town Centres, through new-build housing, residential conversion and refurbishment
- The success of large-scale regeneration in Ravenscraig is dependent on housing's contribution to create sustainable communities
- The Place-Standard Tool provides a valuable instrument to assess quality of place. There exists greater scope for using the tool across a wider range of settings

Current Activity and Progress:

- We have a full time dedicated Empty Homes Officer to engage with owners and provide advice and assistance to bring empty homes back into use, as well as encourage owners to ensure the correct Council Tax discount/exemption period is levied

- We have brought back 248 empty homes back into council stock since the scheme was established, increasing the supply of social rented housing
- We have extended the EHPS to provide an OMPS to further increase the supply of affordable housing but also to improve the amenity of areas, helping address issues associated with mixed-tenure blocks
- We have a dedicated Private-Sector Team that works with owners to help improve the condition of properties within the private sector and improve the amenity of areas
- We are specifically targeting poor quality private sector areas, such as the Millcroft area in Cumbernauld to help transform areas of concern and create more sustainable communities
- We are exploring alternative housing tenures to help create more diverse and mixed communities with a particular focus on Town Centre projects
- We are supporting the Town Centre Visions through increasing the provision of residential within town centres to reverse the decline of our town centres and to create longer-term sustainable and attractive places. Bank St and Kildonan St, Coatbridge, Sir John Orrs Building, and Broomknoll St, Airdrie, are either on-site or have plans approved and Motherwell Town Hall is being explored. Carnegie Library and the previous Tax Office Building (Muiryhall St) in Coatbridge have already undergone residential refurbishment/new build, to provide new affordable housing, with the site on Muiryhall St providing amenity housing for older people

- We've supported Sanctuary to complete the re-provisioning programme of the Cumbernauld multi-storey blocks
- We have recently developed a new Housing Asset Management Plan for council housing stock which provides a strategic plan to inform and direct future investment helping to better identify and address low demand stock
- Phase 1 of our Tower Re-provisioning Programme is well underway and gathering momentum, with 3 Tower blocks in Airdrie now demolished and the demolition of Burnside Court in Coatbridge on site
- We continue to deliver new-build council housing that is secure by design, and makes best use of derelict land, contributing to regeneration of place

Key Actions:

- Help reshape and populate our town centres
- Improve connectivity of our communities through investing in physical, social and digital infrastructure
- Improve economic outcomes for all
- Develop and deliver the Tower Re-provisioning Programme
- Invest in council multi-storey towers to ensure the continued safety and security of tenants
- Implement the Place-Standard Tool across a wider range of settings
- Explore the concept of the twenty-minute neighbourhood in a North Lanarkshire context
- Increase the number of empty homes brought back into use
- Tackle low demand issues in council stock

*actions relating to mixed tenure included within section 10



section 6



preventing and addressing homelessness

Strategic Housing Outcome 3: We prevent and resolve homelessness effectively

Contributes to National Outcomes:

- We live in communities that are inclusive, empowered, resilient and safe
- We grow up loved, safe and respected so that we realise our full potential
- We are creative and our vibrant and diverse cultures are expressed and enjoyed widely
- We are healthy and active
- We respect, protect, and fulfil human rights and live free from discrimination
- We tackle poverty by sharing opportunities, wealth and power more equally
- We have a globally competitive, entrepreneurial, inclusive and sustainable economy
- We are well educated, skilled and able to contribute to society
- We value, enjoy, protect and enhance our environment
- We have thriving and innovative businesses, with quality jobs and fair work for everyone

Contributes to The Plan for North Lanarkshire Priorities and Ambition Statements:

Improve economic opportunities and outcomes

- Ensure a housing mix that supports social inclusion
- Grow and improve the sustainability and diversity of North Lanarkshire's economy

Support all children and young people to realise their full potential

- Raise attainment and skills for learning, life, and work to enhance opportunities and choices
- Enhance collaborative working to maximise support and ensure all our children and young people are included, supported, and safe
- Invest in early interventions, positive transitions, and preventative approaches to improve outcomes for children and young people
- Engage with children, young people, parents, carers and families to help all children and young people reach their full potential

Improve the health and wellbeing of our communities

- Ensure our residents are able to achieve, maintain and recover their independence through appropriate supports at home and in their communities
- Improve preventative approaches including self-management and giving people information and choice over supports and services
- Ensure the highest standards of public protection
- Encourage the health and wellbeing of people through a range of social, cultural, and leisure activities



Context

The Housing (Scotland) Act 2001 places a statutory duty on local authorities to carry out an assessment of homelessness and to prepare and submit to Ministers, a strategy (as part of the LHS) for the prevention and alleviation of homelessness. The Scottish Government established the Homelessness and Rough Sleeping Action Group (HARSAG) in 2017 to identify solutions to eradicate homelessness for good across Scotland. HARSAG published their final report in June 2018 and made the following recommendations:

- Homelessness is resolved through effective prevention whenever possible
- Homeless households have access to a wide range of housing options
- Are resettled into permanent accommodation rapidly
- Avoiding lengthy stays in temporary accommodation with as few transitions as possible
- The provision of effective support made available from the outset to enable tenancy sustainment
- Supported accommodation provision is available for the small minority of homeless applicants who are unable to sustain a tenancy
- The expansion and delivery of Housing First across the country

Following HARSAG recommendations, the Scottish Government required all Local Authorities to develop a Rapid Rehousing Transition Plan (RRTP) for submission and assessment to them by December 2018. Each RRTP must demonstrate how the local authority will meet the requirements through:

- Identification of future homeless demand
- Consideration of current backlog of homeless households awaiting permanent accommodation
- Reviewing temporary and supported accommodation and housing support provision
- Setting out the shift to a rapid rehousing approach over the period of the five-year plan
- Collaborating with partners to ensure the delivery of early upstream preventative actions
- Plans for the delivery of Housing First with wrap around support required for those with complex needs.

The RRTP is about a radical shift in homeless policy direction to rapidly deliver settled permanent accommodation and avoid lengthy stays in temporary accommodation.

Homelessness Context in North Lanarkshire

In 2019/20, 2,127 households made a homeless application in North Lanarkshire which was a decrease of 10% from the previous year. We have consistently shown that we work with our partners to ensure a positive and effective approach to housing options, tackling homelessness at a local level and a continuing focus on prevention. This can be evidenced through participation and facilitation of various partnership groups including:

- The RRTP Steering Group which has representation from Housing, Social Work and Education Services, RSL's, Health and Social Care, Local Police and Justice Services and Housing Support Agencies which has been instrumental in developing our RRTP and the LHS
- West of Scotland Housing Options Hub
- The External Providers Steering Group with responsibility for managing and improving housing support services
- Thematic Strategic Improvement Groups which manage service delivery and related service improvements of the Housing Service
- Annual RSL Forums used to discuss strategic planning to prevent homelessness, mutual co-operation in referrals and the Common Housing Register

- Discussions with private landlords to enable access to a wider range of housing
- The Health and Care Partnership Boards which encompass the wider health and wellbeing responsibilities and include partners from across the local authority such as Health and Social Care Lanarkshire, other public agencies, and the voluntary sector

A partnership approach is taken to plan for households subject to protocol which include care experienced young people and children, people affected by domestic abuse and those leaving prison. Individuals at risk are identified early, and through partnership working effective housing provision is put in place along with relevant housing support.

We operate a Housing Options approach to support delivery of our existing homelessness prevention and sustainability ethos and link into wider Housing Options Hub activity where good practice is shared and new approaches discussed. We attend regular HUB meetings and seek to embed new approaches or good practice in local service delivery. The National Housing Options Guidance has been integrated into our practices. North Lanarkshire is also taking the lead in the development of the Housing Options Training Toolkit and is pushing to have this completed in the coming year.

Nevertheless, our housing service has committed to continuous improvement across all service areas and recognises that our housing options delivery may require additional improvements to meet performance and service quality targets.

Covid-19 has limited our ability to deliver normal services and consider areas for improvement, however our RRTP is now moving forward and an action plan is being progressed. A sub-group of the RRTP is reviewing the effectiveness of our existing prevention services and identifying future early upstream actions which will be progressed in the coming year. The RRTP action plan will be updated with regular, useful and appropriate data to enable an ongoing evaluation of our approach.

Over the last few years, welfare reforms have created additional difficulties and anxieties for homeless households in North Lanarkshire and this has deepened with the implementation of full-service Universal Credit, including increased rent arrears in both tenancies and temporary accommodation.

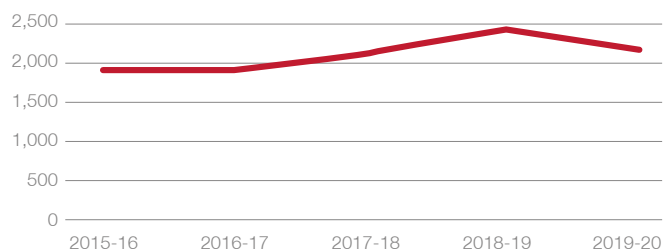
Housing options have also become more limited for those affected by certain elements such as the shared room rate for those aged under 35 years, the availability of one-bedroom properties for single people to avoid the underoccupancy charge and the overall benefit cap. Prior to Covid-19, benefit sanctions were routinely applied to vulnerable people, many of whom have learning disabilities, poor mental health and a range of complex social and health care needs. To address this, we developed wider partnership liaison arrangements with local DWP officers. We also supported a funding bid by a third sector agency to provide a specific officer to work with young people affected by sanctions. Covid-19 has brought a period of reduced sanctions but will likely increase again as the country gets back to normal.



Homeless Applications

In 2019/20, 2,127 households made a homeless application in North Lanarkshire which was a decrease of 10% from the previous year. This followed a 25% rise in applications over the two-year period 2017/18 and 2018/19 and compares with a very slight rise in applications (84 or 0%) across Scotland.

Chart 17: Homeless Applications, North Lanarkshire 2015/16 – 2019/20



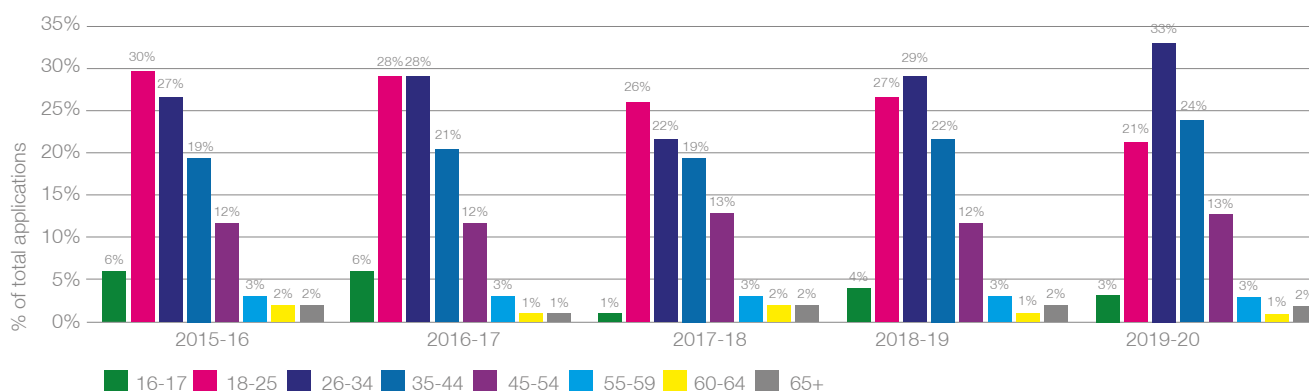
Source: NLC Homeless Applications 2015/16 to 2019/20

Covid-19 has had a significant impact on homelessness across the country and has resulted in lower than expected numbers of homeless presentations as a consequence of lockdown restrictions. Whilst there was a steady rise in presentations in the Summer of 2020 as restrictions eased, the overall rate of homeless applications fell by 20% to 1,684 in 2021/21. The longer-term impact of Covid-19 is still being considered and it is likely that homelessness will rise over the coming year as protections put in place are removed and continued efforts are necessary to target prevention activities appropriately and as early as possible.

Homeless Applicants by Age

Most homeless applicants in North Lanarkshire are those in the 26 to 34 age band, accounting for 33% of all applications in 2019/20 but are only 11% of the North Lanarkshire population. Young people between 16 and 25 years represent 12% of the North Lanarkshire population but 24% of all homeless applicants. Added together, these age bands represent 23% of the NL population but make up 57% of all homeless applications and are therefore disproportionately affected. Homeless households in the 16-25 age band have reduced by 9% from the last LHS, however it suggests that further targeted prevention activities are required or that maybe households present in crisis where housing options and prevention activity are less viable.

Chart 18: Homeless Applicants by Age



Source: Scottish Government HL1 Data and NLC Homeless Applications – as at 31st March 2020

Additionally, people in these age bands are adversely affected by welfare reforms, in particular the Local Housing Allowance rates and the Shared Room Rate and consequently have more limited housing options.

Young people appear to be particularly affected by social isolation and sporadic engagement with some services that could address their needs and evidence suggests that their mental health has been markedly affected by Covid-19 restrictions and lockdown. Over the last five years, we have provided trauma informed housing support specifically targeted to young people to help meet their needs.

Gender and Household Composition

Overall, 60% of all homeless applicants are single compared with 66% in Scotland. The gender and household profile of homeless applicants in North Lanarkshire highlights an increased level of single males at 42.8% in 2019/20 in comparison with single females at 17%. These figures are both below the national average of 46% of single males and 20% of single females.

Single parent households account for 28.5% of all homeless applicants in 2019/20 which is 6.5% higher than the national average of 22%. 65% of all single parent households are female and the other 35% are male. This compares with 79% female and 21% male in Scotland. This suggests that single parent families in North Lanarkshire may be less resilient to economic shocks and more likely to face poverty and deprivation and is consistent with lower levels of income in North Lanarkshire than other parts of Scotland. There may also be a lack of family support or social networks which impact on the ability of the parent to source affordable child-care to enable them to retain or take up employment.

Couples account for 10% of all homeless applicants which is 2% higher than the average for Scotland with 4.7% of those households containing children which is just about the 4% average for Scotland. Other households account for 1.3% compared with 4% in Scotland. 34% of all homeless households contain children compared with 28% in Scotland.



Reasons for Homelessness

In keeping with other parts of Scotland the reasons given for homelessness at the application stage are typically that family, friends, and relatives can no longer accommodate. This accounted for 469 or 22% of all applications in 2019/20. Other reasons for leaving accommodation, including disputes within households, accounts for just under 29% or 613 applicants. 14.81% of these disputes were non-violent and 14% were violent. There are also those who had action taken against them by their landlord or who terminated accommodation and may well be due to affordability issues and has become more of a pressure for North Lanarkshire residents since the implementation of welfare reforms, and in particular, the shared room rate of the Local Housing Allowance for those in the PRS.

Domestic Abuse

North Lanarkshire Council is committed to addressing domestic abuse against women and children and have reviewed domestic abuse procedures in line with the 'Equally Safe Strategy' and to enhance the focus of domestic abuse during the Covid-19 pandemic. There is a clear aim to improve the co-ordinated response to the accommodation and support needs of women experiencing domestic abuse and it outlines the legal and operational framework agreed across partner agencies to provide assessment, planning, appropriate accommodation and support, incorporates good practice and brings forward the implementation of

the DASH-RIC assessment. Every person affected by domestic abuse approaching the Housing Service has a discussion with an officer regarding their wish to complete a DASH-RIC assessment and safety plan.

The provision of support services for those affected by domestic abuse, and vulnerable families, is critical to addressing poverty, inequality, health, and attainment. The Housing Service, in collaboration with the Alcohol and Drug Partnership (ADP) secured funding to deliver a third sector project aimed at families and children affected by domestic abuse and alcohol or substance misuse. This project aims to enable a settled housing outcome, improve attainment for children and improve resilience and support networks. Outcomes for this project are showing positive signs particularly in terms of trauma for children and young people, however, was slow to take off due to the pandemic. Funding for this project has been confirmed until March 2022 when a wider review of future funding will be considered in recognition that providing support to families and children affected by domestic abuse is an essential requirement and is a key area of focus for the LHS.

There are also a range of other services delivered across the council and its wider partners to assist women and families affected by domestic abuse. This includes a North Lanarkshire Violence Against Women partnership group and partnership Action Plan to ensure adequate and effective service delivery to prevent gender-based violence in the longer term. A council wide review of domestic abuse services was completed in 2020 and the contract re-tendered in line with procurement

regulations. Women's Aid services also operate in the area to support women and their families affected by domestic abuse.

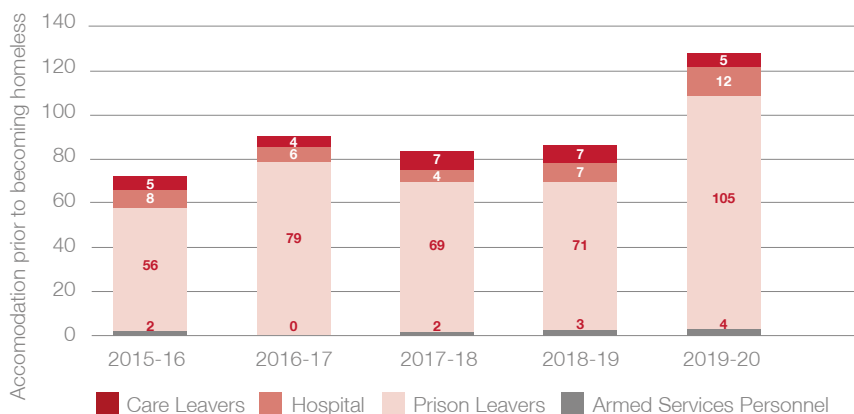
Discharged from an Institution

The number of people having to make a homeless application after being discharged from an institution has risen to 5.27% in 2019/20 and suggests there is a lack of consistent planning for these individuals and that improvement in protocols and processes are required to prevent homelessness from occurring.

The largest group presenting as homeless from an institution (pre-homeless property) are those leaving prison and was recorded at 105 people in 2019/20 which is 4.9% of all homeless applications. However, a range of justice services and inter-agency protocols have been developed to improve the local response. The Health and Homelessness Pan Lanarkshire Steering Group are currently scoping out the requirement and delivery of wrap-around services to those discharged from residential healthcare settings and custody and includes the support and roll-out for the delivery of the SHORE standards. The Housing Service has been considering the practical elements of implementing the SHORE Standards and has developed processes and procedures to assist with a smooth transition and a review of the protocol will be completed in due course.

Chart 19: Homeless Applicants Discharged from an Institution

Discharged from an institution



Source: Scottish Government HL1 Data as at March 2020

There were a further five homeless applicants who were looked after and accommodated by the Local Authority in 2019/20 which is 0.24% of homeless applications. This is an improvement of 28.6% (7) on the previous year. Care leavers are another priority group which should be targeted specifically to prevent homelessness. Whilst a Care Leavers Protocol is in place to ensure the early identification of housing needs in a young person’s pathway plan, it will be reviewed to ensure homelessness is prevented in future.

To aid the transition from care and prevent homelessness, the council is working with Barnardo’s Scotland on a project providing a ‘forever home’ to care experienced young people at the point of leaving care. The additional support provided is like that of a housing first tenancy with properties sourced from our RSL partners and enhanced funding for furniture, décor and the small things that make a house a home. Young people either still in care or those leaving care also have access to life and independent living skills training through a modular programme and backed up by practical sessions within training flats where they can learn to prepare and cook a meal, clean and maintain a home and reflect on the social aspects of having their

friends round but within an environment of what would be considered to be normal and acceptable activity for anyone bringing friends back to their home.

Repeat Applications

The number of repeat applications has risen by 4% in 2019/20 to 120 and compares with a rise of 7% across Scotland. Tenancy sustainment and the delivery of homeless prevention and support activities is a key focus of the RRTP with targeted upstream early interventions being developed to improve future sustainment.

Temporary Accommodation

We are required by law to provide all homeless households with temporary accommodation whilst their homeless application is being assessed. For those assessed as unintentionally homeless, this duty is extended until they are permanently housed. As at February 2021, there was a total of 658 temporary accommodation places within North Lanarkshire. Dispersed stock is mostly provided by North Lanarkshire Council and is supplemented through the lease of a small number of RSL properties. There were also a few PSL leased properties, however these ceased to be used during 2020. The number of properties available for temporary accommodation was decreasing prior to the Covid-19 pandemic, however this was increased again to accommodate both those who have presented as homeless and to remove sharing within specified accommodation.

Table 15: Temporary Accommodation in North Lanarkshire

| NLC | Accommodation Type | Stock Profile | Description |
|--------------|--------------------|---------------|--|
| | Dispersed | 528 | Self-contained furnished homes to meet needs, possibly with floating support |
| | Specified | 94 | On-site supervision with visiting floating support |
| | Supported | 36 | Managed by commissioned third sector agencies |
| Total | | 658 | |

Source: NLC Data as at 25th February 2021

As the RRTP progresses, and homeless households are housed more quickly, the overall requirement for temporary accommodation will be reduced. This is because each property will turn over more frequently each year. Whilst we intend to deliver a Housing First Model for those with complex needs, we recognise that the number of people in this category is higher than our Housing First provision will be. We therefore identified the need to retain our existing supplies of supervised and supported type accommodation to meet the needs of those with complex needs where capacity is limited for Housing First.

The number of homeless households living in temporary accommodation in North Lanarkshire was 497 as at the end of March 2020. This is a fall of 6% on the previous year and is the lowest number of households in temporary accommodation since 2012 and compares with a 6% rise in Scotland. 105 of these households contained children or a pregnant woman. Overall, there were 210 children living in temporary accommodation as at 31 March 2020 which is a 14% fall on the previous year and compares with a 7% rise across Scotland.

The average length of stay in temporary accommodation in North Lanarkshire is 128 days and has been reducing over the last 3 years and is 30% lower than the average across Scotland of 184 days. Households with children spent an average of 136 days in temporary accommodation. We recognise the detrimental impact of homelessness on the health and wellbeing of all households, but specifically children, and through our RRTP, are targeting families to be rehoused as quickly

as possible. However, the length of stay for some households can be affected by other pressures within the housing system such as a lack of affordable and suitable move on accommodation.

484 offers of temporary accommodation were refused in 2019/20 which is 23% higher than the figure recorded the previous year although lower than the overall rise of 31% across Scotland. The data tables for the Scottish Government highlight that North Lanarkshire has the second highest refusal rate across Scotland behind Glasgow.

Perceptions of temporary accommodation affect the acceptance rate as does the location and type of property available at the time accommodation is required. Significant levels of investment to upgrade specified accommodation has been completed and further investment works are planned over the next few years.

94% of homeless applicants provided with temporary accommodation in 2019/20 were satisfied with the standards. This is the same as the previous year but was an improving figure year on year before that. This indicator has been removed from the ARC and is now reported within the HL2+3.



Outcomes for Homeless Households

The housing outcomes for unintentionally homeless households in 2019/20 illustrate that 84% (of known outcomes) secured settled permanent accommodation which is higher than the national average of 82%.

1,235 were allocated a LA tenancy, 110 were housed by our RSL partners and 35 found a permanent home in the private rented sector. A further 55 intentionally homeless households also secured permanent settled accommodation, with most allocated an LA or RSL tenancy.

The average length of time from assessment to case closure for those assessed as homeless or threatened with homelessness was 156 days in North Lanarkshire compared with 224 days across Scotland.

NLC percentage lets to homeless households was recorded as 40.68% in 2019/20 and RSL's were 14.49%. Increasing lets to homeless households across all housing providers in North Lanarkshire is a key priority of the RRTP and discussions are ongoing at present to agree target lets with RSL partners.

The Scottish Social Housing Charter monitors our performance in terms of access to help and advice, and previously recorded the quality of temporary accommodation, and continuing support to help homeless people access and keep a home.

The improvement ethos and focus on performance locally, ensures that every effort is made to provide effective and efficient services that address homelessness and improvements can clearly be illustrated in certain areas, for example:

- In 2019-2020, we housed 2,930 tenants in properties that became vacant in the year. The time taken to re-let homes has improved to an average of 21.6 days from 23.5 in 2018/19 and this compares to the Scottish average of 31.8 days
- Every new tenant has a 'settling in visit' which provides an opportunity to discuss responsibilities of the council and the tenant and consider any housing support that may be required in order for the tenant to sustain their tenancy
- 'Settling in visits' also include an income maximisation service to ensure that all tenants are receiving the income they are entitled to and assists in mitigating the impacts of welfare reforms. In 2019-2020, we assisted tenants to receive additional benefits amounting to £13.6 million pounds
- Performance has improved over the course of the last five years in tenancy sustainment rates, with a sustainment rate of 87.31% in 2019/20, up from 80.2% in 2015/16, this highlights the importance of homeless prevention and housing support approaches in improving the lives of tenants



Housing Support

Local authorities have a duty to provide housing support services to people assessed as unintentionally homeless and having a housing support need under the Housing Support Duty 2013.

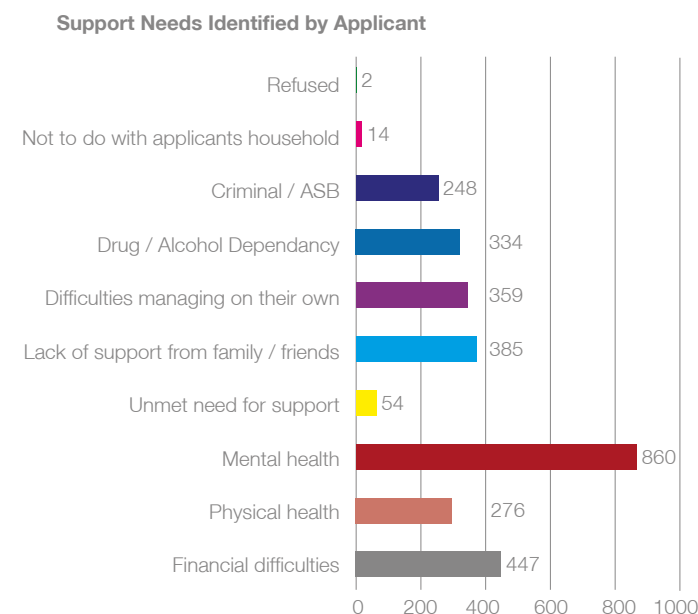
Previously, we delivered housing support both to homeless households and to those approaching the housing service for assistance and this was considered a model of good practice. However, resources have reduced in recent times and housing support is now specifically targeted at homeless people as defined in legislation. To offset this, we intend to enhance our housing options services to provide the early upstream intervention and support to prevent homelessness from occurring in the first place.

North Lanarkshire provide floating housing support services to young people aged 16 to 26 and a mix of supported accommodation and adult floating housing support through commissioned services with the third sector. These services combined with council in-house support services assist homeless households to sustain accommodation.

Floating housing support services across the partnership target those at risk of homelessness through early intervention and homeless prevention activity. Supported accommodation services prepare homeless households for future resettlement and prevention of repeat homelessness.

Data recorded in the HL1 highlights that there were 1,072 households assessed as having at least one support need which is an increase of 14% on the previous year and is 50% of all homeless applicants. This compares with a 9% rise in support needs across Scotland. A deeper analysis of this data confirms significant numbers of homeless people who have multiple support needs with twice as many people affected by poor mental health than any other support need.

Chart 20: Support Needs of Applicants



Source: HL1 data for North Lanarkshire 2019/20



An analysis of both the support indicator and the reason a household failed to maintain their previous accommodation in 2019/20 provides a more accurate reflection of support need and highlights that 62% (1,322) of all homeless applicants were assessed as having at least one support need. 39% identified only one support need and 53% identified as having between two and four support needs. A further 8% (26 people) have between five and eight different support needs. A multi-agency approach is required to meet the needs of homeless applicants who have a range of support needs in order to assist them to sustain future accommodation and this may include intensive support and/or supervision within a specialist accommodation provision. Some individuals may be identified for the Homes First service.

North Lanarkshire's RRTP highlights the need and desire to develop and deliver a 'Housing First' model of support to address the needs of those who have multiple and complex needs such as mental health and addictions. Evidence from Housing First projects show that this type of model is highly effective and resolves the revolving door of homelessness for those who have faced multiple exclusion. Our 'Homes First' project has been developed and the first set of homeless people are currently being identified.

In 2019/20 there were 1,137 housing support cases with a live support plan across both internal and externally commissioned services. Of these, 20 (1.76%) were long term ongoing cases, 18 from between 2011 to 2016. A number are likely to be very vulnerable individuals

including former care leavers who have multiple and complex needs and it is our intention, in discussions with the Homes First partners, to consider these individuals for a Homes First place. 49% of all Housing Support plans were closed as complete in 2019/20 and a further 20% of cases were cancelled and are most likely to be around those people who were hospitalised, taken into custody or refused to engage with housing support services. These figures are significantly different to those recorded in the HL1 and this is because officers are not always able to complete a support assessment at the time of the homeless presentation and support assessment and provision is picked up at a later date.

Key Issues and Challenges:

- Homeless applications fell by 10% in 2019/20. However, this followed a 25% rise in the previous two years. The projected fall for 2020/21 is most likely attributed to the impact of Covid-19 and associated restrictions
- Covid-19 will continue to impact on people's housing needs in the medium to possible longer term with possible increasing levels of homelessness in the course of this LHS arising as furlough ends causing redundancies, and as the protections currently in place to halt evictions are lifted and businesses try to resume following the pandemic
- Being asked to leave which includes family and relationship breakdown continues to be the main reason for homelessness

- Younger people continue to be disproportionately affected by homelessness and face specific housing challenges which evidence tells us may be compounded further by Covid-19
- Homelessness because of domestic abuse has increased over the course of the Covid-19 pandemic and it is considered that this does not provide a full picture of scale and extent of domestic abuse during the pandemic
- There is an increasing level of people with poor mental health and multiple support needs, and in particular, an increasing level of support needs for females affected by mental health and substance misuse
- Evidence highlights that children face multiple disadvantages around attainment and general health and wellbeing due to trauma of homelessness
- Improving referrals to other agencies who can assist people with multiple and complex needs is required
- Rising levels of people becoming homeless from an institution particularly prison leavers
- We need to improve our understanding of the needs of communities of interest including LGBTQ+ in relation to homelessness and housing overall
- There is a need for collaboration and effective partnership working from all partners to progress the RRTP, develop joint planning and case management and improve outcomes
- There is a need for even more emphasis on tailored housing options advice and earlier intervention/prevention

- Enable homeless people with no/low support needs to access settled housing quickly
- High levels of refusal by homeless households for offers of permanent social rented stock in some areas
- There is a need to develop interim housing options which enable housing sustainment and independent living
- As part of the RRTP develop and deliver a Housing First model to enable the most complex and disadvantaged homeless people to quickly access and sustain settled accommodation

Current Activity and Progress:

- We are progressing our RRTP to effectively address homelessness
- We are working with RRTP partners to identify early and upstream preventative approaches
- We are developing our Homes First service in collaboration with RRTP partners
- We have created an RRTP Homes First team and commissioned third sector agencies to provide elements of the support
- We are re-tendering and re-designing our commissioned housing support and supported accommodation services to link with RRTP actions and Homes First agenda
- We are working in partnership with Barnardo's Scotland in delivering the 'Forever Homes' project

for care experienced young people as well as a workforce development programme to upskill and improve understanding of the issues and barriers young people face

- We are collaborating with the ADP to deliver projects that address the trauma on homeless children affected by domestic abuse
- We are delivering trauma informed practice and approaches to housing staff and wider partners
- We are providing dedicated Financial Inclusion and tenancy sustainability services to assist households affected by welfare reforms
- We are reviewing our housing options approach and developing our upstream early intervention and prevention activities
- We are continuing to lead on the development of the National Housing Options Training Toolkit

- We are engaging with Health and Social Care services to improve joint planning and integrated service delivery
- We are reviewing of our temporary and supported accommodation provision to ensure it meets the needs of homeless people and aligns with the RRTP

Key Actions:

- Implement the RRTP
- Review housing options and prevention activity
- Improve housing support and accommodation services to meet the needs of homeless households
- Collaborate with the Alcohol and Drug Partnership and RRTP partners to deliver services to people affected by substance misuse



section 7



specialist provision

Strategic Housing Outcome 4: We have a range of housing options and supports which promote independence, health and wellbeing

Contributes to National Outcomes:

- We live in communities that are inclusive, empowered, resilient and safe
- We grow up loved, safe and respected so that we realise our full potential
- We are creative and our vibrant and diverse cultures are expressed and enjoyed widely
- We are healthy and active
- We respect, protect, and fulfil human rights and live free from discrimination
- We tackle poverty by sharing opportunities, wealth and power more equally
- We value, enjoy, protect and enhance our environment
- We have a globally competitive, entrepreneurial, inclusive and sustainable economy

Contributes to The Plan for North Lanarkshire Priorities and Ambition Statements:

Improve economic opportunities and outcomes

- Ensure a housing mix that supports social inclusion
- Grow and improve the sustainability and diversity of North Lanarkshire's economy

Enhance participation, capacity and empowerment across our communities

- Raise attainment and skills for learning, life, and work to enhance opportunities and choices
- Enhance collaborative working to maximise support and ensure all our children and young people are included, supported, and safe
- Invest in early interventions, positive transitions, and preventative approaches to improve outcomes for children and young people
- Engage with children, young people, parents, carers and families to help all children and young people reach their full potential

Improve the health and wellbeing of our communities

- Ensure our residents are able to achieve, maintain and recover their independence through appropriate supports at home and in their communities
- Improve preventative approaches including self-management and giving people information and choice over supports and services
- Ensure the highest standards of public protection
- Encourage the health and wellbeing of people through a range of social, cultural, and leisure activities

Enhance participation, capacity and empowerment across our communities

- Improve the involvement of communities in the decisions, and development of services and supports, that affect them
- Ensure our digital transformation is responsive to all people's needs and enables access to the services they need
- Improve engagement with communities and develop their capacity to help themselves

Improve North Lanarkshire's resource base

- Ensure intelligent use of data and information to support fully evidence-based decision making and future planning

Context

The LHS provides a vehicle for planning independent living within North Lanarkshire and policy and practice to ensure appropriate specialist housing provision and support is in place when it is required. In this LHS we acknowledge the challenges that must be addressed to ensure that we are meeting the housing, health, and care needs of all our communities.

Enabling people to live independently in their own home for as long as possible is a key priority for the Scottish Government, with National Health and Wellbeing Outcome 2 making specific reference to this:

'People, including those with disabilities or long-term conditions, or who are frail, are able to live as far as reasonably practicable, independently and at home or in a homely setting in their community'.

Ensuring people are able to achieve, maintain and recover their independence through appropriate supports at home and in their communities is also a key priority for the council and its partners and is one of the high level ambition statements set out in The Plan for North Lanarkshire. Our overarching ambition priority is to 'Improve the health and wellbeing of our communities' and this requires a multi-faceted approach which focusses on prevention and enablement, facilitated through empowering

people with information and choice over support and services, provided at the right time and place.

Housing plays a pivotal role in making this happen, through the provision of high quality, accessible, affordable, safe, and warm homes and the surrounding infrastructure which helps create sustainable and cohesive communities. This includes the provision of a range of housing support services which help promote wellbeing, increase opportunities, and reduce inequality.

The primary aim is that mainstream housing is flexible and adaptable enough to meet individual needs, as they change over time. Specialist provision is accommodation and services that may be appropriate when mainstream housing does not meet an individual's needs. As individual need can vary considerably, we recognise a broad range of flexible housing and related support options are required to help ensure older people, disabled people and people with other needs have access to the same opportunities to achieve their full potential.

The Older Persons, Specialist Provision, Gypsy/ Travellers and Young Persons Evidence Papers are part of a suite of thematic evidence papers that we have produced to inform the development of the LHS. They demonstrate that consideration has been given to the specialist provision requirements for people of all ages, in all types of households, across all tenures, including:

- Disabled people
- People with learning disabilities
- People who are vulnerable, frail, living with dementia needing support to remain at home/living in the community
- Gypsy/Travellers and the different distinct groups that make up this community
- Travelling Show people
- People with autism
- People with mental health problems
- People with complex needs
- People leaving supported accommodation – people with convictions, young people leaving care, people with high support needs being discharged from long term care or hospital
- Care experienced young people
- People who require supported accommodation
- Young people transitioning to independent living
- Ethnic minorities, including migrants, asylum seekers and refugees
- Lesbian, gay, bisexual, and transgender people

This section focusses on how we will address the housing, health, and social care challenges in North Lanarkshire to help improve health and wellbeing, reduce inequalities, and improve opportunities for people to achieve their full potential.

Integration of Health and Social Care

The integration of health and social care is the most substantial reform to Health and Social care services in recent times. The Public Bodies (Joint Working) (Scotland) Act 2014 introduced in April 2014 provided a framework to improve the quality and consistency of outcomes for people who use health and social care services through the integration of all adult social care services, community health services and some acute health services. This Act required local authorities and health boards to establish integrated partnership arrangements to meet the health and wellbeing needs of their communities.

In North Lanarkshire this integration process is well established and much has been achieved with many improvements in local services evident. However more remains to be done and we continue to encourage further strengthening of the connections between housing, health, and social care services.

The integration of health and social care will help quantify future requirements for specialist provision, both in terms of housing and related support services. As planning processes become further embedded following the integration of services it is anticipated that evidence and local intelligence can be better shared amongst partners to help inform new provision. Determining future needs is also informed by the HNDA and work is currently ongoing in relation to the specialist provision chapter of the Clydeplan HNDA3. The LHS makes a significant contribution to the Scottish Government's Public Health Priorities for Scotland, which focus on areas which

have the greatest potential to improve life expectancy, reduce inequalities and support sustainable economic growth over the next ten years. LHS activity contributes in particular to priority 1 'a Scotland where we live in vibrant, healthy and safe places and communities'. The action plan sets out a range of actions that will further strengthen the role that housing plays in improving health and wellbeing and reducing health inequalities and help in establishing and meeting future specialist provision needs.

Housing Contribution Statement

The benefits of integrated working between Housing Services and the Health and Social Care Partnership in terms of delivering and enabling services that support people to live independent lives and achieve their full potential, are widely recognised amongst partners. The contribution of housing to the National Health and Wellbeing Outcomes is set out in our Housing Contribution Statement (HCS). The HCS is a key document that connects the LHS and the Strategic Commissioning Plan (SCP) ensuring alignment of strategic priorities and outcomes between health, social care, and housing. It also sets out housing's role in the governance arrangements for the integration of Health and Social Care ensuring Housing Services' input to the strategic decision-making processes.

The Health and Social Care Partnership have recently reviewed and published the SCP covering the period 2020-2023. We have also reviewed and updated our HCS to align with the current SCP. Our shared objectives are:

Table 16: Shared Objectives, Housing, Health and Social Care

| | |
|---------------------|---|
| Shared Objective 1: | Reduce health inequalities experienced by people who face the most disadvantage in our communities |
| Shared Objective 2: | Reduce hospital admissions, length of stay, delayed discharge and re-admission rates |
| Shared Objective 3: | Support people to live safely and well for longer in their own home through a range of home interventions and early prevention activities |

To help achieve these shared objectives housing are working with health and social care across a range of areas, some examples of these include:

- The redesign of the resource flats model to provide accommodation that better enables swifter hospital discharge
- The implementation of the Rapid Rehousing Transition Plan to prevent homelessness from occurring and reducing the impact of homelessness when it does occur
- A range of actions as part of the Health and Homeless action plan to improve health outcomes for people affected by homelessness
- Further roll out of the technology flat, which demonstrates the range of technology available to support independence, health, wellbeing, choice and control for people living at home

- A pilot of technology in retirement housing to identify opportunities and scope for older people’s housing
- Review of pathway planning processes for young people transitioning from care
- Review of allocation protocols and policy to ensure alignment with commitments set out in The Promise, the new legislation to help keep siblings together and the Children’s Services Plan for North Lanarkshire
- Development of a trauma informed workforce across housing, health and social care to enable staff to recognise the signs of trauma and respond appropriately.

The HCS is included as part of the suite of supporting documentation compiled in preparation of this strategy.

Delegated, Non-Delegated Housing Functions and Resources

The housing functions delegated to North Lanarkshire’s Joint Integrated Board are the functions which are compulsory for housing authorities to delegate. These include the garden assistance scheme and equipment and adaptations for council housing. Currently the housing support service provided in relation to homelessness and tenancy sustainment remains within housing services.

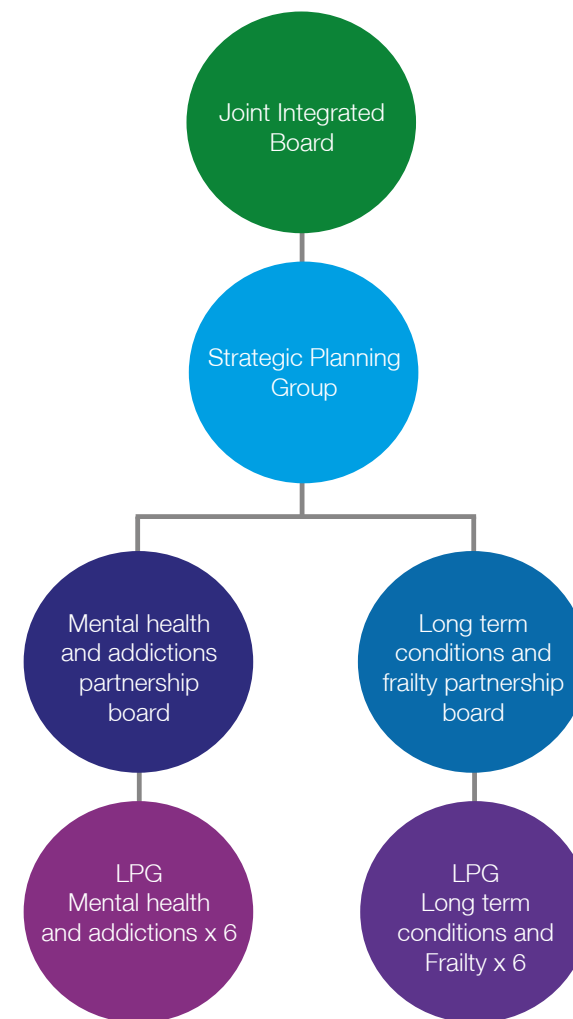
Community Planning Arrangements

North Lanarkshire has well established community care planning structures in which Housing are key partners. They cover all community care groups from operational to strategic planning and decision-making level. The figure on this page illustrates these arrangements. All Localities have their own Locality Planning Group (LPGs). These groups are made up of representatives of the local services and the community and can influence change at a local level contributing to service development and priorities. Each of our localities have developed a locality plan that takes account of their own strengths and assets as well as the challenges within their locality. All the LPGs are represented on the Strategic Planning Group.

There are separate planning structures and multi-agency work for children, young people and their families which are underpinned by Getting it Right for Every Child and the Children and Young People (Scotland) Act 2014. Similarly public protection which includes all matters relating to child protection, adult protection and MAPPAs (multi-agency public protection arrangements regarding the management of high risk offenders) and domestic abuse have specific structures which report to a chief social worker public protection group and for community justice there is the Community Justice Steering Group (CJSG). Housing is a key partner in these governance and planning arrangements to help ensure the best outcomes for people who fall under these care groups. There are also other specific strategic groups which involve housing, health, and social care services. These provide a mechanism for involvement from our third and

independent sector partners and from people who use services who have an interest in shaping services or strategy development.

Figure 12: Community Care Planning Structures

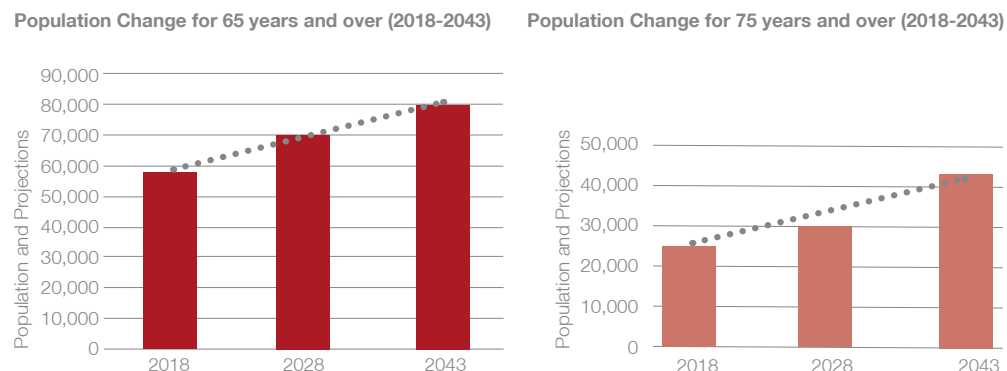


Older People

The Scottish Government’s Housing Strategy for Older People ‘Age, Home and Community’ (2012 – 2021) recognises the vital contribution made by older people. The right housing and support options for older people can promote independence, health and wellbeing. The Wider Planning for an Ageing Population working group identified key outcomes for housing and related support for older people, covering clear strategic leadership; information and advice; better use of existing housing; preventative support; and new housing provision. These outcomes underpin the priorities and actions set out in this LHS in relation to older people.

Demographic change presents significant challenges for housing, health, and social care services in North Lanarkshire. Over the 2018-2043 period the 65 and over age group is projected to increase by 40%. The most marked growth however is amongst the 75+ age group, which is projected to increase by 71% over the same period, an almost doubling of this population age group. This will present specific housing and support challenges and will increase the need for accessible and adaptable housing, equipment and adaptations and support.

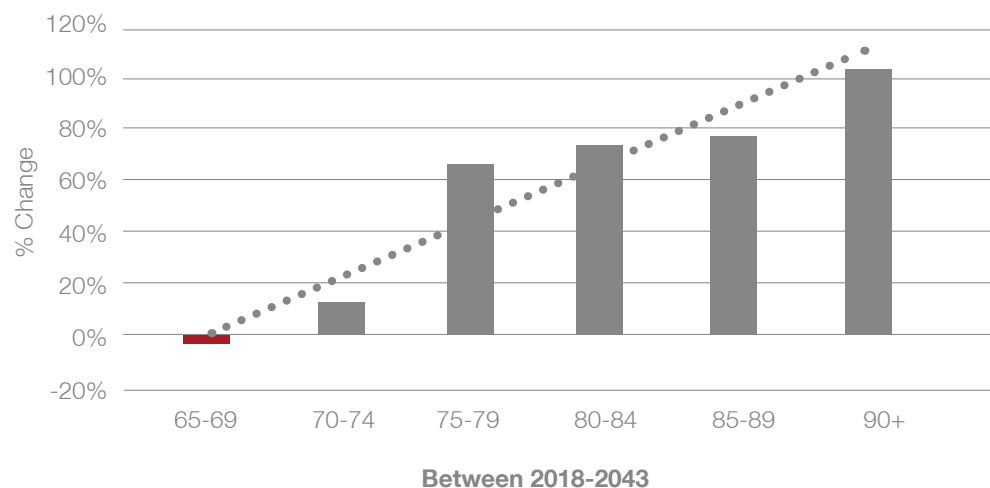
Chart 21: Population Change 65 + and 75+ Age Groups in North Lanarkshire



Source: NRS (2018 based projections)

This trend is also mirrored in projected household change, with households increasing considerably amongst older age groups. The most significant growth however is projected amongst the 90+ age group, with a doubling of this household age group over the 2018-2043 period (104%)²¹. Much of this growth is attributed to growth amongst older single person households, which will bring additional considerations for services in supporting people living alone to live well for as long as possible in their own home.

Chart 22: Projected Household Change of Households Aged 65 and Over (2018-2043)



Source: NRS (2018 based projections)

²¹ NRS 2018-based household projections

Older People's Housing

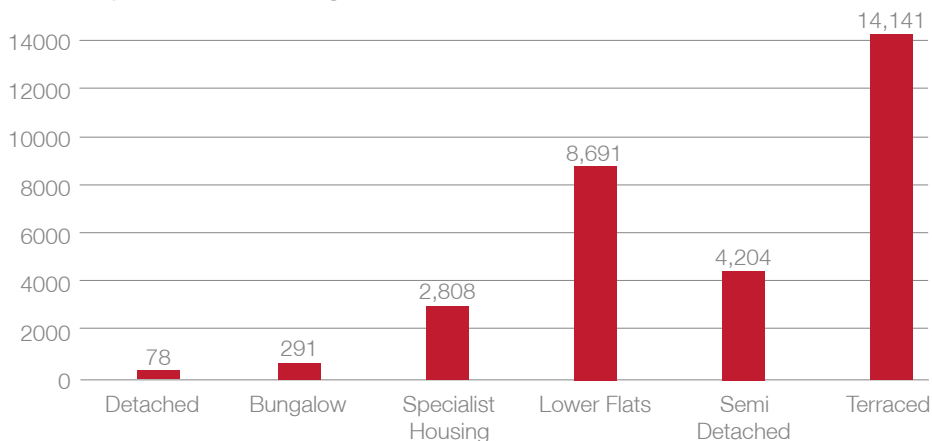
North Lanarkshire's older people's housing accounts for 5.4% of all social rented housing stock. This is comprised of:

- 402 (15%) very sheltered and sheltered homes
- 1372 (52%) retirement homes
- 872 (33%) amenity homes²²

There are also 30,213 'potentially accessible' homes in North Lanarkshire. When potentially accessible homes are included with specifically designated homes for older people, this represents 69% of all social rented housing stock in North Lanarkshire.

Chart 23: Potentially Accessible Housing in North Lanarkshire (NLC and RSL)

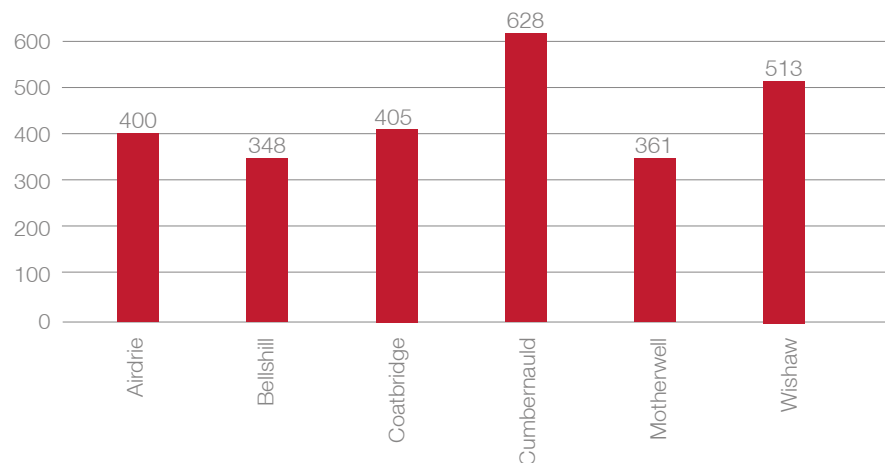
Potentially Accessible Housing North Lanarkshire All Social Landlords



Source: NLC and RSL Data as at March 31st 2021

Evidence suggests that there is some variation evident in the geographic distribution of specialist housing stock. Cumbernauld has the greatest provision of specialist stock followed by Wishaw (24% and 19% respectively). Bellshill has the lowest provision with 13% of all specialist stock.

Chart 24: Specialist Housing Stock in North Lanarkshire



Source: NLC and RSL Stock Data as at 31st March 2021

HNDA2 provides some indication of future demand for older people's housing, suggesting a need for up to 295 additional older people's housing units per year across the Glasgow and Clyde Valley area. This need does not take account of other interventions such as adaptations and the range of community and home supports aimed to help keep people well and enable independence at home.

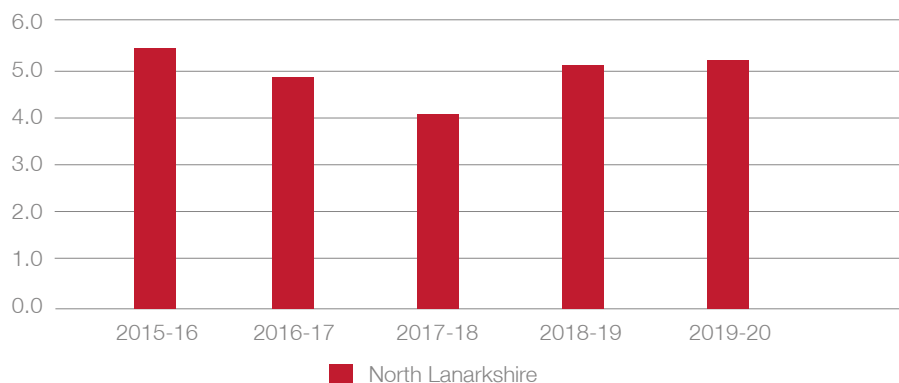
²² NLC and RSL Stock Data as at March 31st 2021 (note due to terminology variations used across specialist stock providers there may be some variation)

Pressure for Older People’s Housing

Pressure for older persons housing²³ has increased by 26% over the past three year period from 4.2 in 2017/18 to 5.3 in 2019/20 but has decreased slightly by 4% over the past five year period (ratio of applicant’s for each let)²⁴.

Chart 25: Older Persons Housing Pressure in North Lanarkshire (2015-2020)

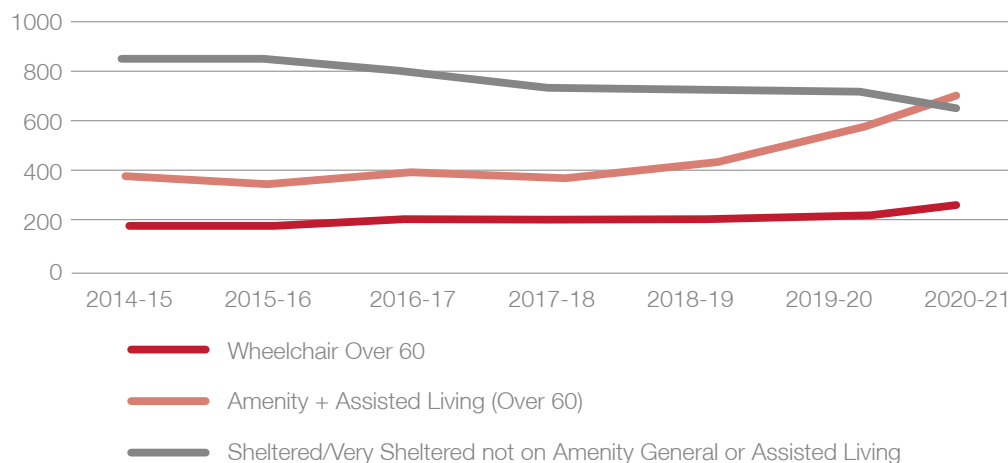
Older Persons Housing Pressure



Source: NLC and RSL Stock and Allocations Data 2015-2020 (as at 31st March 2020)

When waiting list demand for older persons housing is analysed by the type of housing, the greatest increase is evident in amenity/assisted living housing with an increase of 83% evident over the past five years, 2015/16 - 2020/21. Waiting list demand for sheltered and very sheltered housing has decreased over the same period by 25%²⁵ indicating that housing aspirations and choices for older people continue to shift towards accessible mainstream housing rather than traditional forms of sheltered housing.

Chart 26: Demand for Older People’s Housing



Source: NLC and RSL data 2014- 2021 (as at 31st March 2021)

The waiting list demand for older persons housing is greatest in Coatbridge and Cumbernauld (272 and 249 respectively) and lowest in Shotts and Viewpark (25 and 41 respectively)²⁶. When pressure is considered (the ratio of applicants to allocations) Moodiesburn has the highest level of pressure followed by Viewpark. The lowest pressure for older persons housing is in Kilsyth and Motherwell.

²³ Includes pressure for all older people’s housing, amenity housing, retirement housing, sheltered and very sheltered housing

²⁴ NLC and RSL stock and allocation data 2017 – 2020 as at 31st March 2020

²⁵ Based on applicants that have selected sheltered and/or very sheltered only (and not amenity)

²⁶ NLC and RSL waiting list data as at 31st March 2021.

Re-classification of Older People's Housing

In recent years there have been major changes in specialist housing provision, particularly in council stock. The council carried out a review of sheltered housing and implemented the re-classification of sheltered housing to retirement housing in 2019/20. This change was driven by varying demand for older people's housing and varying capacity of different types of sheltered housing to meet needs. The revised retirement model aims to provide a more sustainable housing option for older people which makes better use of our older people's housing in meeting the broad and changing needs of older people.

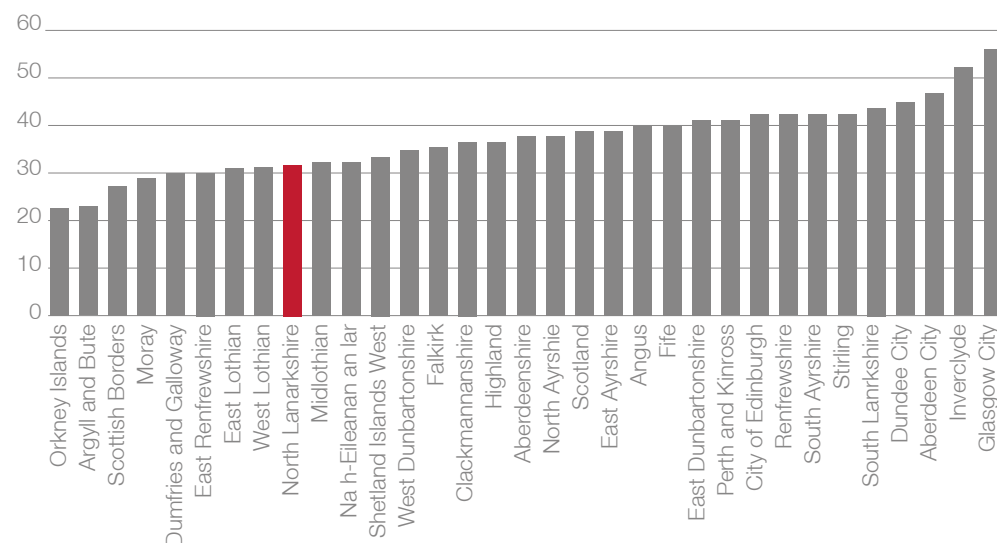
In addition to the changes in the council's provision there have been significant changes across partner providers also, with transformation of services influenced by wider national factors such as uncertainty around future housing support funding, changing housing aspirations and needs of older people in addition to issues related to the suitability of existing housing stock to meet the needs of older people.



Care Home Placements

75% of adults in North Lanarkshire with intensive support needs receive care at home. This is the highest proportion of all local authority areas in Scotland. This may be linked to development of home support services; provision of equipment and adaptation and wider community supports which help older people live at home for longer. In comparison to other local authority areas, North Lanarkshire has the ninth lowest rate of the number of people in care homes per 1,000 of population. This has implications for housing and housing related support services with more older people with complex needs supported in the community in mainstream as well as specialist housing.

Chart 27: Rate per 1,000 of Older People Aged 65+ in Long Stay Care

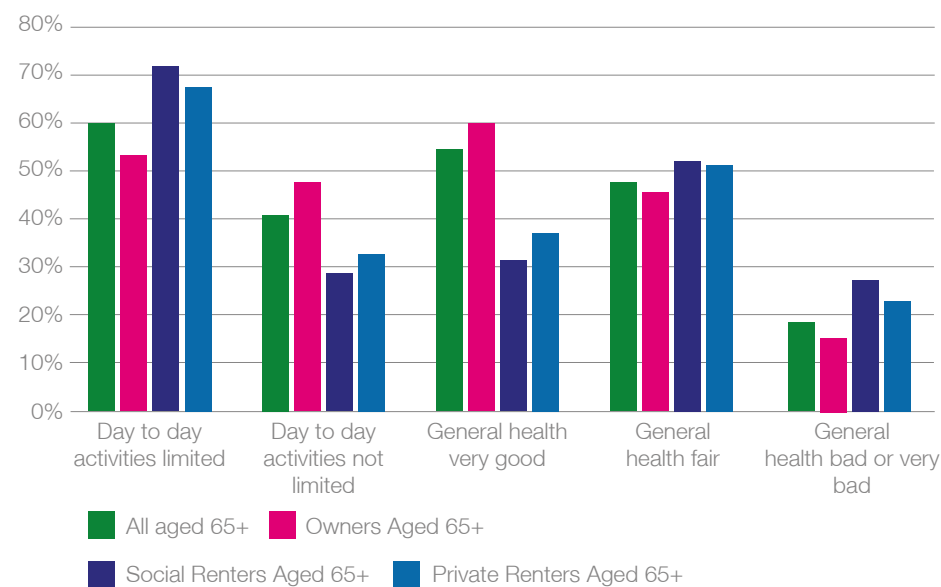


Source: ISD Scotland (Published October 2020)

Tenure of Older Households

Owner occupation remains the predominant tenure amongst older population groups in North Lanarkshire, with most older owners owning their home outright. Evidence tells us that there is a correlation between health and tenure of older households, with older owner occupiers much less likely to experience health issues in comparison to those older households in the social rented sector or the private rented sector.

Chart 28: Health by Tenure of Households Aged 65+



Source: Scotland's Census 2011, National Records of Scotland Table DC4302SC

Some schemes have been piloted to assist older owner occupiers in North Lanarkshire over the course of the previous LHS. This included the 'Help to Adapt' pilot which provided options for owners to access equity held in their homes to fund adaptations. Although this scheme provided valuable insights, demand was low, and the pilot ended prior to its final completion year.

Interest however in alternative tenure options for older owner occupiers is evident through research carried out amongst older owner occupiers both on the council's housing waiting list and those who were not actively seeking housing. Focus groups and postal surveys provided an insight into the housing challenges that older owner occupiers faced with many older owner occupiers highlighting that they were either already residing in housing that was unsuitable for their needs or anticipated that in 5 to 10 years their housing would no longer meet their needs.

In addition, the consultation and involvement activities highlighted downsizing for older people as an important priority. Evidence tells us that there are several older households residing in social rented sector family sized housing that will become increasingly unsuitable for the household's needs over time. Issues are similar to those raised with owner occupiers, with accessibility, maintenance and house suitability being the main housing challenges.

Disability and Long-Term Conditions

The Scottish House Condition Survey (2019) estimates that 49% of households in North Lanarkshire contain one or more members of the household who are long term sick or disabled. This compares to 44% across Scotland.

When this is explored by tenure, social rented sector tenants have a greater proportion of households containing one or more members who are long term sick or disabled in comparison to those in owner occupation, 41% and 63% respectively. The survey also estimates that 8% of households contain one or more members that are in receipt of care services. Again, disparity exists in relation to tenure with 5% of households in the owner occupation sector in receipt of care services in comparison to 13% of households in the social rented sector. Of this, older households account for 12% and families 6%.

The provision of equipment and adaptations make a significant contribution to enabling independence for disabled people and older people. It is estimated that 33% of local authority dwellings in North Lanarkshire have been adapted. When adaptations are considered by tenure, it estimates that 47% of social rented homes are adapted

and 25% of homes in the owner occupation sector are adapted. There is also some variation in terms of household type with most adaptations within properties occupied by older households, accounting for 48%.

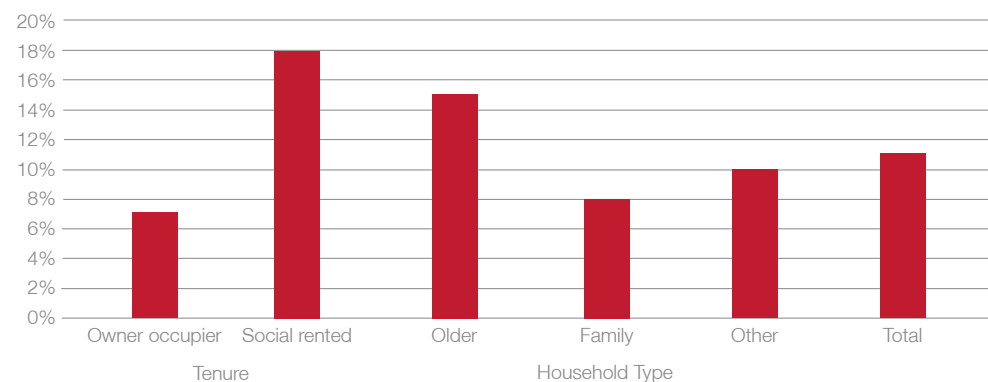
Table 17: Adaptations by Tenure

| Area | % of dwellings with adaptations | Owner Occupied | Social Housing | Private Rented | Older Household | Families | Others |
|-------------------|---------------------------------|----------------|----------------|----------------|-----------------|----------|--------|
| North Lanarkshire | 33% | 25% | 47% | - | 48% | 18% | 34% |
| Scotland | 21% | 17% | 33% | 30% | 30% | 12% | 19% |

Source: Scottish House Condition Survey 2019

The survey also estimates that 7% of dwellings in North Lanarkshire require an adaptation. This compares to 3% for Scotland. Despite the higher than national level of adapted dwellings, 11% of dwellings in North Lanarkshire are estimated to contain an individual who is long-term sick or disabled that is restricted because of property attributes. This compares to 7% nationally. When tenure is considered this increases to 18% for individuals within the social rented sector and reduces to 7% for individuals within the owner occupation sector.

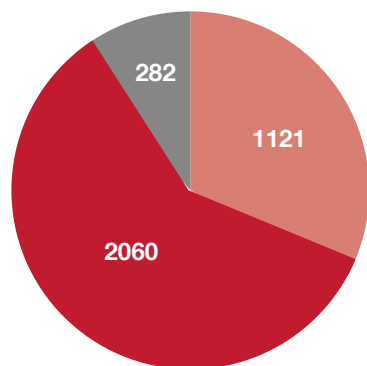
Chart 29: Percentage of Dwellings Containing a LTSD Individual who is restricted by the dwelling



Source: Scottish House Condition Survey 2019

When data from North Lanarkshire's Integrated Equipment and Adaptation Service (IEAS) is considered the number of adaptations has remained stable over the last 3 years. The most common adaptation are handrails accounting for 15% in North Lanarkshire and 10% across Scotland. The cost of adaptations fitted in North Lanarkshire 2019/20 was over £2.25m with the majority provided in the owner occupation sector.

Chart 30: Adaptations by Tenure 2019/20



Legend: NLC Property (light red), Owner occupier (dark red), RSL (grey)

Source: Integrated Equipment and Adaptation Service (IEAS) as at 31st March 2020

To help manage some of the demand for equipment and adaptations the council has implemented an online self-assessment tool 'Making Life Easier' (MLE). This provides a range of information, advice, access to small equipment as well as signposting to other services. This tool provides housing information and signposting with further development planned to provide a wider range of housing advice and options.

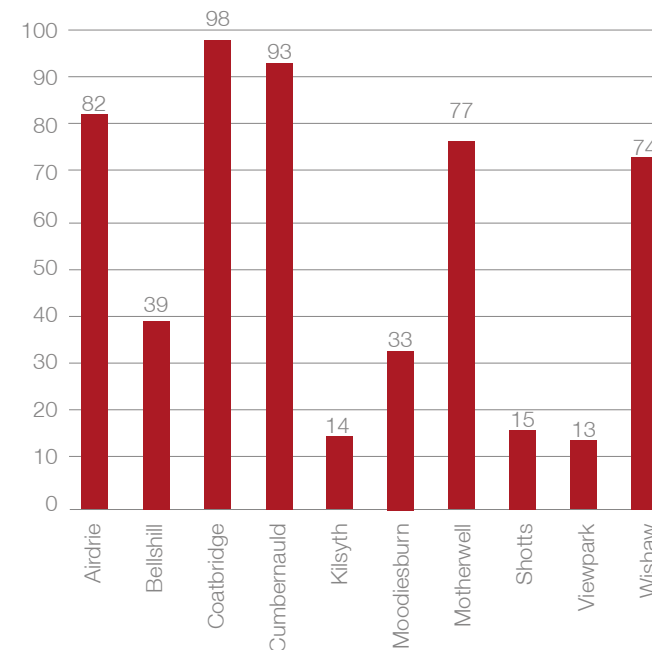
Wheelchair Accessible and Liveable Housing

Analysis carried out as part of the 'Still Minding the Step: A New Estimation of the Housing Needs of Wheelchair Users in Scotland' (2018) estimated there are around 87,340 households with a wheelchair in Scotland. This equates to 3.6% of all households. This analysis also estimated that there are 17,226 wheelchair users across Scotland with unmet housing needs (19.1% of all wheelchair users). This need is projected to increase as the number of people living with long-term conditions and complex needs increase.

There are 538 applicants that have requested wheelchair standard housing on the council's housing waiting list. This represents 4% of the overall waiting list. The majority of applicants have requested wheelchair housing in Coatbridge followed by Cumbernauld.

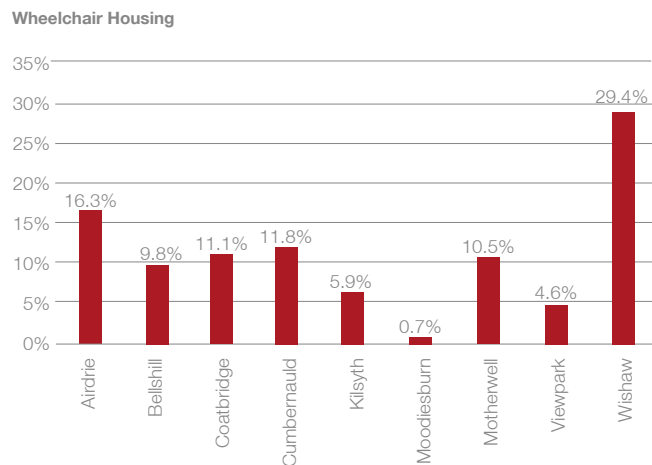


Chart 31: Number of CHR Applicants Requesting Wheelchair Housing



Source: NLC CHR Data as at 31st March 2021

Chart 32: Wheelchair Housing by Area



Source: NLC Stock Data as at 31st March 2020

Wishaw has the greatest provision of wheelchair housing, with 29% of all wheelchair housing, followed by Airdrie which has 17%. Moodiesburn has the lowest level of provision with 1% of all wheelchair housing.

Over the course of the previous LHS we set a target of 5% for all new build social rented housing to be built to wheelchair standard with a 10% target within our own council new build programme. Going forward there will need to be consideration given to setting an appropriate target for wheelchair provision in the private sector given the Scottish Government guidance (2019) for setting LHS targets to support the delivery of more wheelchair accessible housing. We are currently in the process of engaging with developers and wider stakeholders to identify ways in which we can improve accessible provision across tenures.

People Living with Dementia

It is estimated 10,000 people in Lanarkshire have dementia with around 800 more being diagnosed each year²⁷. We know that more people with dementia live at home in ordinary housing. We also know that a high proportion of older people with dementia also live alone and that the number of people living with dementia will increase. This demands that our services are responsive to the range of challenges that people and their families face. Housing plays a significant role at various stages of the dementia pathway and there has been considerable progress made to better support people with dementia to live safely and well in their own home for longer.

Examples of progress made in North Lanarkshire include:

- Enhanced design specifications which incorporate dementia design in all council new build housing
- Roll out of dementia design training for a range of housing and health and social care staff to increase awareness of the impact of the physical environment on a person with dementia and to help them identify appropriate solutions
- Dementia Post Diagnostic Support Online Resource, delivered by Health & Social Care North Lanarkshire, the service is designed to enhance dementia post-diagnostic support using technology

North Lanarkshire Council are committed to improving services to support people with dementia to have a better quality of life and to live at home for as long as

possible as opposed to care, as such the council has signed up to the Dementia Housing Framework and will continue to progress a range of actions identified.

People with a Learning Disability

It is estimated that there are 1,785 adults with learning disabilities known to the local authority in North Lanarkshire²⁸. This equates to 6.4 per 1,000 of the adult population in North Lanarkshire. The rate for Scotland is estimated at 5.2 per 1,000 of adult population. Of the 1,785 adults, 17.5% have an Autism Spectrum diagnosis. This compares to 18.6% nationally. It is considered that this is an underestimate of the overall number of adults with a learning disability as the data relates to adults known to local authorities and there are other factors associated with diagnosis which contribute to an under-estimation.

In terms of housing tenure, most people with learning disabilities reside in mainstream accommodation (98%). Over half live in mainstream accommodation with support (52%) and 45% live in mainstream accommodation without support. 1.7% of adults with a learning disability live in registered adult care homes. This differs significantly from the national picture, where 29% of adults with a learning disability live in mainstream accommodation with support and 26% live in mainstream accommodation with no support²⁹.

²⁷ Alzheimer's Scotland 2019
²⁸ and ²⁹ Learning Disability Statistics Scotland, 2019, Scottish Consortium for Learning Difficulties

This is indicative of the shift in balance of care towards more people being supported at home through a range of community supports, including more recently self-directed support, providing greater choice and control over living and support arrangements. There is no data on the number of adults with learning disabilities that reside with family carers in North Lanarkshire, but data is available at a national level which estimates that 30.3% of adults with learning disabilities live with a family carer.

As life expectancy increases and standards of healthcare improve the number of adults with learning disabilities is anticipated to increase and consideration needs to be given to how we can provide suitable housing and support to promote independence and positive outcomes. Specific consideration needs to be given to how housing can work collaboratively with health and social care partners and prevent future housing crisis arising for people with learning disabilities living with ageing parents or carers.

People with Mental Health Issues

Mental health and wellbeing have a profound impact on our quality of life. 'Getting it Right for Every Person' (GIRFEP), A Mental Health and Wellbeing Strategy for Lanarkshire' aims to achieve better mental health and wellbeing for all and a Lanarkshire where every person can live a full life free from stigma and discrimination. Poor mental health is an important public health challenge and significant health inequalities exist in Scotland. Evidence tells us that mental health outcomes are not evenly distributed across the population, with inequalities evident for age, gender, deprivation, and socio-economic status. We know that:

Adults living in the most deprived areas are twice as likely to have common mental health problems 

Women are more likely than men to report a mental health problem 

Those in the lowest income group were more likely to have experienced a mental health problem to those in the highest income groups 

People with mental illness die up to 20 years younger than their peers 

In North Lanarkshire 16.1% of males and 18.4% of females have common mental health problems (this compares to 14.2% and 17.2% nationally) 

Scottish suicide rates are four times higher in areas of greatest deprivation 

Alcohol related mortality in North Lanarkshire is 41.9 for males and 18.8 for females, considerably higher than the Scottish level of 28.8 and 11.6³⁰ 

30 'Getting it Right for Every Person' (GIRFEP), A Mental Health and Wellbeing Strategy for Lanarkshire, 2019

We also know there is a clear correlation between mental health problems and homelessness with research showing stark health inequalities in this respect with psychiatric admissions for people affected by homelessness ten times higher than the North Lanarkshire population.

Inequalities can be both a cause and effect of poor mental health. Experiencing social disadvantage such as poverty, adverse childhood experiences (ACEs) and adult trauma, drug and alcohol misuse, poor social networks or unemployment can increase the risk of mental ill health. Tackling inequalities and disadvantage is necessary to improve mental health outcomes. Early intervention and preventative supports are key for people with mental health issues to prevent vulnerable people from becoming homeless and from experiencing wider disadvantage.

Young People

Young people can face a number of significant life changes between the ages of 16-25, including leaving home, moving into further education, seeking employment, moving on from a period spent in care, involvement with youth justice services, becoming parents, some may also have a variety of complex support needs. In some cases, the life changes they have experienced mean they require additional support and guidance, to make the transition to adulthood and independent living.

Our evidence tells us that young people are disproportionately affected by homelessness in North Lanarkshire and face challenges in relation to tenancy sustainment, with young males specifically affected by lower tenancy sustainment rates in comparison to young females. Additional interventions to help young people understand the implications of having their home and the life skills they will need to sustain a home and live a successful life require consideration. There are already opportunities for care experienced young people to access specific modular training and learn practical skills within a training flat environment provided as a partnership project. Consideration may be required to how this learning can be extended across wider settings. Alongside this we also need to consider reviewing the care pathways in place for care experienced young people to ensure no young people are directly discharged from care into homelessness.

Emerging evidence on the impact of Covid-19 illustrates that young people are also disproportionately affected by the pandemic, through reduced income, higher incidence of redundancy/job loss and going forward potentially reduced housing options through more constrained mortgage lending favouring purchasers with higher deposits. This coupled with other recent wider funding changes such as the end of the 'Help to Buy Scheme' and reduced funding for the First Homes Fund may limit the wider housing options available to young people.

Gender Based Violence

Gender-based violence continues to be a significant issue for North Lanarkshire with the number of domestic abuse incidents reported to Police Scotland increasing over the past 3 years. These crimes and abusive behaviours are perpetrated mostly by men and affect women and children disproportionately. Evidence in relation to gender-based violence in North Lanarkshire tells us that in 4 out of every 5 domestic abuse incidents that Police Scotland attend there is a female victim and a male perpetrator³¹.

Tackling violence against women remains a key priority within North Lanarkshire. Equally Safe, Scotland's Strategy for preventing and eradicating violence against women and girls sets out a clear vision of 'a strong and flourishing Scotland, where all individuals are equally safe and respected, and where women and girls live free from all forms of violence and abuse – and the attitudes that help perpetuate it.' There are a range of activities that take place in North Lanarkshire to help tackle gender-based violence and support this vision.

Housing is a crucial partner in the Violence Against Women Working Group Partnership, recognising the pivotal role that housing plays in the provision of accommodation and housing support services for women and children affected by domestic abuse. To help reduce gender-based violence housing services have implemented a range of revised procedures for front line housing staff to encourage reporting and further skill staff in the provision of support, advice, and assistance in relation to gender-based violence.

³¹ North Lanarkshire Community Safety Strategy 2020-2025

Ethnic Minority Groups

In North Lanarkshire black and minority ethnic (BAME) populations account for 2.1% of the population and 'other white' populations account for 1.5%. Although North Lanarkshire's population is becoming more culturally diverse, it is less diverse than the Clydesdale area, with the BAME population accounting for 5.6% of the Glasgow and Clyde Valley area and 'other white' populations accounting for 2.2%.³²

As at 31 March 2021 there were 13,366 applicants recorded on the CHR. The majority were White Scottish 39.8%, 1.8% were Polish, 1.8% were 'other British', and 1.5% were from ethnic minority groups. A significant proportion refused or chose not to provide ethnicity details (25.9% and 29.2% respectively).

The 'Housing Needs of Minority Ethnic Groups: Evidence Review' by the Scottish Government finds minority ethnic groups were more likely to be living in the private rented sector (PRS) than white Scottish/British households and less likely to be living in the social rented sector or in owner occupation. It also found that people from minority ethnic groups were more likely to be living in relative poverty after housing costs than people from White Scottish/British groups, and some ethnic groups such as 'African', 'White: Polish' and the 'Other Ethnic' groups, were much more likely to be living in some of the most deprived areas in Scotland. There is also evidence that a sizeable proportion of the Scottish population hold prejudiced attitudes towards people from a minority ethnic background, and that minority ethnic groups face appreciable levels of discrimination and harassment³³.

Targeted consultation with ethnic minority groups was carried out in developing this LHS. This involved an independently facilitated focus group and a survey specifically for ethnic minority people, which was part of a wider council survey to gather information on access to services, challenges and barriers. This consultation found that there was a general lack of awareness of how to access information on housing options and low awareness in particular of social rented housing options. Recruitment and participation was challenging and it was identified that further action is required to improve access to good quality housing options advice and to provide greater opportunities for ethnic minority people to be involved in shaping housing policy

and services. Actions have been identified to address these key issues, including, improving our understanding of the needs of ethnic minority groups, improving opportunity for involvement and linked to this better data collation to provide an improved understanding of needs as well as improved housing options advice.



³² Census 2011 and HNDA2 Specialist Provision Chapter
³³ Housing Needs of Minority Ethnic Groups: Evidence Review, Scottish Government, 2020

Asylum Seekers, Refugees and Migrant Workers

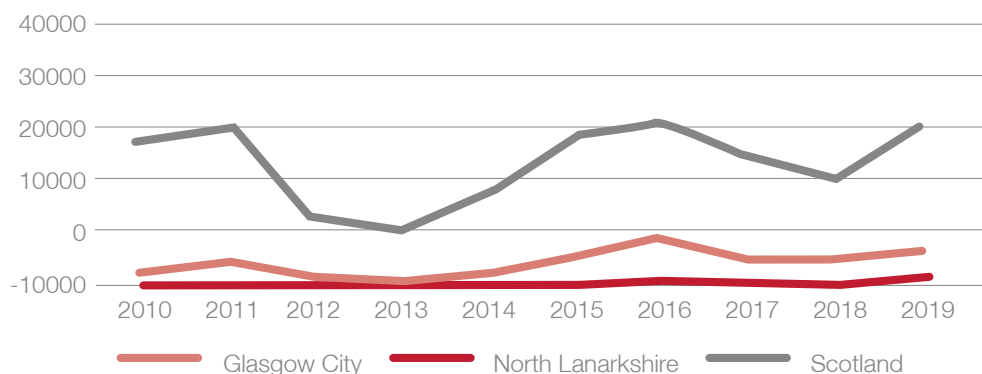
North Lanarkshire Council has participated in several refugee resettlement programmes over recent years. This has included the resettlement of Congolese and Syrian refugees. In addition to this we have supported the resettlement of unaccompanied children from Europe and supported other unaccompanied asylum-seeking children who have arrived in Scotland.

North Lanarkshire Council's approach is a collaborative partnership response which involves a range of partners including: Fresh Start NL, Voluntary Action North Lanarkshire, Third Sector Organisations, Volunteers, Multi Faith groups and a range of statutory agencies to extend integration support to all new people who are coming to live and work in North Lanarkshire.

The Syrian Refugee Resettlement Programme, in its initial form, came to an end in 2020. The UK Government published information and guidance about a replacement programme, the 'UK Resettlement Scheme' (UKRS) and sought confirmation from council's about their willingness to continue to participate in refugee resettlement. The council made a commitment in June 2021 to review requests from the Home Office via COSLA under the UK Resettlement Scheme on a case-by-case basis. The council has since re-established the governance and infrastructure arrangements previously in place from the Home Office via COSLA to resettle refugees and now also Afghan local employed staff and their families in North Lanarkshire. The newly re-established and renamed Resettlement and Relocation Member/Officer Working Group includes a range of partners involved in preparing for the new arrivals and providing ongoing support.

The number of migrant workers to North Lanarkshire has been rising over recent years although not at the same rate as neighbouring Glasgow city. It remains, however, to be seen, what the impact of Brexit and Covid-19 will have on migrant workers coming to Scotland.

Chart 33: Migrant Workers 2010 – 2019



Source: <http://nrs-local-area-migration 2019>

Gypsy/Travellers

The term Gypsy/Traveller refers to a range of distinct groups, including Romanies, Scottish, Irish, English and Welsh Travellers who regard travelling lifestyle as part of their cultural and ethnic identity – however there is no consensus on a generic description. There are no council Gypsy Traveller sites in North Lanarkshire at present with evidence suggesting that unauthorised encampments in North Lanarkshire are related to Gypsy Traveller households travelling through North Lanarkshire on route to other destinations. New enhanced processes for gathering information from Gypsy Travellers on unauthorised encampments to help our understanding of accommodation and other needs has been implemented over recent years. Information gathered from the responses received from Gypsy Traveller households indicates no demand for permanent or transient sites in North Lanarkshire. Clydeplan HNDA2 also indicated that there was no evidence to support a requirement for site and pitch provision within North Lanarkshire. HNDA3 is currently being progressed and a new assessment of the accommodation and related support needs of Gypsy/Travellers in the Clydeplan area will be undertaken as part of this process.

In terms of private Gypsy Traveller sites, it is estimated that there are 7 private sites in North Lanarkshire with permission. However, as some sites are long established and have no recent planning history it is difficult to estimate with accuracy the number of pitches.

At a local level the council hosts a Gypsy Traveller Strategic Group, established in the period of the previous LHS. This strategic group considers the holistic needs of Gypsy Travellers and comprises membership from housing, NHS Lanarkshire, Social Care, Education, Environmental Services, and Police Scotland. The group has recently implemented a range of measures to help improve our understanding of the current and future accommodation and support needs of Gypsy Travellers. This has included implementation of new engagement methods with Gypsy Travellers on unauthorised encampments to gather more information on their accommodation and support needs to help services better respond to and meet needs, in addition to improved data collation to enhance our knowledge of travelling patterns. Training and bespoke resources for staff have also been delivered to increase awareness of cultural needs, preferences and the barriers that Gypsy Travellers can experience, to reduce stigma and improve outcomes. The work of the group is aligned with the national action plan 'Improving the lives of Gypsy/Travellers' and the members collectively progress a range of actions and activities set out in our own Gypsy Traveller action plan to improve outcomes. These are structured by the national action plan key themes:

- Provide more and better accommodation
- Improve access to public services
- Better incomes in and out of work
- Tackle racism and discrimination
- Improve Gypsy/Traveller representation

Further involvement of Gypsy Travellers and people with lived experience in the work of the group is planned to help strengthen community development and engagement and ensure Gypsy Travellers are fairly represented in local decision making.

Part of the remit of the group is to consider the data and evidence in relation to Gypsy Travellers to help inform action required. Evidence tells us that the number of encampments has declined in North Lanarkshire over the past 5 years, from a total of 28 encampments in 2015/16 to 6 in 2020/21 and most recently 6 to date in 2021, although this low level is likely to be attributed to the limited movement associated with Covid-19 travel restrictions. The exception to this was in 2017/18 when the number of encampments was higher due to the same encampment moving several times to different locations throughout North Lanarkshire within the time period.

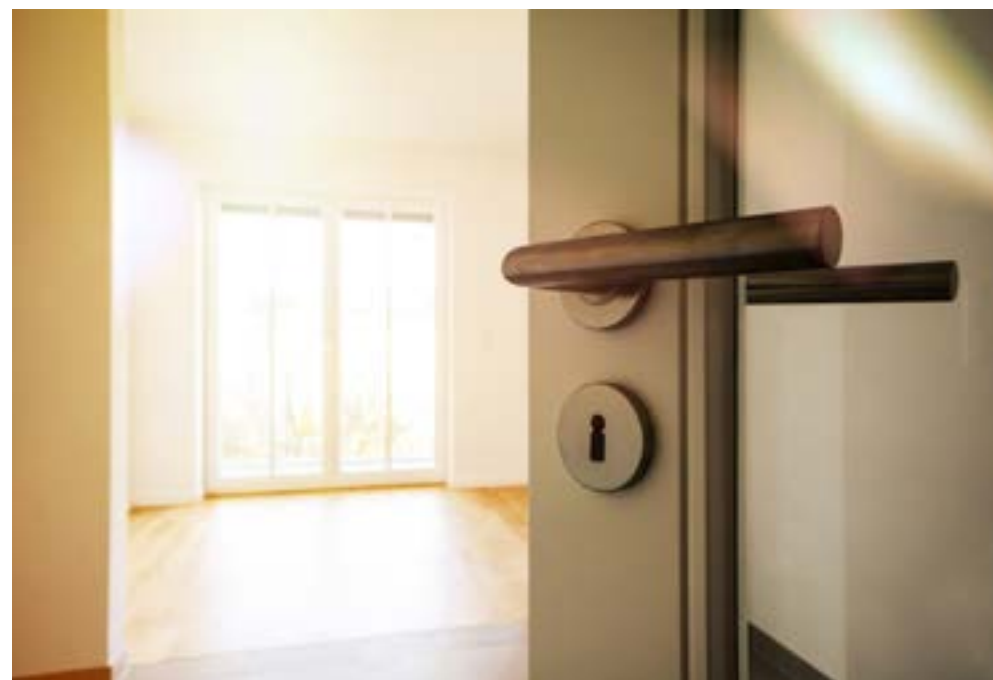
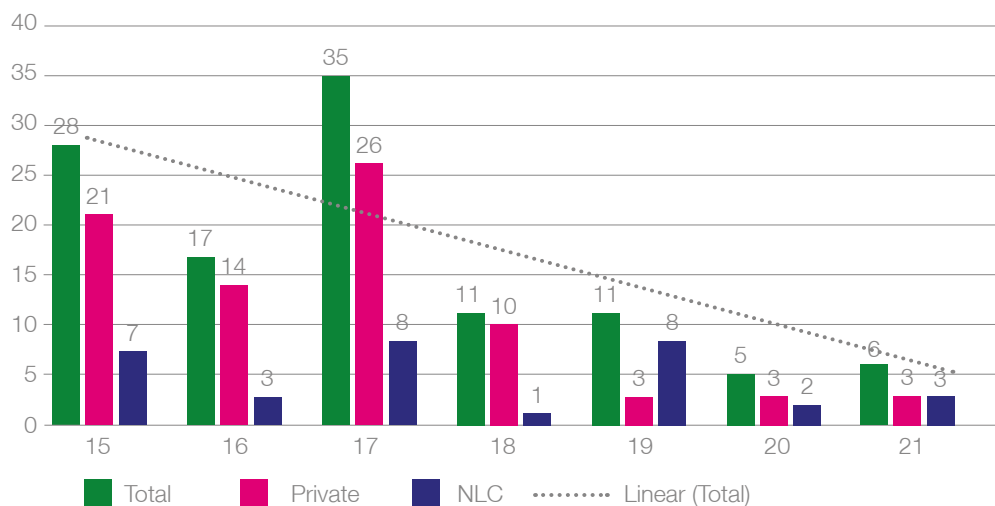


Chart 34: Unauthorised Encampments 2015/16 – 2020/21



Source: NLC Data on Gypsy Traveller Encampments as at 31st March 2021

Most encampments are on private land accounting for 73% of all encampments since 2015. In terms of locality the greatest number of encampments are located in Cumbernauld and surrounding areas accounting for 40% of all encampments since 2015. The higher number of encampments in the Cumbernauld area are attributed to its location in relation to travel networks, with close proximity to motorways and other routes which provide good access to other parts of the country.

Travelling Show People

North Lanarkshire has one permanent Travelling Show People site within the Motherwell Housing Submarket Area. The site is a permanent base and provides not only accommodation but storage and maintenance of equipment. The site has 12 pitches and covers 0.75ha with an average density of 16ha. At this time, North Lanarkshire have received no further applications for Planning Permission for Show people sites.

Gypsy/Traveller Accommodation Fund

The Scottish Government and COSLA's joint action plan 'Improving the Lives of Gypsy/Travellers' includes a key commitment to the collective review of housing and investment programmes, to ensure that the needs of Gypsy/Travellers are included. As a result, the Scottish Government provided £2m of short term funding to existing public sector sites in 2020/21. Housing to 2040 builds on this further, setting out a commitment to provide up to £20m of funding over the five years 2021-26, under the Gypsy/Traveller Accommodation Fund. The fund is intended for both significant renovation and improvements of standards on existing sites and the building of new sites, although it will be initially focused on a number of demonstrator projects, to establish model sites. Alongside this, the Scottish Government is also developing a Site Design Guide for Gypsy/Travellers sites. Both these measures will provide a vital step forward in improving access to accommodation. We intend to carry out further engagement with Gypsy/Travellers and Travelling Show people to identify accommodation requirements and opportunities linked to this fund.

Armed Forces and Veterans

The Report on the Provision of Information on Housing for Service Leavers and Veterans in Scotland (2015) by the Scottish Veterans Commissioner conducted into the housing needs of ex-personnel indicated armed forces, and their families, have specific housing needs that may require additional support. For example, ex-service personnel are more vulnerable to homelessness than the population at large, and professional pressures can present problems for finding stable housing for soldiers and their families. Members of the armed forces who have been discharged are given a priority for housing by the council, however it is intended that the support for armed forces and their families will be strengthened through further engagement and consultation with the community and their representatives. In making some straightforward and cost-effective improvements to websites, leaflets, and the training of staff we can do more to help provide a better understanding of entitlements and an easier route to appropriate housing for veterans and their families. Consultation carried out with Armed Forces and Veterans support services to develop the LHS highlighted some insights into the extent and nature of housing issues affecting Armed Forces Communities (AFC) in North Lanarkshire and some potential gaps in housing supply and service provision. The feedback received suggested that the issues affecting AFC were broadly typical of more generic housing advice services. Gaps were however identified, in housing supply, including a lack of adapted and smaller size sized homes for disabled veterans and single men. A lack of sufficient understanding of Post Traumatic Stress Disorder (PTSD), the impact of this condition on AFC households and failure for allocation policies to take appropriate account of this was also reported. To help address these issues we aim to develop a trauma informed and responsive workforce, that is capable of recognising where people are affected by trauma and adversity and that are able to respond appropriately to prevent further harm and support recovery. We will also explore ways in which we can involve people with lived experience in shaping our housing policies and services to help us respond better to people's needs. In addition to this through our SHIP we are working with Veterans Scotland to develop new housing for AFC in North Lanarkshire within the period of this LHS and will continue to explore new opportunities.

Key Workers

There are no identified housing or housing related services issues in respect of key workers in North Lanarkshire, unlike other areas that can face difficulties in retaining key workers due to high competition for homes. However, we do recognise the important role that housing plays in retaining key workers which is vital to the delivery of and improving essential local services, which helps maintain and create sustainable communities and places. Given this we want to do everything we can to help ensure North Lanarkshire provides housing opportunities that attracts key workers to live and work in North Lanarkshire. To help us do this we will explore and deliver a broader range of housing options, including Build to Rent, Mid-Market Rent, Shared Equity whilst continuing to deliver on our ambitious affordable new supply programme. Our focus will be on the diversification of our housing market and increasing affordable delivery to provide improved housing options for key workers. We will also work with local employers, in the public sector but also the private sector, to gather a better understanding of the housing needs of key workers but also to identify new opportunities to attract and retain key workers in key industries and sectors in North Lanarkshire.

Public Protection

Housing works in partnership with Justice Services, Police Scotland, Health and Social Care Services and a range of other partners to ensure there are appropriate and effective public protection arrangements in place. As part of the community care planning structures housing is represented in the adult and child protection committees and the management and resettlement of offenders. Recognising that good quality and appropriate housing is a key factor in resettlement for offenders and a critical part of rehabilitation housing is working with Justice Services to identify ways in which people leaving custody can be supported more effectively, particularly those leaving short stay custody periods.

People with Other Needs

Housing has an important role in meeting a very broad range of needs. For example, we know that Lesbian, Gay, Bisexual and Transgender people face housing challenges not only in relation to housing but in relation to a wide range of areas. We have introduced staff training to increase awareness of the barriers and challenges faced to help improve housing information and advice and the overall housing experience. We acknowledge that there exists further scope to build on the positive progress made to date and will progress this throughout the course of this LHS.

Further information in relation to all other needs and care groups can be found in the associated supporting documents.

Assistive Technology and Telecare

Assistive technology remains a key vehicle for innovation both to improve outcomes and support for independence and to ensure the efficient delivery of support. A key focus over recent years has been on increasing staff awareness and knowledge of both assistive technology and mainstream technology solutions to support people we work with, their families and carers. A central component of this has been the development of a 'tech flat' at Allershaw Tower, Gowkthrapple. This flat showcases a wide range of assistive technology provided by Health and Social Care as well as mainstream technology that people can test

out before considering its potential incorporation as part of a support plan or independent purchase.

Currently there are 1,556³⁴ people in North Lanarkshire with assistive technology and this has increased over recent years as technology advances providing greater choice, independence and improved quality of life. It is anticipated that the use of assistive technology and telecare will increase over the course of this LHS with digital housing a particular focus going forward as outlined in Scotland's 'Digital Health and Care Strategy' (2018). In North Lanarkshire we are committed to innovating and harnessing the power of technology to improve outcomes and we have signed up to the national TEC Housing Charter developed as part of the Scottish Government's Technology Enabled Care (TEC) Ready Programme. Current areas of focus include the development of our SMART Homes digital tech pilot in retirement housing and exploration of additional benefits from the current new build provision of Fibre to the Premises (FTTP), Virgin Media and CatSe internal home network to seek to ensure future digital capabilities within the home.

Hospital Discharge

Addressing delayed hospital discharges remains an important priority for all partners in North Lanarkshire given the increasing pressures on the health and social care system. Increased time in a hospital setting when clinically ready to be discharged puts older people at risk of mobility loss, infection, increased dependence, and

isolation. Furthermore, in addition to the human impact there is a substantial financial cost.

The roll out of new models of assessment such as 'discharge to assess' have been implemented in North Lanarkshire and progress in reducing the number of occupied bed days due to delayed discharges has been steady. Housing plays a significant role in reducing delayed discharge and preventing avoidable admission to hospital. Access to timely, high quality housing information, equipment and adaptations can help alleviate pressure on hospitals achieving positive benefits for patients as well as health and social care budgets. Currently the rising number of individuals with increasingly complex needs requiring assessment is impacting most on delayed discharge. To help prevent and alleviate delayed discharge housing provides three resource flats. Further development of this model is underway to help improve access to accommodation to enable swifter discharge and prevent admission in some cases.



34 NLC Health and Social Care Data as at 31st March 2021 (contained in LHS annual review report)

Summary of Specialist Provision Need and Gaps Identified

Evidence suggests the level of need for accessible and adaptable homes over the course of the LHS will increase. It is also projected that the shift towards an increase in demand for amenity and accessible housing and a decrease in demand for traditional forms of sheltered housing will continue. Increasing need for wheelchair liveable homes is also projected to increase arising from growing numbers of people living with long-term conditions and complex needs.

There are a number of gaps identified that are required to address these challenges and to promote independence, health and wellbeing. Many of these gaps relate to further understanding and information and include:

- Further understanding and application required of new technology in homes to help enable independence, promote choice and control for people as more people are supported at home with health and/or support needs
- Gaps in understanding of the level of need and demand for wheelchair liveable housing across tenures, particularly the private sector to help inform current and future provision
- A shortage of wheelchair liveable homes and homes for older people in the private sector
- A lack of information on wider travelling patterns, accommodation needs and preferences of Gypsy Travellers

- Further action required to increase awareness of housing options and improve accessibility of housing options advice for ethnic minority people
- Further scope to involve people with lived experience in shaping housing and housing related services, with particular emphasis on women and children affected by domestic abuse, LGBTQI+ people, young people, ethnic minority people and disabled people

These gaps are intended to be addressed through the actions set out in the LHS action plan.

Key Issues and Challenges:

- There will be an increase in the need for accessible and adaptable housing, and for equipment and adaptations given the projected demographic change of an increasing ageing population
- There will be challenges associated with supporting an increasing number of older people living alone
- Continued above average pressure for older people's housing in the North areas is evident
- There is evidence of changing housing aspirations of older households, and a need to explore other alternative housing options in particular for older owner occupiers with limited housing options on the open market either due to low equity levels or lack of availability, and for those with limited housing priority awarded on social housing waiting lists
- Traditional forms of sheltered housing have changed significantly over the past decade and are likely to continue to evolve over the course of this LHS
- The balance of care continues to shift to the community with a high proportion of people supported to live at home as opposed to care homes, this has some implications for how services and supports are designed to enable and promote independence and wellbeing
- Technology plays an increasingly important role going forward in improving health and wellbeing, enabling independence, and improving opportunities

- Under-occupation of larger family sized properties affects older households more than any other household group
- Disparity exists between health and tenure with social rented sector tenants experiencing significantly poorer health outcomes than those in owner occupation
- Disabled people are over-represented in the social rented sector, with potential greater need for resulting adaptations and accessible housing in this sector
- There is a shortfall of wheelchair accessible housing which is projected to increase over the course of this LHS
- There is a need to develop greater awareness amongst developers of the benefits and need for accessible housing

- We need to understand the housing needs of ethnic minority groups better, and take steps to improve our understanding of our customers and tenants from ethnic minority groups by improving our data collation
- The impact of housing on mental health requires further focus, particularly given the impact of the pandemic
- Young people transitioning through care, care experienced young people, people with learning disabilities living in the community with parents and young men face specific housing challenges and require consideration to how services can work more collaboratively to identify needs and support at an earlier stage to prevent housing crisis and help achieve positive life outcomes



- Good progress has been made in reducing stigma and increasing awareness of the needs of people from a range of different households, needs and groups, including Gypsy Travellers and LGBT people. There exists further scope to build on this to further improve outcomes for people who experience disadvantage and inequality
- We have reviewed of our sheltered housing service and our sheltered housing allocation policy and implemented our new service which matches people better to the right housing option whilst making best use of our older people's homes in meeting the broad range of needs

Current Activity and Progress:

- Resource flats provided in three localities to help aid hospital discharge and weekly discharge meetings established to prevent housing related delayed discharge
- 'Adapt for Change' pilot training delivered to a wide range of housing, health and social care staff and new e-learning module under development to broaden delivery and help improve awareness of the importance of early intervention across services and roles to prevent housing crisis from occurring
- Participated in the 'Match Me' research on effective allocation of adapted housing to identify ways to improve our allocation processes and make best use of adapted housing
- Incorporated dementia design in our council new build homes and existing retirement complexes
- Trained a range of staff across housing, health and social care on the importance of dementia design and application to enable independence and improve outcomes

Key Actions:

- Increase the supply of affordable wheelchair housing
- Increase the supply of wheelchair housing in the private sector
- Increase the supply of adaptable and accessible housing
- Increase the supply of older people's housing
- Improve the suitability of existing housing to meet the needs of older people
- Improve access to specialist housing
- Improve the use of technology to help enable independence, inclusion and promote better outcomes
- Enable swifter discharge from hospital and reduce delayed discharge
- Improve our understanding of the housing and related support needs of ethnic minority groups and others who experience disadvantage and inequality



section 8



fuel poverty, energy efficiency and climate change

Strategic Housing Outcome 5: We will tackle climate change and fuel poverty

Contributes to National Outcomes:

- We live in communities that are inclusive, empowered, resilient and safe
- We are healthy and active
- We tackle poverty by sharing opportunities, wealth and power more equally
- We value, enjoy, protect and enhance our environment
- We have a globally competitive, entrepreneurial, inclusive and sustainable economy
- We are open, connected and make a contribution internationally

Contributes to The Plan for North Lanarkshire Priorities and Ambition Statements:

Improve economic opportunities and outcomes

- Grow and improve the sustainability and diversity of North Lanarkshire's economy
- Improve the health and wellbeing of our communities
- Increase economic opportunities for adults by understanding, identifying and addressing the causes of poverty and deprivation, and the barriers to financial inclusion

Enhance participation, capacity and empowerment across our communities

- Ensure we keep our environment clean, safe and attractive

Improve North Lanarkshire's resource base

- Continue to identify and access opportunities to leverage additional resources to support our ambition
- Ensure intelligent use of data and information to support fully evidence-based decision making and future planning



Context

Tackling climate change, improving the energy efficiency of homes and reducing fuel poverty are key local and national priorities.

The Scottish Parliament passed the Climate Change (Emissions Reduction Targets) (Scotland) Act 2019 requiring Scotland to become net zero by 2045 with interim targets for 2030 (75% reduction) and 2040 (90%). In June the same year, North Lanarkshire Council declared a climate emergency, recognising the impact of climate change on homes, communities and the wider environment, and that greenhouse gas emissions were the main cause of this. A target of net zero by 2030 for both the council and the area of North Lanarkshire was finalised in May 2020.

It also enacted legislation requiring no more than 5% of all households to be living in fuel poverty by 2040, with interim targets for 2030 (15%) and 2035 (10%). Targets were also set for extreme fuel poverty - no more than 5%, 3% and 1% of households should be extremely fuel poor by 2030, 2035 and 2040 respectively - and for the median 'fuel poverty gap' (the reduction in spending which would take a household out of fuel poverty) to be reduced to £250 (adjusted to 2015 prices) per household by 2040. The Fuel Poverty (Targets, Definition and Strategy) (Scotland) Act 2019 also redefined what fuel poverty is. Under the new definition a household is considered to be fuel poor if the costs of maintaining a 'satisfactory heating regime' are more than 10% of its net income and where its remaining income after deducting notional costs for energy, housing, Council

Tax and childcare is less than 90% of the minimum income standard applicable to the household. This new definition strengthens the link between income and fuel poverty (with more income poor households now being considered fuel poor, when compared with the previous definition). Household income (which is directly related to how able a household is to pay for the energy it needs), energy costs, energy performance, and how energy is used in the home are the four key drivers of fuel poverty. The fourth driver on how energy is used has been identified by the Scottish Fuel Poverty Strategic Working Group because many households do not get the most out of their heating or the energy saving measures put in place.

While both devolved and local government have only limited ability to increase household incomes and reduce the cost of energy, they can more effectively drive improvements in the energy efficiency of housing (which therefore reduces the amount of energy households need to use to heat their homes). The national Energy Efficient Scotland programme coordinates activities to improve the energy performance of Scotland's buildings, with local authorities having key roles in both implementing actions and enforcing minimum standards.

Energy Efficient Scotland provides a 'route map' to achieving the national ambition for Scotland's buildings to be warmer, greener and more energy efficient. In the route map, the Scottish Government set out how it intends to deliver on this ambition, including through regulating for minimum energy performance standards in the nation's homes.

Social rented homes will be required to meet the standards set out in the Energy Efficiency Standard for Social Housing post-2020 ("EESH2"); social homes should meet Energy Performance Certificate (EPC) rating of D by 2025 and achieve EPC B rating by 2032. This Standard will be monitored by the Scottish Housing Regulator.

Energy Efficient Scotland also set out the journey it expects private sector housing to take over the next two decades.

Private rented sector properties should meet EPC E by 2022, D by 2025 and C by 2030. The Energy Efficiency (Domestic Private Rented Property) (Scotland) Regulations 2020 introduced a duty on local authorities to enforce the standards expected to 2025 however implementation has been delayed due to the impact of Covid-19. Landlords will be able to access loan funding to pay for works required. In its draft Heat in Buildings Strategy the Scottish Government has subsequently proposed requiring private rented sector properties meet EPC C by the earlier date of 2028.



The route map set out a journey for owner-occupied homes to meet EPC C by 2040, suggesting that regulations requiring this standard was achieved would be in force from 2030. These plans were subsequently brought forward, and the Scottish Government has consulted on plans to require that minimum standards are met from 2024. It is currently unclear how these plans will be impacted by the pandemic.

The council has developed its own route map to meeting EESSH2, based on recommendations made by specialist consultants. This will have a significant impact on how the council invests in its housing stock during the lifetime of this Strategy and beyond.

Other activities being coordinated through the programme include funding schemes like Home Energy Efficiency Programme Scotland: Area Based Schemes (HEEPS: ABS) and the piloting of Local Heat and Energy Efficient Strategies (LHEESs) by local authorities. From 2023 councils will be required to prepare a LHEES which provides a long-term framework to planning and delivery of an area's transition towards low and zero carbon heating. In its pilot LHEES, North Lanarkshire Council undertook a socio-economic analysis of potential energy efficiency interventions. It found that significant investment (running into the billions of pounds) would be required to bring properties up to future standards, and also recommended that semi-detached houses should be a key area for focus on any future energy retrofit project. The key legacy benefit from the LHEES was the establishment of a cross-service officers' group to manage the pilot. This group was later reconvened

to coordinate the council's climate change, energy efficiency and fuel poverty policies and plans for domestic buildings.

At the time of writing, the Scottish Government is consulting on its proposals for a 'New Build Heat Standard' requiring new homes have 'zero direct heating emissions' by 2024/25. This is part of its wide-ranging draft Heating in Buildings Strategy which aims to accelerate the take-up of renewable heating, noting that climate change targets can only be met if virtually all emissions from heating (and cooling) buildings are eliminated.

Among the 107 actions proposed in the Strategy are reviews of the effectiveness and future viability of current and emerging technologies. This includes the role of District Heating – where communal heating is provided to homes and buildings by a centralised, typically low carbon source – and hydrogen in our future energy system. The Scottish Government also intends to review evidence on the effectiveness of heat pumps and the role of solar energy and battery storage in reducing emissions from heating. In February 2020, the Heat Networks (Scotland) Act was approved by the Scottish Parliament. It requires the creation of heat networks and requires that public bodies assess their buildings for their suitability to connect to district heating.

Climate Change

The world's climate is changing. Eighteen of the world's nineteen warmest years on record have occurred since 2000³⁵ and in Scotland, temperatures have also been rising. Nine of the ten warmest years on record have been since the turn of the Millennium. The IPCC further finds that human activity is the dominant cause of all global warming since the mid-20th century³⁶. The average temperature in Scotland in 2014 was 1.42 degrees above pre-industrial levels.

A changing climate poses significant risk to homes and communities across the globe. While coastal communities in warmer climes will be most affected, the changing climate will have an impact in North Lanarkshire. There will likely be more extreme weather events and a greater prevalence of sudden rainfall, potentially increasing the risk of flash and other flooding. Currently, around 560 properties in North Lanarkshire (mostly in the vicinity of the North Calder Water in Airdrie and Coatbridge) are thought to be at risk of flooding, with an estimated cost of £900,000 per year³⁷. Increased rainfall and warmer temperatures will bring climate-related risks and opportunities in the coming decades, some of which are not yet well understood.

35 <https://climate.nasa.gov/vital-signs/global-temperature/>

36 IPCC (2018) Global Warming of 1.5 celcius, available from https://www.ipcc.ch/site/assets/uploads/sites/2/2019/06/SR15_Full_Report_High_Res.pdf

37 Glasgow City Council (undated) Clyde and Loch Lomond Flood Plan

North Lanarkshire's Climate Plan

The council has recently developed and published a Climate Plan and as outlined earlier has committed itself and the area of North Lanarkshire to achieving net zero by 2030. There is much related activity and actions (mitigation, adaptation and sustainability) required to help achieve this. The target commits the council to working towards zero emissions as far as reasonably practicable to do so and thereafter to consider sequestration or carbon offsetting for the residual emissions. In June 2021 the council also agreed to sign up to the Edinburgh Biodiversity Declaration. As a local government authority it has a role to promote the biodiversity agenda and has a responsibility to protect its local biodiversity. The plan sets out a number of key actions and potential solutions which relate specifically to housing in targeting emission reductions, which include energy efficiency improvements in housing in addition to new innovative projects such as the 'Green Heat in Greenspaces' project, linked to the Strathclyde Park masterplan, in which energy is one of the core principles. Focused on heat pumps and solar photovoltaics, should the council choose to progress the project proposals, it will positively contribute to the North Lanarkshire footprint by reducing energy-related emissions. The planning for these proposals will link into the development of the council's LHEES.

Climate Ready Clyde - Glasgow City Region Climate Adaptation Strategy

The council is a member of Climate Ready Clyde and contributes to the Glasgow City Region Climate Adaptation Strategy and Action Plan. This strategy aims to ensure Glasgow City Region's economy, society and environment is not only prepared for, but continues to flourish in the face of the impacts arising from the climate crisis. The strategy sets out 11 interventions to address the priorities identified in the Climate Risk and Opportunity Assessment and has adopted a place-based approach to identifying areas that are regionally and nationally significant for adaptation. For North Lanarkshire this includes Ravenscraig and Eurocentral/Mossend as they are priority areas for development. To support the delivery of the strategy, the action plan sets out 16 flagship actions. These represent a significant, step change from business as usual to create conditions for change and inspire further action. These actions involve the public, private and third sector, are at different stages of maturity and recognise that real resilience involves changing our culture, finance, governance and institutions. Some of the ways in which we will contribute include, but are not limited to:

- Working together with other GCR local authorities to build capabilities and deliver collaborative adaptation
- Supporting our communities to shape climate-ready places
- Incorporate climate resilience into regional supply chains and procurement

- Contribute and learn from the net zero climate resilient housing retrofit project
- Embedding climate resilience into regional economic and spatial strategy

Green Park, Green Power, Green Neighbourhood

Green Park, Green Power, Green Neighbourhood will see key Council services (including Education, Greenspace and Housing) pool resources and collaborate to deliver the flagship project in our ambitious plans. Aiming to deliver the Net Zero redevelopment of Strathclyde Park and harness 'park power' to provide low-carbon heat to neighbouring homes, businesses, community and public buildings, this Green Park, Green Power, Green Neighbourhood will provide an exemplar of how local authorities can build on their existing assets to develop sustainable places and make the just transition to Net Zero.

Green Growth Accelerator support will also enable the later development of the Green Power and Green Neighbourhood elements of this project, subject to the availability of further funding. These elements will see the development of a District Heat Network for North Motherwell, powered by the heat and electricity generated in the Park, capable of meeting heat demand from homes, businesses and the public sector estate in the area. Current plans, informed by a feasibility study (appended) and engagement with property owners, are that the DHN will initially provide zero-carbon heat to:

- More than 1,100 social rented homes, located in three SIMD datazones which are in Scotland’s 5%, 10% and 15% most multiply deprived neighbourhoods respectively
- Two local primary schools (Logan and St Bernadette’s)
- Other buildings used for community and health care functions (Avondale Care Home, North Lanarkshire Heritage Centre, Orchard Medical Centre and Pat Cullinan Community Centre), and
- MB Aerospace, a local engineering firm and a large industrial heat user.

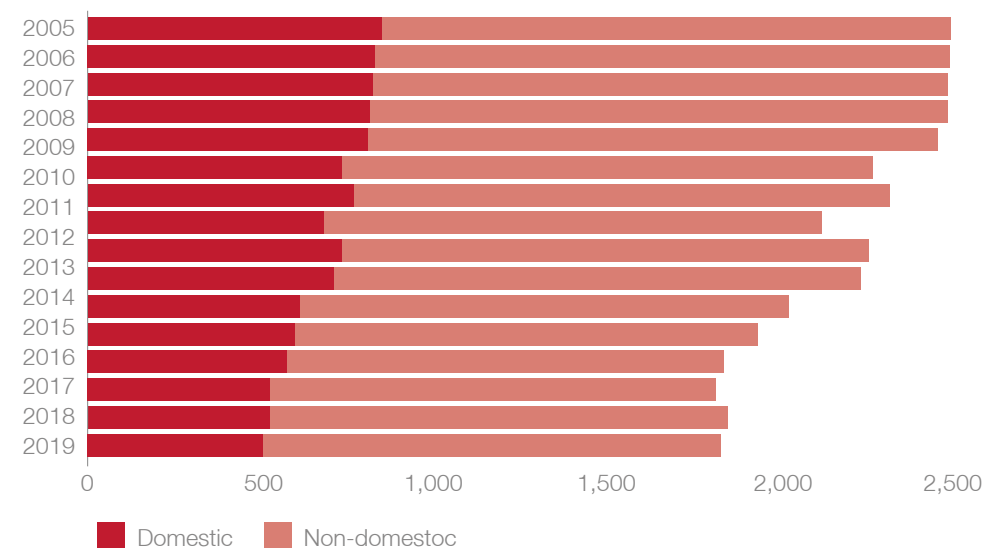
In doing so we will demonstrate how existing homes and buildings across a range of settings and sectors can transition to Net Zero while also tackling fuel poverty and insecurity and helping to sustain amenities, services and skilled jobs in the area. Later extension of the DHN will enable it to meet the significant additional heat demand in the area as homes and buildings are upgraded to meet future energy performance standards, as set out in Scotland’s draft Heat in Buildings Strategy.

Greenhouse Gas Emissions

In 2019, 28% of all of North Lanarkshire’s greenhouse gas emissions were ‘domestic’ (i.e. arose in our homes), down from 31.9% in 2005. While emissions from all sectors fell during this period, those from our homes fell further (38.9%) than those from non-domestic sectors (26.4%) during this period. These declines were driven by a range of factors, including the rise of renewable energy and improvements in the energy performance of homes and buildings.

Through membership of Climate Ready Clyde, the council will seek to ensure that we build understanding and capacity to tackle the challenges, and take advantage of the opportunities, of our changing climate.

Chart 35: Domestic and Non-domestic Greenhouse Gas Emissions (kt CO2) in North Lanarkshire, 2005 - 2019



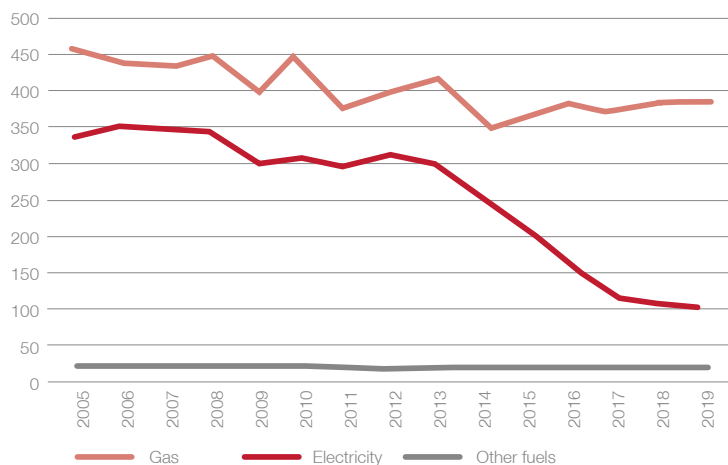
Source: BEIS (2020) Emissions of carbon dioxide for local authority areas, 2019 estimates

Much of the reduction in emissions from our housing stock was achieved through the greening of our electricity supply (with more of our electricity now coming from renewable sources like solar and wind power). Far greater reductions were achieved in emissions from electricity (68.6%) than from natural gas (23.4%) or other fuels (29.6%) in this period.

This appears to be borne out in the number of households installing renewable heating technologies in their homes. In the almost seven years between April 2014 and December 2020, 107 North Lanarkshire households installed a technology (like heat pumps or solar thermal panels) through the Renewable Heat Incentive scheme, just 0.7% of the Scottish total³⁸. During this period significant progress was however made in decarbonising heat in council homes, with all tenants in areas which are off the gas grid offered an air source heat pump to provide their heating and hot water with 316 installed. Additional insulation was provided in these properties to ensure the effectiveness of the heat pumps (which typically require properties to be very well insulated to be effective).

North Lanarkshire relies more on natural gas to heat our homes than the nation as a whole. In 2019, natural gas was responsible for 74.9% of all domestic emissions in the area compared to 63.5% in Scotland. This may make it more difficult for North Lanarkshire to reduce its domestic emissions than other areas, particularly as natural gas is currently cheaper than other fuel types (providing less incentive for owners and residents of existing homes to move towards more renewable heat sources).

Chart 36: Domestic Greenhouse Gas Emissions (kt CO2) in North Lanarkshire by Fuel Type, 2005 - 2019



Source: BEIS (2020) Emissions of carbon dioxide for local authority areas, 2019 estimates

Investment in Energy Efficiency Measures

The council invested more than £130m in improving the energy efficiency in its existing homes between April 2016 and March 2021, and significant developments have been made in providing low carbon new homes. During this period, solar photovoltaic panels (generating energy for tenants to use) were installed on 415 new council homes and plans have also been developed to deliver 19 ‘net zero’ homes on the former towers site at Holehills in Airdrie in partnership with housebuilder CCG. The council will also deliver a ‘whole house’ approach (combining energy generation and storage with excellent levels of insulation to lower demand) at a new development in Glenmavis. Both developments will be the first of their kind in Scotland and will pilot new approaches which will inform future investment. Electric vehicle charging has also been rolled out across many of our new build sites³⁹.

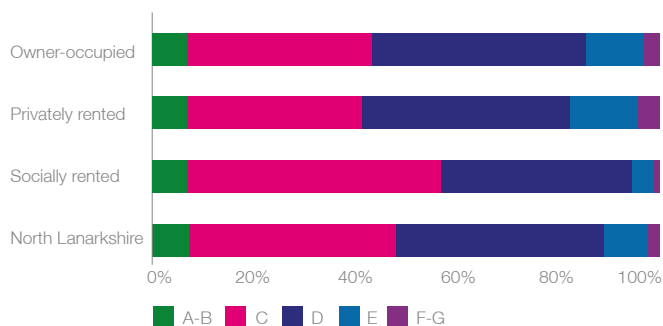
The council also manages the HEEPS ABS scheme in North Lanarkshire. This scheme has delivered almost £9.5m of energy efficiency improvements in North Lanarkshire since 2016, benefiting more than 1,000 owners and the tenants of 460 social rented homes⁴⁰.

Analysis of Energy Savings Trust data finds that slightly less than half (47.8%) of all homes in North Lanarkshire currently have an EPC ‘C’ rating (the minimum required of all homes by 2040) or better. This is higher than the Scottish average (45%). There are however significant variations across tenures and by property types.

Social rented homes (58.4%) are more likely to meet this standard than owner-occupied (44.1%) or private rented (40.3%), and social homes (4.3%) are less likely to be rated in the lowest bands of E, F or G than owner-occupied (14%) or PRS (17%) properties.

38 BEIS (2021) RHI Deployment data, December 2020
 39 North Lanarkshire Council data
 40 North Lanarkshire Council data

Chart 37: EPC Ratings by Tenure, North Lanarkshire



Source: Energy Savings Trust (2020) Home Analytics Report – North Lanarkshire

Higher energy performance standards are however required from homes in the social rented sector. Currently, fewer than 1 in 20 (4.4%) social homes are estimated to meet the EPC B rating required by EESSH2, with the council’s own analysis suggesting only 3.4% of council stock currently meets the Standard.

The council plans to align investment in energy efficiency improvements with other works to improve the condition of homes in the area. This includes its own capital investment programme where, for example, plans are being developed to deliver external wall insulation to homes at the same time as re-rendering. Similarly, it will develop a coordinated approach to enforcing minimum standards in the private rented sector, including for energy efficiency and house condition. Work is ongoing to develop our route map to achieve net zero and findings are currently being considered from recently commissioned research which will help identify future

investment and the scope of work required. This will then inform an Energy Strategy which we plan to present to committee in 2022.

There is a strong relationship between energy performance and property age. While 97% all homes built since 2002 are A, B or C-rated, more than 7 in 10 (71%) of pre-1919 are rated E, F or G (and will consequently require significantly greater intervention to be brought up to standard). These homes are also the most likely to be in other forms of disrepair.

Chart 38: EPC Rating by Property Age, North Lanarkshire



Source: Energy Savings Trust (2020) Home Analytics Report – North Lanarkshire

There is a strong correlation between the energy performance of a home and the household’s fuel bills. The estimated average fuel bill for North Lanarkshire properties in EPC bands A or B is £465 compared

to £1,620 for properties rated F or G, with bills progressively rising in each band, from £671 for EPC C rated homes to £923 (D) and £1,199 (E).

Fuel Poverty

The Scottish House Condition Survey 2017-19⁴¹ estimates that North Lanarkshire has lower rates of fuel poverty (20%) and extreme fuel poverty (7%) than the national averages (24% and 12% respectively). The area’s ‘median fuel poverty gap’ (adjusted to 2015 figures) is also lower (£520 compared to £650). This is an improvement on findings in the previous 2016-18 Survey, particularly for households in the social rented sector (suggesting that social landlords’ investment in meeting EESSH is paying dividends in reduced fuel costs, and reducing fuel poverty, for tenants). The Survey estimates that one quarter (25%) of social tenants are fuel poor, compared to around one third (32%) in 2016-18 and almost four in every ten (38%) social renters in Scotland⁴².

Renters are more likely than owner occupiers to be in fuel and extreme fuel poverty. This may be due to their generally lower household incomes (with evidence from the Scottish Household Survey suggesting that 60% of social rented households have an income of less than £20,000 per year compared to 31% of owner-occupiers)⁴³.

41 Scottish Government (2021) Scottish House Condition Survey Local Authority Tables 2017-2019

42 Scottish Government (2019) Scottish House Condition Survey Local Authority Tables 2016-2018

43 Scottish Government (2019) Scottish Household Survey 2018 Local Authority Tables

It may also be caused by the higher housing costs experienced by renters, particularly when compared to households which own their homes outright.

Decarbonisation of Heat

The Scottish Government's draft Heat in Buildings Strategy sets out actions for transforming our buildings and the systems that supply their heat, ensuring all buildings reach zero emissions by 2045. In line with proposals and actions set out in this strategy we are committed to a fabric first approach through our programmes. We also acknowledge the tensions between achieving our net zero target and fuel poverty targets, with many zero emissions heating systems more costly to install and run than high emissions equivalents. As such we are also committed to ensuring that our approach to heat transition is a just and fair transition. This requires greater targeted support for fuel poor households to install zero emissions heating systems.

To deliver zero emissions heating effectively will require several different approaches and for the life time of this strategy this will involve focusing on the heating solutions available currently and installing them in buildings for which they provide the best long-term solution. This includes heat pumps and heat networks. Over the next five years we plan to improve our approach to procuring and maintaining renewable energy installations so that real progress can be made in the shorter-term.

Key projects in North Lanarkshire, such as Scotland's first 'Net Zero Homes' initiative at Dykehead Road

in Airdrie, where 19 out of 150 properties will benefit from the use of PV/Air Source Heat Pumps/Battery Storage will provide vital learning to help us achieve our objectives. SAP calculations suggest that these properties may be net contributors as EPC SAP ratings exceed a score of 100. The use of battery storage means that additional generated energy can be stored and used by the tenants. This approach is being piloted in advance of the requirements that new homes from 2024/25 cannot be heated by gas and also to provide an approach to mitigate potential fuel poverty issues. This will see our first new build properties, which are generally 'B' SAP energy ratings become 'A' rated for both Energy and Environmental scores. Evaluation post-development will inform the actual performance of these properties. A pilot is also planned for Pather to install single room heat recovery fans in existing homes, if successful the scheme could be rolled out to wider council properties.

Glasgow City Region Retrofit Programme

A home energy retrofit programme, delivered at scale across Glasgow City Region, has the potential to deliver on a number of our local and national policy ambitions, including:

- Support the economic recovery from the pandemic
- Create a large number of meaningful, skilled jobs
- Improve the quality of housing

- Reduce fuel poverty
- Deliver on the net zero carbon and climate mitigation of Glasgow City Region and Scotland

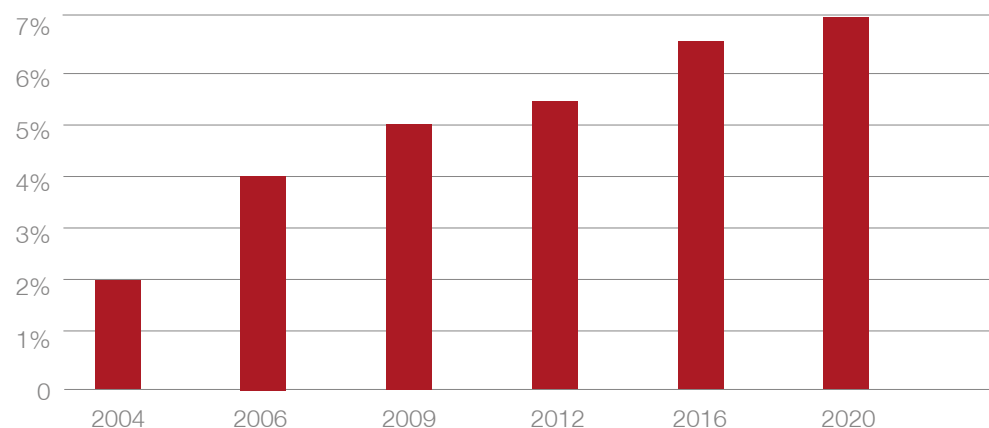
As part of our work with our GCR partners we are progressing a Feasibility Study to help us set a clear route map to successfully deliver a large scale retrofit programme.

The Feasibility Study will provide a clear set of recommendations that take into account the function, role and powers of a range of different partners and will require the support and active participation of a wide range of different stakeholders. In addition to this, it will also require expert technical knowledge, financial resources, market capacity to deliver, a skilled workforce and to be supported by national policy and regulations. The scope of the programme includes both energy efficiency (home insulation) and low and zero emissions heating options and will focus on homes which have the lowest energy efficiency ratings, to deliver the best outcomes in terms of fuel poverty reduction. It will focus on all types of property and all tenures and it is anticipated that delivery of the programme will be over at least ten years.

While North Lanarkshire has one of the fastest growing economies in Scotland, evidence suggests that inequality is increasing across the area. The Scottish Index of Multiple Deprivation (SIMD) is the official tool for identifying places in Scotland suffering from deprivation. The Index has been published six times between 2006 and 2020. The SIMD splits Scotland into neighbourhoods (or data zones) of approximately 700 households, with 447 in North Lanarkshire, including a growing number among the poorest 5% in Scotland.

In 2004, 2.2% of North Lanarkshire’s neighbourhoods were in the most deprived 5% in Scotland. The area’s share of these ‘SIMD5’ neighbourhoods had tripled by 2016 (6.7%) and increased further in 2020 (6.9%).

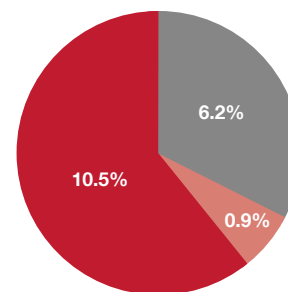
Chart 39: Percentage of Neighbourhoods in Scotland’s Most Deprived 5%, 2004-2020



Source: Scottish Government (2004; 2006; 2009; 2012; 2016; 2020) Scottish Index of Multiple Deprivation

These most deprived neighbourhoods are unevenly spread throughout North Lanarkshire, with just 1 of North Lanarkshire’s 33 SIMD5 data zones in the Cumbernauld Housing Sub-Market Area (0.9% of neighbourhoods in the HSMA). More than 1 in 10 neighbourhoods in the Motherwell HSMA are however among Scotland’s most multiply deprived 5%.

Chart 40: Percentage of Deprived Neighbourhoods by HSMA



■ Cumbernauld ■ Motherwell ■ Airdrie and Coatbridge

Source: Scottish Government (2020) Scottish Index of Multiple Deprivation

While the energy performance of North Lanarkshire’s homes is relatively good (when compared to the rest of Scotland), the area has higher unemployment (4.6% compared to 3.5%) than the nation as a whole⁴⁴. Resident incomes are slightly below the national average, with the average full-time worker resident in North Lanarkshire earning £580.50 per week in 2019/20 compared to £595 in Scotland as a whole. This analysis suggests that low household income is, in relative terms, a greater driver of fuel poverty in North Lanarkshire than elsewhere, and that greater concentrations of fuel poverty will be found in the most deprived areas with a higher prevalence of rented homes.

The council supports households to increase their incomes in various ways, including by providing employability support and social security and money advice. Between 2016 and 2020, more than £140m in additional benefit income was generated for local people by these services⁴⁵. Financial inclusion workers, including 8.5 full time equivalent posts funded by the Housing Revenue Account to help council tenants, also help residents with energy debt matters. The council also supports the North Lanarkshire Advice Network of Citizens Advice Bureaus and independent advice agencies to help residents maximise their incomes, and partners with Home Energy Scotland to help residents address specific energy issues like accessing grant and loan funding.

⁴⁴ Nomis (2020) Labour Market Profiles – North Lanarkshire
⁴⁵ North Lanarkshire Council data

In 2020, the council launched 'It Pays to Switch', a free to use comparison website which enables residents to switch to a cheaper energy supplier or tariff. On average, households using the service save more than £200 per month off their energy bills.

Key Issues and Challenges:

- Tackling climate change and fuel poverty are key local and national priorities
- Our homes are responsible for a significant though reducing proportion of the area's greenhouse gas emissions but far more needs to be done if national climate change targets are to be met
- While our homes are relatively energy efficient when compared to Scotland as a whole, significant improvements are required to meet national targets set for each tenure
- These improvements will require significant investment, including in emerging technologies
- Fuel poverty rates have fallen in recent years but too many of our residents are fuel poor, with rates four times higher than the 2040 target
- The actions taken during the next five years will provide the foundation for meeting 2040 and interim targets

Current Progress and Activity:

- Excellent compliance with SHQS and EESSH standards for energy efficiency in social housing
- Successful delivery of large-scale investment in the energy efficiency of council housing
- More than 1,000 private owners have been helped to improve the energy performance of their homes through targeted area-based energy efficiency schemes
- Transition to lower carbon heating has begun with air source heat pumps installed in homes in off-gas areas and many homes are now generating power through solar energy

- Significant reductions in fuel poverty, with rates below the Scottish average despite lower average household incomes

Key Actions:

- We begin a just transition towards a Net Zero North Lanarkshire
- We improve the energy performance of our housing stock
- We help households out of fuel poverty



section 9



house condition

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

Contributes to National Outcomes:

- We live in communities that are inclusive, empowered, resilient and safe
- We are healthy and active
- We tackle poverty by sharing opportunities, wealth and power more equally
- We value, enjoy, protect and enhance our environment
- We have a globally competitive, entrepreneurial, inclusive and sustainable economy
- We are open, connected and make a contribution internationally
- We respect, protect and fulfil human rights and live free from discrimination

Contributes to The Plan for North Lanarkshire Priorities and Ambition Statements:

Improve economic opportunities and outcomes

- Grow and improve the sustainability and diversity of North Lanarkshire's economy

Improve the health and wellbeing of our communities

- Increase economic opportunities for adults by understanding, identifying and addressing the causes of poverty and deprivation, and the barriers to financial inclusion

Enhance participation, capacity and empowerment across our communities

- Ensure we keep our environment clean, safe and attractive

Improve North Lanarkshire's resource base

- Ensure intelligent use of data and information to support fully evidence-based decision making and future planning
- Continue to identify and access opportunities to leverage additional resources to support our ambition



Context

Good quality housing is the foundation for a good life and plays an important role in ensuring the health and wellbeing of our people. Several minimum house conditions standards are in place to ensure that our homes are warm, safe and secure places to live.

A statutory minimum ‘Tolerable Standard’ was first introduced in the Housing (Scotland) Act 1969. This standard has been progressively raised in the years since, when it was extended to require that all homes should have smoke and heat alarms. Local authorities are responsible for ensuring this standard is met.

The 1987 and 2006 Housing (Scotland) Acts give local authorities a range of discretionary powers which they can use to ensure properties meet the Tolerable Standard and are free from serious disrepair. This includes the ability to require works and to declare a Housing Renewal Area (HRA) where a significant number of homes in an area are substandard, or where the appearance or state of repair of those homes are adversely affecting the amenity of the area. Where an HRA is declared, the authority must set out an Action Plan for addressing the identified issues. Where appropriate, the council will use all of the available powers to address substandard housing and environmental issues within an area, including the use of HRAs. The council however will only consider designating an HRA where owner engagement has been exhausted and the use of other powers would be unsuitable or ineffective in tackling the issues within an area.

The 2006 Act also introduced a new requirement for local authorities to prepare a Scheme of Assistance, setting out how it will advise and assist owners in their areas to repair and maintain their homes. North Lanarkshire’s Scheme of Assistance was last revised in 2020, because of budgetary pressures the council is no longer able to financially assist all owners. Following further changes to the private sector budget allocation in 2021, discretionary grants and financial assistance was amended. These changes limited financial assistance to the council’s own capital programme projects, any owner who qualifies for such assistance will be contacted directly by the council. Mandatory (disabled adaptations) grants are still available and the scheme will continue to provide advice and practical assistance, including advising all owners on repairs which are required and how best to organise works.

Rented properties should meet additional condition standards. The Repairing Standard applies to all private rented sector (PRS) properties and requires that private rented homes are not just tolerable but liveable (so, for example, while the Tolerable Standard requires that properties have provision for space heating, the Repairing Standard requires space heating to be in a reasonable state of repair and proper working order). Private landlords are responsible for ensuring their properties meet this standard throughout their tenancies. Compliance is enforced by the Housing and Property Chamber, a specialist legal housing tribunal established to consider rents and repairs disputes in the private rented sector (PRS).

Local authorities can also apply to Scottish Ministers to designate an ‘Enhanced Enforcement Area’ where there is a concentration of PRS properties in the area, and where those properties are in a ‘poor environmental standard’, and where there is overcrowding and a prevalence of anti-social behaviour.

Socially rented properties are required to meet significantly higher minimum standards. The Scottish Housing Quality Standard (SHQS) was introduced in 2004 and aimed to drive improvements in the social housing stock. It required councils and housing association properties to be energy efficient, healthy, safe and secure with modern facilities and services and free from serious disrepair by 2015. This standard has largely been met, though many landlords have recorded several properties which are exempt from the SHQS or in abeyance.



The Energy Efficiency Standard for Social Housing (ESSH) was introduced in 2014. It requires that social rented homes meet minimum energy standards, based on stock type and fuel source. The first deadline was set for December 2020. New requirements for the post-2020 period (known as “ESSH2”) have since set much more ambitious targets. These require that social rented homes must, where technically feasible and cost effective, achieve an energy performance rating that meet Energy Performance Certificate (EPC) band D by 2025 and EPC B by 2032. In many cases, social landlords will likely have to improve both the fabric (energy efficiency) of their homes and install renewable heating measures in order to meet this new Standard.

The council has recently approved ‘Homes Fit for the Future’, its asset management plan for council housing during the lifetime of this LHS. This plan sets out the council’s ambitions for meeting and exceeding these minimum property standards, and our aspirations to deliver homes which meet future housing need and demand. The council also engages with North Lanarkshire’s Registered Social Landlords to ensure their ongoing compliance with minimum condition standards.



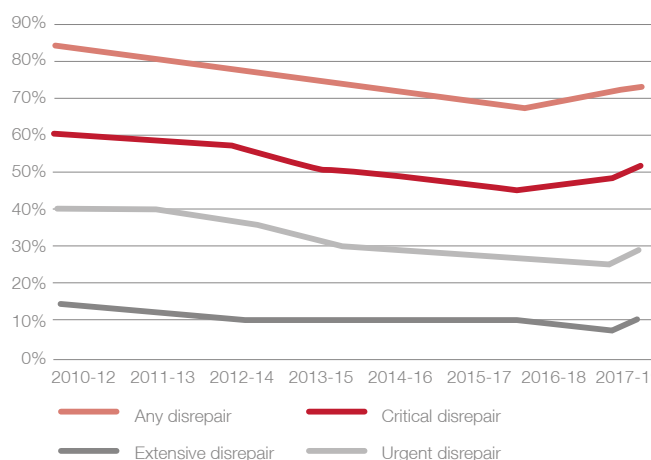
Extent of Disrepair

The Scottish House Condition Survey (SHCS) is the primary source of evidence for the condition of Scotland's homes. Since 2010, the survey has been carried out on an ongoing basis, with local analyses (based on a rolling three-year period) published each year. The survey considers a range of criteria, from adaptations and bedroom size to the depth of wall insulation. Six of these criteria relate specifically to the condition of properties:

- Any disrepair
- Critical disrepair
- Extensive disrepair
- Urgent disrepair
- Below Tolerable Standard
- Scottish Housing Quality Standard

It should however be noted that due to the relatively small sample sizes, the data contained within the Survey is not wholly reliable and the authors provide a range of estimates. For example, the 2017-2019 survey estimates with 95% confidence that between 8,500 and 17,600 properties in North Lanarkshire are in 'extensive disrepair', giving a 'principal' estimate that 13,000 actually are. This section draws on these mid-range estimates; due to these limitations it does not provide any tenure-based analysis.

Chart 41: Any, Critical, Extensive and Urgent Disrepair in North Lanarkshire, 2010/12 – 2017/19

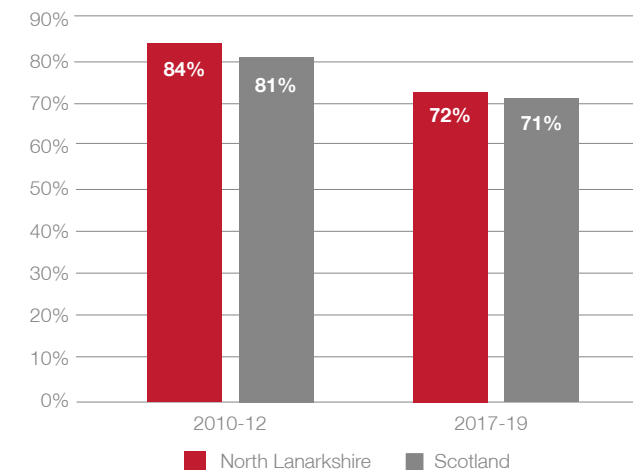


Source: Scottish Government (2011 – 2021), Scottish House Condition Survey Local Authority Tables (2010/12 – 2017/19)

Survey data suggests that house condition in North Lanarkshire has improved significantly over the past decade, with sustained declines in all types of disrepair measured. In 2017-19, 'any disrepair' was recorded in 72% of properties surveyed compared to five out of every six (84%) in 2010-12. The proportion of properties in the poorest condition ('extensive disrepair') fell by more than a third during this period, from 14% in 2010-12 to 9% in 2017-19.

While house condition generally improved across Scotland during the 2010s, North Lanarkshire outperformed the national average, recording an 12% reduction in homes in 'any disrepair' between 2010-12 and 2017-19 compared to a Scottish average of 10%.

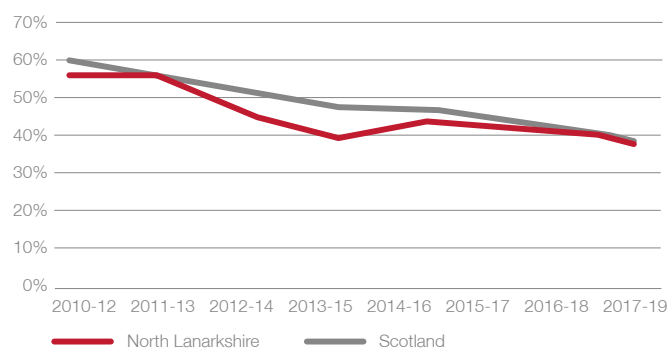
Chart 42: Any Disrepair, North Lanarkshire and Scotland, 2010/12 – 2017/19



Source: Scottish Government (2011 - 2021), Scottish House Condition Survey Local Authority Tables (2010/12 – 2017/19)

Similarly, positive improvements were made in the proportion of homes deemed to fail the SHQS (with all properties in the sample, irrespective of tenure, assessed against the Standard). Slightly less than four in ten (37%) of North Lanarkshire properties failed SHQS in the 2017-19 survey compared to almost six in ten (58%) in the 2010-12 exercise. A steady improvement was recorded in both North Lanarkshire and across Scotland over the period.

Chart 43: All Tenure SHQS Fails, 2010/12 – 2017/19



Source: Scottish Government (2011 - 2021), Scottish House Condition Survey Local Authority Tables (2010/12 – 2017/19)

Below Tolerable Standard

The 2015-17 Survey estimates that 1% of homes in both North Lanarkshire and Scotland were below tolerable standard. Due to the small sample size, the 2016-18 and 2017-19 Surveys did not report a BTS figure for North Lanarkshire.

We know, however, from council housing data, that there are no identified BTS council stock within North Lanarkshire. Nevertheless, given the age profile of our stock, on-going investment will be required to continue to maintain this achievement. BTS is therefore an issue which is much more significant in the private sector. The council's Private Sector Housing Team and Environmental Health Officers work together to reduce and prevent BTS housing through a combination of information and advice. Engagement with owners

and landlords is the main focus of activity to improve standards but enforcement action may also be taken as a last resort.

Mixed Tenure

Analysis of national survey data finds that the greatest improvements in stock condition have been achieved where there are greater concentrations of mixed tenure housing stock, suggesting that housing quality has improved across all tenures where social landlords have invested in their homes to meet SHQS and EESSH. North Lanarkshire Council has one of the biggest mixed tenure estates in Scotland, sharing ownership of tenemental property with more than 8,000 other owners (around one quarter of whom are private landlords). Significant improvements will be required to many of these homes over the next five years and beyond, however, securing owner participation in capital works may be more difficult in future given the changes to financial assistance through the Scheme of Assistance.

Support and Assistance for Homeowners

Between 2016 and 2021, over £3m in grants were distributed to owners, with funding targeted at homes in the poorest condition and to help owners participate in social landlords' improvement programmes. During this period, the council engaged with thousands of owners, conducting pro-active visits (largely in connection with the now-defunct care and repair service) and inspected 1,515 properties. The number of hits on the council's private sector housing webpage more than tripled between 2016-17 (3,025) and 2019-20 (10,924).

Table 18: Advice and Information Provision by Type, 2016-20

| Type of assistance | 2016-17 | 2017-18 | 2018-19 | 2019-20 |
|--------------------|---------|---------|---------|---------|
| Leaflets issued | 452 | 296 | 444 | 285 |
| Pro-active visits | 3,313 | 3,234 | 3,2220 | 2,956 |
| Telephone advice | 42 | 47 | 42 | 121 |
| Website hits | 3,025 | 5,704 | 6,795 | 10,924 |

Source: Scottish Government (2020) Housing Statistics: Scheme of Assistance, North Lanarkshire Council Data as at 31st March 2020

Improving Condition in Areas of Concern

The council's interventions are also helping enable the ongoing regeneration of the Millcroft area of Cumbernauld. Concerns were first raised about the amenity and condition of three separate blocks of flats, comprising 169 homes and 57 lock-ups around 15 years ago, with the council engaging with owners in the area since 2007. The council is now progressing Compulsory Purchase Orders to allow for the blocks to be demolished and rebuilt and is working with Sanctuary to support owner occupiers within the area to move to new build shared equity housing at the nearby Burns Road development.

There are a number of other fully or mostly private sector blocks where the council has identified poor condition issues. Through engagement with landlords, owners and tenants some of the difficulties identified, relate to title deeds, which in some instances renders it difficult for effective interventions. In all the identified areas, issues associated with factoring arrangements was highlighted, with a number of owners failing to secure appropriate factoring arrangements for a variety of reasons. Issues in relation to low awareness amongst some owners and landlords of their responsibilities in relation to house condition was highlighted through the LHS consultation. Other factors, such as improved intelligence and data on private sector housing, and further exploration of utilising 'missing shares' legislation were put forward as part of the solution in identifying the key house condition issues affecting the private sector to aid a longer term strategic

approach for addressing disrepair in the private sector. On balance, it is recognised, that the issues associated with house condition in the private sector are complex and multi-faceted and require a range of solutions and interventions as well as public, private and community buy in to improve standards.



Social Rented Stock

Most of the investment in North Lanarkshire's existing housing stock in recent years has however been focused on the area's social rented stock as the council and other landlords brought their properties up to meet the SHQS and EESSH standards.

All council homes in the area either comply (89%) with SHQS, are exempt (10%) from the Standard, where technical reasons mean they cannot meet elements of the Standard, or are in abeyance (1%), typically where no access has been granted to carry out works⁴⁶.

The council has a broadly similar record on EESSH compliance, with 90% of homes complying with the Standard and the remainder being exempt. Excellent progress has been made towards the 2025 standard, with all but 579 council homes already achieving an energy performance certificate rating of D or above. However, only around 3.4% of current homes meet the much higher EPC B rating required, where cost effective and technically feasible, by 2032. Initial estimates suggest that it will cost £225m for council properties to meet this standard⁴⁷. Other social landlords in North Lanarkshire report broadly similar levels of compliance with SHQS and EESSH.

Where properties do not meet either of these standards the council carries out annual reviews. For exemptions, it considers whether circumstances (e.g. ownership profile or technology options) have changed and where properties are in abeyance, tenants are contacted each year to ask for their consent to carry out works. Where

properties which are in abeyance become void, all works will be carried out before the property is relet.

Key Issues and Challenges:

- Ongoing improvements have been made to house condition over the past decade but too many of our homes remain in disrepair or below quality standards
- Social rented housing largely complies with regulatory standards however around a tenth of homes are exempt or in abeyance and work will continue to be required to bring homes up to SHQS and EESSH standards
- EESSH2 sets a much higher standard and significant investment will be required for properties to meet EPC B by 2032.
- These efforts will be complicated by the prevalence of fragmented ownership in many of our mixed tenure blocks and estates
- Future role of private sector team and BTS Strategy

Current Progress and Activity:

- Steady and significant improvements have been made to stock condition over the past decade
- This includes compliance with energy efficiency and housing quality standards for social rented housing, where almost all social homes now comply or are exempt/in abeyance

- Engagement with owners ongoing on the regeneration of Millcroft, Cumbernauld
- Thousands of owners helped through the Scheme of Assistance, with three-fold increase in traffic on advice and information pages on the council website

Key Actions:

- Ensure social rented housing continues to meet regulatory standards
- Improve stock condition in mixed tenure and other property blocks and estates
- Ensure owners are engaged and informed about repair and maintenance issues



46 North Lanarkshire Council data
47 North Lanarkshire Council data

section 10



private sector housing

Strategic Housing Outcome 7: We contribute to improving the quality and accessibility of the private rented sector

Context

After rapid growth in the early part of the 21st century, the private rented sector (PRS) has become an established and important part of North Lanarkshire's housing system. Almost one in twelve (7.6%) of all North Lanarkshire households now live in the PRS, 64% more than a decade ago⁴⁸. Despite this growth, evidence suggests that PRS landlords in the area are predominantly 'amateur' and the sector has some of the lowest rents in the country.

The PRS in Scotland has been subject to much political attention and policy intervention in recent years. This includes reforms of the taxation and mortgage finance systems, which have the potential to reduce returns and discourage investment from amateur landlords, support for institutional investment in the sector and the introduction of a new tenancy regime providing tenants with greater security of tenure.

Contributes to National Outcomes:

- We live in communities that are inclusive, empowered, resilient and safe
- We are healthy and active
- We tackle poverty by sharing opportunities, wealth and power more equally
- We value, enjoy, protect and enhance our environment
- We have a globally competitive, entrepreneurial, inclusive and sustainable economy
- We respect, protect and fulfil human rights and live free from discrimination

Contributes to The Plan for North Lanarkshire Priorities and Ambition Statements:

Improve economic opportunities and outcomes

- Ensure a housing mix that supports social inclusion and economic growth
- Grow and improve the sustainability and diversity of North Lanarkshire's economy

Improve the health and wellbeing of our communities

- Increase economic opportunities for adults by understanding, identifying and addressing the causes of poverty and deprivation, and the barriers to financial inclusion

Enhance participation, capacity and empowerment across our communities

- Ensure we keep our environment clean, safe and attractive

Improve North Lanarkshire's resource base

- Ensure intelligent use of data and information to support fully evidence-based decision making and future planning

In *A Place to Stay, A Place to Call Home*⁴⁹, the national strategy for the PRS, the Scottish Government set out a vision for:

‘A private rented sector that provides good quality homes and high management standards, inspires consumer confidence, and encourages growth through attracting increased investment.’

The strategy identified three key aims for delivering on this vision:

- To improve the quality of property management, condition and service
- To deliver for landlords and tenants, meeting the needs of people living in the sector; consumers seeking accommodation; and landlords committed to continuous improvement
- To enable growth, investment and to help increase overall housing supply

Many of the key actions identified in the strategy have been delivered since it was published in 2013. The Housing (Scotland) Act 2014 introduced letting agent regulation (requiring all letting agents to be registered and to undergo training) and established a new specialist tribunal, the Housing and Property Chamber, to consider legal disputes on evictions, rents, repairs and other PRS housing matters. The Private Housing (Tenancies) (Scotland) Act 2016 introduced the Private Residential Tenancy (PRT), a new type of tenancy agreement which applies to all tenancies created since December 2017.

The PRT provides tenants with greater security of tenure than available under the previous short assured tenancy regime. The 2016 Act also enables local authorities to apply to Scottish Ministers for an area to be designated as a ‘Rent Pressure Zone’, where it believes that:

- Rents are rising by too much
- The rises are causing undue hardship to tenants, and
- The rises are having a detrimental effect on the local authority’s broader housing market

Plans for the PRS set out in *Housing to 2040* builds on the foundations laid over the past decade. It commits the Scottish Government to developing a new ‘Rented Sector Strategy’ for consultation during 2022 and to progress towards a new tenure neutral house condition standard. It also sets out a number of key actions which will impact upon the PRS, including:

- Enabling social landlords to purchase substandard PRS properties
- Establishing a Tenant Participation Panel
- Requiring private landlords to undertake ‘pre-action’ engagement with tenants prior to seeking eviction
- Reviewing existing registration and regulation regimes
- Reviewing grounds for repossession in the PRT

While powers for housing are devolved to the Scottish Parliament, other policy areas which impact upon the PRS in Scotland are reserved matters. These include for taxation, mortgage finance and welfare, each of which has had a significant impact on Scotland’s PRS. Across the UK, the private rented sector grew rapidly following deregulation in the late 1980s, supported by UK Government policy in each of these areas – a relatively generous tax regime allowed landlords to claim tax relief on mortgage interest, lending restrictions were lifted to allow for ‘buy to let’ and Housing Benefit was provided to enable tenants to pay market rents.

Much of this policy has been rolled back in recent years, beginning with the introduction of Local Housing Allowance (LHA) in 2008. LHA limits the amount of housing benefit which could be paid to private renters, at the 30% percentile of all market rents in the local ‘broad rental market area’ for the relevant property size. Initially, single people under 25 were only eligible for a ‘shared room’ rate. In 2012, this provision was extended to single households aged 35 and under.

From 2015 to 2020, LHA was ‘frozen’ at 2015 rates. This cap was lifted in April 2020, but the UK Government has since frozen the LHA rates at the rate last determined on 31st March 2020.

⁴⁹ <https://www.gov.scot/publications/place-stay-place-call-home-strategy-private-rented-sector-scotland/>

Tax reforms, phased in between April 2016 and April 2020, mean that landlords are now taxed on all of their rental income (rather than just their profits, as had previously been the case) and can only reclaim tax on any ‘wear and tear’ costs that have been incurred (rather than having a 10% allowance). These changes largely affected ‘amateur’ landlords, as they apply only to properties owned by an individual (rather than by a company).

Since 2016, landlords in Scotland are also subject to a 3% “additional dwellings supplement” on the Land and Buildings Transaction Tax payable on any properties purchased to rent. A similar surcharge was later introduced on stamp duty in the rest of the UK.

In 2017, new rules brought in by the Prudential Regulation Authority (which regulates risks in the financial markets) required lenders to impose stricter criteria when considering loans for Buy to Let (BTL) mortgages, restricting the amount that could be borrowed. These reforms have had a significant impact on the sector. Data from industry body UK Finance⁵⁰ finds that more than one in 10 (11%) of homes sold in 2015 were bought with a Buy to Let mortgage. BTL borrowers’ share of the market had declined to just 6% by 2019. Research by real estate consultancy Hamptons⁵¹ finds that the number of landlords operating across the UK fell by 220,000 (around 8% of the total) during this period.

The current policy environment favours large, professional landlords, and both the Scottish and UK Governments have lent their support to the emerging ‘Build to Rent’ (BTR) sector. BTR refers to professionally

managed, often new build, homes in the PRS which are typically owned by institutional investors (like pension funds). Build to Rent in the UK has its origins in the aftermath of the global financial crash when new apartment blocks in London, originally intended for sale, where instead rented at scale. The sector has evolved, and most new schemes are now purpose-built and feature amenities including concierge services and common areas. BTR homes for market rent are most commonly found in the UK’s largest cities (and in Scotland, largely in Edinburgh and Glasgow), typically aimed at young professional households though as the sector matures some operators are beginning to target new markets (like family homes in commuter towns).

‘Mid-market’ rent is another form of BTR. Homes for mid-market rent are typically developed by registered social landlords (supported by government grant) and aimed at households who are unable to access social rent or to afford a suitable private sector home. Rents are initially capped at LHA. Mid-market rented homes are found across many of Scotland’s local authorities, including in North Lanarkshire where the council has supported several housing associations to successfully develop mid-market schemes.

Further regulation of the private rented sector is due to come into force during the lifetime of the LHS. The Energy Efficiency (Private Rented Property) (Scotland) Regulations 2019 requires all PRS properties to meet minimum energy performance standards. With limited exemptions, all PRS properties must have an energy rating of ‘E’ on their Energy Performance Certificates

(EPCs) by 31 March 2022 and EPC D by 31 March 2025. Councils will have responsibility for enforcing the regulations.

Table 19: Minimum EPC Standards for Privately Rented Properties

| Date | EPC Standard | Properties in scope |
|-------------------|--------------|---------------------|
| From 1 April 2020 | EPC E | Change in tenancy |
| By 31 March 2022 | EPC E | All tenancies |
| From 1 April 2022 | EPC D | Change in tenancy |
| By 31 March 2025 | EPC D | All tenancies |

Source: Scottish Government, Energy Efficiency (Private Rented Property) (Scotland) Regulations 2019

New regulations requiring local authorities to licence ‘short-term lets’ comes into force in April 2022, when local authorities are required to have established a local licencing scheme.

50 <https://www.ukfinance.org.uk/system/files/The-changing-shape-of-the-UK-mortgage-market-FINAL-ONLINE-Jan-2020.pdf>
 51 <https://www.hamptons.co.uk/research/reports/2020/MarketInsight-Spring-WEB.pdf/>

Extent and Location of the Private Rented Sector

North Lanarkshire’s private rented sector grew significantly in the aftermath of global financial crash. In 2009, there were 5,283 PRS properties in North Lanarkshire (3.7% of all stock). By 2016, the PRS had more than doubled to 11,982 (7.8%). While growth has stalled (with 11,954 PRS homes recorded in 2021), the sector has now established itself as an important part of the housing system and provides homes to around one in twelve (7.6%) households in the area, around half of the Scottish average (14.2%).

Table 20: PRS Growth in North Lanarkshire 2009 - 2021

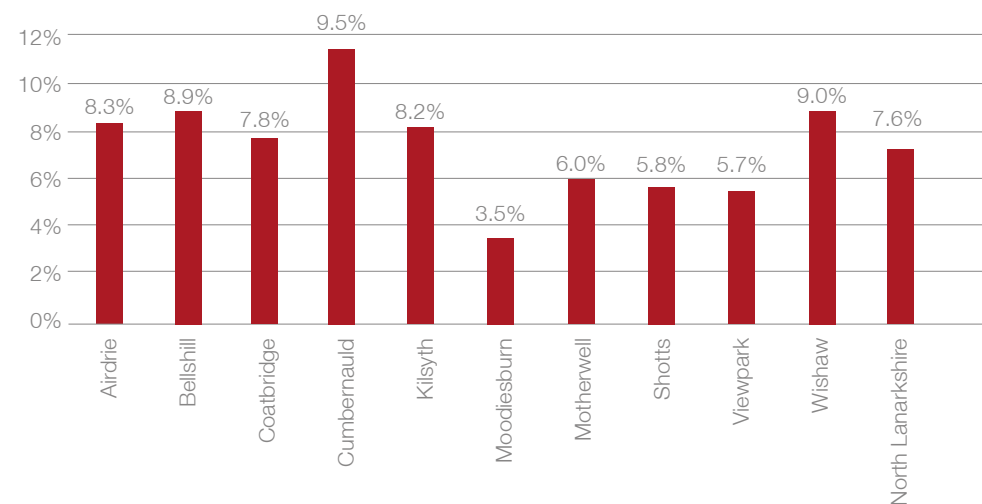
| | 2009 | 2016 | 2021 | Change 2009-16 | Change 2016-21 |
|-----------------|-------|--------|--------|----------------|----------------|
| Number of homes | 5,283 | 11,982 | 11,954 | 6,699 | -28 |
| % of stock | 3.7% | 7.8% | 7.6% | +4.1% | -0.2% |

Source: North Lanarkshire Council Area Profiles as at 31st March 2021

The size of the PRS varies by location, and it varies in age, size and type when compared to other tenures.

The PRS provides 9.5% of all homes (almost 2,200 dwellings) in the Cumbernauld Local Housing Market Area (LHMA) and a similarly large proportion of housing in Bellshill (8.9%), Wishaw (9.0%), Coatbridge (7.8%), Airdrie (8.3%) and Kilsyth (8.2%). It however contributes a below-average proportion of homes in Motherwell (6.0%), Shotts (5.8%), Viewpark (5.7%) and Moodiesburn (3.5%).

Chart 44: Private Rented Sector as Percentage of Housing Stock in LHMA



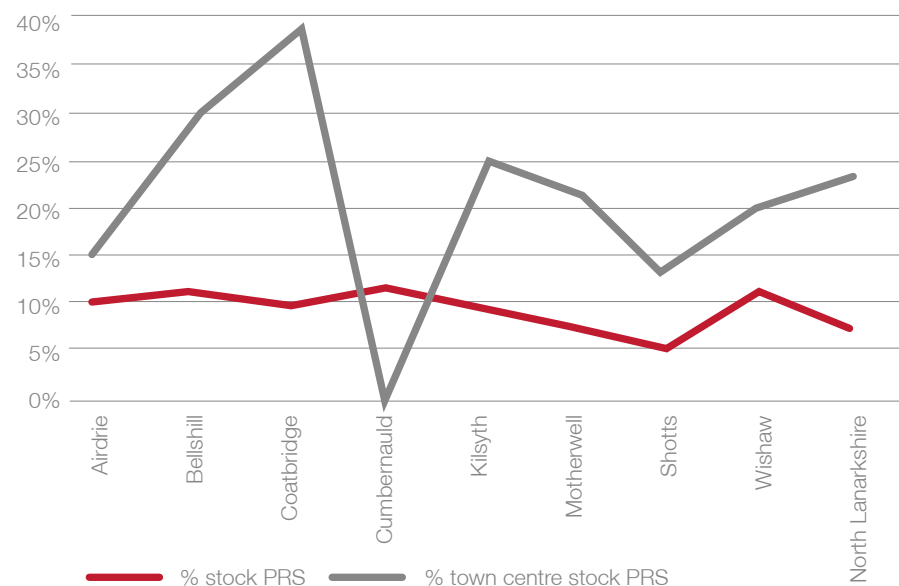
Source: North Lanarkshire Council Data – Area Profiles as at 31st March 2021



The Private Rented Sector and Town Centres

The private rented sector does however play a significant role in housing across almost all of North Lanarkshire's eight town centres. In total, more than a fifth (22.6%) of all town centre housing stock is privately rented, with the PRS providing more town centre homes than social landlords do (20.1%). The PRS will likely, therefore, have a significant role in delivering on the council's ambitions to regenerate its town centres, particularly in Bellshill and Coatbridge where the PRS provides around a third or more of homes (30.4% and 37.7% respectively). This role may involve bringing empty homes back into use, repurposing properties for other uses, and improving the quality and standard of PRS homes in town centres to help achieve environmental, social and economic benefits for local communities.

Chart 45: Private Rented Sector as Percentage of Stock in Towns and Town Centres

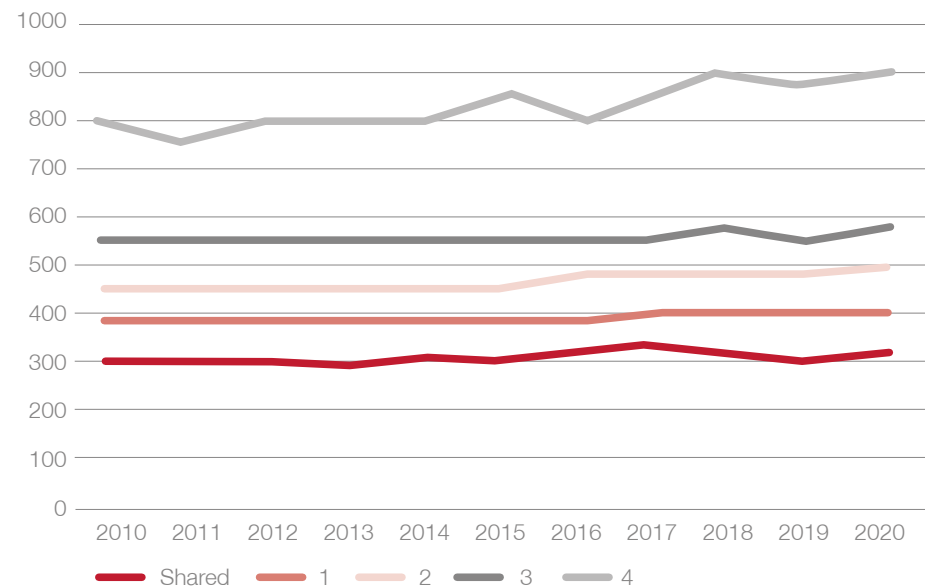


Source: North Lanarkshire Council Landlord Registration Data as at 31st March 2020

Affordability of the Private Rented Sector

Private rent levels in North Lanarkshire are relatively low and have increased only modestly (and below the national average) over the past decade.

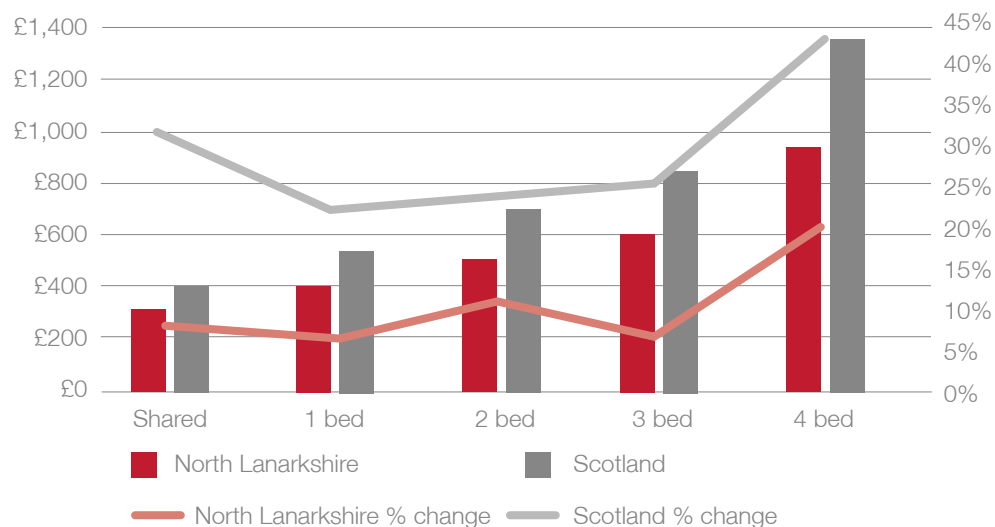
Chart 46: Average Rents by Property Size and Year



Source: Scottish Government (2020) Private Sector Rent Statistics, 2010-2020

Average rents range from £320 per month for a shared bedroom to £933 per month for a home with four or more bedrooms. Average rents in North Lanarkshire are between a fifth (shared bedroom) and three-tenths (3 and 4 or more bedrooms) lower than the Scottish average, and this gap has grown over the past decade.

Chart 47: Average Rents and Percentage change, 2010-2020 by Property Size, North Lanarkshire and Scotland



Source: Scottish Government (2020) Private Sector Rent Statistics

In that time, the average one bedroom rent in North Lanarkshire has risen by 6.2%, from £373 to £396 (compared to a 22.6% rise in Scotland). The average rent for larger properties with four or more bedrooms has increased by a fifth (20.2%) in North Lanarkshire, less than half the rate of growth across Scotland as a whole (42.9%). Price inflation rose by 31.1% during this period. This suggests that private renting (across all property sizes) has become more affordable in North Lanarkshire over the past decade, however this may make investing in our PRS less attractive when compared to other local authority areas and other sectors.

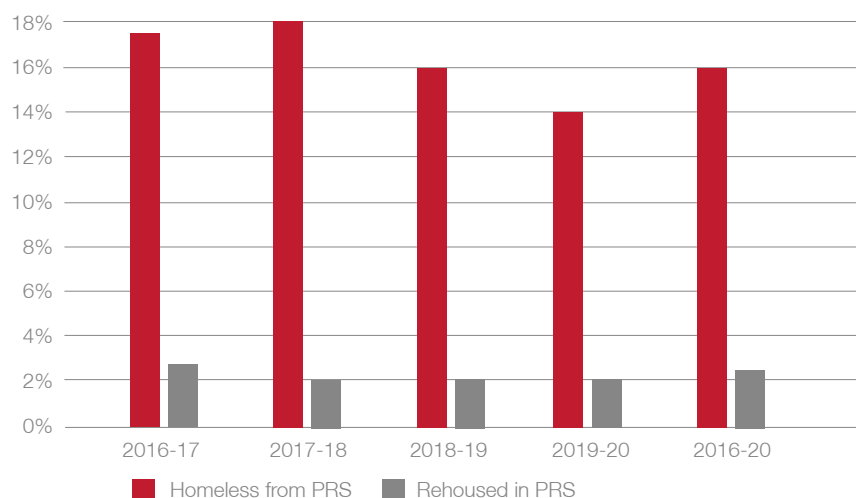
Analysis of rent statistics (including some localised data) therefore finds no evidence to support any application for an area within North Lanarkshire to be designated as a rent pressure zone.



Homelessness and the Private Rented Sector

Despite the relative affordability of the PRS, the sector is a significant net contributor to homelessness in North Lanarkshire. Between 2016 and 2020, 1,402 households became homeless from the private rented sector, around 1 in 6 (16.4%) of the total number of homeless households in that period. In the same four years, only 186 (2.2%) homeless households were rehoused in the sector.

Chart 48: Homeless from and Rehoused in the Private Rented Sector, 2016 - 2020



Source: North Lanarkshire Council HL1 data

The PRS can make a greater contribution to preventing and reducing homelessness in North Lanarkshire, as highlighted by private rented sector landlords and partners in the consultation and engagement activities. To harness this potential, we intend to develop a PRS access scheme with a social lettings company. Initially piloting with Clyde Valley Housing Association social lettings, we intend to provide support with furniture provision and decoration from resources within our rent deposit guarantee scheme to assist people who are homeless/at risk of homelessness into the PRS.

Private Rented Sector Demand

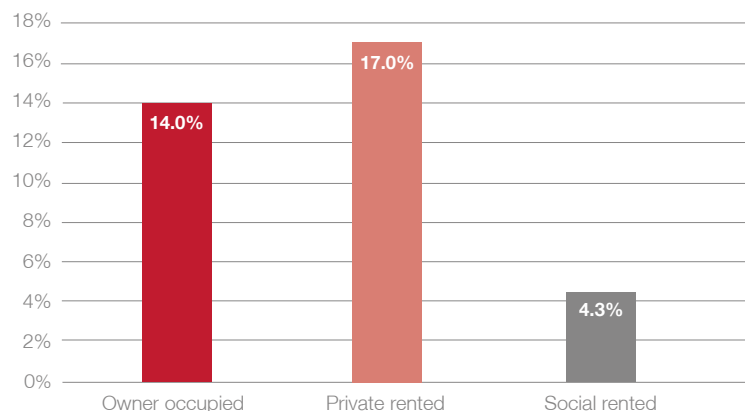
Analysis of the North Lanarkshire Common Housing Register (CHR) finds that 2,182⁵² privately renting households in North Lanarkshire are on the waiting list for social rented housing. This means that almost one in five (18.3%) of all PRS tenants are seeking social rented housing in the area.

Private renters make up almost one in four (23.7%) of all non-transfer (i.e. those who do not currently reside in a social rented home in the area) applicants on the CHR. Couples, families and other ‘non-single’ households in the PRS are disproportionately likely to be on the CHR.

Energy Efficiency Standards in the Private Rented Sector

Homes in the PRS are also disproportionately more likely to be energy inefficient than in other tenures. 17% of PRS homes in North Lanarkshire have a current EPC rating in bands E-G (and therefore require to be improved or exempted from the new regulations by 2025), compared to 14% of owner-occupied and 4.3% of socially rented homes.

Chart 49: Percentage Stock in EPC Bands E – G, by Tenure

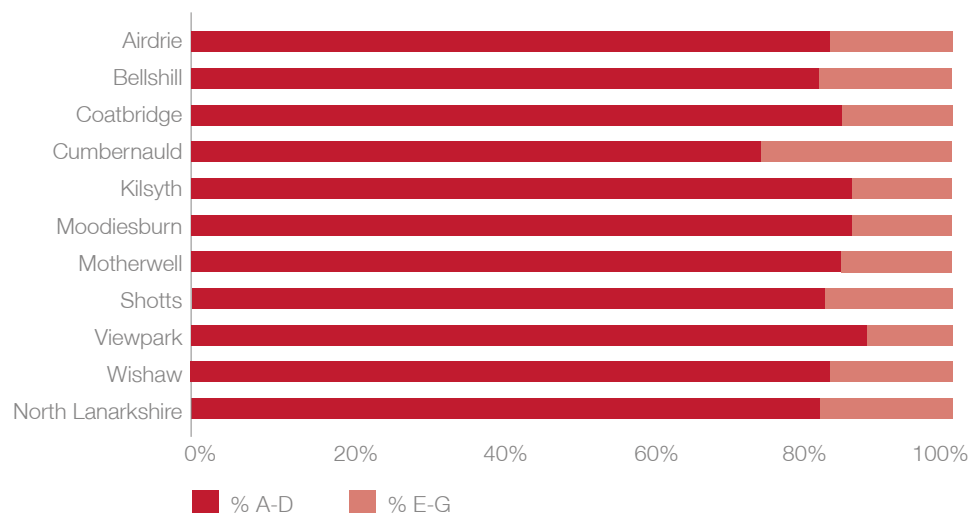


Source: Energy Savings Trust (2020) Home Analytics – North Lanarkshire Report

⁵² CHR data as at 31st March 2021

The rate of potential non-compliance with the regulations varies across North Lanarkshire's LHMA's, from slightly more than one in ten in Viewpark (11.2%) to almost one in four in Cumbernauld (24.9%). There are more PRS properties in Cumbernauld than in any other LHA, and 27% of all potential fails are within the town.

Chart 50: Percentage in EPC Bands A-D and E-G by LHMA



Source: Energy Savings Trust (2020) Home Analytics – North Lanarkshire Report

Consultation Key Issues

During the first phase of LHS consultation, the council surveyed North Lanarkshire's registered private landlords. 499 responses were received. The findings suggest that North Lanarkshire's PRS is broadly resilient in the face of recent changes however some work may be required to ensure that landlords are fully aware of their rights and responsibilities.

While only 6.9% of respondents report that being a landlord is their 'full time and main job', almost half (48.7%) report using a letting agent for all of their properties with a further 13.9% using agents for some of their properties. This suggests that up to two-thirds of PRS homes in the area may be professionally managed.

Around one quarter (24.2%) of respondents reported having a household income of less than £30,000 while fewer than one in eight (11.6%) landlords report owning their homes through a limited company, suggesting a level of financial precariousness which may affect the sector. However, almost half of landlords (47.7%) report having no mortgage on their properties while just one in eight (12.5%) have a 'cumulative loan to value' of more than 75% while a similar proportion (11.46%) note that costs are 'a little' or 'a lot' more than their rental income.

Landlords were also asked about their future intentions with around four in ten (39.4%) stating that they intended for their portfolios in North Lanarkshire to 'stay the same'. A third (33.8%) said they 'will' or 'may add' to their portfolio while a slightly lower proportion (31.5%) 'may' or 'will sell' some of their stock. These findings suggest that the size of North Lanarkshire's PRS is likely to remain stable, continuing recent trends after a period of rapid growth following the Global Financial Crisis.

The vast majority of landlords were confident that their properties were in a good condition and were aware of minimum condition standards which their properties must meet with 96.3% noting their properties are in a 'very good' or 'good' state of repair (the remainder said 'fair' and 92.6% reporting an awareness of the Tolerable and Repairing Standards. Around a fifth (19.7%) were however unaware or unsure if they knew about minimum energy performance standards which have been introduced.

Quality Issues

Due to the small sample sizes in the Scottish House Condition Survey there are no estimates for extent and scale of disrepair for the PRS in North Lanarkshire. Despite this, we know from the Private Sector Housing Team activity that disrepair within the sector is indeed a significant concern and pressing priority both now and going forward. Nationally the PRS has the greatest level of disrepair across tenures, with 79% of PRS homes estimated to be in disrepair across Scotland. This compares to 76% for social homes and 66% for owner-occupied homes. The higher levels of forms of disrepair for the PRS are mirrored when urgent disrepair, extensive disrepair, dampness, condensation and below tolerable standard is considered and we know that more households in the PRS are in extreme fuel poverty.

Table 21: Quality Standards by Tenure (Scotland)

| SHCS Element | Private Rented Sector | Social Rented Sector | Owner Occupation |
|----------------------|-----------------------|----------------------|------------------|
| Disrepair | 79% | 76% | 66% |
| Urgent Disrepair | 37% | 30% | 26% |
| Extensive Disrepair | 8% | 6% | 5% |
| Damp | 5% | 2% | 3% |
| Condensation | 13% | 12% | 6% |
| BTS | 2% | 1% | 1% |
| Extreme Fuel Poverty | 21% | 15% | 9% |

Source: Scottish House Condition Survey Local Authority Analysis Tables 2016-18

We also know that there are pockets of particular poor quality homes in North Lanarkshire where there are high concentrations of private landlords, as outlined in the previous house condition section. There are interventions being pursued in Millcroft at present, however, there exists at least four other areas in which there are ongoing concerns and issues which require a longer-term strategic approach to address, which involves improving our intelligence on the PRS to identify the scale and extent of issues so that a longer-term strategy can be developed which addresses these effectively. Other potential solutions and options are outlined in the house condition section, and relate to factoring, access to improved information and advice and potential further exploration of utilising ‘missing shares’ powers.

We also know from the consultation carried out that despite engagement with private landlords on the development of the LHS being very positive there is limited awareness of future energy efficiency requirements for the PRS amongst private landlords; of availability of information resources to help improve standards and engagement in general with the council. There is also scope for greater involvement of PRS tenants in helping identify issues and potential solutions to improve both management and quality standards in the PRS.



Key Issues and Challenges:

- The PRS is now an established feature of the local housing system but growth seen in the aftermath of the global financial crash has stalled
- While rents are relatively affordable, evidence suggests that the PRS is not a tenure of choice and is also a significant net contributor to homelessness
- Low rental returns may make investing in the local PRS unattractive and undermine efforts to attract Build to Rent investors
- The PRS performs a vital role in meeting housing need and supporting the economy but is under utilised in meeting particular housing needs and the needs of homeless households
- There is low awareness amongst PRS landlords on future energy efficiency requirements
- Some of our most vulnerable residents live in the PRS and are disproportionately affected by compounded disadvantage, targeted interventions are required to reduce inequalities
- There is a need for better intelligence on the PRS to develop an improved understanding of challenges and potential solutions
- There is scope for improving engagement and involvement with both PRS tenants and landlords to improve the PRS
- Significant challenges continue to be faced in relation to progressing works in mixed tenure blocks

- There is a need for improved PRS housing options advice and training and resources for housing staff on the PRS to deliver this
- The publication of the new Rented Sector Strategy may provide some scope for new direct interventions from councils to improve substandard PRS homes
- Overall there is a need for a longer-term strategic approach to address the issues and develop potential solutions in the PRS
- Significant energy efficiency improvements will be required to much of the PRS stock to meet new requirements

Current Progress and Activity:

- 38 Mid-market rented homes delivered
- Partnership with Home Energy Scotland helped 181 landlords and 592 private tenants in 2019-20
- 5 landlords with substandard properties and management had their registrations refused or revoked though effective enforcement, improving compliance
- A suite of information for private landlords and PRS tenants developed and published on the council's website
- A dedicated Private Sector Housing Team in place to work with and support private landlords and PRS tenants

- A Housing Options Training Toolkit is being developed which has specific PRS resources for housing staff to improve the quality of advice in relation to the PRS
- Delivery of new innovative Private Sector Letting Scheme by a partner RSL has been launched, increasing the range of high-quality PRS homes in North Lanarkshire

Key Actions:

- Improve private sector housing advice
- Work with private landlords to improve management and quality standards in the PRS
- Improve access to the PRS
- Improve involvement of tenants in the PRS to improve our understanding of issues and help shape policy
- Improve advice and information to PRS tenants
- Support Build to Rent and Mid-Market Rent to deliver high-quality homes in the PRS
- Develop a longer-term strategic approach to improving the PRS

section 11



monitoring and evaluation

Legislative Requirement – The Housing (Scotland) Act 2001 requires that local authorities must keep their LHS under review. The Scottish Government expects local authorities to review and report on progress annually through an Outcome Action Plan.

Robust evaluation and monitoring arrangements for the LHS are well established and have proven effective for previous LHSs. These evaluation and monitoring arrangements comprise of the LHS being reviewed annually to evaluate progress made in relation to the milestones and targets being achieved within the timescales set out in the LHS action plan. Progress is monitored and reported to the:

- LHS Steering Group on a 6-monthly basis
- Strategic Planning Group and Care Partnership Boards (Health and Social Care) annually

Progress is also reported through the:

- Business Planning Arrangements annually;
- Programme of Works which supports The Plan for North Lanarkshire annually; and
- Wider partnership frameworks as required.

This regular programme of self and partner evaluation will ask the questions:

- How well are we doing?
- How do we know?
- How can we do better?

This will provide an assessment of the success of the LHS and provide a fully aligned approach to improvement and scrutiny.

The Progress Report is made available and published on the council's website alongside the LHS supporting documents.



section 12



local housing strategy action plan

| Strategic Housing Outcome 1: We increase the supply of high-quality sustainable homes across tenures | | | | | | |
|---|---------------------------------------|--|---|--------|-----------|---|
| Action | Baseline 2019/20 | Milestone | Target | Lead | Timescale | Indicators |
| KEY ACTION 1.1 Deliver alternative tenure housing to meet a broad range of needs and deliver sustainable, inclusive and diverse communities | 38 mid-market homes delivered to date | Enable RSLs to deliver Mid Market Homes in large council developments to provide more mixed tenure, sustainable and diverse communities and support town visions and regeneration projects | Deliver Mid Market Homes | NS | Ongoing | Number of MMR homes in council developments |
| | Initial feasibility report | Re-visit initial feasibility studies to determine viability of council delivery of MMR | Re-freshed feasibility study | BDS/NS | 2023 | Report |
| | - | Establish a Housing Delivery Partnership to deliver MMR and other alternative tenure to ensure readiness should market conditions allow for council delivery of alternative tenure | Establish HDP | NS/BDS | 2023 | HDP established |
| | Initial feasibility report | Explore use of Affordable Housing Policy to deliver shared equity housing | Complete options report | BDS/NS | 2022 | Report |
| | Initial discussions held | Explore Build to Rent feasibility | Build to Rent explored | NS/BDS | Ongoing | Report |
| | - | Develop a self-build register to be published on the council's website | Self-build register developed and published | BDS/PI | 2022 | Register |
| | - | Carry out engagement and analysis with key workers and employers to identify further the future housing needs of key workers | Engagement and Analysis complete | BDS | 2023 | Engagement and Analysis Report |
| | - | Consider ways in which planning policy and use of public land can support delivery of self-build | Methods considered | BDS/PI | 2022 | Report |
| KEY ACTION 1.2 Improve our strategic understanding of Covid-19 on housing need and aspirations | - | Undertake further analysis of housing needs and aspirations as further evidence and data emerges | Analysis complete | BDS | Ongoing | Analysis report |

| Strategic Housing Outcome 1: We increase the supply of high-quality sustainable homes across tenures | | | | | | |
|--|-------------------------------|---|--|--------|-----------|--|
| Action | Baseline 2019/20 | Milestone | Target | Lead | Timescale | Indicators |
| KEY ACTION 1.3 Contribute to the strategic planning for housing in Glasgow and Clyde Valley | HNDA2 | Contribute to Housing Need and Demand Assessment 3 | Completion of HNA3 | BDS | 2021/22 | HNDA3 |
| | HLR 2021 (under consultation) | Land available for private sector Housing Supply Target (HST) | 759 units per annum (based on HNDA2 to be updated to reflect HNDA3) | PI | 2026 | HLA |
| | HLR 2021 (under consultation) | Land available for social rented/below market rent sector HST | 300 units per annum (based on HNDA2 to be updated to reflect HNDA3) | PI | 2026 | HLA |
| | HLR 2021 (under consultation) | Land available for all tenure HST | 1,059 units (based on HNDA2 to be updated to reflect HNDA3) | PI | 2026 | HLA |
| KEY ACTION 1.4 Maximise provision of affordable homes, to meet a range of housing needs | SHIP 2021/22 – 2025/26 | Review and update the Strategic Housing Investment Plan (SHIP) annually | SHIP updated annually | NS/BDS | Annually | SHIP |
| | HNDA3 underway | Deliver Affordable Housing Supply Target identified in HNDA3 | 300 units per annum but subject to change following progression of HNDA3 | NS | 2026 | Number of affordable homes |
| | - | Identify mismatch of supply and demand in social rented housing to inform investment priorities (linked to the council's asset management plan) | Analysis undertaken | BDS | 2026 | Low demand analysis and additional reports |
| KEY ACTION 1.5 Evaluate the impact of the Affordable Housing Policy to further understand impact | - | Undertake evaluation of the Affordable Housing Policy | Evaluation complete | BDS/NS | 2023 | Evaluation report |

| Strategic Housing Outcome 2: Our communities are vibrant, attractive and sustainable | | | | | | |
|---|---|---|--|-----------|-----------|---|
| Action | Baseline 2019/20 | Milestone | Target | Lead | Timescale | Indicators |
| KEY ACTION 2.1 Help re-shape and populate our town centres | Town visions developed and engagement ongoing | Identify and deliver transformative town centre projects to provide new residential provision <ul style="list-style-type: none"> • Kildonan St, Coatbridge • Bank St, Airdrie • Motherwell Town Hall • Former Tesco Site, Wishaw • Broomknoll St, Airdrie • John Orrs Building, Southbridge St, Airdrie | Complete projects | NS | 2026 | Number of projects complete |
| | Engagement on town hubs commenced | Develop town centre and community hubs to support the delivery of public services and provide flexible space | Complete hubs | GT | 2026 | Number of town centre hubs |
| KEY ACTION 2.2 Improve connectivity of our communities through investing in physical, social and digital infrastructure | Progress made on Ravenscraig Access Road | Deliver the City Deal Programme | Projects complete | GT | Ongoing | Projects |
| | Connecting NL – a Blueprint Project | Deliver new opportunities for active and sustainable travel | New opportunities identified | GT | 2026 | Active Travel Strategy |
| | | Implement fast, affordable digital connectivity for businesses and communities | Improved digital connectivity | BS | 2026 | Number of people digitally connected |
| | Fibre to the Premise and Cat5e ethernet cabling provided in council new build homes | Continue to deliver digital connectivity within new build council homes | All council new build homes delivered will have digital infrastructure | NS | Ongoing | Number of new council homes with digital infrastructure |
| KEY ACTION 2.3 Improve economic opportunities and outcomes for all | Economic Regeneration Plan approved | Progress actions contained within North Lanarkshire's Economic Regeneration Plan (2019-23) | Actions complete | NS/GT/BDS | 2023 | Annual review |
| KEY ACTION 2.4 Develop and deliver the Tower Re-provisioning Programme | 3 tower blocks demolished (Cheviot, Merrick and Pentland Court) | Deliver Phase One comprising 1,760 demolitions with sites cleared for future investment | 1,760 demolitions | HP/NS | 2026 | Number of demolitions |
| | - | Phase Two developed for implementation from 2025 | Programme developed | HP/NS | 2024 | Programme |

| Strategic Housing Outcome 2: Our communities are vibrant, attractive and sustainable | | | | | | |
|---|---|---|--|------|-----------|---|
| Action | Baseline 2019/20 | Milestone | Target | Lead | Timescale | Indicators |
| KEY ACTION 2.5 Invest in council multi-storey towers to ensure continued safety and security of tenants | Programme underway | Continue to review and implement where appropriate fire stopping and prevention measures and re-cladding in multi-storey towers | Works complete | HP | 2026 | Progress reports |
| KEY ACTION 2.6 Implement the Place-Standard Tool across a wider range of settings | Place-Standard Tool in use | Incorporate use of the Place-Standard Tool in tenant participation settings to identify areas of improvement and improve place | Place-Standard Tool in use across tenant participation groups | BDS | 2023 | Tenant Participation reports |
| | | Implement use of the Place-Standard Tool in existing and future housing consultation and involvement opportunities i.e. tenants conference, housing forums etc. | Place-Standard Tool used across the range of housing consultation activities | BDS | 2024 | Consultation reports |
| KEY ACTION 2.7 Incorporate the twenty-minute neighbourhood into community development | - | Further implement high-quality 20 minute neighbourhoods in North Lanarkshire focussed on provision of physical, digital and social infrastructure and mapping and review of provision | High-quality 20 minute neighbourhoods implemented | BDS | 2026 | Report |
| KEY ACTION 2.8 Increase the number of empty homes brought back into use | 197 empty homes purchased since scheme established | Continue to deliver the Empty Homes Purchase Scheme | 30 per annum | NS | 2026 | Number of empty homes purchased |
| | 36 empty homes brought back into use in 2019/20 via the empty homes officer | Continue to work with owners and partners to bring empty homes back into use | 30 per annum | PSH | 2026 | Number of empty homes brought back into use |
| KEY ACTION 2.9 Tackle low demand within council stock | Low Demand Analysis complete 2019/20 | Update Low Demand Analysis and action plan annually | Complete analysis | BDS | Ongoing | Low demand report |
| | | Identify options to address low demand stock | Options identified | BDS | Ongoing | Options appraisal |

| Strategic Housing Outcome 3: We prevent and resolve homelessness effectively | | | | | | |
|--|--|--|---|-----------------|-----------|---|
| Action | Baseline 2019/20 | Milestone | Target | Lead | Timescale | Indicators |
| KEY ACTION 3.1 Implement the RRTP | Homes First model developed | Develop and implement Homes First service | Homes First Service implemented | BDS HS/H&SC/ | 2025 | Number of people accessing Homes First service |
| | Forever Homes project established | Carry out evaluation of 'Forever Homes' project | Evaluation complete | HS/BDS | 2023 | Evaluation report |
| | Protocols in place | Review shared protocols for young care experienced people and domestic abuse | Protocols reviewed | HS/BDS/ H&SC | 2022 | Revised Protocols |
| | 5 homeless young care leavers | | | | | Number of homeless young care experienced people |
| | 29% of homeless presentations disputes within household (14.8% non-violent and 14.2%% violent) | | | | | Number of people homeless due to domestic abuse |
| | - | | | | | Number of people housing services refer/signpost for domestic abuse support |
| | 105 homeless people discharged from prison | | | | | Implement SHORE standards |
| | - | Explore viability of specific services to support women with poor mental health and addictions | Services explored | BDS/H&SC | 2024 | Options report |
| | Discussions underway with RSL partners | Agree and monitor target lets for RSLs to homeless households | Targets agreed and monitoring system in place | BDS/HS/ RSLs | 2022 | Number of RSL homeless household lets |
| | | | | | | Joint protocol and procedure |

| Strategic Housing Outcome 3: We prevent and resolve homelessness effectively | | | | | | |
|---|---|---|--|--------|-----------|---|
| Action | Baseline 2019/20 | Milestone | Target | Lead | Timescale | Indicators |
| KEY ACTION 3.1 Implement the RRTP | RRTP developed and being implemented | Prevent homelessness from occurring and where it does occur resolve effectively | Homelessness prevented, reduced and resolved | HS/BDS | Ongoing | RRTP progress reports |
| | 2,127 homeless applications | | | | | Number of homeless applications |
| | 192 assessed as 'not' homeless | | | | | Number of people assessed as 'not homeless' |
| | 197 assessed as 'intentionally homeless' | | | | | Number of people assessed as 'intentionally homeless' |
| | 120 repeat homeless applications | | | | | Number of repeat homeless applications |
| KEY ACTION 3.2 Review housing options and prevention activity | S11 procedure in place | Review S11 process and procedures | S11 process and procedures reviewed | BDS | 2023 | Number of S11 notifications |
| | Development of Housing Options Toolkit underway | Deliver the Housing Options Training Toolkit | Housing Options Training Toolkit operational | BDS | 2022 | Housing Options Training Toolkit |
| | Number of PAS interviews leading to homeless applications – 65.4% | Embed new approaches and good practice for prevention activity | Improved practice | BDS/HS | 2024 | Case Audits |
| KEY ACTION 3.3 Improve housing support and accommodation services meet the needs of homeless households | Housing support services commissioned | Re-design of housing support services to meet needs and align with RRTP | Re-design and re-tender housing support services | BDS | 2024 | Options appraisal and Tender |
| | 83.9% of new tenancies sustained for more than a year by source of let (homelessness) | | | | | % of new tenancies sustained for more than a year by source of let (homelessness) |
| | 87.3% of new tenancies sustained for more than a year by source of let (all waiting lists combined) | | | | | % of new tenancies sustained for more than a year by source of let (all waiting lists combined) |

| Strategic Housing Outcome 3: We prevent and resolve homelessness effectively | | | | | | |
|---|--|--|---|---------|-----------|---|
| Action | Baseline 2019/20 | Milestone | Target | Lead | Timescale | Indicators |
| | Review commenced | Carry out temporary accommodation review | Review complete | BDS | 2023 | Temporary accommodation strategy |
| KEY ACTION 3.4 Collaborate with the Alcohol and Drug Partnership and RRTP partners to deliver services to people affected by substance misuse | Some staff trained in trauma informed approaches | Roll out workforce development programme for trauma informed approaches | Trauma informed approach embedded in practice | BDS | 2025 | Guidance, processes and procedures Number of staff trained in trauma informed approaches |
| | | Explore options to develop additional services for homeless households with addictions | Options explored | BDS/ADP | 2024 | Options appraisal |

| Strategic Housing Outcome 4: We have a range of housing options and supports which promote independence, health and wellbeing | | | | | | |
|---|---|---|---|------|-----------|--|
| Action | Baseline 2019/20 | Milestone | Target | Lead | Timescale | Indicators |
| KEY ACTION 4.1 Increase the supply of affordable wheelchair housing | 43 new build council wheelchair homes built | Deliver wheelchair housing on all council new developments where feasible (where not feasible provision should be increased on other sites to achieve minimum target) | 10% minimum | NS | 2026 | Number/percentage of council new build homes built to wheelchair liveable standard |
| | 32 new build RSL wheelchair homes built | Deliver wheelchair housing on all RSL new build developments where feasible (where not feasible provision should be increased on other sites to achieve minimum target) | 5% minimum | RSLs | 2026 | Number/percentage of RSL new build homes built to wheelchair liveable standard |
| | - | Carry out review/cost analysis of council new build amenity bungalows to determine scope for increasing standard to full wheelchair liveable standard | Review complete | NS | 2022 | Review report |
| KEY ACTION 4.2 Increase the supply of wheelchair housing in the private sector | - | Engage and work with private developers to increase awareness of the need for wheelchair accessible and liveable housing and encourage development | *target to be determined following engagement with developers | BDS | 2022 | Private Developer Consultation Complete |
| | | | | | 2022 | Target agreed |
| | | | | | 2022 | Mechanisms in place to monitor delivery |

| Strategic Housing Outcome 4: We have a range of housing options and supports which promote independence, health and wellbeing | | | | | | |
|---|---|---|--|----------|-----------|---|
| Action | Baseline 2019/20 | Milestone | Target | Lead | Timescale | Indicators |
| KEY ACTION 4.3 Increase the supply of adaptable and accessible housing | 640 council new build social rented (HfVN) homes (2019); 1384 RSL social rented (HfVN) homes built (2019) | Deliver housing for varying needs through the council and RSL new build programme | Deliver 2,600 council and RSL homes by 2026 | NS | 2026 | Number/percentage of council and RSL homes built to 'Housing for Varying Needs Standards' |
| | 3,463 adaptations completed in 2019/20 | Provide equipment and adaptations across tenure | Increase | H&SC | 2026 | Number of adaptations and equipment provided |
| | | Carry out analysis to identify future demand for equipment and adaptations in partnership with health and social care | Analysis complete and needs identified | BDS/H&SC | 2024 | Analysis report |
| KEY ACTION 4.4 Increase the supply of older people's housing | 2,501 older people homes (NLC and RSL) | Deliver amenity housing in council new build developments | Increase | NS | 2026 | Number of new council amenity homes built |
| | 2,501 older people homes (NLC and RSL) | Deliver amenity housing in RSL new build developments | Increase | NS | 2026 | Number of new RSL amenity homes built |
| | Initial feasibility exercise underway | Explore feasibility of delivering shared equity for older people linked to the Affordable Housing Policy | Feasibility exercise complete and recommendations made | BDS/NS | 2022 | Feasibility and recommendations report |
| KEY ACTION 4.5 Improve the suitability of existing housing to meet the needs of older people | Tender approved | Complete the re-modelling/refurbishment of Dundyvan Gardens linked corridor retirement complex | Remodelling complete | HP | 2022 | Progress reports |
| | Initial options appraisal complete | Carry out options appraisal for remaining linked corridor retirement complexes | Options appraisal complete | BDS/HP | 2024 | Options appraisal report |
| | - | Develop investment strategy for linked corridor retirement complexes to improve long-term sustainability | Investment strategy complete | BDS/HP | 2025 | Investment strategy |
| | - | Identify new fire safety and prevention measures for implementation in retirement housing linked to the new Fire Safety Guidance for Specialist Housing | Fire prevention and safety measures identified and implemented | HP | 2026 | Fire Safety Recommendation Report and Implementation Progress Updates |

| Strategic Housing Outcome 4: We have a range of housing options and supports which promote independence, health and wellbeing | | | | | | |
|---|---|--|---|----------|-----------|---|
| Action | Baseline 2019/20 | Milestone | Target | Lead | Timescale | Indicators |
| KEY ACTION 4.5 Improve the suitability of existing housing to meet the needs of older people | - | Implement downsizing incentives and support to help older people down-size to more suitable housing | Allocation policy revised and downsizing incentive scheme implemented | HS | 2022 | Number of older people assisted to down-size |
| | - | Carry out evaluation of impact of re-classification of sheltered housing in meeting needs | Evaluation complete | BDS | 2024 | Evaluation report |
| | - | Carry out review of RSL housing support for sheltered housing and very sheltered housing | Review complete | H&SC | 2024 | Review report |
| KEY ACTION 4.6 Improve access to specialist housing | Development of housing options training toolkit underway | Incorporate specific housing options information in relation to specialist provision within the housing options training toolkit | Housing Options Training toolkit complete and rolled out to staff | BDS | 2023 | Toolkit modular progress updates |
| | 'Making Life Easier' developed with some housing information incorporated | Incorporate further housing information in 'Making Life Easier' | 'Making Life Easier' updated | BDS | 2024 | Number of people accessing 'Making Life Easier' |
| | - | Increase awareness amongst housing staff of the wider opportunities in MLE for health and wellbeing to encourage wider 'good conversations' at service contact points by housing staff around health and wellbeing | Awareness increased | BDS | 2024 | Number of people accessing 'Making Life Easier' |
| | Pilot of 'Adapting for Change' training carried out | Progress 'Adapting for Change' bespoke North Lanarkshire e-learning module and group training to increase awareness of prevention and early intervention | E-learning module developed and rolled out to staff | BDS/H&SC | 2024 | Number of staff completing training |
| KEY ACTION 4.7 Improve the use of technology to help enable independence, inclusion and promote better outcomes | Working group established to progress pilot | Complete SMART Homes pilot in Kerr Grieve Court to identify potential technology options for older people's housing | Pilot complete | BDS | 2025 | Smart Home Pilot report |
| | Initial scoping exercise carried out | Develop interactive SMART Home standard for council new build homes to ensure digital infrastructure supports telecare, telehealth and digital connectivity requirements for the future | Standard developed | NS | 2026 | New build technology report |
| | Digital NL underway | Engage in the Digital NL developments and Digital Health and Care Strategy | Completion of Digital NL | BDS | 2026 | Digital NL Strategy |
| | 'Tech flat' developed | Increase awareness and use of technology by promoting the 'tech flat' | Increase tech flat viewings | BDS/H&SC | 2026 | Number of people visiting the 'tech flat' |
| | Working group established | Transition from analogue to digital alarm services across older people's housing | Digital transition complete | BDS/HP | 2026 | Progress reports |

| Strategic Housing Outcome 4: We have a range of housing options and supports which promote independence, health and wellbeing | | | | | | |
|---|---|--|--|----------|-----------|---|
| Action | Baseline 2019/20 | Milestone | Target | Lead | Timescale | Indicators |
| KEY ACTION 4.8 Enable swifter discharge from hospital and reduce delayed discharge | Weekly meetings established | Establish and maintain housing representation at weekly discharge meetings to prevent and resolve any housing related delayed discharges | Maintain representation and identify solutions | HS | 2026 | Number of delayed discharges |
| | Resource flats in place across 3 retirement complexes | Replace resource flats within retirement complexes with mainstream accommodation to meet a broader range of hospital discharge related needs | Replace flats with alternative mainstream accommodation | BDS/HS | 2023 | Resource flat replacements |
| | Monitoring system in place with H&SC, review required | Monitor efficacy of resource flats in meeting needs | Monitoring system in place | BDS/H&SC | 2026 | Number of people accessing resource flats |
| KEY ACTION 4.9 Improve our understanding of the housing and related support needs of ethnic minority groups and others who experience disadvantage and inequality | - | Implement collation of equality monitoring information across tenant and residents' groups and people involved in tenant participation processes | Equality monitoring system in place and analysis undertaken | BDS | 2023 | Monitoring report |
| | Ethnicity, Age and Disability currently gathered | Revise the Common Housing Register Form to include collation of other protected characteristics information | Common Housing Register Form revised | BDS | 2023 | Common Housing Register Form |
| | Corporate Equalities Group established | Participate in the council's Corporate Equalities Group | Continuous participation | BDS | 2026 | Meetings held |
| | Housing Co-production Group established since 2010 | Continue the Housing Co-production Group and explore expansion of the group to incorporate more members from under-represented groups | Continue and expand the Housing Co-production group | BDS | 2026 | Housing Co-production Group meetings |
| | LGBT module developed | Ensure housing staff complete LGBT training module to improve awareness of barriers and improve housing information, advice and support | All housing staff complete training | BDS | 2024 | Number of staff completing training |
| | Pilots underway across 3 local authority areas | Explore negotiated stopping for Gypsy Travellers | Negotiated stopping procedure explored and implemented if feasible | BDS | 2025 | Negotiated Pilot report |
| | Action plan developed | Progress the actions contained within the Gypsy Traveller Action Plan to improve outcomes for Gypsy Travellers in North Lanarkshire | Completion of actions | BDS | 2026 | Action plan progress reports |

| Strategic Housing Outcome 4: We have a range of housing options and supports which promote independence, health and wellbeing | | | | | | |
|---|---|--|-------------------|----------|-----------|------------------------------------|
| Action | Baseline 2019/20 | Milestone | Target | Lead | Timescale | Indicators |
| KEY ACTION 4.9 Improve our understanding of the housing and related support needs of ethnic minority groups and others who experience disadvantage and inequality | Violence Against Women Group established | Work with the Violence Against Women Group to develop a Violence Against Women Strategy | Strategy complete | BDS | 2024 | Meetings held and progress reports |
| | 'Safe and Together' training currently provided to H&SC staff | Roll out 'Safe and Together' training for housing staff | Staff trained | BDS | 2024 | Number of staff trained |
| | DAART e-learning now available on the council's e-learning platform | Roll out Domestic Abuse Awareness Raising Training (online – DAART) to all housing staff | Staff trained | BDS | 2023 | Number of staff trained |
| | Pathway plan developed | Review Care Pathways for Care Experienced Young People and for young people with complex needs transitioning from care | Pathway reviewed | BDS/H&SC | 2024 | Review report |

| Strategic Housing Outcome 5: We will tackle climate change and fuel poverty | | | | | | |
|--|---|--|--|-------|----------------|---------------------------------|
| Action | Baseline 2019/20 | Milestone | Target | Lead | Timescale | Indicators |
| KEY ACTION 5.1 We begin a just transition towards a Net Zero North Lanarkshire | Pilots in progress | Adopt 'as standard' non-gas heating approaches for new council homes | Adopt new approach | NS | 2025 | Approach and process developed |
| | 3.8 (tCO2/year) | | | | | Average CO2 emissions per home |
| | Separate specifications and processes exist | Integrate approach to procuring and maintaining renewable energy installations | Adopt joint technical specifications for use of Air Source Heat Pumps | HP/NS | 2023 | Technical specifications |
| | | | Establish process for agreeing new technical solutions for alternative heating systems | HP/NS | 2023 | Process for technical solutions |
| | - | Develop understanding of whole life costs and issues associated with the transition to low and zero carbon heat on the council and its tenants | Evaluate impact of Alternative Heating pilots | HP/NS | 2024 | Evaluation report |
| - | Investigate opportunities for district heat zones | Improved understanding to inform strategic approach in LHEES | CE | 2023 | Options report | |

| Strategic Housing Outcome 5: We will tackle climate change and fuel poverty | | | | | | |
|--|--|--|--|--------|-----------|--|
| Action | Baseline 2019/20 | Milestone | Target | Lead | Timescale | Indicators |
| KEY ACTION 5.1 We begin a just transition towards a Net Zero North Lanarkshire | Feasibility Study underway | We will work with our GCR partners to carry out a feasibility study to outline a clear route map to successfully deliver the large scale retrofit programme | Route map | BDS/HP | 2024 | Route map |
| | - | To address skills gaps and meet the demands of the City Region new homes and green energy retrofit programmes we will develop an integrated skills employment programme for housing build and repair programmes in the GCR | Skills development programme developed | BDS/NS | 2024 | Integrated skills employment programme |
| KEY ACTION 5.2 We improve the energy performance of our housing stock | 100% compliance | All council new builds meet NLC New Build Sustainability Standard (which is currently for Silver Aspects 1&2) | 100% compliance with standards subject to annual review | NS | Annual | New build specifications |
| | - | Develop 'route map' for EESSH2 compliance | Route map developed | HP | 2023 | Route map |
| | 82% of homes in PRS meet EPC D (home analytics data) | Enforce private rented sector energy efficiency regulations and engage with private landlords to improve compliance | Local Energy Efficiency in the PRS Strategy developed | PSH | 2023 | PRS Strategy |
| | £14.5 million of EES:ABS funding invested in homes in North Lanarkshire and 1,000 owners assisted | Manage Energy Efficient Scotland: Area Based Scheme (EES:ABS) in North Lanarkshire | Dependent on annual allocation of funding - £2.78m allocated for 2021/22 | HP | Annual | Number of households assisted |
| KEY ACTION 5.3 We help households out of fuel poverty | ASHP installed in 316 existing homes with further 40 new builds planned for ASHP/Solar PV/ Battery Storage – data monitoring agreed for future contracts | Evaluate impact of low-carbon heating on tenants' energy use and costs to ensure 'just transition' | Evaluate Energy Use, Effectiveness and Tenant Satisfaction | HP/NS | 2025 | Evaluation report |
| | It Pays to Switch launched in December 2019 | Help households reduce their fuel bills through 'It Pays to Switch' | Develop and implement marketing campaign to promote scheme | HP | 2022 | Number of households accessing 'It Pays to Switch' |

| Strategic Housing Outcome 5: We will tackle climate change and fuel poverty | | | | | | |
|---|---|---|--|------|-----------|---|
| Action | Baseline 2019/20 | Milestone | Target | Lead | Timescale | Indicators |
| KEY ACTION 5.3 We help households out of fuel poverty | 23% | Improve energy efficiency and fuel poverty advice | Develop strategic partnership with Home Energy Scotland | BDS | 2022 | % of households in fuel poverty |
| | 9% | | | | | % of households in extreme fuel poverty |
| | £620 | | | | | Median (adjusted) fuel poverty gap |
| | Limited understanding based on national data sets | Improve understanding of the extent, nature and location of fuel poverty to enable better identification of fuel poor households and target resources effectively | Develop measures to better identify fuel poor households, enabling better targeting of resources | BDS | 2023 | Fuel poverty measures |

| Strategic Housing Outcome 6: Our homes will be fit for the future | | | | | | |
|--|---|---|---------------------|------|--------------------------------|---|
| Action | Baseline 2019/20 | Milestone | Target | Lead | Timescale | Indicators |
| KEY ACTION 6.1 Ensure social rented housing continues to meet regulatory standards | - | Deliver priority actions set out in Housing Asset Management Plan | Actions progressed | BDS | 2026 with annual review | Housing Asset Management Plan Annual Review |
| | - | Develop route map to compliance for NLC housing stock | Route map developed | HP | 2023 | Route Map |
| | 89% SHQS compliance | | | | | SHQS compliance |
| | 90% EESSH compliance | | | | | EESSH compliance |
| | 3.4% EESSH2 compliance | | | | | EESSH2 compliance |
| - | Establish NLC/RSL asset management forum to share good practice and develop shared approach | Forum established | BDS | 2023 | Forum meeting on regular basis | |

| Strategic Housing Outcome 6: Our homes will be fit for the future | | | | | | |
|---|--|---|--|---------|-----------|--|
| Action | Baseline 2019/20 | Milestone | Target | Lead | Timescale | Indicators |
| KEY ACTION 6.2 Improve stock condition in mixed tenure and other estates | - | Develop new owner engagement strategy for mixed tenure estates | Strategy developed and implemented | HP/PSH | 2023 | Engagement Strategy |
| | Engagement underway | Complete CPOs at Millcroft (subject to committee approval) | CPOs complete and demolition undertaken | NS | Ongoing | Number of CPOs |
| | - | Pilot new approach to identifying and responding to priorities, using landlord registration powers to improve house condition | Pilot complete | PSH | 2023 | Pilot report |
| | - | Explore development of a factoring support system to assist owner occupiers who fail to secure a factor | Development of factoring support system explored | PSH | 2024 | Factoring support system |
| | - | Develop a new BTS statement | BTS statement | PSH | 2026 | BTS Statement |
| | - | Explore the use of 'missing shares' powers to assist owners to participate in works | Missing shares powers explored | PSH | 2024 | Missing shares powers report |
| | - | Explore the feasibility of carrying out a house condition survey to gather better data in relation to scale and extent of disrepair in the private sector | Feasibility exercise complete | BDS/PSH | 2026 | Feasibility Report |
| KEY ACTION 6.3 Ensure owners are engaged and informed about repair and maintenance issues | New Scheme of Assistance being developed | Develop new Scheme of Assistance | Scheme of Assistance adopted | PSH | 2022/23 | Scheme of Assistance |
| | 28% homes in urgent disrepair | | | | | Number of homes in urgent disrepair |
| | 48% homes in critical disrepair | | | | | Number of homes in critical disrepair |
| | 8% of homes in extensive disrepair | | | | | Number of homes in extensive disrepair |
| | 67% of homes in any disrepair | | | | | Number of homes in any disrepair |

| Strategic Housing Outcome 7: We contribute to improving the quality and accessibility of the private rented sector | | | | | | |
|--|------------------|---|--|---------|-------------------|---|
| Action | Baseline 2019/20 | Milestone | Target | Lead | Timescale | Indicators |
| KEY ACTION 7.1 Develop and deliver new PRS access scheme | - | PRS access scheme developed | Scheme developed and approved | BDS | 2022 | PRS scheme |
| | 41 (2020) | Scheme implemented and enabling better access to the PRS | 20 new tenancies each year | BDS | Ongoing from 2022 | Number of homeless (or potentially homeless) households rehoused in the private rented sector |
| KEY ACTION 7.2 Improve private sector housing advice | - | Develop and deliver e-learning training module on the PRS and ensure completion by all housing staff that deliver housing options advice | Training developed and staff trained | BDS | 2023 | Number of staff trained |
| | - | Establish local PRS champions to encourage wider improved PRS advice amongst locality housing teams | At least one 'PRS champion' in each local housing office | BDS | 2023 | Number of BDS champions |
| | - | Develop improved information for locality housing teams on the PRS in North Lanarkshire and at a locality level as part of the housing options guide | PRS information developed and updated regularly for locality housing teams | BDS | 2023 | Localised information produced and updated on a regular basis |
| KEY ACTION 7.3 Work with private landlords to improve management and quality standards in the PRS ¹ | 14,832 | Improve registration compliance through targeting unregistered landlords and landlords whose registration has expired to ensure they register | Improved registration compliance | PSH | Ongoing | Number of private landlords registered |
| | - | Strengthen partnerships with Police Scotland and Fire and Rescue to identify criminal activity and to take multi agency action through the locality community planning structures | Improved processes for ensuring private landlords are 'fit and proper' | PSH | Ongoing | Attendance at locality community groups |
| | - | Work in partnership with Landlord Accreditation Scotland to deliver training for private landlords and letting agents in North Lanarkshire | Training delivered | PSH | Ongoing | Number trained |
| | - | Review the current information provision for private landlords on the council website and develop enhanced and improved information which clearly outlines private landlords' responsibilities and rights | Information reviewed and improved | PSH/BDS | 2023 | - |
| | - | Re-establish the bi-annual private landlord forum | Private landlord forum held bi-annually | PSH/BDS | 2022 | Number of private landlord forums and number of people attending |

¹ Note other actions which are of relevance in improving the condition of PRS homes are included in section 6 of the action plan, 'Our homes will be fit for the future' due to the nature of these actions spanning across both owner occupation and PRS.

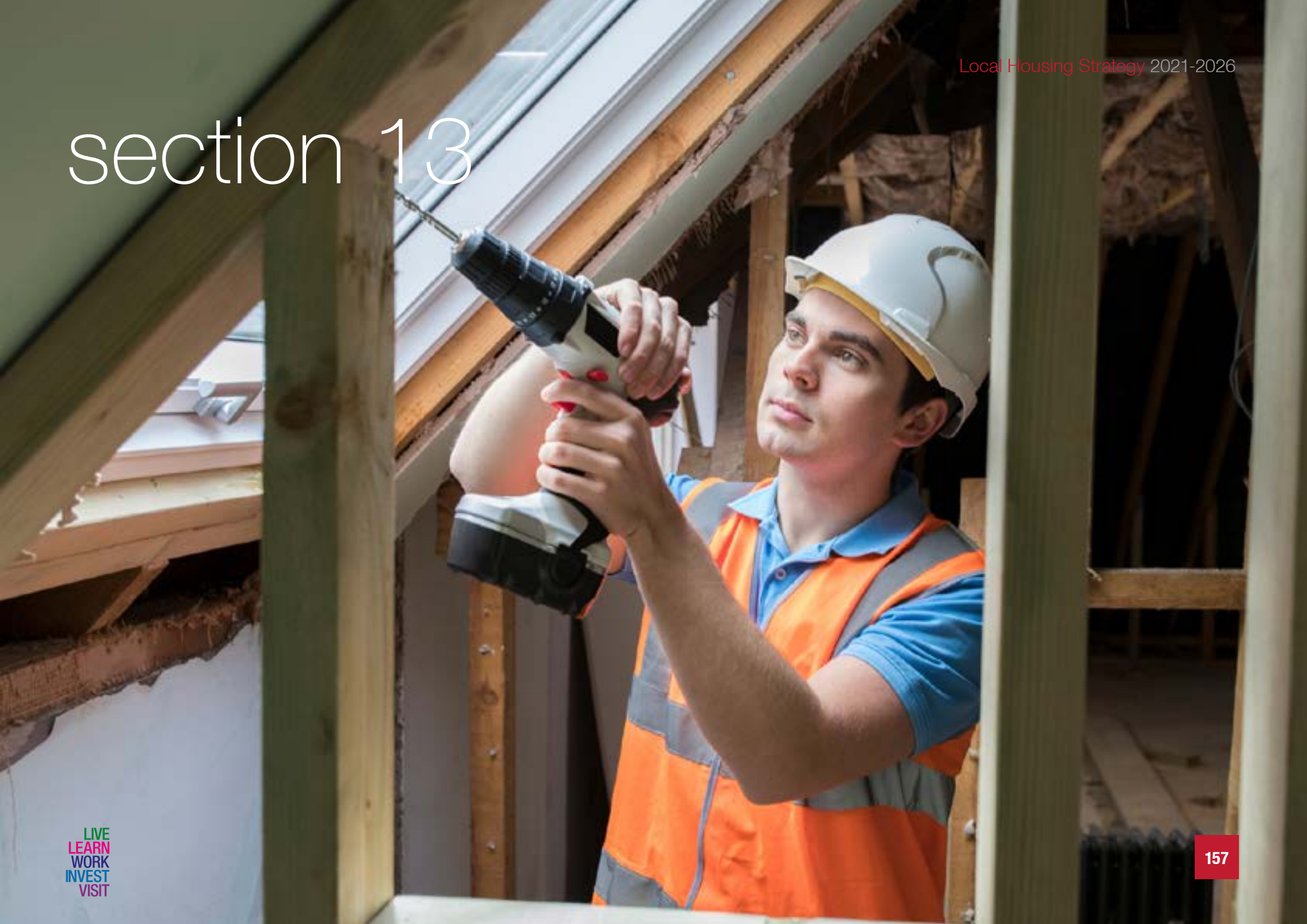
| Strategic Housing Outcome 7: We contribute to improving the quality and accessibility of the private rented sector | | | | | | |
|--|------------------|--|--|-------------|-----------|--|
| Action | Baseline 2019/20 | Milestone | Target | Lead | Timescale | Indicators |
| KEY ACTION 7.3 Work with private landlords to improve management and quality standards in the PRS | - | Establish a process to regularly communicate with landlords through the landlord registration team on legislative or other policy changes of relevance | Process established | PSH | 2022 | Number of communications |
| | - | Develop and issue a bi-annual private landlord e-newsletter | Newsletter issued | BDS/PSH | 2023 | Number of newsletters issued |
| | - | Strengthen our outreach and engagement with private landlords using online platforms | Improved outreach and engagement | PSH | Ongoing | Number of social media and other online communications |
| | - | Carry out regular surveys of private landlords to understand challenges and potential solutions to improve management and quality standards in the PRS | Surveys carried out | BDS | Ongoing | Number of online surveys and survey responses |
| | - | Improve our understanding and intelligence of the PRS to identify issues and target resources effectively e.g. identifying properties most in need of energy efficiency measures | Improved intelligence on PRS | BDS | Ongoing | Improved data on PRS |
| | - | Scope potential gains from 'direct interventions' in substandard PRS properties, such as purchase and improvement in certain circumstances | Scoping exercise complete | BDS | 2023 | Scoping report |
| | - | Develop an engagement strategy for improving energy efficiency regulations in the PRS which will include a communications and involvement strategy and enforcement approach | Engagement strategy developed | BDS/PSH | 2022 | Engagement strategy |
| KEY ACTION 7.4 Improve access to the PRS | - | Develop and deliver a PRS access scheme | PRS scheme developed | BDS | 2023 | PRS scheme |
| | - | Work with private landlords to improve access to the PRS for people who are homeless and prevent PRS households from becoming homeless | Improved outcomes for homeless households in the PRS | BDS | Ongoing | Number of people homeless from PRS and number of homeless people rehoused in PRS |
| | - | Establish a private landlord working group to identify ways in which the PRS could better contribute to meeting housing needs in North Lanarkshire | Private landlord working group established | BDS H&SC | 2023 | Number of meetings |
| | - | Work with partner RSLs developing Private Lettings Services in North Lanarkshire to meet housing need better, exploring opportunities linked to RRTP | RSL PSL service linked to RRTP | BDS | 2023 | Number of homeless people rehoused in the private sector |
| | - | Review the rent deposit guarantee scheme to increase uptake | Rent deposit scheme reviewed | BDS | 2023 | Number people accessing rent deposit scheme |

| Strategic Housing Outcome 7: We contribute to improving the quality and accessibility of the private rented sector | | | | | | |
|---|------------------|--|--|---------|-----------|---|
| Action | Baseline 2019/20 | Milestone | Target | Lead | Timescale | Indicators |
| KEY ACTION 7.5 Improve involvement of tenants in the PRS to improve our understanding of issues and help shape policy | - | Establish a PRS tenant panel as part of the tenant participation activities to identify issues, develop potential solutions and shape policy to improve the PRS | Panel established | BDS | 2023 | Number of meetings |
| KEY ACTION 7.6 Improve advice and information to PRS tenants | - | Review and improve the information available for PRS tenants by working with the PRS tenant panel to identify gaps and scope for improvement | Information reviewed and improved | BDS | 2024 | PRS tenant information |
| | - | Develop a communications strategy which involves greater use of social media and online platforms to increase awareness of tenants rights, responsibilities and housing options | Communications strategy developed | BDS/PSH | 2024 | Communication strategy |
| KEY ACTION 7.7 Support Build to Rent and Mid-Market Rent to deliver high-quality homes in the PRS | - | Work with employers to gather information on the housing needs of key workers | Information gathered | BDS | Ongoing | Information on housing need |
| | - | Engage with the Build to Rent sector | Engagement with the Build to Rent Sector | BDS/NS | Ongoing | Number of Build to Rent Homes delivered |
| | - | Deliver Mid-Market Rent Homes with RSL partners | Deliver Mid-Market Rent homes | BDS/NS | Ongoing | Number of Mid-Market Rent Homes delivered |
| KEY ACTION 7.8 Develop a longer-term strategic approach to improving the PRS | - | Develop and implement PRS strategy, following the publication of the new national Rented Sector Strategy, to outline issues and solutions in a more detailed plan longer-term plan for North Lanarkshire | PRS Strategy developed and implemented | BDS/PSH | 2024 | PRS Strategy |

| Action Plan Key | |
|-----------------|--|
| ADP | Alcohol and Drug Partnership (North Lanarkshire) |
| BDS | Business Development and Support (North Lanarkshire Council) |
| BS | Business Solutions (North Lanarkshire Council) |
| CE | Corporate Energy (North Lanarkshire Council) |
| GT | Growth Team (North Lanarkshire Council) |
| H&SC | Health and Social Care (North Lanarkshire) |
| HP | Housing Property (North Lanarkshire Council) |
| HS | Housing Solutions (North Lanarkshire Council) |
| NS | New Supply (North Lanarkshire Council) |
| PI | Planning (North Lanarkshire Council) |
| PSH | Private Sector Housing (North Lanarkshire Council) |
| RSLs | Registered Social Landlords |



section 13



supporting documentation

The following supporting documentation supports the evidence and information contained within this LHS and is available on the council's [webpage](#).

- Clydeplan Housing Need and Demand Assessment (2015)
 - Equality Impact Assessment (Local Housing Strategy 2021 – 2026)
 - North Lanarkshire Council Housing Allocation Policy
 - Children's Rights and Wellbeing Impact Assessment (Local Housing Strategy 2021 -2026)
 - Health Inequalities Impact Assessment Screening (Local Housing Strategy 2021 – 2026)
 - Strategic and Environmental Impact Assessment Screening (Local Housing Strategy 2021 – 2026)
 - Strategic Housing Investment Plan 2021/22 to 2025/26
 - Housing Contribution Statement 2021 – 2023
 - Homes Fit for the Future 2021 – 2026
 - Economic and Regeneration Delivery Plan 2019 – 2023
 - Tenant Participation Strategy 2020 – 2025: Involving Tenants – Improving Services
 - Town Centre Visions
 - Local Development Plan
 - Local Development Plan Modified Proposed Plan (NLLDP Modified Proposed Plan)
- Consultation Reports:**
- Early Engagement Survey Report 2020
 - Focus Group Report 2020
 - Communities of Interest Focus Group Report 2020
 - Stakeholder Event Report 2019
 - Tenants Conference Event Report 2019
 - Housing to 2040 Workshop Report 2020
 - Registered Social Landlord Consultation Report 2020
 - Developers Consultation Report 2020
 - Armed Forces Consultation Report 2020
 - Consultation Tracker
 - Consultation Report
- Thematic Evidence Papers for the development of the LHS 2021 – 2026**
- Housing Need
 - Private Rented Sector
 - Sustainable Housing
 - House Condition
 - Climate Change and Fuel Poverty
 - Homelessness and Housing Support
 - Specialist Provision
 - Older People's Housing Needs
 - Young People's Housing Needs
 - Gypsy/Travellers

Housing Jargon Buster

Action

A task that is to be carried out.

Affordable Housing

Affordable housing includes social rented, affordable rented and intermediate housing, provided to specified eligible households whose needs are not met by the market. It can be a new-build property or a private sector property that has been purchased for use as an affordable home.

Allocations

In housing terms refers to the letting of dwellings for rent such as houses, flats and bungalows etc.

Allocation Policy

It is a document which states how the landlord will make its empty homes available to people who need them.

Annual Return on the Charter (ARC)

Social landlords must provide the Scottish Housing Regulator (SHR) with an ARC return by the end of May each year. The ARC reports our performance information to the SHR against the charter outcomes and includes contextual data relating to our stock.

BTS

Below Tolerable Standard

Care and Repair

A scheme for homeowners and private renters. It helps the elderly and people with disabilities by providing

information and assistance with regard to repairs and improvements to their homes.

Clydeplan Housing Need and Demand Assessment (Clydeplan HNDA)

Background Report to the Strategic Development Plan Proposed Plan.

Common Housing Register (CHR)

It is a single register through which people can apply for council and housing association homes that become available.

Community Planning

A plan which councils have a legal duty to produce to support and improve the social, economic and environmental interests of their areas.



CPO

Compulsory Purchase Order

Energy Efficiency Standard for Social Housing (EESH)

EESH has been developed to help improve the energy efficiency of the social housing stock in Scotland.

Fuel Poverty

Is where households, in order to keep their home comfortably warm, spend more than 10% of their income on fuel.

GROS

General Registers of Scotland

HEEPS:ABS

Home Energy Efficiency Programmes for Scotland: Area Based Schemes

Housing Market Partnership

Housing Market Partnerships (HMPs) oversee the development, production and sign-off of the HNDA. The structure and membership of the HMP should be determined locally to reflect the circumstances and requirements of individual partnerships. As a minimum, however, the HMP should consist of a core group of housing and planning officials within each of the constituent authorities.

Housing (Scotland) Act 2001

This is a law which sets out a number of powers and duties for housing providers, duties for housing providers and tenants' rights in Scotland.

Housing (Scotland) Act 2006

A law that changed the way in which councils and their partners deal with repairs, housing improvements and adaptations for people with disabilities in private sector housing. One of the main changes is that councils no longer have to offer grants to all homeowners. Instead councils can also offer help such as information, advice and alternative financial assistance (e.g. loans).

Housing Need and Demand Assessment (HNDA)

The assessment looks at all the housing in an area in terms of affordability and whether there is enough housing of the right size and type within locations people want to live. It also looks at the population to identify the number, location and type of housing required, both now and in the future.



Housing Renewal Area (HRA)

An area which the council has named as such because there are a relatively large number of houses below standard; because of the way the houses look; or the state of repair of the houses is having a negative impact on the area. This allows the council to take action to improve the condition of the homes in the area.

Income Maximisation

This is a service which helps households by making sure they are claiming all the benefits and receiving all the money that they are entitled to.

Landlord Accreditation Scheme

It is a voluntary scheme for private landlords and letting agents. The scheme has a set of rules and

standards that its members must obey. These standards demonstrate that the property is maintained to a certain standard, there are management processes in place that treat tenants fairly and that repairs are carried out promptly.

Local Development Plan (LDP)

The LDP sets out policies and proposals for the use, development and protection of land in our area.

Local Housing Strategy (LHS)

The Housing (Scotland) Act 2001 requires councils to carry out an assessment of all housing needs and conditions. Councils then use this to produce a document that outlines how they and others will tackle the housing problems in their areas.

Low Cost Home Ownership (LCHO)

A form of subsidised home ownership for first-time buyers and some other groups of people.

LPG

Locality Planning Group

MAPPA

Multi Agency Public Protection Agencies

Mid-Market Rent (MMR)

MMR is a form of affordable housing. It allows tenants to pay rent levels below the normal market rent level in their area, although rents are higher than what a tenant would normally expect to pay in social housing.



NHER

National Home Energy Rating which generates an energy rating per dwelling on a scale of 0 (poor) to 10 (excellent). It is based on the total energy costs per square metre of floor area required to achieve a standard heating regime.

North Lanarkshire Partnership (NLP)

Is a group made up of a number of agencies. They work together to address issues affecting North Lanarkshire. Members of the group include North Lanarkshire Council, the voluntary sector and public sector agencies such as Jobcentre Plus, Police Scotland, NHS Lanarkshire, and the Fire Brigade etc.

Outcome

This is the result of doing something. In terms of the Local Housing Strategy, this is the effect we will have had by the end of the strategy. Our outcomes are called 'Strategic Housing Outcomes'.

Owner-occupation

This refers to homeowners who live within their properties.

Private sector

In terms of housing, this includes owner-occupation and private rented sector.

Renewable Technology

Is the term used for equipment that uses energy from sunlight, wind, rain, tides or heat stored in the earth to generate electricity or heat. It is called 'renewable' because the energy is produced and replaced by nature i.e. restocked naturally.

Respite

It is short-term care for those who require family members or others to look after them. It aims to give the carers a short break whilst avoiding the need to place those they care for permanently in a facility which is not their home.



Registered Social Landlord (RSL)

An RSL is a non-profit landlord registered with the Scottish Housing Regulator. The term covers housing associations, housing trusts and housing co-operatives.

Retirement Housing

This is housing for mainly older people. There is usually a community alarm provided and some have communal facilities.

Scheme of Assistance (SoA)

A system of help introduced in the Housing (Scotland) Act 2006 which is provided by councils. Assistance can be financial as well as practical help and advice/information.

SHN

Scottish Housing Network

Scottish Housing Quality Standard (SHQS)

A standard set by Scottish Government that defines good acceptable quality housing in the social sector.

Shared Equity

This is offered by the Scottish Government's LIFT scheme. This allows a first-time buyer to buy a home without having all the money to pay for it. The Scottish Government initially pays the remaining cost of the home.

Shared Ownership

This allows a person to buy a share of the house, whilst the rest is owned by another party. This is usually offered by some housing associations but can be provided by private developers, who then own the remaining share. Rent is still payable on the share of the house owned by the housing association or developer.

Sheltered Housing

This is housing for mainly older people where there is staff based on-site to provide assistance and support. There is usually a community alarm provided and communal facilities for residents such as meeting rooms.

Single Outcome Agreement (SOA)

An agreement between a community planning partnership such as North Lanarkshire Partnership and the Scottish Government. This agreement sets out how each will work in the future towards improving outcomes for people who live in the area by finding local solutions.

Social Rented or Waiting List Pressure

For each empty home that becomes available over the course of a year, it is the number of households waiting on the list for a new home.

Social Sector (or Social Rented Sector)

This category includes both council and housing association homes.

Stakeholder

An individual or group that affect or can be affected by the actions of the strategy.

Strategic Housing Investment Plan (SHIP)

A plan for prioritising affordable housing to meet housing demand.

Strategy

A plan of action(s) designed to achieve a particular goal.

Tenancy Sustainment

North Lanarkshire Council define this as a tenancy which lasts longer than a year. Tenancies shorter than this are classed as 'not sustained'.

Tenure

Is the circumstance under which households have the right to occupy a property such as home ownership or renting.

Tolerable Standard

The standard which a home in any tenure is measured against to ensure they are fit to live in. Housing that falls below this is known as Below Tolerable Standard (BTS).

Universal Credit

Universal Credit is a welfare benefit launched in the UK in 2013 to replace six means-tested benefits and tax credits: Jobseeker's Allowance, Housing Benefit, Working Tax Credit, Child Tax Credit, Employment and Support Allowance and Income Support.

List of Figures, Tables and Charts

Figures

- Figure 1: Local Housing Strategic Outcomes
- Figure 2: Statutory Requirements
- Figure 3: Consultation Opportunities
- Figure 4: North Lanarkshire Area Profile
- Figure 5: Economic Regeneration Vision
- Figure 6: Town Centre Trends and Change Required
- Figure 7: A Vision for North Lanarkshire Towns
- Figure 8: Place Standard Tool
- Figure 9: The 20 minute Neighbourhood
- Figure 10: Existing Trends and Change
- Figure 11: Placemaking Policy
- Figure 12: Community Care Planning Structures

Tables

- Table 1: National Outcomes and Targets
- Table 2: Local Housing Strategy 2016-21 Success Achieved
- Table 3: Housing Sub-Market Areas and Local Housing Market Areas

- Table 4: Age Profile of Residents in North Lanarkshire and Scotland
- Table 5: Projected Change in Households (2018-43) by Age of Head of Household
- Table 6: Projected Change in Number of Households (2018-43) by Household Type
- Table 7: Scottish Index of Multiple Deprivation Domain
- Table 8: Net Housing Need for Social Rented Sector/ Below Market Rent and Private Sector, 2016-2021
- Table 9: Housing Supply Target Stages
- Table 10: Applicants on Common Housing Register by Waiting List Category
- Table 11: Common Housing Register Applicants by Tenure
- Table 12: North Lanarkshire Council Rents by Local Housing Allowance and Market Rent
- Table 13: Empty Homes by LHMA
- Table 14: Tower Reprovisioning
- Table 15: Temporary Accommodation in North Lanarkshire
- Table 16: Shared Objectives, Housing, Health and Social Care
- Table 17: Adaptations by Tenure
- Table 18: Advice and Information Provision by Type, 2016-20
- Table 19: Minimum EPC Standards for Privately Rented Properties

- Table 20: PRS Growth in North Lanarkshire 2009 - 2021
- Table 21: Quality Standards

Charts

- Chart 1: Population Projections (North Lanarkshire and Scotland)
- Chart 2: Percentage Change by Population Group
- Chart 3: Household Projections 2018-2043
- Chart 4: Projected Change in Households by Age of Head of Household
- Chart 5: Scottish Index of Multiple Deprivation 2020 (share of 15% most deprived datazones)
- Chart 6: Tenure by Local Housing Market Area
- Chart 7: Average Sales Prices
- Chart 8: Overall Pressure by Local Housing Market Area (3-year average 2017-2020)
- Chart 9: Waiting List Pressure by Housing Sub Market Area (3 year average 2017-2020)
- Chart 10: Housing Completion Rate 2001-2019
- Chart 11: House Prices and Volume of Sales 2004-2020
- Chart 12: Households Unable to Afford the Average Market Rent (based on 30% income to rent ratio) by LHMA
- Chart 13: New Supply Social Rented Housing
- Chart 14: Empty Homes by LHMA
- Chart 15: Tower Applications

Chart 16: Waiting List Selection by Property Type

Chart 17: Homeless Applications, North Lanarkshire 2015/16 – 2019/20

Chart 18: Homeless Applicants by Age

Chart 19: Homeless Applicants Discharged from an Institution

Chart 20: Support Needs of Applicants

Chart 21: Population Change 65 + and 75+ Age Groups in North Lanarkshire

Chart 22: Projected Household Change of Households Aged 65 and Over (2018-2043)

Chart 23: Potentially Accessible Housing in North Lanarkshire (NLC and RSL)

Chart 24: Specialist Housing Stock in North Lanarkshire

Chart 25: Older Persons Housing Pressure in North Lanarkshire (2015-2020)

Chart 26: Demand for Older People's Housing

Chart 27: Rate per 1,000 of Older People Aged 65+ in Long Stay Care

Chart 28: Health by Tenure of Households Aged 65+

Chart 29: Percentage of Dwellings Containing a LTSD Individual who is Restricted by the Dwelling

Chart 30: Adaptations by Tenure 2019/20

Chart 31: Number of CHR Applicants Requesting Wheelchair Housing

Chart 32: Wheelchair Housing by Area

Chart 33: Migrant Workers 2010- 2019

Chart 34: Unauthorised Encampments 2015/16 – 2020/21

Chart 35: Domestic and Non-domestic Greenhouse Gas Emissions (kt CO2) in North Lanarkshire, 2005 - 2019

Chart 36: Domestic Greenhouse Gas Emissions (kt CO2) in North Lanarkshire by Fuel Type, 2005 - 2019

Chart 37: EPC Ratings by Tenure, North Lanarkshire

Chart 38: EPC Rating by Property Age, North Lanarkshire

Chart 39: Percentage of Neighbourhoods in Scotland's Most Deprived 5%, 2004-2020

Chart 40: Percentage of Deprived Neighbourhoods by HSMA

Chart 41: Any, Critical, Extensive and Urgent Disrepair in North Lanarkshire, 2010/12 – 2017/19

Chart 42: Any Disrepair, North Lanarkshire and Scotland, 2010/12 – 2017/19

Chart 43: All Tenure SHQS Fails, 2010/12 – 2017/19

Chart 44: Private Rented Sector as Percentage of Housing Stock in LHMA

Chart 45: Private Rented Sector as Percentage of Stock in Towns and Town Centres

Chart 46: Average Rents by Property Size and Year

Chart 47: Average Rents and Percentage change, 2010-2020 by Property Size, North Lanarkshire and Scotland

Chart 48: Homeless from and Rehoused in the Private Rented Sector, 2016 - 2020

Chart 49: Percentage Stock in EPC Bands E – G, by Tenure

Chart 50: Percentage in EPC Bands A-D and E-G by LHMA



This document can be made available in a range of languages and formats, including large print, braille, audio, electronic and accessible formats.

To make a request, please contact Corporate Communications on 01698 302527 or email: corporatecommunications@northlan.gov.uk

'S urrainn dhuinn an sgrìobhainn seo a chur ann an diofar chànanan agus chruthan, a' gabhail a-steach clò mòr, braille, cruth claisneachd agus cruthan dealanach agus ruigsinneach.

Gus iarrtas a dhèanamh, cuir fios gu Conaltradh Corporra air 01698 302527 no cuir fios gu: corporatecommunications@northlan.gov.uk

本文档可以多种语言和格式提供, 包括大号字体、盲文、音频、电子和可访问格式。

如欲提出请求, 请致电01698 302527或发送电子邮件至:

corporatecommunications@northlan.gov.uk与企业传播部门 (Corporate Communications) 联系。

Ten dokument jest dostępny w różnych językach i formatach, w tym w formacie elektronicznym, dużą czcionką, w alfabecie Braille'a, w wersji audio i przystępnych formatach.

W celu złożenia zamówienia prosimy skontaktować się z Wydziałem Komunikacji Zewnętrznej telefonicznie na numer 01698 302527 lub na adres e-mail: corporatecommunications@northlan.gov.uk

یہ دستاویز کئی ایک زبانوں اور شکلوں (فارمیٹس) میں فراہم کی جاسکتی ہے، جن میں بڑے حروف کی چھپائی، بریل (ناہینا افراد کے لیے ابھرے ہوئے حروف کی لکھائی)، آڈیو، الیکٹرونک اور قابل رسائی شکلیں بھی شامل ہیں۔

corporatecommunications@northlan.gov.uk

درخواست کرنے کے لیے برائے مہربانی 01698 302527 پر کارپوریٹ کمیونیکیشنز سے رابطہ کریں یا اس پتے پر ای میل لکھیں:

Produced by

NORTH LANARKSHIRE COUNCIL

Enterprise and Communities

Housing Strategy Team

Housing Development and Support

Civic Centre

Windmillhill Street

Motherwell ML1 1AB

e. localhousingstrategy@northlan.gov.uk

NORTHLANARKSHIRE.GOV.UK



INVESTORS
IN PEOPLE

Accredited
Until 2021

