

# LOCAL HOUSING STRATEGY

ANNUAL PROGRESS REPORT 2024



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# Introduction

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

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

The strategy plays an important part in delivering our ambition set out in The Plan to make North Lanarkshire the place to live, learn, work, invest and visit, and is closely connected and aligned to other key plans and strategies such as the Local Development Plan 2, the Town Visions, and the Economic Regeneration Delivery Plan.

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

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

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

North Lanarkshire's Local Housing Strategy for 2021-26 was approved by Committee in November 2021. This is the third annual report on progress since the strategy was approved and provides an update to the previous annual report published in February 2024, featuring key highlights and achievements as well as ongoing challenges.

## Strategic Context

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

## Our Priorities

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

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

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





# Housing delivery

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



460 new affordable homes built



44 wheelchair liveable homes in 2023/24



Scottish Government funding of £25.631m secured for 2024/25



SHIP planned delivery of 2,117 homes over the next five years



24 MMR homes delivered in 2023/24



75 homes under construction

### New Supply Affordable Housing

The number of new homes delivered in North Lanarkshire in the past year has been our best performance to date in delivering homes that are energy efficient, accessible and future-proofed for generations to come. 44 wheelchair homes have been delivered over the period by the Council and RSL partners and brings the total number of wheelchair liveable homes delivered to 178<sup>1</sup>.

Global, market/supply and inflationary cost pressures continue to impact on the delivery of new homes. Despite this we built 230 new affordable council homes for rent from April to November 2024 and increased the overall supply of affordable homes to 2,376<sup>2</sup> which confirms we are on track to achieve the target of delivering 5,000 new, affordable rented homes by 2035.

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

Site Name	Area	Number of Homes	Completion Date
Glenacre Drive	Airdrie	16	April 2024
Former Orrs Building (Wilson)	Airdrie	20 (off the shelf)	May 2024
Calder Gardens, Carnbroe (Barratt)	Coatbridge	18 (off the shelf)	June 2024
Petersburn Road (former primary school)	Airdrie	40	August 2024
Johnston Road (phase 2) (Bellway)	Gartcosh	12 (off the shelf)	August 2024
Gartferry Road (phases 1-2) (Allanwater)	Chryston	12 (off the shelf)	September 2024
Dowanfield Road (Zoom)	Cumbernauld	24 (off the shelf)	October 2024
Castlehill Road (further phases)	Wishaw	70	November 2024
Gartferry Road (phase 3) (Allanwater)	Chryston	10 (off the shelf)	November 2024
Castlehill Road (Re-provisioning)	Wishaw	8	November 2024

<sup>1</sup> As at 31 March 2024

<sup>2</sup> As at November 2024 and includes properties purchased through the open market and empty homes purchase schemes.

We are on-site with three other developments, including a town centre site as well as land linked to our tower re-provisioning programme. We currently have 75 homes under construction at the sites below, two of which are due to complete early in 2025 and the third site into 2026.

Site Name	Area	Number of Homes	Estimated Completion
Brandon Street	Motherwell	48	February 2025
Northburn (shop conversion)	Airdrie	1	January 2025
Thorn Road	Bellshill	26	February 2026

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



Our RSL partners have delivered 125 affordable homes over the past year, increasing the total number of new affordable homes built in the year to 460<sup>3</sup>. They have also completed 24 homes for Mid-Market Rent during 2023/24, bringing the total number of MMR homes to 98<sup>4</sup> since 2010/11.

Our Pathfinder Scheme is successfully enabling the council to purchase new affordable homes directly from private developers with five developments concluding in 2023/24. This includes the completion of the former John Orrs Building in Airdrie with the acquisition of 20 flats. We have also concluded the purchase of 12 homes at Gartferry Road in Chryston, 18 homes at Calder Gardens in Coatbridge, 12 homes at Johnston Road in Gartcosh and 24 homes at Downfield Road in Cumbernauld.



<sup>3</sup> 460 new homes includes both council and RSL partners.  
<sup>4</sup> As at October 2024

In 2023/24, we brought 126 homes back into use through our Open Market Purchase Scheme (OMPS). We also reached a significant milestone in the operation of our OMPS when we purchased our 800th property in November 2024 and highlights the ongoing success of the scheme and our commitment to increasing affordable housing supply whilst also addressing issues associated with property repair and long-term empty homes. We have also concluded the purchase of 44<sup>5</sup> properties from private landlords with sitting tenants to prevent homelessness where landlords were in financial difficulties with their lender and property at risk of repossession.



Tenant of 800th property bought via OMPS

Our Strategic Housing Investment Programme (SHIP) for 2024/25-2028/29 was approved by Committee in August 2024 and was submitted to the Scottish Government in October. The SHIP sets out plans to deliver over 2,117 new affordable homes in the next five years, helping regenerate local communities and support the economy by creating new jobs.

We are nearing the completion of our research with NHS Lanarkshire and larger employers within North Lanarkshire to establish gaps and demand for tenures such as Mid- Market Rent, Shared Equity and Low-Cost Home Ownership. This research also includes gathering the views of these key workers to identify any housing issues they may have encountered. Reports will be produced, and associated actions will be progressed in partnership with the Growth Team.

The third Glasgow and Clyde Valley Housing Need and Demand Analysis was granted 'Robust and Credible' status by the Centre for Housing Market Analysis in June 2024. This document provides the supporting evidence for our ambitious approach to delivering the quality homes needed across North Lanarkshire. **[Glasgow and Clyde Valley Housing Need and Demand Assessment](#)**



<sup>5</sup> As at November 2024

# Place-making and communities

## PRIORITY 2: OUR COMMUNITIES ARE VIBRANT, ATTRACTIVE AND SUSTAINABLE

Our key Town Centre Ambition projects are on track to proceed this year with the previous publication of Town Action Plans for Airdrie, Motherwell and Wishaw. A further three Town Action Plans were approved and published after consultation with communities across Bellshill, Kilsyth and Shotts. These action plans illustrate the developments to take place over the short, medium and long term to deliver our Town Visions.

The Town Action Plan for Coatbridge will be delivered through the 'Long Term Plan for Coatbridge' to enable access to Levelling Up funding provided by the UK Government. This plan is being developed through consultation and engagement with the Coatbridge community.

A Masterplan will be developed for the Cumbernauld area due to the large-scale regeneration activity set to take place over the next decade. Public and stakeholder engagement will be completed over the next few years.

In the past year, new affordable homes have been delivered within the town centre in Airdrie with the delivery of 20 flats in the former Orrs Building. A further 24 new affordable homes have been delivered at Dowanfield Road in Cumbernauld. Significant progress is being made in the construction at Brandon Street, Motherwell and is due to complete in early 2025. This brings the total of new council homes built in town centres to 178 since April 2019/20 and brings the cumulative total for new council and RSL rented homes in that period to 836. Since 2010/11, a total of 1,719 social rented homes have now been delivered in or on the edge of town centres (within a 10-minute walk).





Despite a challenging funding landscape, particularly around the availability of external capital funds, and the pausing of key funding programmes such as the Scottish Government’s Regeneration Capital Grant Fund (RCGF) and Vacant and Derelict Land Investment Programme (VDLIP), North Lanarkshire Council has continued to make significant progress toward the regeneration of our town centres. The Centre Cumbernauld was acquired in June 2023 with £9.225m from the UK Government’s Levelling Up Fund for the regeneration of Cumbernauld.

We have also received confirmation, following the recent UK Government budget, of £19.5m for the Long-Term Plan for Towns (LTPfT) in Coatbridge. NLC is currently awaiting further details of this fund and supporting guidance to enable access to these funds. A Town Board has been set up to drive forward this investment. Feasibility studies have been conducted at Airdrie town centre, focusing on a heritage led regeneration of the town, thanks to development funding from Historic Environment Scotland and National Lottery Heritage Fund. A full funding application will be made for this ‘Rediscovering Airdrie’ project in 2025.



Notable progress is also being made with regard to populating our town centres via the promotion of town centre living and increasing the availability of homes for social rent within our town centres.

**Progress includes:**

Completion of 20 flats and commercial space at the former Orrs department store in Airdrie.
48 homes featuring ground source heat pumps at Brandon Street, Motherwell due to complete in 2024/25. This includes the conversion of the former YMCA property, a Grade B listed building, into 6 flats for social rent.
Following detailed designs, construction works will commence during 2025/26 at the Grade C listed Old Town Hall in Motherwell to convert the space to 20 residential units.
Partial demolition of Bank Street, Coatbridge with designs ongoing for residential development.
Detailed plans underway to re-design the former Municipal Buildings at Kildonan Street, Coatbridge into a mix of residential and office accommodation.
Demolition of the former office building Kingshouse, Wishaw in 2022/23, with designs ongoing for residential development.
Properties at Graham Street in Airdrie delivering commercial and residential accommodation. These are currently undergoing final defect works and are anticipated to be complete by end of 2024.
Detailed plans underway to redevelop an existing gap site at Main Street, Coatbridge. Final property and land acquisitions are currently ongoing.

Progress has continued during 2023/24 towards our Economic Regeneration Delivery Plan (ERDP) 2023-2028 which promotes inclusive growth, ensures community wellbeing and creates a more prosperous place for our residents. An ERDP Action Plan has been produced and performance was reported to Committee in August 2024.

**In line with our ambitions to develop integrated community hubs throughout North Lanarkshire, we completed and opened three community hubs in 2023/24:**

Newmains and St Brigid's Community Hub provides a shared campus for two primary schools and a family learning centre, delivering an inclusive learning environment and modern facilities for all members of the community.

Chryston Community Hub which replaces the existing primary school and provides a new Community Health Clinic, offering residents access to state-of-the-art health and wellbeing facilities.

Riverbank Community Hub in Coatbridge brings together two primary schools with an early year's class and is designed to provide an exciting and flexible learning environment which can accommodate a wide range of requirements in the years to come.

**Alongside this, a further five community hubs are in development this year:**

Orbiston Community Hub in Bellshill is currently under construction.

St Kevin's Community Hub in Coatbridge and Gartcosh Community Hub in Northern Corridor are both at pre-construction stage.

St Stephen's Community Hub in Coatbridge and Chryston High Extension are at the planning stage.

The construction of these hubs provides local community benefit by supporting local contractors and smaller businesses and enables work placements and training opportunities to be created. A further two community hubs are in the evaluation and design phase at Glenboig in the Northern Corridor and Ravenscraig in Wishaw.



Progress continues to be made on the Ravenscraig Access Road, with the construction of the rail bridge completed in April 2023. Work is ongoing to deliver the new connection between Motherwell and Ravenscraig with works being delivered as a series of work packages to manage cost, programme and disruption on the road network. The Ravenscraig Access Infrastructure Project (Dualling of the A723) has been removed from the City Deal Programme and was approved by the Enterprise and Fair Work Committee in May 24 and by the Glasgow City Region Cabinet in August 24.

### 1. Demolition Works:

This is the demolition of the buildings on the former Evans Halshaw site and the former Cook and Indi's site. These works are well underway, with completion anticipated in January 2025.

### 2. Enabling Works:

These will comprise utility service diversions along the road alignment as well as ground remediation works within the Ravenscraig site to the north of the rail line. It is anticipated that these works will commence Summer/ Autumn 2025.

### 3. Main Works:

These will be delivered following the enabling works with an anticipated start during 2026.

Since Glasgow City Region City Deal was signed in 2014, North Lanarkshire has benefitted significantly from City Deal investment, contributing to the delivery of key projects including the creation of MediCity beside the M8, construction of the Glenboig Link Road and the new transport hub at Motherwell Train Station. It's also supporting construction of the East Airdrie Link Road, access work to regenerate the Ravenscraig site, and improving active travel links between communities and employment areas along the M8. In total, over £149.8 million of City Deal funding will be invested in North Lanarkshire.

Phase 1 of the re-provisioning programme is nearing completion with 1,695 out of 1,750 properties vacated and includes 200 properties which have since been re-purposed to support the Ukrainian Resettlement Programme.

We continue to support Ukrainian families affected by the war through the provision of accommodation at towers in Highcoats and Birkshaw. These towers are contained within Phase 1 of our re-provisioning programme and were held and then refurbished with grant funding from the Scottish Government as part of the resettlement of refugees.



*Ukrainian Tenants at NL Federation conference supported by Tenant Participation Team*

In 2023/24, we have demolished or are in the process of demolishing 1,246 properties across Phase 1 of the Towers Re-provisioning Programme. We are currently on site at Shawhead Low Rise in Coatbridge, Coursington Towers in Motherwell, Gowkthrapple low rise in Wishaw and Jackson Tower in Coatbridge.

We have now completed 181 homes within the re-provisioning site at Dykehead Road and Northburn Avenue in Airdrie. These developments provide modern and energy efficient new build homes for the local area.



Phase 2 of the re-provisioning programme identified 970 properties for demolition. Detailed programme plans have been developed and will be progressed on a staggered basis with an estimated timescale for completion of at least 5 years.

In the meantime, we continue with our programme to invest in fire safety initiatives for tower properties and have installed sprinkler systems in 13 towers.

Evidence is being gathered in relation to the identification of the key aspects of achieving Local Living in North Lanarkshire with areas of good access to physical, digital and social infrastructure and is in response to National Planning Framework 4 Policy 15. This work is linked with ongoing development of the Corporate Asset Register from the strategic asset review and the Open Space Strategy. Local Living includes the Town Centre Visions, the Active Travel Strategy, the creation of Town and Community Hubs as well as the New Supply Programme and Open Market Purchase Scheme to increase supply whilst addressing important issues such as prevention of homelessness, mixed tenure repairs to improve housing condition, as well as tackling the blight of empty homes in communities.

The preparation of the next North Lanarkshire Local Development Plan 2 (NLLDP2) is underway and is an important document that will set out the policies and proposals for future land use and development in North Lanarkshire across housing, business and infrastructure. A timetable is underway to prepare a Development Plan Scheme which will set out the programme for preparing the NLLDP2 alongside the stages involved. Evidence has been gathered for each policy topic area identified in National Planning Framework 4 and the Scottish Government's local development planning guidance and a series of

topic papers have been developed that will help inform our future direction. These Topic Papers are available on the Consultation Page of the Council's website for residents, communities and stakeholders to inform us of their views and feedback is being used to influence actions within the NLLDP2.

### **North Lanarkshire Local Development Plan 2 (NLLDP2)**

A total of 38 long-term empty properties were brought back into use in the private sector last year, with a further 42 brought back into use as social housing through the Empty Homes and Open Market Purchase Schemes in 2023/24. The Empty Homes Officer has been working alongside colleagues from Building Standards, Environmental Services and Planning to bring properties back to habitable condition. In total 282 private sector empty homes have been brought back into use since 2018<sup>6</sup>.



# Preventing and addressing homelessness

## PRIORITY 3: WE PREVENT AND RESOLVE HOMELESSNESS EFFECTIVELY

**2,226** homeless applications in 2023/24  
*(16% increase) compared to the national increase of 4%*

NLC Lets to homeless applications has increased from **from 38% to 42.8%** to address the rising number of homeless households

Average length of stay in temporary accommodation for cases that closed was **131 days** from **145 days** compared with **226 days Scottish average**

**54 individuals** supported through Homes First with **38** successfully sustaining their tenancy for over a year

Reduction of **15%** in proportion of households with children in temporary accommodation compared with a **5%** increase nationally

Average number of days to close a homeless case reduced to **154 days** from **169 days** compared with **Scottish average of 278 days**

**357 people** who were **survivors of domestic abuse** approached housing for assistance in 2023/24

**91.1%** of new tenancies sustained for **more than a year**, a small increase on last year

Average rent **£84.30**  
*(below Scottish local authority average)*

 **£18.8m** generated in benefits for residents by Housing staff

**£47.9m** in benefits generated overall

We responded to Scottish Government consultations on The Housing (Scotland) Bill which aims to improve the protections and rights of tenants through the 'New Deal for Tenants – rented sector reforms' and 'Prevention of Homelessness'. This bill was introduced to the Scottish Parliament in March 2024 and has recently progressed through Stage 1 of the Bill process. We expect further consultations from the Scottish Government in 2025 to help seek views and influence the legislative process and wider likely practical impacts that may need to be addressed.



Our Income Maximisers continue to work in partnership with the Council's Tackling Poverty Team and Welfare Rights to complete financial health checks and Officers have helped generate more than £47.9m in additional benefits for residents in 2023/24 with £18.8m of these benefits generated by Housing staff. Our Universal Credit Assistance Fund continues to help tenants who fall into rent arrears due to built-in waiting times for Universal Credit payments.

Our Family Plus Project in partnership with Barnardo's Scotland and funded by North Lanarkshire's Alcohol and Drugs Partnership (NLADP) is ongoing and provides housing support to families and young people affected by domestic abuse, addictions, and other trauma. Other Rapid Rehousing Transition Plan (RRTP) partnership projects that continue to be delivered include the Youth Life Coach Project, which aims to upskill young people with the skills and experience they need to live independently, and Creative Faces which provides opportunities for therapeutic interventions to improve health and wellbeing amongst young people.



We are strongly committed to providing bespoke housing options for Care Experienced Young People (CEYP) to prevent homelessness and housing crisis or periods of housing insecurity and continue to work in close partnership with Health and Social Care to improve pathway planning for CEYP in North Lanarkshire. Our Youth Housing Champions continue to provide a key interface between Care Experienced Young People and housing teams, enabling earlier transition planning and embedding new systems and ways of working to ensure that no Care Experienced Young Person has to present as homeless to secure accommodation.

Our RRTP covered the period 2019/20 to 2024/25 and is in its final year of implementation. The actions contained within the RRTP continue to be progressed, and the Housing First Team increased capacity and reach of the Housing First Service in 2023/24. In conjunction with the NLADP, our jointly funded 'Out of Hours' Crisis Response Service has been operational for a year and provides assertive outreach to people with complex needs experiencing crisis who require an immediate response. The service delivered by Turning Point Scotland offers psychosocial support, ensuring individuals are connected to treatment services in times of crisis, re-engaging people with primary services to prevent repeat homelessness, prevent dis-engagement and improve wider life outcomes.

Our work continues with Blue Triangle Housing Association through the Breakthrough Service delivering a test of change through intensive housing support for people with complex needs and complements the Homes First service.

We expanded the use of the Furniture Fund to include households experiencing homelessness across all our housing localities. This fund provided furniture items beyond the provisions of the Scottish Welfare Fund, enabling homeless households to foster a stronger sense of belonging. The Technology Fund was also rolled out across localities to provide digital devices to homeless households to improve digital inclusion and access to online services.

We have developed a published our new Temporary Accommodation Strategy (TAS) setting out the temporary accommodation requirements and actions over the 2024 to 2029 period.

We have completed a review of our housing support services and agreed a re-design of support delivery to ensure a holistic whole family approach to supporting people who are or have experienced homelessness and achieve best value of public funds. Existing contracts are due to end in July 2025 and the process to re-tender the contracts are now underway.

We remain committed to the delivery of tailored trauma training across the council and wider partner workforce and have developed a pool of trauma trainers. To date, 161 housing staff have been trained in trauma informed approaches.

Training sessions have been delivered to housing staff to support the delivery of our approach to tackling domestic abuse, prevent homelessness and improve tenancy sustainment through the provision of timeous access to support, information, and advice. Alongside this, we have developed a Housing Domestic Abuse Digital Directory which brings together all the resources and information relating to domestic abuse for housing organisations in North Lanarkshire in one excellent depository. This directory is an online resource and features real live time updates, ensuring information is never out of date.



*Crisis Response launch event*

# Specialist provision

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



Approx 3,900 adaptations across all tenures



44 new homes built to wheelchair standard (34 NLC/ 10 RSL)



In 2023/24 432 homes built to HfVN standards NLC 307 / RSL 125 (total 3,598)



143 new council homes suitable for older people built in 2023/24

The council built 34 new wheelchair homes in 2023/24 which is 10% of our annual new build homes. Overall, 44 new social homes have been built to wheelchair standard in the last year which brings the total new build wheelchair homes delivered by the council and RSL's to 178<sup>7</sup>. We have continued to assess future demand and best practice across Scotland for wheelchair housing and ongoing engagement with private developers. A specific requirement for wheelchair provision in the private sector will be set out in the Local Development Plan 2.

The council delivered 143 new build homes<sup>8</sup> suitable for older people in 2023/24. We have established an Older People's Housing Strategy Group to consider future options for our linked corridor retirement complexes. A series of data papers, including a pressure analysis have been produced and will inform an options appraisal to consider scope, investment, improvements and priorities for older people's housing and communal facilities. This will be developed into an Investment Strategy that enables independence, promotes health and wellbeing, and provides sustainable, future-proofed environments.

Our work to incorporate best practice dementia design principles continues in all NLC new build homes with different coloured front doors and solid colour flooring and worktops to assist with visibility.



Our partnership with Clyde Valley Housing Association has enabled the provision of two resource flats in Airdrie and Bellshill with the aim of addressing delayed discharge from hospital and are invaluable as an additional option for swift move-on. The Technology Flat continues to attract visitors and is a positive step in raising awareness in the use of technology to aid and support people with independence, health and wellbeing. In 2023/24, there were 131 visits from people using the services and a further 264 visits from staff. We have also now completed our transition from analogue to digital alarm services within our sheltered housing.

We have continued the delivery of our Incentive to Downsize scheme amongst under-occupying households. The scheme provides a financial package of assistance to tenants who meet the under-occupancy criteria enabling them to move, freeing up larger homes to meet the needs of families. From April 2022 to March 2024, 36 tenants moved to a smaller home and qualified for the incentive payment.

Our partnership in the Pan Lanarkshire Gypsy Traveller Group continues with a revised action plan being developed. North Lanarkshire Council housing is represented on national Gypsy Traveller groups. These groups have been in discussions with the Scottish Government to consider negotiated stopping for Gypsy Travellers and the Scottish Government have published a draft report that will be considered by the strategic group.

As at 31 March 2024, **90%** of all council new builds (since 2010/11) have improved digital connectivity by incorporating new smart technology, including fibre broadband and Cat5 cabling, into our homes.



# Fuel poverty, energy efficiency and climate change

## PRIORITY 5: WE WILL TACKLE CLIMATE CHANGE AND FUEL POVERTY



1,446 council homes fitted with new heating systems



85.5% of homes meet EESSH an increase of 3.4% on last year



Average energy efficiency of our new build homes is currently band B



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

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



Our development at Dykehead Road, Airdrie has successfully delivered 19 net zero homes which feature a number of low carbon technologies including air-source heat pumps, battery storage, enhanced solar PV arrays and enhanced insulation. We are now monitoring energy usage and performance of these homes to understand energy costs for tenants, carbon-emissions, help tackle fuel poverty and help inform future investment decisions.

We have committed to providing an EV charging pillar within each parking court of our new developments, where the National Grid has capacity. In addition, we aim to install individual charging points on each new build home that has a private driveway.

We are taking a pro-active approach to space and water heating in our new build homes, in line with the Scottish Government's Heat in Buildings Strategy. All new homes must now be designed with non-gas heating systems and is a requirement in force through Building Standards. We have successfully delivered Ground Source Heat Systems at 48 properties in Brandon Street, Motherwell and intend to monitor energy usage to understand effectiveness of the heating source. We have also identified potential heat network areas in North Lanarkshire, and these are set out in the LHEES.



Other examples of how we're building greener include:

Minimising heat loss by using mineral wool insulation and windows and doors exceeding requirements set out in the Building Standards.



On-site renewable energy. Photovoltaic provision has recently been increased and homes currently being built will have an in-roof photovoltaic array which will reduce **CO2** emissions, assist with running costs for the home, and reduce demand on the National Grid.



Energy efficiency measures which see over **99%** of our new build homes achieve a 'B' Energy Efficiency Rating and over **90%** achieve a '**B**' **EPC CO2 Rating**.



We have a robust investment plan for our homes and have included the installation of external wall insulation as part of our render replacement programme and are fitting Solar PV panels with programmed roof renewals. These actions will assist us in meeting net zero targets defined by the Scottish Government.

Currently **99%** of our stock is **EPC Band D** or above, a small improvement on last year.



We have invested **£2m** in privately owned homes in North Lanarkshire through the Energy Efficient Scotland Area Based Scheme (EES:ABS).

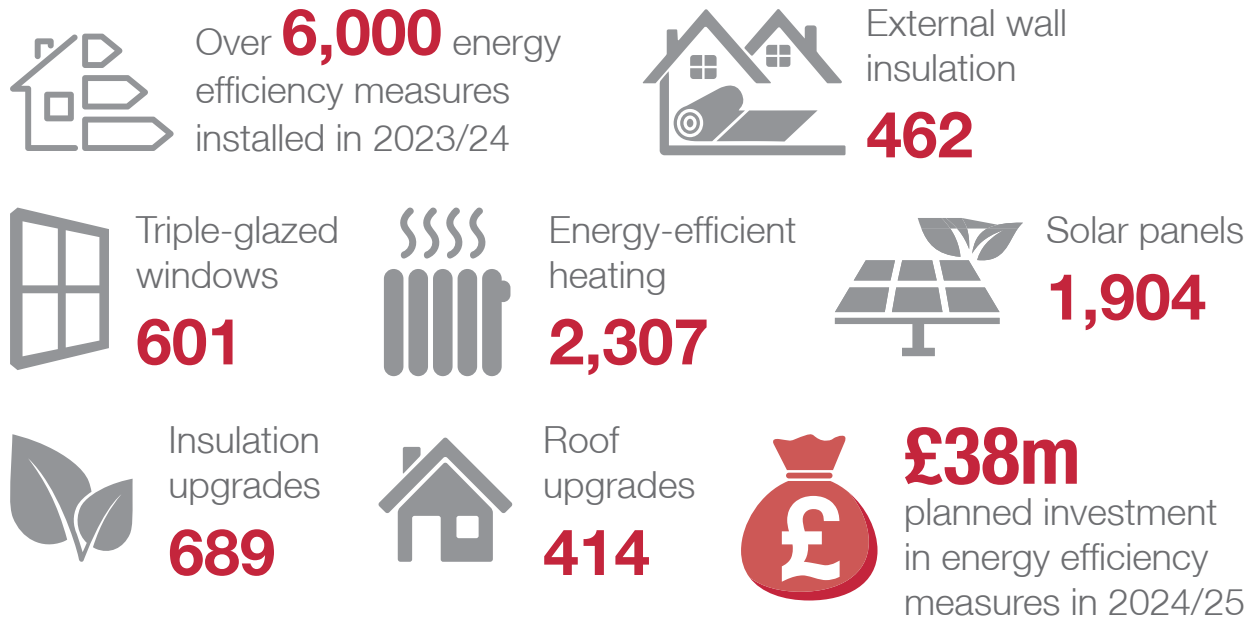


We continued our investment programme in Kilsyth and Langloan, using funding from the Scottish Government's Energy Efficient Scotland: Area Based Scheme (EES:ABS), to install external wall insulation to flatted blocks. Overall, £3.4m will be invested in these areas, with £1m being funded by the Scottish Government to assist homeowners with the cost of the works. This investment will not only increase the energy efficiency of the properties but will reduce carbon emissions and contribute towards meeting national net zero targets.

During 2023/24, £1.96m Social Housing Net Zero Heat Fund from the Scottish Government was spent on upgrading non-traditionally constructed homes in Wishaw, Motherwell, Newmains, Newarthill and Airdrie. This investment provides low emission heating systems, utilises the fabric first approach and improves energy efficiency and tackles fuel poverty.

In a collaboration with West Dunbartonshire Council, we have secured funding from Scottish Enterprise of £150,000 for 2024/25 to procure innovative new solutions on renewable heating options for flats.





We have continued our collaboration with the Wise Group to deliver the North Lanarkshire Energy Advice and Assistance Service through our HEAT (Home Energy Advice Team) mentors. The service helps households experiencing an energy crisis by providing independent, tailored advice and advocacy services to ensure no one has to choose between heating their home and eating. By working with households to optimise their relationship with fuel consumption and efficiency, we aim to reduce fuel poverty and help more people live comfortably in a warm home.

We continue to use the Home Energy Scotland (HES) Referral Portal which allows us to make referrals directly to Home Energy Scotland who can then provide households with expert advice on how to save energy, access government-funded energy schemes and reduce fuel bills

# House condition

## PRIORITY 6: OUR HOMES WILL BE FIT FOR THE FUTURE

 **423**  
new  
kitchens

 **421** new  
bathrooms

 **1,446**  
new heating  
systems

**641**   
roof and render  
improvements

**669** homes with  
PV solar panels



Emergency repairs  
completed within  
**2.77** hours on average



**0** failures to meet gas  
safety regulations



We have invested more than **£29.2m** to improve the quality of our homes over the past year, including **£13.6m** on roof and render, **£5.7m** on heating upgrades, **£4.7m** on replacing kitchens and bathrooms, **£1.6m** on home security such as controlled entry doors and CCTV, and **£3.6m** on renewables such as PV solar panels and air source heat pumps. Despite a variety of ongoing challenges, including labour/ material shortages and cost increases, we still plan to invest over **£74m** in the coming year.

We are mindful of rising energy prices and the UK government decision to limit the Winter Fuel Payment to only those on qualifying benefits. As a result, we are installing heating systems which modulate heating usage when not required helping tenants save money on heating bills. Our investment in renewables has continued with the installation of solar PV panels that enable households to use electricity produced by the panels for free and only paying for any additional electricity required. Any excess electricity not used by the household can be sold back to the National Grid. We have plans for a programme of increased solar PV panel installations to over 1,000 properties in 2024/25.





Roof and render upgrades



External wall insulation



Windows, kitchens and bathrooms



Lift replacements



Lead water pipe replacements



Electrical rewiring of houses and common areas of low-rise blocks of flats

We continue to invest in our tower blocks to ensure they are safe, secure and attractive places to live. We have completed re-cladding in four towers in Coatbridge and a further two towers are in the design stage involving specialist consultants.

The programme to install sprinkler systems within individual properties is also progressing well. New sprinkler systems have been installed in three tower blocks in Motherwell at Burnside, Lodge and Doonside and we are currently progressing with Phase 2 of the sprinkler installation programme at Glassford, Woodside, Glen, Coltswood and Redbridge towers, despite issues of tenant non-access, and material and labour shortages.

The average time to re-let homes increased by 2.7 days to 35 days during the year, mainly due to material shortages, and issues with recruitment and workforce retention being experienced by our contractors. However, we performed well when compared to the Scottish average of 56.7 days and the Scottish local authority average of 72.6 days. Our housing and repairs teams are working together and liaising closely with our contractors to continually improve these timescales with a view to bringing our performance back to pre-pandemic timescales.

Our work to lead the large-scale re-provisioning of privately owned flats at Millcroft Road in Cumbernauld continues. There have been 19 voluntary acquisitions completed which allows residents to move to Sanctuary's development at Burns Road. Compulsory Purchase Orders (CPO's) have been submitted to the Scottish Government for the remaining properties and the hearing process has now concluded with a decision expected early in 2025. Planning for the replacement new build development has also been approved.



New build flats by Sanctuary at Burns Road

# Private sector housing

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

Alongside the completed review and redesign of our Landlord Registration processes and procedures, we have implemented a requirement for landlords of new registrations and renewal applications to provide an Electrical Performance Certificate (EPC) for their properties. A revised audit process has also been implemented with over 90 visits completed year to date to ensure PRS properties meet the required legal standards.

We have developed a recording process to ensure accurate information is held on PRS properties around the repairing and tolerable standards, below tolerable standard and nuisance.

We held our third annual private landlord forum event in April 2024 with good engagement from landlords. The forum is supplemented with a newsletter and our most recent autumn newsletter has been viewed over 1,000 times. We remain committed to working with landlords to improve the sector and continue to seek landlords who may be interested in joining a PRS working group.

Rise in Registered Landlords from **8,604** to **8,662** in 2023/24.



Conversely, a reduction in number of PRS Approved properties down from **13,155** to **12,924**.

Annual Private Landlord Forum held in April 2024.

Autumn 2024 edition of Private Landlord Newsletter has been viewed over **1,000** times.



We are working in partnership with Mears Housing to promote their acquisition of PRS properties for the housing of asylum seekers on behalf of the home office. This scheme enables PRS landlords to lease their properties to Mears for a period of up to 5 years, with rent guaranteed and regular property visits and lettings and management service included. This is a business model which can provide longevity, financial protection and provide a secure home for very vulnerable people in our society.

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

Our management and registration of short-term lets such as B&B's and guesthouses continues with a further 50 applications in 2024, taking the overall number of short-term lets applications to 193 since the legal requirement began in October 2023.



Strategic Housing Outcome 1: We increase the supply of high-quality sustainable homes across tenures							
Action	Baseline 2019/20	Milestone	Target	Lead Service	Timescale	Status	Progress 2023/24
<b>KEY ACTION 1.1</b> 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	On Track	98 MMR homes delivered since 2010/11 (at 31 March 24).
	Initial feasibility report	Re-visit initial feasibility studies to determine viability of council delivery of MMR	Re-freshed feasibility study	BDS/NS	2023	Complete	Council MMR delivery options and financial modelling re-visited. Airdrie identified as a potential pilot area for MMR delivery.
		<i>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</i>  <i>Action removed - refer to revisions table</i>	<i>Establish HDP</i>	<i>NS/BDS</i>	<i>2022</i>	<i>Not applicable</i>	<i>MMR delivery options re-visited. MMR potential pilot site identified. Note amendment of action as establishment of HDP in advance of market conditions not required - as MMR delivery planned.</i>
	Initial feasibility report	Explore use of Affordable Housing Policy to deliver shared equity housing	Complete options report	BDS/NS	2022	Complete	Guidance published and includes delivery of shared equity housing.
	Initial discussions held	Explore Build to Rent feasibility	Build to Rent explored	NS/BDS	Ongoing	Complete	BTR encouraged. To date no interest from BTR developers/investors.
	-	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	Complete	Survey of key worker employees, Biocity and NHS employer survey complete.
	-	Develop a self-build register to be published on the council's website	Self-build register developed and published	BDS/PI	2022	Complete	Self build register published on NLC website.
	-	Consider ways in which planning policy and use of public land can support delivery of self-build	Methods considered	BDS/PI	2022	Complete	NPF4 incorporates Planning Policy on self-build. The development of LDP2 will set out support mechanisms for self-build in North Lanarkshire.
<b>KEY ACTION 1.2</b> 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	Complete	Research complete on impact of Covid-19 on housing needs and aspirations.

Strategic Housing Outcome 1: We increase the supply of high-quality sustainable homes across tenures							
Action	Baseline 2019/20	Milestone	Target	Lead Service	Timescale	Status	Progress 2023/24
<b>KEY ACTION 1.3</b> Contribute to the strategic planning for housing in Glasgow and Clyde Valley	HNDA2	Contribute to Housing Need and Demand Assessment 3	Completion of HNDA3	BDS	2021/22	Complete	HNDA3 submitted to the Centre for Housing Market Analysis. Recommendations received and HNDA3 is currently in the process of being updated
	HLR 2021 (under consultation)	Land available for private sector Housing Supply Target (HST)	759 units per annum (based on HNDA2 to be updated to reflect HNDA3)	PI	2026	On Track	From February 2023, the requirement is 735 units per annum All-Tenure (MATHLR). Draft 2024 Housing Land Audit records 688 private units were completed for the HLA period 1/04/23 to 31/03/24.
	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	On Track	From February 2023, the requirement is 735 units per annum All-Tenure (MATHLR). Draft 2024 Housing Land Audit records 483 social rent units were completed for the HLA period 1/04/23 to 31/03/24
	HLR 2021 (under consultation)	Land available for all tenure HST	1,059 units (based on HNDA2 to be updated to reflect HNDA3)	PI	2026	On Track	From February 2023, the requirement is 735 units per annum All-Tenure (MATHLR). Draft 2024 Housing Land Audit records 1,171 All-Tenure units were completed for the HLA period 1/04/23 to 31/03/24.
<b>KEY ACTION 1.4</b> 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	Complete	Produced annually.
	2,024 council and RSL units delivered since 2010	Deliver Affordable Housing Supply Target identified in HNDA3	300 units per annum but subject to change following progression of HNDA3	NS	2026	On Track	3,795 council and RSL units delivered since 2010/11 (at 31 March 24)
	-	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	On Track	Pressure analysis undertaken annually which informs investment priorities.
<b>KEY ACTION 1.5</b> Evaluate the impact of the Affordable Housing Policy to further understand impact	-	Undertake evaluation of the Affordable Housing Policy	Evaluation complete	BDS/NS	2023	Complete	Revised Affordable Housing Policy approved at Planning Committee in 2023

Strategic Housing Outcome 2: Our communities are vibrant, attractive and sustainable							
Action	Baseline 2019/20	Milestone	Target	Lead Service	Timescale	Status	Progress 2023/24
<b>KEY ACTION 2.1</b> 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"> <li>• Kildonan St, Coatbridge</li> <li>• Bank St, Airdrie</li> <li>• Motherwell Town Hall</li> <li>• Former Tesco Site, Wishaw</li> <li>• Broomknoll St, Airdrie</li> <li>• John Orrs Building, Southbridge St, Airdrie</li> </ul>	Complete projects	NS	2026	On Track	The former Orrs building at South Bridge Street, Airdrie progressed during 2023/24 and completed in 2024/25, delivering 20 new homes for social rent in Airdrie town centre. Works also progressed significantly at Brandon Street, Motherwell which is also due to complete during 2024/25.
	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	On Track	Community Hub progress: Newmains/St Brigid's Community Hub, Wishaw opened Q1 2023. Chryston C Hub (Northern Corridor) and Riverbank C Hub (Coatbridge) opened in October and August 2023 respectively. Orbiston C Hub (Bellshill) is currently under construction, St Kevin's C Hub (Coatbridge), and Gartcosh C Hub (North Corridor) are both at pre-construction stage. St Stephen's C Hub (Coatbridge) and Chryston High Extension (Northern Corridor) are at planning stage. Projects in Glenboig (Northern Corridor) and Ravenscraig (Motherwell) are being evaluated.



Strategic Housing Outcome 2: Our communities are vibrant, attractive and sustainable							
Action	Baseline 2019/20	Milestone	Target	Lead Service	Timescale	Status	Progress 2023/24
<b>KEY ACTION 2.2</b> Improve connectivity of our communities through investing in physical, social and digital infrastructure	Progress made on Ravenscraig Access Road - Ravenscraig South and North	Deliver the City Deal Programme	Projects complete	GT	2026	On Track	Progress continues to be made on the Ravenscraig Access Road, with the construction of the rail bridge completed in April 2023. Work is ongoing to deliver the new connection between Motherwell and Ravenscraig with works being delivered as a series of packages to manage cost, programme and disruption on the road network.
	Connecting NL – a Blueprint Project	Deliver new opportunities for active and sustainable travel	New opportunities identified	GT	2026	On Track	Alexander Street, Meadowhead Road, Petersburn Road / Brownsburn Road, A73 Craigneuk Park, Newhouse to Salsburgh, and Glasgow Road, Phase 1: works completed. Riverbank and Newmains community hubs: Active travel routes supporting final 400m into sites completed.
		Implement fast, affordable digital connectivity for businesses and communities	Improved digital connectivity	BS	2026	On Track	320km of ultra fast full fibre digital network cabling is complete connecting 342 wide area networks to 307 council sites. WiFi service is being improved to provide availability at more council locations - retirement complexes, hubs, schools, and other public facing buildings.
	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	On Track	90% of all council new build homes since 2010/11 are digitally enabled (at 31 March 24).
<b>KEY ACTION 2.3</b> 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	Complete	Refreshed & Updated ERDP published in 2023. Progress continued towards ERDP 2023-2028 recommendations. An ERDP Action Plan was produced for 2023/24 and performance against this was reported to Enterprise and Fair Work Committee August 2024.
<b>KEY ACTION 2.4</b> 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	On Track	Demolition of Coursington, Allan and Draffen Towers (Motherwell), Shawhead flats (Coatbridge), Jackson (Coatbridge) and Gowkthrapple low rise blocks (Wishaw) in progress. New programme dates will be required for High Coats, Dunbeth and Birkshaw due to the Ukrainian Resettlement Scheme.
		Phase Two developed for implementation from 2025	Programme developed	HP/NS	2024	On Track	Blocks for demolition in Phase 2 approved. Programme prepared and agreed across the Housing service.
<b>KEY ACTION 2.5</b> 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	On Track	13 tower blocks have had sprinkler systems completed.

Strategic Housing Outcome 2: Our communities are vibrant, attractive and sustainable							
Action	Baseline 2019/20	Milestone	Target	Lead Service	Timescale	Status	Progress 2023/24
<b>KEY ACTION 2.6</b> 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	Complete	Place Standard Tool has been introduced into Tenant Participation activity and is incorporated where appropriate.
		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	Complete	Use of Place Standard Tool is incorporated into consultation activities where appropriate.
<b>KEY ACTION 2.7</b> 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	On Track	Evidence is being gathered in relation to the identification of the key aspects of Local Living in North Lanarkshire. This work is linked with ongoing development of the Corporate Asset Register being developed out of the strategic asset review and the Open Space Strategy.
<b>KEY ACTION 2.8</b> 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	On Track	The Empty Homes & Open Market Purchase Schemes have now been combined. However 385 empty homes have been purchased since scheme established (as at Aug 2024)
	138 empty homes brought back into use via the empty homes officer since 2018-19	Continue to work with owners and partners to bring empty homes back into use	35 per annum	PS	2026	On Track	282 private sector empty homes brought back into use since 2018
<b>KEY ACTION 2.9</b> Tackle low demand within council stock	Low Demand Analysis complete 2019/20	Update Low Demand Analysis and action plan annually	Complete analysis	BDS	Ongoing	Complete	Incorporated as part of a new summary report which accompanies the pressure analysis.
		Identify options to address low demand stock	Options identified	BDS	Ongoing	Complete	Phase 2 re-provisioning underway.

Strategic Housing Outcome 3: We prevent and resolve homelessness effectively							
Action	Baseline 2019/20	Milestone	Target	Lead Service	Timescale	Status	Progress 2023/24
<b>KEY ACTION 3.1</b> Implement the RRTP	Homes First model developed	Develop and implement Homes First service	Homes First Service implemented	HS/ H&SC/ BDS	2025	Complete	Homes First service being delivered and upscaled in 23/24. Supporting 54 individuals. 38 have sustained their tenancy for over a year.
	Forever Homes project established	Carry out evaluation of 'Forever Homes' project	Evaluation complete	HS/BDS	2023	Complete	Individuals transferred over to Homes First project
	Protocols in place	Review shared protocols for young care experienced people and domestic abuse	Protocols reviewed	HS/BDS/ H&SC	2022	Complete	CEYP protocol reviewed and revised in partnership with Health and Social Care. Domestic Abuse Protocol updated and new Housing Domestic Abuse Policy developed and implemented.
	105 homeless people discharged from prison	Implement SHORE standards	SHORE standards implemented	BDS/HS/ H&SC	2023	Complete	Process developed in 2022/23 between PP Team and Operational Housing to support needs of SHORE. No request made to develop protocol working within Shore Standards.
	-	Explore viability of specific services to support women with poor mental health and addictions	Services explored	BDS/ H&SC	2024	Complete	We continue to deliver the Family Plus Project in partnership with Barnardo's Scotland, funded by North Lanarkshire's Alcohol and Drugs Partnership (NLADP), which provides housing support to families and young people affected by domestic abuse, addictions and other trauma.
	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	Complete	We have asked CHR RSL partners to increase their lets to homeless, in 2023-2024 only 14.5% of all lets made by the RSL partners were to homeless households (73 of 503). However in addition to the lets to homeless the RSL partners made 60.2% of all lets (303 of 503) to applicants who were at risk of homelessness but not yet on the statutory homeless list, these are considered to be homeless prevention lets and include applicants subject to Domestic Abuse, those at risk of losing their accommodation and those who are subject to a joint protocol with another service such as hospital discharge, care leavers, foster carers etc.

Strategic Housing Outcome 3: We prevent and resolve homelessness effectively							
Action	Baseline 2019/20	Milestone	Target	Lead Service	Timescale	Status	Progress 2023/24
<b>KEY ACTION 3.2</b> Review housing options and prevention activity	S11 procedure in place	Review S11 process and procedures	S11 process and procedures reviewed	BDS	2023	Complete	Further Increase in S11 notifications received in 2023/24 - was expected due to ongoing cost of living crisis and post covid legislation ending which is speeding up court processes etc.
	Development of Housing Options Toolkit underway	Deliver the Housing Options Training Toolkit	Housing Options Training Toolkit operational	BDS	2022	Complete	The management and future development of the Housing Options Training Toolkit has now been transferred to the Scottish Housing Network. All modules are live and will be subject to annual review or as legislation or best practice changes. NLC remain as a lead partner on the Steering Group.
	Number of PAS interviews leading to homeless applications – 65.4%	Embed new approaches and good practice for prevention activity	Improved practice	BDS/HS	2024	Complete	Training completed in all housing localities to promote more effective use of PAS and raise awareness of requirements in this respect. Sustainability project ongoing.
<b>KEY ACTION 3.3</b> 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	On Track	Support review and options appraisal concluded. Re-design of housing support services approved at Housing Committee in November 2024. Re-tendering process to begin in early 2025
	Review commenced	Carry out temporary accommodation review	Review complete	BDS	2023	Complete	Temporary Accommodation Strategy produced and published.
<b>KEY ACTION 3.4</b> 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	On Track	TNA's completed and staff have started to complete the level of training assigned to their job role. Transforming Connections training pilot for skilled level housing staff is currently underway.
		Explore options to develop additional services for homeless households with additions	Options explored	BDS/ADP	2024	Complete	Crisis response service fully operational.



Strategic Housing Outcome 4: There are a range of housing options and supports which promote independence, health and wellbeing							
Action	Baseline 2019/20	Milestone	Target	Lead Services	Timescale	Status	Progress 2023/24
<b>KEY ACTION 4.1</b> Increase the supply of affordable wheelchair housing.	43 new build council wheelchair homes built	Deliver wheelchair housing on all council new developments where feasible (where not feasible provision should be increased on other sites to achieve minimum target)	10%	NS	2026	On Track	104 new build council wheelchair homes delivered since 2010/11 (at 31 March 24).
	32 new build RSL wheelchair homes built	Deliver wheelchair housing on all RSL new build developments where feasible (where not feasible provision should be increased on other sites to achieve minimum target)	5%	RSLs	2026	On Track	74 new build RSL wheelchair homes delivered since 2010/11 (at 31 March 24).
		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	Complete	Cost comparison complete in 2022. Estimated £20-25k increase per unit.
<b>KEY ACTION 4.2</b> 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	Complete	Requirement for wheelchair provision in the private sector will be set out in LDP2
					2022	Complete	Mechanism to monitor the delivery of wheelchair housing in the private sector will be incorporated with LDP2.
<b>KEY ACTION 4.3</b> Increase the supply of adaptable and accessible housing	640 council new build social rented (HfVN) homes (2019); 1,384 RSL social rented (HfVN) homes built (2019)	Deliver housing for varying needs through the council and RSL new build programme	5,000 by 2035	NS/RSLs	2026	On Track	3,598 council and RSL new build homes meeting HfVN standards since 2010/11 to date (at 31 March 24).
	3,463 adaptations completed in 2019/20	Provide equipment and adaptations across tenure	Increase	H&SC	2026	On Track	Approx 3,900 adaptations completed across all tenures, however data to be treated with caution. Equipment and Adaptations Service have developed a new recording system for all tenure adaptations fitted and it is no longer possible to report the cumulative figure.
		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	Complete	Adaptation and equipment information gathered annually and reviewed for any patterns in trends. Further analysis of wet floor showers removed undertaken in 2024.

Strategic Housing Outcome 4: There are a range of housing options and supports which promote independence, health and wellbeing							
Action	Baseline 2019/20	Milestone	Target	Lead Service	Timescale	Status	Progress 2023/24
<b>KEY ACTION 4.4</b> 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	On Track	Continuing to deliver homes suitable for older people on NLC new build developments, where need is demonstrated
	2,501 older people homes (NLC and RSL)	Deliver amenity housing in RSL new build developments	Increase	NS	2026	On Track	Discussion ongoing with New Supply Team around potential opportunities to identify and collate RSL amenity housing as this information is not collected.
	Initial feasibility exercise underway	Explore feasibility of delivering shared equity for older people linked to the Affordable Housing Policy	Feasibility exercise complete and recommendations made	BDS/NS	2022	Complete	Guidance was published in 2023 and includes delivery of Shared Equity Housing.
<b>KEY ACTION 4.5</b> 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	Complete	Remodelling of Dundyvan Gardens complete.
	Initial options appraisal complete	Carry out options appraisal for remaining linked corridor retirement complexes	Options appraisal complete	BDS/HP	2024	Complete	Older people's housing strategy group established and first in a series of data papers produced to inform options/prioritise remaining linked corridor complexes
	-	Develop investment strategy for linked corridor retirement complexes to improve long-term sustainability	Investment strategy complete	BDS/HP	2025	Complete	Older people's housing strategy group established and bespoke pressure analysis carried out for linked corridor complexes to inform investment decisions.
	-	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	On Track	Procurement of contractor complete and prioritised programme in development.
	-	Implement downsizing incentives and support to help older people down-size to more suitable housing	Allocation policy revised and downsizing incentive scheme implemented	HS	2022	Complete	Allocation Policy revised and Incentive to Downsize Scheme implemented.
	-	Carry out evaluation of impact of re-classification of sheltered housing in meeting needs	Evaluation complete	BDS	2024	On Track	Further changes made to the designation of complexes. There are no longer sheltered plus complexes, only retirement and amenity. Allocation policy adjusted accordingly and paper in development showing need and demand for older people's housing.
	-	Carry out review of RSL housing support for sheltered housing and very sheltered housing	Review complete	H&SC	2025 (timescale revised from 2024)	On Track	Review will be complete by March 2025. Options explored by Health & Social Care and delivery of Retirement model of housing is preferred with implementation plans underway.

Strategic Housing Outcome 4: There are a range of housing options and supports which promote independence, health and wellbeing							
Action	Baseline 2019/20	Milestone	Target	Lead	Timescale	Status	Progress 2023/24
<b>KEY ACTION 4.6</b> 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	Complete	The management and future development of the Housing Options Training Toolkit has been transferred to the Scottish Housing Network (SHN).
	'Making Life Easier' developed with some housing information incorporated	Incorporate further housing information in 'Making Life Easier'	'Making Life Easier' updated	BDS	2025 (timescale revised from 2024)	On Track	Ongoing discussions with housing and health and social care to determine and provide relevant housing information for MLE update.
	-	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	Complete	All housing staff aware of MLE.
	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	Complete	E-learning module developed and rolled out.
<b>KEY ACTION 4.7</b> Improve the use of technology to help enable independence, inclusion and promote better outcomes	<i>Working group established to progress pilot</i>	<i>Complete SMART Homes pilot in Kerr Grieve Court to identify potential technology options for older people's housing</i>  <i>Action removed - refer to revisions table</i>	<i>Pilot complete</i>	<i>BDS</i>	<i>2025</i>	<i>Not applicable</i>	<i>Action no longer applicable due to ethical issues and the council's approach to technology in the provision of older people's housing.</i>
	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	Complete	New homes designed by NLC will have Cat5E installed as this is in the Employers Requirements
	Digital NL underway	Engage in the Digital NL developments and Digital Health and Care Strategy	Completion of Digital NL	BDS	2026	On Track	Both ASB and rents online reporting is live. A procurement process has been completed to appoint contractors to develop a replacement for HSMS including Housing Asset Management. Implementation is now underway with estimated completion in March 2027.
	'Tech flat' developed	Increase awareness and use of technology by promoting the 'tech flat'	Increase tech flat viewings	BDS/ H&SC	2026	On Track	2023/2024 - 131 service users visits and 264 staff visits have been undertaken. Flat is now rented from Clyde Valley.
	Working group established	Transition from analogue to digital alarm services across older people's housing	Digital transition complete	BDS/ HP	2026	Complete	All Sheltered Housing Systems have been successfully switched over to digital protocols.

Strategic Housing Outcome 4: There are a range of housing options and supports which promote independence, health and wellbeing							
Action	Baseline 2019/20	Milestone	Target	Lead Service	Timescale	Status	Progress 2023/24
<b>KEY ACTION 4.8</b> 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	Complete	Action complete. Housing representation ongoing.
	Resource flats in place across 3 retirement complexes	Replace resource flats within retirement complexes with mainstream accommodation to meet a broader range of hospital discharge related needs	Replace flats with alternative mainstream accommodation	BDS/HS	2023	Complete	Resource flats replaced with two new build accessible properties from Clyde Valley.
	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	Complete	Replacement resource flats identified and operational - usage monitored by social work.
<b>KEY ACTION 4.9</b> Improve our understanding of the housing and related support needs of ethnic minority groups and others who experience disadvantage and inequality	-	Implement collation of equality monitoring information across tenants' and residents' groups and people involved in tenant participation processes	Equality monitoring system in place and analysis undertaken	BDS	2023	Complete	Equality monitoring is now collected for NL Federation who act as the umbrella organisation for all tenants and residents organisations. Recording of equalities data for Committee Members across Tenants and Residents Groups mechanism has been established.
	<i>Ethnicity, Age and Disability currently gathered</i>	<i>Revise the Common Housing Register Form to include collation of other protected characteristics information.</i> <i>Action removed - refer to revisions table</i>	<i>Common Housing Register Form revised</i>	<i>BDS</i>	<i>2023</i>	<i>Not applicable</i>	<i>Unable to collect at present due to current IT system issues. Equalities information will be included in an online form as part of the replacement for HSMS.</i>
	Corporate Equalities Group established	Participate in the council's Corporate Equalities Group	Continuous participation	BDS	2026	On Track	Corporate group continues to meet and action plan developed which contains housing specific actions.
	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	Complete	New Tenant Participation Strategy published which includes actions relating to increasing involvement from under-represented groups.
	<i>LGBT module developed</i>	<i>Ensure housing staff complete LGBT training module to improve awareness of barriers and improve housing information, advice and support</i> <i>Action removed - refer to revisions table</i>	<i>All housing staff complete training</i>	<i>BDS</i>	<i>2024</i>	<i>Not applicable</i>	<i>E-learning module no longer available on the council's e-learning platform for staff to complete.</i>
	Pilots underway across 3 local authority areas	Explore negotiated stopping for Gypsy Travellers	Negotiated stopping procedure explored and implemented if feasible	BDS	2025	On Track	Draft report published from the SG on negotiated stopping. To be considered by the strategic group.
	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	On Track	Pan Lanarkshire Gypsy Traveller Action Plan established comprising both North and South Lanarkshire. Action plan revised.



Strategic Housing Outcome 4: There are a range of housing options and supports which promote independence, health and wellbeing							
Action	Baseline 2019/20	Milestone	Target	Lead Service	Timescale	Status	Progress 2023/24
<b>KEY ACTION 4.9 (CONT.)</b> 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	Complete	Strategy developed and published.
	'Safe and Together' training currently provided to H&SC staff	Roll out 'Safe and Together' training for housing staff	Staff trained	BDS	2024	Complete	NLC housing staff continue to be trained and training extended to include RSL staff.
	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	Complete	The number of people within housing who have completed DAART for 2023/24 is 25 as at August 2024.
	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	Complete	Revised protocol arrangement in place, with CEYP Housing Champions and CEYP operations group established.

Strategic Housing Outcome 5: We will tackle climate change and fuel poverty							
Action	Baseline 2019/20	Milestone	Target	Lead Service	Timescale	Status	Progress 2023/24
<b>KEY ACTION 5.1</b> We begin a just transition towards a Net Zero North Lanarkshire	Pilots in progress	Adopt 'as standard' non-gas heating approaches for new council homes	Adopt new approach	NS	2024/25	Complete	Works have commenced at Brandon Street/YMCA but due to site delays are expected to complete later in the year. Homes will include Ground Source Heat Pumps.
	Separate specifications and processes exist	Integrate approach to procuring and maintaining renewable energy installations	Adopt joint technical specifications for use of Air Source Heat Pumps	HP/NS	2021/22	Complete	New homes are being designed to include non gas heating systems as this is now a requirement set by Building Standards. This is a standard specification in New Supply Employers Requirements.
			Establish process for agreeing new technical solutions for alternative heating systems	HP/NS	2021/22	Complete	Handover of new homes includes demonstrations of how the low/zero carbon new technologies work to allow housing staff to property manage them. Videos and Spec details are provided
	-	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	2026 (timescale changed from 2024)	On Track	48 units at Brandon St due to complete 2023/24
	-	Investigate opportunities for district heat zones	Improved understanding to inform strategic approach in LHEES	CE	2022/23	Complete	Potential heat network zones in North Lanarkshire identified and set out in the published Local Heat and Energy Efficiency Strategy
	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	Complete	Feasibility study complete. No further progress.
	-	To address skills gaps and meet the demands of the City Region new homes and green energy retrofit programmes we will develop an integrated skills employment programme for housing build and repair programmes in the GCR	Skills development programme developed	BDS/NS	2024	On Track	GCR authorities have collaborated with SDS to prepare a heat decarbonisation study to understand potential skills gaps across the GCR. The Colleges Partnership West have recently concluded a study considering decarbonisation and retrofit skills across the 6 colleges to understand existing skills development and how this can support retrofit activity. Also prepared a Retrofit Strategy & Action Plan which has 5 focus areas including 'maintenance and disrepair' which is an emerging challenge affecting the cost and effectiveness of home retrofit.

Strategic Housing Outcome 5: We will tackle climate change and fuel poverty							
Action	Baseline 2019/20	Milestone	Target	Lead Service	Timescale	Status	Progress 2023/24
<b>KEY ACTION 5.2</b> 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	On Track	Continuing to deliver homes meeting desired Sustainability Standards.
	-	Develop 'route map' for EESSH2 compliance	Route map developed	HP	2021/22	Complete	Action complete, consultants commissioned to project scope, scale and costs of works required. This work included meeting EESSH2 and net zero. EESSH2 is no longer a standard for social housing and is being replaced by a new Social Housing Net Zero Standard (SHNZS).
	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	2024 (timescale changed to 2026)	On Track	This is delayed and linked to the progress of the Heat & Buildings Bill and the Housing (Scotland) Bill which include new energy efficiency requirements in the PRS as well as a Rental Sector Strategy. These Bills were introduced in Parliament in March 2024 and are now in the Parliamentary process.
						Complete	Revised application process ensures that all new and renewal applications have a suitable EPC for the property(s) within the landlords portfolio.
£14.5 million of EES:ABS funding invested in homes in North Lanarkshire and 1,000 owners assisted	Manage Energy Efficient Scotland: Area Based Scheme (EES:ABS) in North Lanarkshire	Dependent on annual allocation of funding - £2.78m allocated for 2021/22	HP	Annual	On Track	In 2023/24 £1.4m of the £2.9m budget was invested in privately owned homes, the highest its been for 4 years	
<b>KEY ACTION 5.3</b> We help households out of fuel poverty	ASHP installed in 316 existing homes with further 40 new builds planned for ASHP/Solar PV/ Battery Storage – data monitoring agreed for future contracts	Evaluate impact of low-carbon heating on tenants' energy use and costs to ensure 'just transition'	Evaluate Energy Use, Effectiveness and Tenant Satisfaction	HP/NS	2024/25	On Track	Energy usage and performance is being monitored for the homes included in the pilot at Dykehead Road
	23%	Improve energy efficiency and fuel poverty advice	Develop strategic partnership with Home Energy Scotland	BDS	2021/22	Complete	Training provided to 15 Housing locality staff in October 2024 by the Wise Group on the HEAT Service and NL Energy and Advice Service.
	Limited understanding based on national data sets	Improve understanding of the extent, nature and location of fuel poverty to enable better identification of fuel poor households and target resources effectively	Develop measures to better identify fuel poor households, enabling better targeting of resources	BDS	2022/23	Complete	Information on various heating systems provided on North Lanarkshire Council's website. NL Energy Advice Service continues to provide households with support on fuel debt, advice on reducing energy bills and signposting to household energy funds, as well as other services to help reduce financial hardship and increase household income. Information published on North Lanarkshire Council's website in relation to this service.

Strategic Housing Outcome 6: Our homes will be fit for the future							
Action	Baseline 2019/20	Milestone	Target	Lead Service	Timescale	Status	Progress 2023/24
<b>KEY ACTION 6.1</b> Ensure social rented housing continues to meet regulatory standards	-	Deliver priority actions set out in Housing Asset Management Plan	Actions progressed	BDS	2025/26 with annual review	On Track	Annual Review of HAMP 2023/24 updated and completed.
	-	Develop route map to compliance for NLC housing stock	Route map developed and implemented	HP	2021/22	Complete	Route map implemented
	-	Establish NLC/RSL asset management forum to share good practice and develop shared approach	Forum established	BDS	2022/23	Complete	A Housing Asset Management Forum was held in December 2023 with the council and some RSLs. Low interest from partners in a continuing forum - alternative wider asset management forum in place via SHN.
<b>KEY ACTION 6.2</b> Improve stock condition in mixed tenure and other priority blocks and estates	-	Develop new owner engagement strategy for mixed tenure estates	Strategy developed and implemented	HP/PSH	2022	Complete	A range of interventions have been implemented to encourage owner engagement. This includes EES:ABS; OMPS to purchase homes from last remaining owner to complete common works, private landlord forum, under one roof events for private landlords amongst other measures. Collectively these measures form an approach/strategy to effectively help manage mixed tenure estates.
	Engagement underway	Complete CPOs at Millcroft and enable transformation by Sanctuary (subject to committee approval)	CPOs complete and demolition undertaken	NS	Ongoing	On Track	5th Hearing has concluded CPO proceedings on 27th August 2024. Evidence report is to be submitted and following this the Reporter will make a decision as to whether or not to confirm the CPO.
	-	Pilot new approach to identifying and responding to priorities, using landlord registration powers to improve house condition	Pilot complete	PSH	2021/23	Complete	New repairing standard and Tolerable standard audit process now in place. Over 90 visits carried out year to date.
	-	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	Complete	Factors from both RSL's with a factoring arm and private sector factors were approached. It was apparent that RSL's Factoring services were not looking to expand their services and their key aim was to provide a service to owners who co-owned property within blocks where they also had flats. Collectable fees for services were also a primary concern as RSL's could not risk financial deficit. Similarly private sector factors need to ensure that the costs for provision of services was covered. The financial criteria for factors from both service areas made it impractical to push owners towards these organisations with a view to asking that they take on a properties. An option for an NLC in-house factoring provision was also explored but found to carry a high financial risk and would require staff with specialist knowledge and was therefore not progressed.
	-	Develop a new BTS statement	BTS statement	PSH	2026	Not yet started	Recording BTS, Repairing standard, Nuisance and Tolerable standard information. Revised processes implemented.
	-	Explore the use of 'missing shares' powers to assist owners to participate in works	Missing shares powers explored	PSH	2024	Complete	Options explored, but no financial funding to operate Missing Shares Scheme. No longer a viable action.
	-	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	Complete	A revised Scheme of Assistance was published and is in operation.

Strategic Housing Outcome 6: Our homes will be fit for the future							
Action	Baseline 2019/20	Milestone	Target	Lead Service	Timescale	Status	Progress 2023/24
<b>KEY ACTION 6.3</b> 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	Complete	A revised Scheme of Assistance was published and is in operation.

Strategic Housing Outcome 7: We improve the quality and accessibility of the private rented sector							
Action	Baseline 2019/20	Milestone	Target	Lead Service	Timescale	Status	Progress 2023/24
<b>KEY ACTION 7.1</b> Develop and deliver new PRS access scheme	-	<i>PRS access scheme developed</i> <i>Action removed - refer to revisions table</i>	<i>Scheme developed and approved</i>	<i>BDS</i>	<i>2022</i>	<i>Not applicable</i>	<i>Unable to proceed due to lack of interest from landlords</i>
	41 (2020)	<i>Scheme implemented and enabling better access to the PRS</i> <i>Action removed - refer to revisions table</i>	<i>20 new tenancies each year</i>	<i>BDS</i>	<i>Ongoing from 2022</i>	<i>Not applicable</i>	<i>Unable to develop a PRS Access Scheme at current time due to multiple demands on PRS stock including Ukrainian resettlement and asylum dispersal.</i>
<b>KEY ACTION 7.2</b> 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	On Track	The online training module on Private Sector Housing Options was updated in March 2024.
	-	Establish local PRS champions to encourage wider improved PRS advice amongst locality housing teams <i>Action removed - refer to revisions table</i>	At least one 'PRS champion' in each local housing office	BDS	2023	<i>Not applicable</i>	Annual Landlord Forum held in April 2024 and Newsletters published.
	-	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	On Track	Surveyed landlords on PRS access scheme in October Newsletter. Further surveys will be completed via Private Landlord Forum and future Newsletters.



Strategic Housing Outcome 7: We improve the quality and accessibility of the private rented sector							
Action	Baseline 2019/20	Milestone	Target	Lead Service	Timescale	Status	Progress 2023/24
<b>KEY ACTION 7.3</b> Work with private landlords to improve management and quality standards in the PRS	14,832	Improve registration compliance through targeting unregistered landlords and landlords whose registration has expired to ensure they register	Improved registration compliance	PSH	Ongoing	Complete	Registration and compliance process reviewed and updated procedures implemented.
	-	Strengthen partnerships with Police Scotland and Fire and Rescue to identify criminal activity and to take multi agency action through the locality community planning structures	Improved processes for ensuring private landlords are 'fit and proper'	PSH	Ongoing	Complete	Review of 'Fit and Proper' person panel has been completed.
	-	Work in partnership with Landlord Accreditation Scotland to deliver training for private landlords and letting agents in North Lanarkshire	Training delivered	PSH	Ongoing	Complete	Have adopted a best practice/value for money approach to delivering training and seminars via Landlord Accreditation Scotland on a case by case basis.
	-	Review the current information provision for private landlords on the council website and develop enhanced and improved information which clearly outlines private landlords' responsibilities and rights	Information reviewed and improved	PSH/ BDS	2023	Complete	Website information reviewed and updated.
	-	Re-establish the bi-annual private landlord forum	Private landlord forum held biannually	PSH/ BDS	2022	Complete	Private Landlord Forum re-established. Last meeting held online in April 2024.
	-	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	Complete	Email system in place. Awaiting the development of a SMS system by the registers service
	-	Develop and issue a bi-annual private landlord e-newsletter	Newsletter issued	BDS/ PSH	2023	Complete	Latest newsletter produced October 2024.
	-	Strengthen our outreach and engagement with private landlords using online platforms	Improved outreach and engagement	PSH	Ongoing	On Track	Regular webinars are taking place. Annual Landlord Forum held in April 2024 and Newsletters published.
	-	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	On Track	Surveyed landlords on PRS access scheme in October Newsletter. Further surveys will be completed via Private Landlord Forum and future Newsletters.

Strategic Housing Outcome 7: We improve the quality and accessibility of the private rented sector							
Action	Baseline 2019/20	Milestone	Target	Lead Service	Timescale	Status	Progress 2023/24
<b>KEY ACTION 7.3</b> Work with private landlords to improve management and quality standards in the PRS	-	Improve our understanding and intelligence of the PRS to identify issues and target resources effectively e.g. identifying properties most in need of energy efficiency measures	Improved intelligence on PRS	BDS	Ongoing	On Track	Audit process is ongoing. An effective method to retain data that will match with existing IT system is being considered.
	-	Scope potential gains from 'direct interventions' in substandard PRS properties, such as purchase and improvement in certain circumstances	Scoping exercise complete	BDS	2023	Complete	Paper developed scoping out options to extend the OMPS.
	-	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	2026 (timescale revised from 2022)	Not yet started	EPC recording now operational and checks in place to ensure property meets minimum standard collected via landlord registration. Heat & Buildings Bill consultation ended in March, feedback being considered by the Scottish Government in relation to the proposals which relate to energy efficiency. This action is dependent on the HIB Bill progressing through parliament stages.
<b>KEY ACTION 7.4</b> Improve access to the PRS	-	Work with private landlords to improve access to the PRS for people who are homeless and prevent PRS households from becoming homeless	Improved outcomes for homeless households in the PRS	BDS	Ongoing	On Track	Work ongoing with landlords to improve access and prevent homelessness. However, significant challenges remain in preventing homelessness for some applicants due high costs pushing them into multiple debt and unable to afford their rent.
	-	<i>Establish a private landlord working group to identify ways in which the PRS could better contribute to meeting housing needs in North Lanarkshire</i> <i>Action removed - refer to revisions table</i>	<i>Private landlord working group established</i>	<i>BDS/ H&amp;SC</i>	<i>2023</i>	<i>Not applicable</i>	<i>No interest to date, private landlord forum provides a vehicle for involvement</i>
	-	<i>Work with partner RSLs developing Private Lettings Services in North Lanarkshire to meet housing need better, exploring opportunities linked to RRTP</i> <i>Action removed - refer to revisions table</i>	<i>RSL PSL service linked to RRTP</i>	<i>BDS</i>	<i>2023</i>	<i>Not applicable</i>	<i>Proposal paper developed in 2023. Unable to develop a PRS Access Scheme at current time due to multiple demands on PRS stock including Ukrainian resettlement and asylum dispersal.</i>
	-	Review the rent deposit guarantee scheme to increase uptake	Rent deposit scheme reviewed	BDS	2023	Complete	Scheme revised and promoted on council website, alongside continual promotion by staff as part of housing options.
<b>KEY ACTION 7.5</b> Improve involvement of tenants in the PRS to improve our understanding of issues and help shape policy	-	<i>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</i> <i>Action removed - refer to revisions table</i>	<i>Panel established</i>	<i>BDS</i>	<i>2023</i>	<i>Not applicable</i>	<i>Tenant &amp; Resident participation is inclusive and involves tenants from across tenures, although very small numbers of PRS tenants which means establishing a PRS tenant panel is not feasible.</i>

Strategic Housing Outcome 7: We improve the quality and accessibility of the private rented sector							
Action	Baseline 2019/20	Milestone	Target	Lead Service	Timescale	Status	Progress 2023/24
<b>KEY ACTION 7.6</b> 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  <i>Action removed - refer to revisions table</i>	Information reviewed and improved	BDS	2024	Not applicable	Very small numbers of PRS tenants engaged in tenant and resident groups which means establishing a PRS tenant panel is not feasible. A survey will be issued through Gov.Delivery to seek views from PRS tenants on website content. Reviewed other LA websites to identify any areas for improvement.
	-	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	Complete	Information available on council website for PRS tenants and reviewed on a regular basis which provides information on rights and responsibilities.
<b>KEY ACTION 7.7</b> 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	Complete	Employer survey complete. Follow-up focus groups/ interviews being arranged.
	-	Engage with the Build to Rent sector	Engagement with the Build to Rent sector	BDS/ NS	Ongoing	On Track	Engagement has taken place with developers and will continue to explore options through adhoc discussions
	-	Deliver Mid-Market Rent Homes with RSL partners	Deliver Mid-Market Rent homes	BDS/ NS	Ongoing	On Track	24 MMR homes delivered by RSLs in 2023/24.
<b>KEY ACTION 7.8</b> Develop a longer-term strategic approach to improving the PRS	-	Develop and implement PRS strategy, following publication of the new national Rented Sector Strategy, to outline issues and solutions in a more detailed longer-term plan for North Lanarkshire	PRS Strategy developed and implemented	BDS/ PSH	2024 (timescale changed to 2026)	Not yet started	This is delayed and linked to the progress of the Heat & Buildings Bill and the Housing (Scotland) Bill which include new energy efficiency requirements in the PRS as well as a Rental Sector Strategy. These Bills were introduced in Parliament in March 2024 and are now in the Parliamentary process.

Revisions Log			
Action	Milestone	Revisions made	Reasons
<p><b>KEY ACTION 1.1</b></p> <p>Deliver alternative tenure housing to meet a broad range of needs and deliver sustainable, inclusive and diverse communities</p>	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	Action removed	Establishing a HDP should market conditions allow for council delivery in the future is not viable due to costs and governance arrangements still being required in the interim whilst a HDP is dormant. MMR is being progressed with Airdrie identified as a pilot area. A HDP will therefore be established as part of this rather than as a vehicle to lie dormant. Delivery vehicles are being explored to identify the appropriate model for council delivery.
<p><b>KEY ACTION 4.5</b></p> <p>Improve the suitability of existing housing to meet the needs of older people</p>	Carry out review of RSL housing support for sheltered housing and very sheltered housing	Timescale changed from 2024 to 2025	Review nearing completion but will not be complete until 2025. Revised timescale required due to increased complexity and time required to complete the review working with a range of RSLs, tenants, families, carers and other stakeholders.
<p><b>KEY ACTION 4.6</b></p> <p>Improve access to specialist housing</p>	Incorporate further housing information in Making Life Easier	Timescale changed from 2024 to 2025	Housing information provided for MLE but further review required to identify if there is scope for enhanced housing information. This may require some I.T. updates.
<p><b>KEY ACTION 4.7</b></p> <p>Improve the use of technology to help enable independence, inclusion and promote better outcomes</p>	Develop SMART Home standard for council new build homes to ensure digital infrastructure supports telecare, telehealth and digital connectivity requirements for the future	Indicator change from 'new build technical report' to 'standard specification'	
	Complete SMART Homes pilot in Kerr Grieve Court to identify potential technology options for older people's housing	Action removed	Action no longer applicable due to ethical issues and the council's approach to technology in the provision of older people's housing.
<p><b>KEY ACTION 4.9</b></p> <p>Improve our understanding of the housing and related support needs of ethnic minority groups and others who experience disadvantage and inequality</p>	Ensure housing staff complete LGBT training module to improve awareness of barriers and improve housing information, advice and support	Action removed	LGBT e-learning module is no longer available on the council's learning platform for staff to complete.
	Revise the Common Housing Register Form to include collation of other protected characteristics information	Action removed	Unable to collect at present due to current IT system issues. Equalities information will be included in an online form as part of the replacement for HSMS.
<p><b>KEY ACTION 5.1</b></p> <p>We begin a just transition towards a Net Zero North Lanarkshire</p>	Develop understanding of whole life costs and issues associated with the transition to low and zero carbon heat on the council and its tenants	Timescale changed from 2024 to 2025	This action is dependent on completion of the net zero site at Dykehead Road to enable an evaluation of life costs associated with zero carbon heating systems. This action is now linked to wider GCR activity and has involved the use of technology and sensors to capture data in net zero homes and other homes with other heating system types and energy efficiency measures. Additional time is required to enable deployment of these sensors and analysis of the data collated.
	Enforce private rented sector energy efficiency regulations and engage with private landlords to improve compliance	Timescale changed from 2024 to 2025	This is delayed and linked to the progress of the Heat & Buildings Bill and the Housing (Scotland) Bill which include new energy efficiency requirements in the PRS as well as a Rental Sector Strategy. These Bills were introduced in Parliament in March 2024 and are now in the Parliamentary process.
<p><b>KEY ACTION 7.1</b></p> <p>Develop and deliver new PRS access scheme</p>	PRS access scheme developed	Action removed	Unable to proceed due to lack of interest from landlords
	Scheme implemented and enabling better access to the PRS	Action removed	Unable to develop a PRS Access Scheme at current time due to multiple demands on PRS stock including Ukrainian resettlement and asylum dispersal.

Revisions Log			
Action	Milestone	Revisions made	Reasons
<b>KEY ACTION 7.2</b> Improve private sector housing advice	Establish local PRS champions to encourage wider improved PRS advice amongst locality housing teams	Action removed	No requirement to have PRS Champions as all housing staff have access to specific PRS training including localised information.
<b>KEY ACTION 7.3</b> Work with private landlords to improve management and quality standards in the PRS	Develop an engagement strategy for improving energy efficiency regulations in the PRS which will include a communications and involvement strategy and enforcement approach	Timescale changed from 2026 from 2022	The Heat in Buildings Bill will bring in new energy efficiency standards for the PRS. Consultation on the proposed new standards ended in March 2024 - feedback is being considered in relation to the proposals. It is therefore necessary to wait until the new requirements are confirmed before a strategic approach can be taken to enforcement and involvement.
<b>KEY ACTION 7.4</b> Improve access to the PRS	Establish a private landlord working group to identify ways in which the PRS could better contribute to meeting housing needs in North Lanarkshire	Action removed	There is no appetite from private landlords to establish a separate private landlord working group. This has been explored at the private landlord forum, with no expressions of interest. The private landlord forum provides a way in which private landlords can work with the council to identify ways in which the PRS can meet housing needs in North Lanarkshire.
	Work with partner RSLs developing Private Lettings Services in North Lanarkshire to meet housing need better, exploring opportunities linked to RRTP	Action removed	Proposal paper developed in 2023. Unable to develop a PRS Access Scheme at current time due to multiple demands on PRS stock including Ukrainian resettlement and asylum dispersal.
<b>KEY ACTION 7.5</b> 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	Action removed	Tenant & Resident participation is inclusive and involves tenants from across tenures, although very small numbers of PRS tenants which means establishing a PRS tenant panel is not feasible.
<b>KEY ACTION 7.6</b> 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	Action removed	Very small numbers of PRS tenants engaged in tenant and resident groups which means establishing a PRS tenant panel is not feasible. A survey will be issued through Gov.Delivery to seek views from PRS tenants on website content. Reviewed other LA websites to identify any areas for improvement.
<b>KEY ACTION 7.8</b> Develop a longer-term strategic approach to improving the PRS	Develop and implement PRS strategy, following publication of the new national Rented Sector Strategy, to outline issues and solutions in a more detailed longer-term plan for North Lanarkshire	Timescale changed to 2026 from 2024	This is delayed and linked to the progress of the Heat & Buildings Bill and the Housing (Scotland) Bill which include new energy efficiency requirements in the PRS as well as a Rental Sector Strategy. These Bills were introduced in Parliament in March 2024 and are now in the Parliamentary process.





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如想提出请求, 请联系企业传讯部: corporatecommunications@northlan.gov.uk

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