

Notice of meeting and agenda

Housing, Homelessness and Fair Work Committee

10.00 am Thursday, 4th August, 2022

Dean of Guild Court Room - City Chambers

This is a public meeting and members of the public are welcome to attend or watch the live webcast on the Council's website.

The law allows the Council to consider some issues in private. Any items under "Private Business" will not be published, although the decisions will be recorded in the minute.

Contacts

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1. Order of Business

- 1.1 Including any notices of motion and any other items of business submitted as urgent for consideration at the meeting.

2. Declaration of Interests

- 2.1 Members should declare any financial and non-financial interests they have in the items of business for consideration, identifying the relevant agenda item and the nature of their interest.

3. Deputations

- 3.1 If any.

4. Minutes

- 4.1 Minute of the Housing, Homelessness and Fair Work Committee of 23 June 2022 – submitted for approval as a correct record 7 - 14

5. Forward Planning

- 5.1 Housing, Homelessness and Fair Work Committee Work Programme 15 - 20
- 5.2 Housing, Homelessness and Fair Work Committee Rolling Actions Log 21 - 30

6. Business Bulletin

- 6.1 Housing, Homelessness and Fair Work Committee Business Bulletin 31 - 36

7. Executive Decisions

7.1	Update on the Housing Service Improvement Plan – Report by the Executive Director of Place	37 - 54
7.2	UK Shared Prosperity Fund – Report by the Executive Director of Place	55 - 94
7.3	Rapid Rehousing Transition Plan - Annual Update on Progress – Report by the Executive Director of Place	95 - 128
7.4	Place Based Investment Programme – provisional allocations for 2022/23 to 2024/25 – Report by the Executive Director of Place	129 - 150
7.5	Parental Employability Support Fund - grants update – Report by the Executive Director of Place	151 - 154
7.6	Repairs, Maintenance and Investment to Lifts in Multi Storey Tower Blocks – Report by the Executive Director of Place	155 - 162

8. Routine Decisions

8.1 None.

9. Motions

9.1 If any.

Nick Smith

Service Director, Legal and Assurance

Committee Members

Councillor Jane Meagher (Convener), Councillor Graeme Bruce, Councillor Jack Caldwell, Councillor Kate Campbell, Councillor Stuart Dobbin, Councillor Pauline

Flannery, Councillor Simita Kumar, Councillor Ben Parker, Councillor Susan Rae, Councillor Mandy Watt and Councillor Iain Whyte

Information about the Housing, Homelessness and Fair Work Committee

The Housing, Homelessness and Fair Work Committee consists of 11 Councillors and is appointed by the City of Edinburgh Council. This meeting of the Housing, Homelessness and Fair Work Committee is being held in the Dean of Guild Court Room in the City Chambers on the High Street in Edinburgh.

Further information

If you have any questions about the agenda or meeting arrangements, please contact Jamie Macrae, Committee Services, City of Edinburgh Council, Business Centre 2.1, Waverley Court, 4 East Market Street, Edinburgh EH8 8BG, Tel 0131 553 8242, email jamie.macrae@edinburgh.gov.uk / matthew.brass@edinburgh.gov.uk.

A copy of the agenda and papers for this meeting will be available for inspection prior to the meeting at the main reception office, City Chambers, High Street, Edinburgh.

The agenda, minutes and public reports for this meeting and all the main Council committees can be viewed online by going to <https://democracy.edinburgh.gov.uk/>.

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Minutes

Housing, Homelessness and Fair Work Committee

10.00am, Thursday 23 June 2022

Present

Councillors Meagher (Convener), Bruce, Caldwell, Campbell, Dobbin, Flannery, Kumar, Parker, Rae, Watt and Whyte.

1. Minutes

Decision

To approve the minute of the Housing, Homelessness and Fair Work Committee of 24 March 2022 as a correct record.

2. Work Programme

The Housing, Homelessness and Fair Work Committee Work Programme for June 2022 was presented.

Decision

To note the Work Programme.

(Reference – Work Programme, submitted.)

3. Housing, Homelessness and Fair Work Committee Rolling Actions Log

The Housing, Homelessness and Fair Work Committee Rolling Actions Log for June 2022 was presented.

Decision

To note the outstanding actions.

(Reference – Rolling Actions Log, submitted.)

4. Business Bulletin

The Business Bulletin for June 2022 was presented.

Decision

- 1) To note the Business Bulletin.
- 2) To request that acquisition data be included in future reporting.

- 3) To agree that officers would circulate information on the location of acquisitions and disposals in the city.
- 4) To note that the Executive Director of Place offered briefings on any areas continued from the last Committee to new members.

(Reference – Business Bulletin, submitted.)

5. Parental Employability Support

Approval was sought for the continuation of, and addition to, services provided under the Scottish Government's Best Start, Bright Futures delivery plan 2022-2026. The services would continue to provide employability support for parents across Edinburgh, with additional projects proposed in alignment with the recruitment of specialist employability key workers.

Motion

- 1) To note the update on the Parental Employability Support (PES) programme, which was funded by the Scottish Government for delivery of initiatives to support parents into and to progress in employment.
- 2) To approve the recommendations for the core PES programme (as set out in Appendix 1 of the report by the Executive Director of Place).
- 3) To approve the proposal to recruit a team of key workers to develop an employability service to further support parents and to ensure local implementation of the Scottish Government's plans to implement the "Best Start, Bright Futures" delivery plan to alleviate child poverty.
- 4) To approve the development and delivery of a childminder training programme.
- 5) To approve the direct award of £268,000 of funding to Capital City Partnership (CCP), as part of their Service Level Agreement (SLA) with City of Edinburgh Council, to commission a Disabled PES programme of services.
- 6) To note the work currently being undertaken by consultants Ekosgen to review the Affordable Childcare for Working Parents Service.

- moved by Councillor Meagher, seconded by Councillor Whyte

Amendment

- 1) To note the update on the Parental Employability Support (PES) programme, which was funded by the Scottish Government for delivery of initiatives to support parents into and to progress in employment.
- 2) To approve the recommendations for the core PES programme (as set out in Appendix 1 of the report by the Executive Director of Place) with the exception of £0 for Canongate Youth.
- 3) To agree to ring fence £20k funding for Canongate Youth from the funding for the key worker team.

- 4) To further agree that a report will come back to Committee in one cycle, following officer engagement with Canongate Youth, with more detail on the project and outcomes, for a decision from Committee.
- 5) To approve the proposal to recruit a team of key workers to develop an employability service to further support parents and to ensure local implementation of the Scottish Government's plans to implement the "Best Start, Bright Futures" delivery plan to alleviate child poverty.
- 6) To approve the development and delivery of a childminder training programme.
- 7) To approve the direct award of £268,000 of funding to Capital City Partnership (CCP), as part of their Service Level Agreement (SLA) with City of Edinburgh Council, to commission a Disabled PES programme of services.
- 8) To note the work currently being undertaken by consultants Ekosgen to review the Affordable Childcare for Working Parents Service.
- 9) To agree that the criteria for the contracts managed by CCP, and the outcomes would be reported in detail in the CCP annual report.
- 10) To agree that these awards would be made with priority given to organisations based in, and delivering services within, areas of SIMD 1-5.

- moved by Councillor Campbell, seconded by Councillor Rae

In accordance with Standing Order 22(12), the amendment was accepted as an amendment to the motion.

Decision

To approve the following adjusted motion by Councillor Meagher:

- 1) To note the update on the Parental Employability Support (PES) programme, which was funded by the Scottish Government for delivery of initiatives to support parents into and to progress in employment.
- 2) To approve the recommendations for the core PES programme (as set out in Appendix 1 of the report by the Executive Director of Place) with the exception of £0 for Canongate Youth.
- 3) To agree to ring fence £20k funding for Canongate Youth from the funding for the key worker team.
- 4) To further agree that a report will come back to Committee in one cycle, following officer engagement with Canongate Youth, with more detail on the project and outcomes, for a decision from Committee.
- 5) To approve the proposal to recruit a team of key workers to develop an employability service to further support parents and to ensure local implementation of the Scottish Government's plans to implement the "Best Start, Bright Futures" delivery plan to alleviate child poverty.
- 6) To approve the development and delivery of a childminder training programme.

- 7) To approve the direct award of £268,000 of funding to Capital City Partnership (CCP), as part of their Service Level Agreement (SLA) with City of Edinburgh Council, to commission a Disabled PES programme of services.
- 8) To note the work currently being undertaken by consultants Ekosgen to review the Affordable Childcare for Working Parents Service.
- 9) To agree that the criteria for the contracts managed by CCP, and the outcomes would be reported in detail in the CCP annual report.
- 10) To agree that these awards would be made with priority given to organisations based in, and delivering services within, areas of SIMD 1-5.
- 11) To request that details of the success of projects within the PES Programme be included in future reporting.
- 12) To request that a briefing note on the employability delivery model be circulated to committee members.

(Reference – Report by the Executive Director of Place, submitted.)

6. UK Shared Prosperity Fund and Levelling Up Fund

An update on the UK Levelling Up Fund (LUF) Round 2 application process was presented, which sought approval for the submission of bids for two projects. Approval was also sought for the approach to develop the Investment Plan required for the UK Shared Prosperity Fund (SPF).

Motion

- 1) To agree the two projects proposed as Council priorities for application to the UK Levelling Up Fund Round 2 (as detailed in Appendix 2 of the report by the Executive Director of Place).
- 2) To note Edinburgh's conditional allocation from the new UK Shared Prosperity Fund (SPF), and the requirement for submission of an Investment Plan by 1 August 2022 to secure access to those funds.
- 3) To agree the proposed approach to development of an Edinburgh UK SPF Investment Plan.
- 4) To note that a final draft Investment Plan would be prepared for approval by Committee in August 2022 in advance of submission to the UK Government.
- 5) To agree that if an extension to the deadline for submission of the Investment Plan for SPF was not agreed, delegated authority would be granted to the Chief Executive in consultation with the Council Leader and Convener of Housing, Homelessness and Fair Work to submit the Investment Plan on behalf of the Council.

- moved by Councillor Meagher, seconded by Councillor Watt

Amendment

- 1) To agree the two projects proposed as Council priorities for application to the UK Levelling Up Fund Round 2 (as detailed in Appendix 2 of the report by the Executive Director of Place).
- 2) To note Edinburgh's conditional allocation from the new UK Shared Prosperity Fund (SPF), and the requirement for submission of an Investment Plan by 1 August 2022 to secure access to those funds.
- 3) To regret the lack of information on the development of the SPF Investment Plans and to request an urgent briefing for Councillors which set out:
 - Whether the investment plan was for three years or one year.
 - Which projects currently funded under the European Structural Fund would be put forward, and whether there was any funding gap for these projects.
 - Detail on what applications were being invited from third parties, and whether these were for revenue or capital, or both.
 - The criteria for the applications for third parties, and what outcomes were attached to these.
- 4) To agree that a final draft Investment Plan would be prepared for approval by Committee in advance of any submission to the UK Government.
- 5) To agree that if an extension was not agreed by the UK Government an emergency Committee would be convened in order for the investment plan to be approved ahead of submission.
- 6) To agree that the investment plan would set out in detail the outcomes that would be delivered.
- 7) To agree that the investment plan would set out in detail how any investment would be targeted towards areas of high SIMD in the city, equally spread so that projects were easily accessible to all residents across the city, and would set outcomes which would help us achieve our objective of tackling poverty.
- 8) To agree that the investment plans would include carbon impact assessments, especially for any capital projects, which set out how they will help us achieve our net zero target of 2030.
- 9) To agree that the investment plans would include detail on how the skills development aspect of any investment would help us with our aim of achieving a just transition and developing the skills in our workforce to help us meet our net zero target of 2030.

- moved by Councillor Campbell, seconded by Councillor Kumar

In accordance with Standing Order 22(12), the amendment was accepted as an amendment to the motion.

Decision

To approve the following adjusted motion by Councillor Meagher:

- 1) To agree the two projects proposed as Council priorities for application to the UK Levelling Up Fund Round 2 (as detailed in Appendix 2 of the report by the Executive Director of Place).
- 2) To note Edinburgh's conditional allocation from the new UK Shared Prosperity Fund (SPF), and the requirement for submission of an Investment Plan by 1 August 2022 to secure access to those funds.
- 3) To regret the lack of information on the development of the SPF Investment Plans and to request an urgent briefing for Councillors which set out:
 - Whether the investment plan was for three years or one year.
 - Which projects currently funded under the European Structural Fund would be put forward, and whether there was any funding gap for these projects.
 - Detail on what applications were being invited from third parties, and whether these were for revenue or capital, or both.
 - The criteria for the applications for third parties, and what outcomes were attached to these.
- 4) To agree that a final draft Investment Plan would be prepared for approval by Committee in advance of any submission to the UK Government.
- 5) To agree that if an extension was not agreed by the UK Government an emergency Committee would be convened in order for the investment plan to be approved ahead of submission.
- 6) To agree that the investment plan would set out in detail the outcomes that would be delivered.
- 7) To agree that the investment plan would set out in detail how any investment would be targeted towards areas of high SIMD in the city, equally spread so that projects were easily accessible to all residents across the city, and would set outcomes which would help us achieve our objective of tackling poverty.
- 8) To agree that the investment plans would include carbon impact assessments, especially for any capital projects, which set out how they will help us achieve our net zero target of 2030.
- 9) To agree that the investment plans would include detail on how the skills development aspect of any investment would help us with our aim of achieving a just transition and developing the skills in our workforce to help us meet our net zero target of 2030.
- 10) To request that the call for applications communication that was sent to third parties be circulated to Committee members.
- 11) To request that a list of third-party agencies that had received the call for applications communication be circulated to Committee members.

(Reference – Report by the Executive Director of Place, submitted)

7. Motion by Councillor Campbell – Housing Service Improvement Plan – Repairs Update

The following motion was submitted by Councillor Campbell in terms of Standing Order 17:

“Committee,

Notes that the Housing Service Improvement Plan (HSIP) was due in June 2022.

Recognises the ongoing issues in relation to the repairs service, and the continuous scrutiny which committee has applied over the last few years. Notes that particular areas where problems seem to reoccur are in relation to complaints handling and completion of works, where often there is no notification that a job has not been completed, resulting in repeated complaints.

Recognises that significant improvements are underway but agrees that these need to continue to be monitored.

Requests a detailed update, in the next HSIP, on the process around monitoring complaints, and completion of works, including the processes, procedures and responsibilities for ensuring that any complaint raised is monitored until the works are complete, including information on any sign off process.”

Decision

To approve the motion.

8. Motion by Councillor Rae – Lift Repairs

The Convener ruled that the following item, notice of which had been given at the start of the meeting, be considered as a matter of urgency to allow the Committee to give early consideration to this matter.

The following motion was submitted by Councillor Rae in terms of Standing Order 17:

“Committee regrets the unacceptable lengthy delays in repairs to lifts across council housing stock in the city and recognises that procurement procedures for replacement parts for lifts are consistently failing tenants. Committee accepts that leaving tenants in a high rise block with no access to lifts, in some cases any lifts at all, is a failure of duty of care to tenants, particularly those who are elderly, disabled and vulnerable, and puts them at severe risk. Committee therefore requests a report in one cycle on restructuring acquisition and storage of parts for emergency lift repairs to ensure that tenants are not effectively trapped in their own homes.”

Decision

To approve the motion.

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Work Programme

Housing, Homelessness and Fair Work Committee

4 August 2022

No.	Title / description	Purpose/Reason	Directorate and Lead Officer	Progress updates	Expected date
1	Place and Homelessness – Financial Monitoring	Quarterly and annual report	Executive Director of Place Lead Officer: Susan Hamilton 0131 469 3718 susan.hamilton@edinburgh.gov.uk		November 2022 January 2023 March 2023
2	Homelessness Services' Performance Dashboard	Six-monthly report	Executive Director of Place Lead Officer: Nicky Brown 0131 469 3620 nicky.brown@edinburgh.gov.uk		September 2022 March 2023
3	EDI Group	Annual Report and six-monthly update	Executive Director of Place Lead Officer: David Cooper 0131 529 6233 david.cooper@edinburgh.gov.uk		November 2022

4	Appointments to Working Groups	Annual report	Executive Director of Corporate Services Lead Officer: Jamie Macrae 0131 553 8242 jamie.macrae@edinburgh.gov.uk		September 2022
5	Capital City Partnership	Annual report	Executive Director of Place Lead Officer: Elin Williamson 0131 469 2801 elin.williamson@edinburgh.gov.uk		September 2022
6	City of Edinburgh Council Assurance Schedule on Housing Services	Annual report	Executive Director of Place Lead Officer: Elaine Scott 0131 529 6789 elaine.scott@edinburgh.gov.uk		September 2022
7	Edinburgh Living Annual Report	Annual Report	Executive Director of Place Lead Officer: Elaine Scott 0131 529 6789 elaine.scott@edinburgh.gov.uk		March 2023
8	EICC	Annual report	Executive Director of Place Lead Officer: David Cooper 0131 529 6233 david.cooper@edinburgh.gov.uk		November 2022
9	Empty Homes Annual Update	Annual Report	Executive Director of Place Lead Officer: Elaine Scott 0131 529 6789 elaine.scott@edinburgh.gov.uk		November 2022

10	Homelessness – Statutory Returns	Annual Report	Executive Director of Place Lead Officer: Nicky Brown 0131 469 3620 nicky.brown@edinburgh.gov.uk		September 2022
11	Housing Revenue Account Capital Programme	Annual report	Executive Director of Place Lead Officer: Elaine Scott 0131 529 6789 elaine.scott@edinburgh.gov.uk		March 2023
12	Land Strategy to Support Delivery of Affordable Housing and Brownfield Regeneration	Annual Report	Executive Director of Place Lead Officer: Elaine Scott 0131 529 6789 elaine.scott@edinburgh.gov.uk		November 2022
13	Rapid Rehousing Transition Plan	Annual report	Executive Director of Place Lead Officer: Nicky Brown 0131 469 3620 nicky.brown@edinburgh.gov.uk		August 2022
14	Strategic Housing Investment Plan (SHIP)	Annual Report	Executive Director of Place Lead Officer: Elaine Scott 0131 529 6789 elaine.scott@edinburgh.gov.uk		November 2022
15	Net Increase in Homes and Acquisition	Six-Monthly Business Bulletin	Executive Director of Place Lead Officer: Elaine Scott 0131 529 2277 elaine.scott@edinburgh.gov.uk		January 2023

16	Support for Rent Collection	Annual Business Bulletin	Executive Director of Place Lead Officer: Elaine Scott 0131 529 6789 elaine.scott@edinburgh.gov.uk		September 2022
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Housing, Homelessness and Fair Work Committee Upcoming Reports

Appendix 1

Report Title	Directorate	Lead Officer
September 2022		
Appointments to Working Groups	Corporate Services	Jamie Macrae
No Recourse to Public Funds – B Agenda	Place	Jill Thomson
Capital City Partnership Annual Update	Place	Elin Williamson
City of Edinburgh Council Assurance Schedule on Housing Services	Place	Elaine Scott
Homelessness Services' Performance Dashboard	Place	Nicky Brown
Homelessness – Statutory Returns	Place	Nicky Brown
Support for Rent Collection (Business Bulletin)	Place	Elaine Scott
November 2022		
Land Strategy Update	Place	David Cooper
Place and Homelessness – Financial Monitoring	Place	Susan Hamilton

EDI Group Annual Update	Place	David Cooper
EICC Annual Update	Place	David Cooper
Empty Homes Annual Update	Place	Elaine Scott
Strategic Housing Investment Plan (SHIP)	Place	Elaine Scott

Rolling Actions Log

Housing, Homelessness and Fair Work Committee

4 August 2022

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
1	31.10.19	Edinburgh International Conference Centre Annual Update	1) To agree that a draft Service Level Agreement (SLA) be prepared and reported in two committee cycles.	Executive Director of Place	September 2022		It is a long standing requirement that all Arms-Length External Organisations of the Council should enter into a Service Level Agreement (SLA) with the Council.

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
							However, given that there is a Shareholder Agreement in place and the company does not offer a direct service to the Council, it is proposed that Strategic Delivery Agreement (SDA) is put in place.

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
							A draft document has been prepared but some of the terms cannot be finalised until the details of other legal documents are also sufficiently developed. These dependencies are unfortunately not entirely within the control of either the Council or the EICC and require agreement from other parties. It is, however, hoped that this will be completed shortly, and the SDA will then be reported to Committee for consideration.

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
2	18.03.21	Community-Led Factoring	Agrees to receive a progress update on this work within 12 months, including possible solutions for any areas not currently covered by factoring arrangements.	Executive Director of Place	March 2023		An update was included in the Craigmillar Regeneration Update report in March 2022 .
3	03.09.21	Rent Collection and Assistance for Council Tenants	<p>1) Notes the positive inclusion of the additional step, pre court action, of referrals to the multi-disciplinary team. Recognises that 84% of tenants referred have had positive engagement with the team</p> <p>Therefore, asks that consideration is given to how this team can be effectively expanded, with an emphasis on early intervention, and report back through the RRTP.</p>	Executive Director of Place	September 2022		

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
			2) To agree to Business Bulletin updates on locality drop in events, as referenced in 4.5.2 of the report. Updates would be circulated to all elected members for information.	Executive Director of Place			
4	24.03.22	2022/23 Housing Revenue Account (HRA) Capital Programme	Agree to receive a progress report within three committee cycles on progress with the stock condition survey, mixed tenure area regeneration and the development of the whole house retrofit programme	Executive Director of Place	September 2022		
5	24.03.22	Gig Economy Task Force	1) Agree to consider a report by Autumn 2022 on progress on plans for delivery of task force priority recommendations 1 and 2	Executive Director of Place	November 2022		

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
			2) Agree to development of a forward work programme with proposed timelines and resources needed for implementation of task force recommendations 3 to 7 by Autumn 2022	Executive Director of Place	November 2022		
6	23.06.22	Business Bulletin	To agree that officers would circulate information on the location of acquisitions and disposals in the city.	Executive Director of Place	August 2022		

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
7	23.06.22	Parental Employability Support	<p>1) To further agree that a report will come back to Committee in one cycle, following officer engagement with Canongate Youth, with more detail on the project and outcomes, for a decision from Committee.</p> <p>2) To request that a briefing note on the employability delivery model be circulated to committee members.</p>	Executive Director of Place	August 2022		<p>1) Recommended for closure</p> <p>On the agenda for 4 August 2022.</p>

8	23.06.22	UK Shared Prosperity Fund and Levelling Up Fund	<p>1) To request an urgent briefing for Councillors which set out:</p> <ul style="list-style-type: none"> • Whether the investment plan was for three years or one year. • Which projects currently funded under the European Structural Fund would be put forward, and whether there was any funding gap for these projects. • Detail on what applications were being invited from third parties, and whether these were for revenue or capital, or both. • The criteria for the applications for third parties, and what outcomes were attached to these. <p>2) To request that the call for applications communication that was sent to third</p>	Executive Director of Place	August 2022		
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No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
			<p>parties be circulated to Committee members.</p> <p>3) To request that a list of third-party agencies that had received the call for applications communication be circulated to Committee members.</p>				
9	23.06.22	<p>Motion by Councillor Campbell – Housing Service Improvement Plan – Repairs Update</p> <p>(See agenda of 23 June 2022)</p>	<p>Requests a detailed update, in the next HSIP, on the process around monitoring complaints, and completion of works, including the processes, procedures and responsibilities for ensuring that any complaint raised is monitored until the works are complete, including information on any sign off process.</p>	Executive Director of Place	August 2022		<p>Recommended for closure</p> <p>On the agenda for 4 August 2022.</p>


No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
10	23.06.22	Motion by Councillor Rae – Lift Repairs (See agenda of 23 June 2022)	Committee therefore requests a report in one cycle on restructuring acquisition and storage of parts for emergency lift repairs to ensure that tenants are not effectively trapped in their own homes.	Executive Director of Place	August 2022		Recommended for closure On the agenda for 4 August 2022.

Business Bulletin

Housing, Homelessness and Fair Work Committee

10.00am, Thursday, 4 August 2022

Housing, Homelessness and Fair Work Committee

Convener:	Members:	Contact:
<p>Convener: Councillor Jane Meagher</p> 	<p>Councillor Graeme Bruce Councillor Jack Caldwell Councillor Kate Campbell Councillor Stuart Dobbin Councillor Pauline Flannery Councillor Simita Kumar Councillor Ben Parker Councillor Iain Whyte</p>	<p>Jamie Macrae Committee Officer Tel: 0131 553 8242</p>

Craigmillar Week of Action – 27 June to 1 July

In an initiative led by our Housing teams, local residents joined partners from Places for People, Manor Estates, Kier Construction, Morrison Construction, Skanska, Ross Quality Surveyors and a range of colleagues from Housing, Waste and Cleansing, and Grounds Maintenance in a Craigmillar week of action.

Everyone worked together to give Craigmillar Town Centre, Niddrie House and Greendykes a good summer clean and tidy up with fly tipping removal, litter picking and weeding to community growing areas.

Three commercial skips were filled, and numerous trips made to the recycling centre by Council and partner vehicles.

The week ended with a breakfast event hosted by Places for People with volunteers, Council colleagues and partners coming together to enjoy some food and hot drinks.

Residents looked back on the week saying it was a 'wonderful initiative' and highlighted what can be achieved in a short period of time when everyone lends a helping hand.

Plans are underway to organise more weeks of action in other areas as part of our aim to get back out and about in our communities and improve our estates.

**Contact:**

[George Norval](#), Housing Operations Manager

Rent Collection and Assistance for Council Tenants

The rent service for tenants has been maintained throughout the Covid-19 pandemic with officers continuing to make early contact with tenants where they are not meeting their rent payment responsibilities. Every advice and support are provided to help tenants stabilise the underlying cause of arrears, to offer affordable repayment arrangements based on the individual household circumstances and to help them avoid getting into high levels of debt they cannot afford.

Collection of income from Council rents remains challenging with tenants facing increased financial hardship due to the costs of living crisis. The recent edition of the Tenant Courier newsletter therefore included information on where to get advice and potential additional financial assistance with household bills.

Formal debt recovery through the Sheriff Court remains a last resort measure for tenants who fail to engage or make reasonable payments and serving notice can often trigger a response from tenants who have not responded to any prior contact and repayment plans agreed for the arrears. The additional protections from eviction for tenants brought in by Scottish Government during the Covid-19 pandemic that extended the notice period given to tenants before court action can be taken ended on 30 March 2022. Processes however remain in place to ensure cases are only progressed to court if there is a long history of tenant failing to pay rent or engage with the advice and assistance available, and/or there is evidence the household could pay but is choosing not to. Any potential decree cases are also continuing to be referred on to the Council's multi-disciplinary team that was established as part of the Rapid Rehousing Transition Plan to provide a final offer of support and assistance with the aim of preventing homelessness.

[Jennifer Hunter](#), Tenant and Residents Services Manager

Recent News

Background

The changes to some processes for managing the rent service and to standard rent communication letters during lockdown have been reset and guidance provided to staff on returning to safe home visits to support rent collection. This approach is being extended further to look at options to provide local drop-in sessions to encourage tenants to get advice and assistance available at an early stage and to use events such as Edinburgh Tenant Federation roadshows to promote the services available.

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Housing, Homelessness and Fair Work Committee

10.00am, Thursday, 4 August 2022

Update on the Housing Service Improvement Plan

Executive/routine Wards Council Commitments	Routine All
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1. Recommendations

- 1.1 It is recommended that the Housing, Homelessness and Fair Work Committee:
 - 1.1.1 Note the progress made with the Housing Service Improvement Plan (HSIP) over the last six months and the 2022/23 forward plan;
 - 1.1.2 Note that the next update on the HSIP will be presented to Committee in six months; and
 - 1.1.3 Agree to discharge the motion by Councillor Kate Campbell on the Housing Service Improvement Plan - Repairs Update as approved at Housing, Homelessness and Fair Work Committee on 23 June 2022.

Paul Lawrence

Executive Director of Place

Sarah Burns, Head of Housing Operations

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Update on the Housing Service Improvement Plan

2. Executive Summary

- 2.1 This report provides an update on the work being taken forward as part of the HSIP and the actions planned for the next six months. The measures set out in the improvement plan aim to significantly improve tenant satisfaction, operating performance and reduce costs.

3. Background

- 3.1 The City of Edinburgh Council has approximately 20,000 homes, inclusive of 44 multi storey blocks, and continued landlord responsibilities in a large number of mixed tenure low rise blocks. Housing management services are provided locally with housing officers responsible for patches of around 200-250 homes. The Council is the largest affordable housing developer in the city and is also aiming to invest around £2.9 billion over the next 10 years to improve existing homes and estates and deliver the Energy Efficiency Standard for Social Housing (EESH2). The Housing Service is funded almost entirely from rental income and receives no subsidy from the Council's General Fund.
- 3.2 On [6 June 2019](#), Housing and Economy Committee received a report on the HSIP. The report advised that whilst performance was strong against the Scottish Social Housing Charter (SSHC) indicators in relation to rent collection, time to let homes and rent loss on empty homes, performance in some areas was flat lining or declining with only 66% of tenants satisfied with the overall repairs service. Financially, the report noted that it would become increasingly difficult for the Council's Housing Service to sustain large scale investment in new and existing homes without delivering cost efficiencies in service delivery.
- 3.3 The HSIP is a wide-reaching programme covering the whole housing service. The programme is particularly focused on developing more responsive and accessible services for tenants, with housing teams working within an operating model that is flexible and fit for the future. Specific areas have been prioritised within the programme in line with tenant and operational priorities.

- 3.4 Further updates on the HSIP have been provided to the Housing, Homelessness and Fair Work Committee on [20 January 2020](#), [5 November 2020](#), [3 June 2021](#) and [20 January 2022](#).

4. Main report

- 4.1 The HSIP aims to significantly improve tenant satisfaction and operating performance, whilst ensuring value for money to tenants. Work has been progressing across all HSIP workstreams and a detailed progress update is included at Appendix 1.

Tenant Satisfaction

- 4.2 The most recent Tenant Survey of 1,000 Council tenants across the city, carried out between November 2021 and January 2022, indicates an improving picture of tenant satisfaction across most key satisfaction indicators set in the SSHC ranging between 81% and 99% satisfaction. These are opportunities to participate; being kept informed by landlord; quality of home; extent to which rent provides value for money; and landlords management of neighbourhoods.
- 4.3 There was a drop in satisfaction with the last repair carried out from 84% to 69% (since 2019). This is likely to be partly attributable to disruption to repairs services during Covid-19 pandemic, and a change in data collection (the 2019 return having been based on telephone surveys carried out by Repairs Direct, a method which typically yields a more favourable response due to the immediacy of the contact following an appointment). Improving the repairs service and tenant satisfaction with this aspect of service delivery remains a key priority for the programme.
- 4.4 Under the SSHC the questions measuring tenant satisfaction are required to be asked a minimum of every three years. A table providing comparative information on tenant satisfaction from the 2019 and 2021 tenant surveys used for the annual SSHC returns is included in Appendix 2.
- 4.5 Benchmarking insights indicate that Edinburgh's increasing satisfaction is more positive than the national trend, which has seen a decline in tenant satisfaction during the pandemic. Whilst this is positive, there remain significant challenges in delivering operational services and the timelines for implementing some improvement projects that could hamper progress.

Operational Pressures

- 4.6 The Covid-19 pandemic significantly impacted services, and this was recognised by the Scottish Housing Regulator (SHR) in relation to SSHC performance monitoring and reporting for social landlords. Essential safe working practices throughout the pandemic and operational challenges such as delays in supply of materials/parts, reduced workforce capacity, new connections for utility supplies, and responding flexibly to changes in the circumstances of households moving into homes led to a build-up of repairs and letting of homes and tenancy management requests such as mutual exchanges. During 2020/21 just under 650 homes were re-let compared to

a pre pandemic turnover of around 1,100 homes per year. The re-letting of homes as quickly as possible continues to be a focus for the service with 1,124 homes refurbished and let during 2021/22, returning to around pre-pandemic levels. However, the build-up of empty homes requiring more extensive repairs and investment during the Covid-19 pandemic and continuing challenges in terms of capacity of in house and contracted trades and utilities has resulted in homes remaining empty longer than normal. A number of actions are underway to maximise the use of available resources to clear the longer term build up and to maintain the ongoing turnover of homes for re-let. A review of the end to end empty homes process is also being carried out to ensure it is as lean and efficient as it can be.

- 4.7 The wider repairs service has also been impacted, with jobs limited to emergencies for extended periods of time and elongated timescales due to safe working requirements, including lone working and enhanced cleaning. This has impacted repair response times, which, along with increased re-let times, is reflective of the national picture.
- 4.8 Although core services were maintained throughout the pandemic, officers have been working within a different service model and there has been an operational focus on service resilience and vital health and safety measures, along with service continuity. Face to face interaction with tenants has been restricted and there has been limited opportunities for officer visibility in local neighbourhoods. Gaining access to some tenants' homes due to their concerns over potential Covid-19 infection to carry out repairs and other essential visits is continuing to have an impact. Returning safely to a more visible, interactive service model on a managed basis is a key driver for the service over the coming months.
- 4.9 The pandemic has had a financial impact across the Housing Service, particularly in relation to:
- 4.9.1 Void rent loss, due to a period where re-letting homes was paused in line with Scottish Government guidance;
 - 4.9.2 Safe working for repairs (cleaning and lone working requirements, increased use of sub-contractors to mitigate operational impact and staff shielding);
 - 4.9.3 Rent collection and arrears management, largely due to an extended pause on Court action; and
 - 4.9.4 Unforeseen costs incurred (personal protective equipment, cleaning, ICT enhancements, office and vehicle retrofit to enable safe working).
- 4.10 In addition, there has been a significant impact of the rising cost of materials and labour shortages, exacerbated by Brexit, the pandemic and more recently, the Ukraine crisis. This is particularly impacting on the cost of repairs and capital delivery, including acute increases in the cost of building new affordable homes.
- 4.11 The current cost of living crisis, including the volatility of the energy sector, is placing households under additional financial pressure. This is exacerbating the position around rent collection and arrears management. Coupled with the wider

roll out of Universal Credit, this is a significant service pressure. Supporting tenants to prevent and manage debt through early intervention and ongoing signposting and support continues to underpin the housing management service, to help tenants remain in their home.

- 4.12 In response to the pandemic and the cost-of-living crisis, the Council approved two years of 0% rent increases for 2021/22 and for 2022/23. The Housing Revenue Account (HRA) Budget Strategy (2022-2032) report, considered by Committee on [20 January 2022](#), set out that rents would need to be increased by a minimum of 2.5% over the next four years to guarantee the Council's ability to deliver its core commitments (including the delivery of new Council homes, EESSH2 for existing homes and the Council's net zero carbon commitment). In addition to delivering core commitments, the service requires to adapt to changes in the regulatory environment and ensure staff are equipped to carry out duties; in terms of resources, skills and expertise which requires investment in people and systems.
- 4.13 A comprehensive review of the HSIP has been carried out to take account of these extensive changes in the operating environment and to make sure these are fully considered in setting the priorities for the remaining years of the programme. The next phase of the HSIP will have a renewed focus on performance and futureproofing, building on the groundwork that has been laid in the early years of the programme.
- 4.14 Instilling a culture of continuous improvement across the service is vital to achieving the fundamental change required to deliver a modern, efficient, high performing service. Key areas of improvement include:
- 4.14.1 **An ongoing focus on digital improvements** with a number of key projects in progress. This includes an Asset Management ICT System; a rents and arrears workflow and analytics tool; a tenant engagement platform; and improved online reporting for repairs. The digital improvements for remote working through the Total Mobile system for repairs provides increased visibility and control on the completion of works. The Total Mobile work scheduling system re-allocates jobs in real time to an alternative operative when it recognises the repair appointment is in jeopardy of completion.
- 4.14.2 Many of the projects underway have ICT dependencies including ongoing essential software upgrades that can impact on scheduled delivery timelines.
- 4.14.3 **A continued prioritisation of the repairs service** with a range of improvement projects underway. This includes a number of digital improvements referred to in section 4.14.1 but critically with a focus on embedding change effectively across the service with the introduction of a dedicated Change Champion role, providing additional support to frontline staff and Team Leaders. Work is also underway to increase the work carried out in house as capacity and resources allow, reducing the volume of work awarded to external contractors.

- 4.14.4 **Improved Management of Complaints** with changes being implemented to improve the recording and monitoring to ensure complaints are resolved to the tenants' satisfaction and any necessary repair work is fully completed. Complaints about repairs are managed in line with the Council's Corporate Complaints Handling Procedure. Complaints about repairs are routed through a Resolution Team, who record, monitor, and respond to complaints about repairs, liaising with Housing teams as required to resolve tenants' complaints. The majority of complaints are resolved at stage 1, but complex or escalated complaints are managed at stage two where the complaint is fully investigated, and a response signed off by the responsible Manager. Complaints can however come in through various routes and not all complaints therefore currently benefit from being overseen by the Resolution Team. As a result, there are occasions when a response is provided to a tenant and actions are put in place to resolve the issue and the complaint is then closed so there is no ongoing monitoring to ensure that the follow-on actions agreed are completed.
- 4.14.5 Work is underway to embed the Resolution Team within the Housing Service with revised processes being put in place to improve the recording and monitoring of repairs complaints. In addition, a dedicated senior officer role has been identified to work exclusively on improvement of complaint management, to carry out analysis of complaints, to identify reasons for failures in service, and to implement necessary changes in process/practice to improve performance. This senior officer will also take on responsibility for leading, supporting and developing the Resolution Team. This, in addition to continued improvements in the functionality and use of Total Mobile to deliver better scheduling of repairs will help improve the response to tenants when things go wrong.
- 4.14.6 **Continuous improvement across Housing Management.** Rent collection and arrears management remain a key priority for the service, with a focus on early intervention and support for tenants to remain in their homes. Improving the experience of finding and moving into a home is another key area for ongoing improvement along with complimentary work to update processes, procedures and online content and capabilities; and
- 4.14.7 **Staff and tenant engagement** remains a key feature of the HSIP to ensure the programme is shaped and informed by regular feedback. Feedback from tenants is captured in a range of ways and there is a sound understanding of tenant priorities for improvement (as detailed in section 7). There are improvements underway to improve tenant communications, particularly in relation to repairs, and staff development is a priority area with an ongoing programme of Leadership Development, initially being rolled out across the Team Leader group service wide.

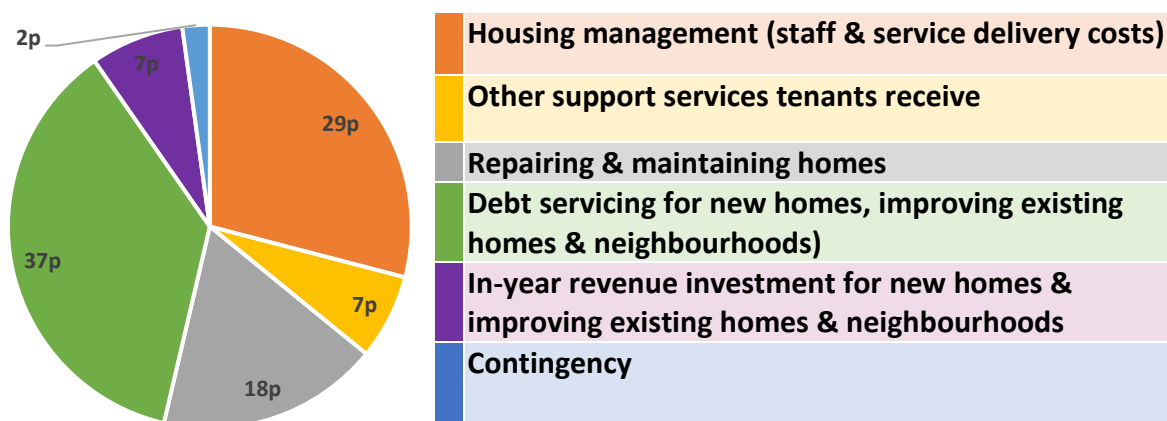
5. Next Steps

- 5.1 Work will continue across the programme as outlined in the Action Plan for the next six months, set out at Appendix 3.
- 5.2 All Scottish social landlords are required to report performance to the SHR through the Annual Return on the Charter (ARC), submitted by the end of May each year. Landlords are also required to publish an Annual Assurance Statement (AAS) and Assurance Statement Summary of Compliance to confirm to their tenants and the SHR that they are meeting the requirements of the Regulatory Framework. The AAS deadline for submission is 31 October each year and a report on this will be prepared for Committee in advance of submission.
- 5.3 The 30-year HRA Business Plan is reviewed annually. This includes an assessment of savings delivered through the HSIP to date and realistic projections of future efficiencies. The outcomes of the annual review will be factored into annual budget setting.
- 5.4 Monitoring and analysis of service operational performance and the SSHC performance indicators is ongoing to ensure the effectiveness of changes being implemented through the HSIP can be measured and data can be used to inform work with tenants on areas of service for improvement as set out in section 7 of this report. Progress with the HSIP is reported monthly to the Corporate Leadership Team Change Board and to this Committee on a six-monthly basis, with the next update due in January 2023.

6. Financial impact

- 6.1 The Housing Service is entirely self-financing and receives no funding from the General Fund. The annual revenue budget of c.£100 million is almost exclusively funded from tenants' rents (95%), with the remaining 5% coming from service charges and interests.
- 6.2 The pie chart below sets out how each £1 of rent is spent.

Chart 1: How every £1 is spent



- 6.3 Capital investment (building new homes and improving existing homes and neighbourhoods) is funded through a combination of prudential borrowing, Scottish Government grant funding, capital receipts and reserves. The servicing of borrowing accounts for 37% of annual revenue expenditure.
- 6.4 In response to the pandemic and the mounting cost of living crisis, the Council agreed to a rent freeze over the last two years. Rents would need to be increased by a minimum of 2.5% over the next four years to compensate for this.
- 6.5 The HRA has a ring-fenced annual budget for the HSIP to fund vital improvement activities. This is regularly monitored to ensure costs are contained within budget.
- 6.6 Since the implementation savings of over £4 million have been achieved through a combination of treasury management, procurement savings, improved budget management and efficiencies.
- 6.7 Efficiency and value for money are key drivers for all projects within the HSIP. The 30 year HRA Business Plan is reviewed annually. This includes an assessment of savings delivered through the HSIP to date and realistic projections of future efficiencies, the outcome of which will be factored into annual budget setting.

7. Stakeholder/Community Impact

- 7.1 The Council has an extensive programme of consultation and engagement with tenants, including surveys, focus groups, working groups, and resident and community meetings. Methods of engagement were adapted in response to the challenges of the pandemic, adapting to online and telephone methods where required.
- 7.2 A city-wide tenant survey of 1,000 tenants is carried out annually, capturing feedback on service delivery, new initiatives and tenant priorities. The 2021 survey included the full set of satisfaction indicators set out by the SHR for the SSHC, which enables satisfaction to be monitored over time and benchmarked against other Local Authorities. The 2021 survey indicates an improving picture of tenant satisfaction across most areas. Benchmarking insights indicate that this is a more positive than the national trend, which has seen a decline in tenant satisfaction during the pandemic.
- 7.3 Survey feedback informs the HSIP and service priorities, as well as supporting the HRA budget consultation process. Alongside the annual survey, an annual rent consultation is designed and delivered in conjunction with tenants to inform the annual rent setting process.
- 7.4 In addition, the Housing Service is in regular contact with tenants and has a wealth of information on tenant satisfaction and priorities from a variety of sources including repairs tenant satisfaction surveys, complaints analysis, an ongoing tenant focus group programme, tenant working groups, feedback from frontline housing officers and tenant feedback submitted to a dedicated mailbox.

- 7.5 HSIP programme activity is also supported and informed by ongoing staff working groups. Recent examples include a series of workshops between the repairs teams and the Customer Contact Centre to scope out improvements to the customer journey for tenants looking to report a repair.
- 7.6 As part of the budget setting process, HSIP updates were provided as part of a series of elected member briefings for Housing, Homelessness and Fair Work committee members carried out in January 2022.

8. Background reading/external references

- 8.1 Dampness, Mould and Condensation in Council Homes and Asset Management Strategy Update; Housing, Homelessness and Fair Work Committee, [20 January 2022](#)
- 8.2 The City of Edinburgh Council's Annual Assurance Statement on Housing Services; Housing, Homelessness and Fair Work Committee, [4 November 2021](#)
- 8.3 Housing Revenue Account (HRA) Budget Strategy (2022-2032); Housing, Homelessness and Fair Work Committee, [20 January 2022](#)

9. Appendices

- 9.1 Appendix 1 - HSIP Progress Updates for the last six months.
- 9.2 Appendix 2 - Comparative information on Tenant Satisfaction Indicators
- 9.3 Appendix 3 - HSIP Forward Plan for the next six months.

Appendix 1: Key HSIP progress updates over the last 6 months

Workstream	Activity	Benefits
Digital Improvements	Asset Management ICT System Detailed work has been progressing to develop a new Asset Management ICT System with three core modules (Asbestos, Planned Maintenance and Mechanical and Electrical). Completion timescales detailed in Appendix 2.	This will provide an effective asset management system for HRA properties, with a fully integrated asbestos register. The integrated solution will digitalise labour intensive manual processing. The system will hold integral stock condition data, helping to facilitate the planning of future capital works, automating trend and statistical information.
	Verint System for improved online forms for tenants to report repairs on the Council website. The first phase of the project has introduced improved forms; the next phase will increase automation of the online forms to reduce officer input.	This will make reporting a repair online easier for tenants who wish to use this option. This supports channel shift from non-digital to digital methods of engagement, as well as making the process more automated, reducing errors and resource requirements.
	Programme for Digital Improvements Recruitment completed for a fixed term post to lead the Digital Improvements workstream of the HSIP.	This post will lead and coordinate the complex portfolio of projects sitting within this workstream, ensuring effective planning and monitoring across the range of service areas and with the Council's ICT partner. This will enable vital change projects to be brought forward at the pace and scale required, in a managed pipeline.
	Council web content An ongoing programme of updates and consolidation of housing webpages. Recent updates include improvements to the repairs webpages and the creation of new web content for mixed tenure improvement projects. Improvements are also underway to make it easier for tenants and prospective tenants to access a range of housing management information.	Content on the Council website is required to be in a format that enables all users to read the information including those with disabilities who may use assistive technology. Website content is monitored and controlled through the Council's Web Development team. Relevant information on key services, tenants' rights, responsibilities, useful downloads publications and directing customers to other sources of advice and support.
Repairing and Maintaining/ Improving your Home	Gas Service Improvement Plan Comprehensive plan to improve the way annual Gas Servicing is managed and delivered. 29 improvement actions were set out within the Plan. All actions will be completed by August 2022 and reported to Governance, Risk and Best Value Committee in September.	Strengthening the process for gaining access to complete annual gas servicing, protecting the safety and well-being of our tenants. Address identified weaknesses in record keeping, processes, skills development and training, with an increased focus on professional development and service accreditation.
	Managing Dampness, Mould and Condensation	Improved tenant communications. Focus on the resolution of issues.

Workstream	Activity	Benefits
	<p>A revised process was introduced in June 2021 to improve the process and communication with tenants. This continues to be an area of priority and it has been identified that further improvement and ongoing review of the process is required. An additional Preservation Surveyor has been recruited to bring some additional in house capacity in this area.</p> <p>Tenant Communications Work is ongoing to improve the management of repairs complaints. A team has been set up with responsibility for the complaints process through to resolution. Further work is underway to support this team by appointing a dedicated team manager who will also take ownership of complaints and customer satisfaction analysis.</p>	<p>Improved process for complaints resolution, centred around improved tenant communication and tracking of issues through to resolution. Improved analysis to support operational decision making, and to inform improvements, prioritisation and overall service delivery.</p>
<p>Finding and Letting a home</p>	<p>Tenancy sign up review Work is ongoing to capture learning from operating during the Covid pandemic to update the tenancy sign up process, the documentation/ information provided to tenants and the timing of when this is provided. This is aligned to the use of upgraded functionality on the Northgate ICT system for standard documentation to be available for staff. This work is informed by an officer working group and tenant feedback.</p>	<p>To improve the sign-up experience for new tenants, now better tailored to tenants needs and to help tenants prepare for the responsibilities of taking on a tenancy. Consistent information to be provided at offer/sign up stage to ensure this is most useful for tenants. Housing officers able to deliver a process that is more tenant-focused, with longer appointments for questions and discussion.</p>
<p>Improving your Neighbourhood</p>	<p>New approach to estates management services Detailed analysis has been undertaken of the HRA contributions to grounds maintenance services citywide, with revisions made to reflect an up-to-date position of HRA land ownership. Further discussions are ongoing around the service model and contributions for future years.</p> <p>Engagement on neighbourhood improvements Twenty three engagement sessions have been completed with Edinburgh Tenants Federation, Ward Councillors and colleagues from across the Council.</p>	<p>Data cleansing and financial assurances around HRA contributions. Ongoing collaborative work to develop a service model that is more responsive and locally focused.</p> <p>A more inclusive process, maximising tenant involvement, improved engagement with a responsive approach to smaller scale improvements and increased creativity and dialogue around major improvements.</p>

Workstream	Activity	Benefits
	Wider citywide engagement is currently ongoing, to share proposals for a more responsive and flexible improvement programme with improved participation from tenants and stakeholders.	
Tenant Engagement/ Staff Engagement, Leadership and Development	<p>Comprehensive review of tenant feedback An assessment of the current approach and methods used to gather tenant feedback has been undertaken drawing on a wide range of sources (including annual tenant survey, annual rent consultation, focus groups, tenant working groups, repairs complaints and satisfaction surveys etc.).</p>	This has provided assurance that the service has a good understanding of tenant priorities that have remained consistent since the HSIP started, with improvements to the repairs service remaining the top priority for tenants. Emerging issues are also being proactively picked up on an ongoing basis and built into the programme; for example, the implementation of a revised process for managing issues of dampness, mould and condensation.
	<p>Staff Working Groups Staff working groups continue to play an important role in helping to shape improvement projects. Examples include joint workshops between repairs and Contact Centre colleagues, and frontline housing officer input to housing management improvement projects.</p>	Officers across the service are able to input and help shape improvements including updated processes, procedures and accompanying documentation. These groups help ensure improvements are informed by frontline expertise and support integrated working across the service with frontline officers engaged in improvements from inception.

Appendix 2: Comparative information on Tenant Satisfaction Indicators

Tenant satisfaction is monitored as part of the Scottish Social Housing Charter. The summary data in the table compares data from 2019 and 2021 tenant survey questions on the key satisfaction performance indicators based on questions that are set by the Scottish Housing Regulator to ensure consistency in data across social landlords. (Tenant satisfaction and feedback on the service is also gathered through ongoing consultation and engagement with tenants as set out in section 7 of this report).

SSHC Satisfaction Indicators	2019	2021
Satisfaction with the overall service provided by your landlord?	73.8%	80.8%
Satisfaction with landlord keeping tenants informed about their services and decisions	Not available – data error arising from survey question	86.5%
Satisfaction with opportunities to participate in landlord's decision-making processes	70.3%	99.0%
Satisfaction with the quality of homes	73.2%	81.6%
Satisfaction with landlord's contribution to the management of the neighbourhood you live in	No data- new question introduced by SHR in 2020	81.3%
Satisfaction with the repairs service provided by your landlord (Measured for repairs carried out in within last 12 months)	83.8% (Repairs Direct surveys data used for Charter return)	69.1%
Satisfaction that rent represents good value for money	68.0%	82.5%

Appendix 3: HSIP Forward Plan for the next six months

Workstream	Activity	Target Date	RAG	RAG Comments	Anticipated Benefits
Digital Improvements	Refreshed ICT Housing Roadmap A dedicated officer role and programme for ICT projects is in place to drive and coordinate the digital improvements workstream. The programme roadmap covers current and planned projects, interdependencies and resourcing requirements.	September 2022		On track, resource in place to deliver	The complex portfolio of improvement projects sitting within this workstream can be brought forward at the pace and scale required, in a controlled pipeline.
	Total Mobile Phase 3 Work is progressing on the next phase of the Total Mobile system for repairs. Phase 3 will deliver improvements to out of hours servicing, empty homes, and gas servicing with scheduled completions phased from October to November 2022.	November 2022		On track	Improve processes, oversight and reporting of these functions whilst reducing the administrative elements. Driving improvements in performance and efficiencies.
	Asset Management ICT System Work to scope the solution for a new Asset Management system across a range of modules (Asbestos, Planned Maintenance and Mechanical and Electrical) will run from summer 2022 through to the end of the year.	December 2022		On track	Long-term asset management solution with integrated asbestos register. This integrated system will digitalise labour intensive manual processing, hold integral stock condition data and help to facilitate the planning of future capital works.
	RentSense Workflow and Analytics Tool Tool to help prioritise rent cases requiring action by Housing Officers, to support rent caseload management and to provide ongoing automated analysis of income collection performance. Project now in implementation phase.	September 2022		On track	Designed to help promote early intervention with tenant financial hardship an increasing risk to income collection and effective arrears management.
	Verint System for improved repairs online forms to support tenants to report repairs online. Second phase of work is full automation of the online forms, to conclude by September 2022.	September 2022		On track	Make the process of reporting a repair online easier for tenants. Supports channel shift, as well as making the process more

Workstream	Activity	Target Date	RAG	RAG Comments	Anticipated Benefits
					automated, reducing errors and resource requirements.
	CX-Feedback New tenant engagement/survey tool. Implementation phase expected by the end of the summer.	September 2022		Subject to ICT and CGI co-dependencies	Opportunities for automated, real-time tenant feedback, supporting the service to continually track tenant satisfaction.
	Online EdIndex Housing Application Development follows on from required software upgrades to the Northgate system which have now completed. Expected implementation targeted for September 2022.	September 2022		Implementation dependent on essential ICT upgrades.	Online options made available to tenants who wish to access services digitally. Reducing administration for officers whilst improving the service offering.
	Online Housing Options Tracker This will follow on from the implementation of the application form. Target date for detailed development work to commence is now September 2022.	December 2022		Subject to timeline for implementation of application form	
Repairs and Maintenance/ Improving your Home	Change Management The HSIP is introducing a range of new systems, technologies and processes to a varied staff group who work across various environments. A dedicated 'Change Champion' role has been identified to help embed changes effectively across the service, ensuring staff are supported and helping to instil a culture focused on customers and high performance. Recruitment expected to be concluded by August 2022.	August 2022		On track	Work across operational teams and service improvement, identifying and resolving teething issues, training and support needs to ensure changes are embedded effectively.
	Staff Development A range of projects are underway, including refreshed training needs analysis, development of online learning materials and updated staff induction arrangements across the service. Phased delivery over summer 2022.	September 2022		On track	Ensuring staff are provided appropriate training and support from appointment, with opportunities for continuous development.

Workstream	Activity	Target Date	RAG	RAG Comments	Anticipated Benefits
	<p>Dampness, Mould and Condensation – Internet of Things (IoT) Dampness Sensors Pilot</p> <p>A pilot project will trial the use of dampness sensors in 500 Council homes across the city. Sensors due to be installed by October 2022.</p>	October 2022		On track	Early identification of issues to enable preventative measures to be put in place. Supports wider strategy around dampness and enables new technologies to be trailed.
Finding and Letting a Home/ Rent Collection and Tenancy Sustainment	<p>Pre-tenancy support</p> <p>Alongside ongoing work to improve the tenant experience of starting a tenancy, there will be a continued focus on improving the support provided to prospective tenants before their tenancy starts. Work to be taken forward in collaboration with other service areas and agencies, focused on the localised provision of advice services at pre-tenancy stage.</p>	Ongoing - continuous improvement		On track, subject to cross-service collaboration	Maximise the opportunity of a successful tenancy for all prospective tenants.
	<p>Housing Management Policy and Procedure Updates</p> <p>Housing management procedures for staff are updated to reflect changes and improvements. This work is informed by a frontline staff working group and is an area for ongoing change.</p>	Ongoing – continuous improvement		On track	Ensure consistency in practice and to provide training for staff where required.
	<p>Arrears Management</p> <p>There will be a continued focus on income collection and advice and assistance being provided to help tenants meet their rent payment responsibilities and to access additional support where required. Potential increase in financial hardship due to the pandemic and the wider cost of living increases. This work will be complemented by the rollout of the Rentsense workflow tool which is currently being implemented.</p>	Ongoing – continuous improvement		On track	Supports income collection for the HRA and continued focus on support and early intervention for tenants at risk of getting into high levels of debt.

Workstream	Activity	Target Date	RAG	RAG Comments	Anticipated Benefits
Improving your Neighbourhood	Increase on site/ face to face services for tenants Estates Walkabouts and site visits including rent calls to tenants homes are increasing. Approach takes account of potential tenant anxiety and safe working guidance.	Ongoing		Subject to service resumption across a range of areas.	Identification and resolution of local neighbourhood issues. Key enabler for collaborative working across service areas and community involvement.
	New approach to estates management services Following on from the detailed analysis of land and HRA contributions for grounds maintenance services, further cross-service consultation is to take place on future service model. This will consider tasks, resources, and service level agreements.	August 2022		Dependency on baseline modelling work being carried out by Parks & Greenspace	Improved service provided for tenants; assurance around value for money for HRA
	Engagement - New approach to Neighbourhood Improvement Projects Twenty three engagement sessions with Ward Councillors, Council staff, Edinburgh Tenants Federation, community groups and voluntary organisations across the city now complete. Proposals and opportunities for a more responsive and flexible improvement programme with greater participation has been well received. Next steps refresher training for staff on purposeful participation and communications plan.	September 2022		On track	Maximising tenant involvement in the process and ensuring future proposals will meet the needs of local communities.
Financial/ Value for Money	HRA Recharges for Service Provision Initial focus for HSIP Finance workplan, aligned to year-end activities. Review of current service provision and re-charges before embedding enhanced monitoring going forward.	October 2022		On track	Ensure up to date position and value for money for tenants and HRA.
	HRA Contribution to Central Support Costs Follow on exercise focusing on Central Support Costs, such as HRA contributions to	December 2022		On track	Ensure up to date position and value for money for tenants and HRA.

Workstream	Activity	Target Date	RAG	RAG Comments	Anticipated Benefits
	facilities and ICT. Review of current service provision and re-charges before embedding enhanced monitoring going forward.				
	<p>Repairs Service Savings Key priority for HSIP Finance workstream to ensure the service is operating efficiently and delivering value for money. Initial exercise of data gathering and analysis to inform development of more detailed repairs modelling.</p>	October 2022		On track	Ensure service efficiencies and value for money for tenants and HRA.
Tenant Engagement/ Staff Engagement, Leadership and Development	<p>Annual Tenant Survey 2022 Annual survey of 1,000 tenants to track tenant satisfaction and capture wider views of service delivery and tenant priorities.</p>	November 2022		On track	Key tenant engagement activity, enabling regular picture of tenant satisfaction and priorities
	<p>Annual Rent Consultation for 2023/24 Annual activity designed and delivered in conjunction with tenants to inform the annual rent setting process. This will be incorporated into the revised Tenant Scrutiny Framework being taken forward with ETF.</p>	November 2022		On track	Consult tenant on rent levels for the following financial year
	<p>Ongoing Leadership Development programme Continued programme initially focusing on the team leader staff group. Covering a range of topics including: Leadership Style, Managing Performance, Challenging Conversations, Customer Service, Wellbeing and Resilience.</p>	Ongoing		On track	Equipping team leaders with tools to apply to their day-to-day roles, improving staff knowledge and confidence, and supporting performance management.

Housing, Homelessness and Fair Work Committee

10.00am, Thursday, 4 August 2022

UK Shared Prosperity Fund

Executive/routine Wards Council Commitments	Executive All 1 - 9
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1. Recommendations

- 1.1 It is recommended that the Committee:
 - 1.1.1 Note the partnership engagement activities undertaken in development of recommended SPF project proposals;
 - 1.1.2 Agree the recommended portfolio of projects to be funded as part of the City of Edinburgh SPF Investment Plan and that this portfolio is submitted to UK Government in advance of the 12 August deadline;
 - 1.1.3 Agree that officers will continue to work with projects to establish detailed funding plans and project deliverables within the financial constraints of the SPF allocation; and
 - 1.1.4 Agree that an annual report on progress towards delivery of this programme of investment is prepared for consideration by this Committee.

Paul Lawrence

Executive Director of Place

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UK Shared Prosperity Fund

2. Executive Summary

- 2.1 A conditional allocation of £12.4m has been made to Edinburgh through the UK Shared Prosperity Framework. To access these funds the Council needs to submit a local investment plan to UK Government by 12 August 2022.
- 2.2 To build this plan and identify a portfolio of local projects to be supported by this fund, a programme of stakeholder engagement and a call for bids was carried out through July 2022. This paper sets out recommendations for projects to be funded by the UK SPF in Edinburgh and next steps for development and delivery.

3. Background

- 3.1 On 13 April 2022 the UK Government published a prospectus for the new [UK Shared Prosperity Fund](#) (SPF). As part of the Levelling Up programme, and as a successor to European Union Structural Funds, the SPF plans to invest £2.6bn in projects across the UK between 2022 and 2025.
- 3.2 The primary goal of the SPF is 'to build pride in place and increase life chances across the UK', with proposed interventions across three investment themes - Community and Place, Supporting Local Business, and People and Skills.
- 3.3 In line with the fund's aim to empower local leaders and communities, local government is being given responsibility for developing an investment plan to guide local delivery of the fund. Towards this, all local authorities received notice of a conditional SPF allocation. The City of Edinburgh Council allocation is profiled in Appendix 1 to this paper and comprises a total investment of almost £12.4m over three years. This total includes revenue and capital funding, alongside an allocation of £2.1m in funding for local delivery of the Multiply programme of actions to improve adult numeracy skills.
- 3.4 To access this allocation, the Council needs to submit an investment plan for approval by the UK Government by 12 August 2022, following an approved request for extension of the original deadline of 1 August 2022.
- 3.5 On [23 June 2022](#) the Housing, Homelessness and Fair Work Committee approved a proposed approach to developing a City of Edinburgh UK Shared Prosperity Fund

Investment Plan. In doing so, it was agreed that a draft plan would be prepared for scrutiny by Committee in August 2022 in advance of submission to UK Government.

- 3.6 This paper provides detail of engagement activity undertaken in development of the investment plan, and a recommended plan for investment of UK SPF allocations in Edinburgh. A delivery programme for the Multiply component of the SPF is being developed for consideration by Education, Children and Families Committee.

4. Main report

Call for applications

- 4.1 As reported to Committee in June 2022, the Council issued a call for third parties (including from the public, voluntary and private sectors) to make applications for projects to be funded and included within the City of Edinburgh UK Shared Prosperity Fund Investment Plan.
- 4.2 The call required that projects should be aligned to one or more of the eligible interventions and outcomes outlined in the UK SPF prospectus. In addition, potential projects were asked to show and evidence their ability to contribute to delivery of core priorities set out in the Council Business Plan – ending poverty, becoming a net zero city, and ensuring wellbeing and equalities are enhanced for all.
- 4.3 Throughout this process, the approach made a specific emphasis on bids to continue and/or expand existing initiatives funded under European Structural Fund programmes, as well as inviting applications from projects to complement these initiatives.
- 4.4 To support this call for applications, engagement and promotion activities included:
- 4.4.1 Two online sessions with potential applicants attended by almost 100 participants;
 - 4.4.2 Information and engagement sessions with Council elected members, and local MPs and MSPs;
 - 4.4.3 Publication on the Council website of the call for applicants, and application details, including publication of a recording of the launch webinar and presentation materials; and
 - 4.4.4 Promotion of the call for applications through social media and by email through multiple Council and partner networks, and with support of key partners such as Edinburgh Voluntary Organisations' Council (EVOC), Edinburgh Chamber of Commerce, Capital City Partnership (CCP), and others.
- 4.5 In addition to raising awareness of the fund and application process, these sessions provided partner and stakeholder input into the strategic priorities and interventions the fund should address in Edinburgh.

4.6 A total of 81 bids were received as a result of this call for applications by the bid deadline of 11 July, at a total value in excess of £37m.

Bid assessment and plan development

4.7 A group of partners, chosen for their expertise and knowledge of their sectors, were invited to work with the Council to assess bids and build the investment plan for Edinburgh's SPF allocation. In addition to colleagues across Council service areas, this group included representatives from:

4.7.1 EVOC

4.7.2 Edinburgh Social Enterprise

4.7.3 Edinburgh Association of Community Councils

4.7.4 NHS Lothian

4.7.5 Edinburgh Chamber of Commerce

4.7.6 CCP

4.7.7 Scottish Funding Council

4.7.8 Scottish Enterprise

4.7.9 Scottish Government, and

4.7.10 Edinburgh and South-East Scotland City Region Deal.

4.8 This group assessed applications in scoring pairs to ensure that no organisation also bidding for funding assessed their own application. A group moderation meeting was also held on 20 July to consider all 81 project bids individually and ensure consistency of assessment. Bids were assessed by the panel against the criteria established through the call for applications and recommendations made for projects to be funded as part of the City of Edinburgh UK Shared Prosperity Fund Investment Plan.

4.9 These recommendations were based upon an assessment and scoring of each bid in terms of:

4.9.1 Strategic fit with the priorities established in the UK SPF prospectus and the Council Business Plan;

4.9.2 Evidence of unmet demand and/or need, and the potential impact of the service in meeting this need;

4.9.3 Evidence of additionality to and avoidance of duplication with other service delivery;

4.9.4 Evidence of service innovation and collaboration; and

4.9.5 Value for money and project deliverability, including evidence of appropriate risk management and monitoring and evaluation processes.

4.10 Alongside this individual project assessment, the group assessed the package of projects to ensure a fair and appropriate distribution of funding across all three of the SPF themes. In particular, following feedback received through the partner

engagement process, the assessment process sought to ensure that the final portfolio of recommended projects included:

- 4.10.1 A focus on projects aimed at addressing the cost of living crisis as well as medium term interventions to prevent poverty and homelessness in Edinburgh;
- 4.10.2 Interventions that will be visible and accessible in all areas of Edinburgh, particularly in areas with high concentrations of poverty and deprivation;
- 4.10.3 An appropriate focus on projects providing support for specific communities and people with protected characteristics, including young people, people affected by domestic abuse and violence, people at risk of offending, older people, and people from minority ethnic groups
- 4.10.4 An appropriate focus on key sectors of Edinburgh's economy, and
- 4.10.5 Interventions that will support communities and businesses in Edinburgh make a just transition to net zero.

Recommended project portfolio

- 4.11 This assessment process resulted in a selection of 32 projects for inclusion in a portfolio of projects to be recommended for funding through the City of Edinburgh SPF Investment Plan. All recommended projects are outlined in Appendix 2 to this paper, alongside the interventions each project addresses.
- 4.12 In summary, the proposed portfolio includes:
 - 4.12.1 **Investment in 15 projects with a main focus on the Communities and Place theme of the SPF prospectus.** These include projects to address poverty and the cost of living crisis in Edinburgh through increased capacity for money advice services; investment in energy efficiency support, emergency food support and preventing homelessness; and projects to improve community capacity through investment in volunteering support, community centres, community gardens, and other community engagement initiatives.
 - 4.12.2 **Investment in six projects with a main focus on the Supporting Local Business theme of the SPF prospectus.** These include projects to increase the numbers of high value start-up businesses in Edinburgh, promote entrepreneurship among underrepresented demographics, and support first time exporters to enter new markets; and projects to provide additional support to businesses in the transition to net zero, and in adopting fair work practices.
 - 4.12.3 **Investment in 11 projects with a main focus on the People and Skills theme of the SPF prospectus.** These include projects to provide digital skills coaching; a sector-based skills academy, targeting sectors that are experiencing recruitment challenges in Edinburgh; projects to support wellbeing and employability among people who have experienced rape or domestic abuse; targeted projects to support people from BME and other

backgrounds to enhance life and employment skills, and provide work experience and employment opportunities.

- 4.13 This selection leaves a further 49 submitted projects at a total value of over £20m which are not recommended for funding through the SPF Investment Plan. These projects are listed in Appendix 3 to this paper for information.
- 4.14 All unsuccessful projects from this process will receive feedback to explain why their bids had not been recommended for support this time and to explore whether any alternative funding sources may be available in the future.
- 4.15 Each bid was subject to individual assessment and scoring but reasons for non-inclusion in the recommended portfolio included, in summary:
 - 4.15.1 Poor quality of bid submission, either through lack of clarity on strategic fit, project deliverables, target groups, or costings;
 - 4.15.2 Lack of additionality or duplication with existing service provision or other projects;
 - 4.15.3 Poor value for money, or high cost bids with low target deliverables; and
 - 4.15.4 Lack of clear evidence on need or demand for the intervention.

5. Next Steps

- 5.1 In order to access conditional SPF funds allocated to Edinburgh, the Council needs to submit an Investment Plan to UK Government using provided submission templates by 12 August 2022.
- 5.2 Advice from UK Government is that this submission should provide information on:
 - 5.2.1 Themes and interventions to be supported through the three-year period of the investment plan. These details are provided in Appendix 2 to this paper;
 - 5.2.2 Stakeholder engagement activity undertaken in development of the plan. These details are outlined above; and
 - 5.2.3 Development of local partnership arrangements to advise on strategic delivery of the programme. As agreed by Committee on 23 June, Edinburgh Partnership will take on the role of the Local Partnership Group for this function.
- 5.3 Following submission, UK Government guidance plans for approval of local investment plans and first payments to Councils to be made 'from October 2022 onwards'.
- 5.4 In parallel with this submission process, it is recommended that officers continue to engage with projects outlined in Appendix 2 to agree project delivery and funding arrangements.

5.5 In particular, it is recognised that if fully funded, these recommended projects would represent a total investment in excess of the allocation of funds provided by UK SPF. As such, it is recommended that officers work with project leads to:

- 5.5.1 Agree a final distribution of funds for each supported project that meets the constraints of the overall SPF allocation;
- 5.5.2 Aligned to that distribution, agree final project output and outcome targets for delivery;
- 5.5.3 Agree final project management, delivery, and evaluation arrangements in line with the requirements of the UK SPF prospectus, and
- 5.5.4 Where projects show close alignment with the priorities set out in the Regional Prosperity Framework, invite and seek opportunities for collaboration between city region partners to maximise the impact of funded interventions across the Edinburgh and South-East Scotland City Region area.

6. Financial impact

- 6.1 The Edinburgh allocation for SPF is outlined in Appendix 1. No additional costs to the Council are associated with the delivery of programmes outlined in this paper. As noted in Appendix 1, UK SPF guidelines provide for a 4% share of allocated funds to be used in support of programme administration and delivery.
- 6.2 Subject to the next stage of work in negotiating detailed project funding and profiling, some flexibility in profiling of planned Council spend may be required. Any such flexibility will be made in agreement with the Chief Financial Officer and subject to approval by appropriate Council committees.

7. Stakeholder/Community Impact

- 7.1 Stakeholder engagement and input into the development of this plan and in delivery of the programme are outlined in the paper above.
- 7.2 An integrated impact assessment will be conducted alongside the next steps of the programme outlined in paragraph 5.5 above.

8. Background reading/external references

- 8.1 [UK Shared Prosperity Fund Prospectus](#), UK Government, 13 April 2022
- 8.2 [UK Shared Prosperity Fund: Interventions](#)
- 8.3 [UK Shared Prosperity Fund: Outputs and Outcomes](#)
- 8.4 [Edinburgh and South East Scotland Regional Prosperity Framework](#)

9. Appendices

- 9.1 Appendix 1: Edinburgh SPF allocation
- 9.2 Appendix 2: Recommended projects to be funded through the City of Edinburgh SPF Investment Plan
- 9.3 Appendix 3: Project bids not recommended for funding

Appendix 1: Edinburgh SPF allocation

UK Shared Prosperity Fund – City of Edinburgh Conditional Allocation				
	22-23	23-24	24-25	TOTAL
Revenue	£1,115,330	£2,178,380	£5,355,129	£8,648,839
Capital	£129,458	£311,197	£1,167,562	£1,608,217
TOTAL Core SPF allocation	£1,244,788	£2,489,577	£6,522,691	£10,257,056
SPF Admin*	£49,792	£99,583	£260,908	£410,282

MULTIPLY Allocation+	£647,290	£746,873	£746,873	£2,141,036
Multiply Admin*	£25,892	£29,875	£29,875	£85,641

*Included in totals above

+Investment planning subject to approval by Education, Children and Families Committee

Appendix 2: Recommended projects to be funded through the City of Edinburgh SPF Investment Plan

SPF Theme - People and Skills projects recommended for funding

Organisation Name	Project Name	Description	Proposed SPF Interventions
ACE IT Scotland SCIO	Helping people over 50 access the digital world	One-to-one person-centred digital skills coaching for people over 50. Coaching delivered by trained volunteers and staff at centrally located office and partner sites around Edinburgh.	<ul style="list-style-type: none"> • S33: Activities such as enrichment and volunteering to improve opportunities and promote wellbeing. • S34: Intervention to increase levels of digital inclusion, with a focus on essential digital skills, communicating the benefits of getting (safely) online, and in-community support to provide users with the confidence and trust to stay online. • S40: Support for community learning and development
APEX Scotland	Steps to Skills Academy	Delivery of sector-based skills academy, targeting sectors that are experiencing recruitment challenges, with a focus on those aged 16 and over with a history of offending and/or at risk of offending. 1-2-1 support, life, and career skills, accredited and non- accredited training, sector-based placements and employer engagement	<ul style="list-style-type: none"> • S32: Courses including basic skills (digital, English, maths (via Multiply) and ESOL), and life skills and career skills • S33: Activities such as enrichment and volunteering to improve opportunities and promote wellbeing. • S35: Support for employability programmes and advice places should have regards for the No One Left Behind agenda, the Young Person’s Guarantee, Fair Start Scotland and Scottish employability pipeline. • S36: Support for local areas to fund local skills needs. This includes technical and vocational qualifications and courses up to level 2 and training for vocational licences
Capital City Partnership	MacMillan Skills Hub	The MacMillan Skills Hub will offer a local corridor of support in an area of high deprivation, with the focus on access to training, careers advice and job matching to opportunities created through the significant regeneration plans at the Waterfront development. It will support 440 disadvantaged people into sustainable work.	<ul style="list-style-type: none"> • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment. • S32: Courses including basic skills (digital, English, maths (via Multiply) and ESOL), and life skills and career skills • S34: Intervention to increase levels of digital inclusion, with a focus on essential digital skills, communicating the benefits of getting (safely) online, and in-community support to provide users with the confidence and trust to stay online.

SPF Theme - People and Skills projects recommended for funding

Organisation Name	Project Name	Description	Proposed SPF Interventions
			<ul style="list-style-type: none"> • S35: Support for employability programmes and advice places should have regards for the No One Left Behind agenda, the Young Person’s Guarantee, Fair Start Scotland and Scottish employability pipeline • S38: Funding to support local digital skills. • S40: Support for community learning and development
Challenges Worldwide	Montgomery Street Lane Hub	Programmes to connect women to learn, collaborate, create, catalyse change and make work work. Physical and virtual spaces which facilitate hybrid and virtual working and promote the social economy. 1. Making Work Work – for Women Returners (MWW)	<ul style="list-style-type: none"> • S35: Support for employability programmes and advice places should have regards for the No One Left Behind agenda, the Young Person’s Guarantee, Fair Start Scotland and Scottish employability pipeline. • S36: Support for local areas to fund local skills needs. This includes technical and vocational qualifications and courses up to level 2 and training for vocational licences
Edinburgh Rape Crisis Centre Volunteering	ERCC Volunteering & Training Programme	16 volunteering opportunities for women, who will develop transferable trauma informed skills and knowledge supporting those affected by sexual violence. Volunteers will undergo a bespoke rape crisis training program and supervised long term placement at ERCC.	<ul style="list-style-type: none"> • S33: Activities such as enrichment and volunteering to improve opportunities and promote wellbeing.
Edinburgh Women’s Aid	Works 4 Woman	Works4Women is an employability programme that supports women who have experienced domestic abuse. It is run by Edinburgh Women’s Aid in partnership with Shakti Women’s Aid (which serves women in the BME community). We propose continuing and expanding the capacity of our comprehensive services through an additional part-time staff member.	<ul style="list-style-type: none"> • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment. • S32: Courses including basic skills (digital, English, maths (via Multiply) and ESOL), and life skills and career skills • S33: Activities such as enrichment and volunteering to improve opportunities and promote wellbeing. • S34: Intervention to increase levels of digital inclusion, with a focus on essential digital skills, communicating the benefits of getting (safely) online, and in-community support to provide users with the confidence and trust to stay online. • S35: Support for employability programmes and advice places should have regards for the No One Left Behind agenda, the Young Person’s Guarantee, Fair Start Scotland and Scottish employability pipeline. • S38: Funding to support local digital skills. • S40: Support for community learning and development

SPF Theme - People and Skills projects recommended for funding

Organisation Name	Project Name	Description	Proposed SPF Interventions
			<ul style="list-style-type: none"> • S41: Funding to support new partnership and project-based entrepreneurial learning between business and education to develop a culture that celebrates entrepreneurship.
Enable Scotland	All in Edinburgh	The Edinburgh Supported Employment Consortium (ESEC) seek to expand their supported employment model in order to support an additional 80 clients per year across the authority and delivering increased jobs for those clients furthest removed from the labour market.	<ul style="list-style-type: none"> • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment. • S32: Courses including basic skills (digital, English, maths (via Multiply) and ESOL), and life skills and career skills • S33: Activities such as enrichment and volunteering to improve opportunities and promote wellbeing. • S34: Intervention to increase levels of digital inclusion, with a focus on essential digital skills, communicating the benefits of getting (safely) online, and in-community support to provide users with the confidence and trust to stay online. • S35: Support for employability programmes and advice places should have regards for the No One Left Behind agenda, the Young Person’s Guarantee, Fair Start Scotland and Scottish employability pipeline. • S36: Support for local areas to fund local skills needs. This includes technical and vocational qualifications and courses up to level 2 and training for vocational licences • S38: Funding to support local digital skills. • S39: Support for education and skills targeting vulnerable young people leaving school, places should have regard for the Young Person’s Guarantee, modern apprenticeships and related policy.
Networking Key Services (NKS) Limited	Communities Empowered	NKS will empower South Asians through build capacity and resilience and, use asset-based approach where people realise their skills to improve their life chances. By establishing a baseline of needs and skills through a survey, enhancing existing and learning new skills will be supported along with training volunteer equality champions.	<ul style="list-style-type: none"> • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places. • S9: Investment in capacity building, resilience (including climate change resilience) and infrastructure support for local civil society and community groups. • S10: Community measures to reduce the cost of living, including through measures to improve energy efficiency, and combat fuel poverty and climate change • S11: Funding to support relevant feasibility studies. • S33: Activities such as enrichment and volunteering to improve opportunities and promote wellbeing.

SPF Theme - People and Skills projects recommended for funding

Organisation Name	Project Name	Description	Proposed SPF Interventions
			<ul style="list-style-type: none"> • S34: Intervention to increase levels of digital inclusion, with a focus on essential digital skills, communicating the benefits of getting (safely) online, and in-community support to provide users with the confidence and trust to stay online. • S40: Support for community learning and development
People know How	Reconnect Edinburgh	Partner with organisations/local communities to run weekly digital & wellbeing support sessions for 40 plus weeks each year. Coordinate with EVOC to deliver digital training sessions to third sector staff member/volunteers to become Tech Buddies	<ul style="list-style-type: none"> • S34: Intervention to increase levels of digital inclusion, with a focus on essential digital skills, communicating the benefits of getting (safely) online, and in-community support to provide users with the confidence and trust to stay online.
The Bike Station	Shifting Gears	Funding for our flagship community programme Shifting Gears, an evidence-based approach to support marginalised communities and those from low-socio economic backgrounds to recover from the pandemic, mitigate the impact of the cost-of-living crisis and climate emergency, enhance life and employment skills, and provide much needed work experience and employment opportunities.	<ul style="list-style-type: none"> • S1: Place based investments for regeneration and town centre improvements, which could include better accessibility for disabled people, including capital spend and running costs. • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places. • S22: Support for growing the local social economy, including community businesses, cooperatives and social enterprises. • S25: Developing existing or emerging local strengths in low carbon and climate adaptation technologies. • S37: Green skills courses to ensure we have the skilled workforce to support the Just Transition to a net zero economy and climate resilience, with a particular focus on vulnerable or low-income groups who will be disproportionately affected by climate change. • S40: Support for community learning and development
Young Persons Consortium	The Young Person's Consortium Edinburgh: Opportunities for All	The Young Person's Consortium will deliver employability and enterprise support to unleash the economic potential of 15-30-year-olds furthest from the labour market. We will offer impactful interventions/activities, tailored to the needs of individuals and employers/businesses. Provision will reduce economic inactivity and boost job prospects/Covid recovery, reflecting UK and national/local priorities	<ul style="list-style-type: none"> • S29: Support for new and existing businesses and start-ups aligned with local, regional and Scottish policy. • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment. • S32: Courses including basic skills (digital, English, maths (via Multiply) and ESOL), and life skills and career skills.

SPF Theme - People and Skills projects recommended for funding

Organisation Name	Project Name	Description	Proposed SPF Interventions
			<ul style="list-style-type: none"> • S35: Support for employability programmes and advice places should have regards for the No One Left Behind agenda, the Young Person’s Guarantee, Fair Start Scotland and Scottish employability pipeline. • S39: Support for education and skills targeting vulnerable young people leaving school, places should have regard for the Young Person’s Guarantee, modern apprenticeships and related policy.

SPF Theme – Communities and Places projects recommended for funding

Organisation Name	Project Name	Description	Proposed SPF Interventions
CHAI Community Help & Advice Initiative	Enabling Financial Resilience for Edinburgh Citizens	Increase current welfare rights and debt advice services within locality community mental health and locality recovery hubs. Expand Growing Families pilot which supports health visitors when asking financial inclusion question.	<ul style="list-style-type: none"> • S10: Community measures to reduce the cost of living, including through measures to improve energy efficiency, and combat fuel poverty and climate change • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment.
Corstorphine Craigsbank Parish Church	East Craigs Easy Cafe	Upgrading existing community hall by extending the kitchen to broaden its use. A not-for-profit community café will be run providing volunteers work experience, enhancing social capital in an area with pockets of social deprivation whilst combatting social isolation.	<ul style="list-style-type: none"> • S1: Place based investments for regeneration and town centre improvements, which could include better accessibility for disabled people, including capital spend and running costs. • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places. • S9: Investment in capacity building, resilience (including climate change resilience) and infrastructure support for local civil society and community groups.

SPF Theme – Communities and Places projects recommended for funding

Organisation Name	Project Name	Description	Proposed SPF Interventions
City of Edinburgh Council - Community Centres	Support to Community Centre Management Committees in Edinburgh	Provide support, development and access to resources to Community Centre Management Committees across the city to enable them to develop sustainable plans for the future and strengthen capacity to deliver services in their local communities.	<ul style="list-style-type: none"> • S9: Investment in capacity building, resilience (including climate change resilience) and infrastructure support for local civil society and community groups. • S12: Investment and support for digital infrastructure for local community facilities
Cyrenians	Cyrenians Levelling Up Initiatives	Set of levelling up initiatives that take a public health approach to reducing homelessness and increasing wellbeing and prosperity across Edinburgh which will benefit over 10,000 people per year.	<ul style="list-style-type: none"> • S10: Community measures to reduce the cost of living, including through measures to improve energy efficiency, and combat fuel poverty and climate change • S28: Support for business resilience and Covid-19 recovery. • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment.
Edible Estates CIC	Edinburgh Growing Together	Edinburgh Growing Together would build four large community gardens and support thirty four existing community gardens in Edinburgh’s council estates with project management/development and community engagement support alongside improvements to infrastructure including new connections to the water mains, new tool storage units, renovation of paths and growing beds.	<ul style="list-style-type: none"> • S2: Support and improvement of community assets and infrastructure projects. • S3: Improvements to the natural environment and green and open space. • S4: Design and management of the built and landscaped environment. • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places. • S9: Investment in capacity building, resilience (including climate change resilience) and infrastructure support for local civil society and community groups. • S10: Community measures to reduce the cost of living, including through measures to improve energy efficiency, and combat fuel poverty and climate change • S13: Support for linking communities together and with employment opportunities with a focus on decarbonisation. • S33: Activities such as enrichment and volunteering to improve opportunities and promote wellbeing. • S40: Support for community learning and development
Empty Kitchens Full Hearts	Empty Kitchen Full Hearts Kitchen Assistant	EKFH will build upon its core service delivery - turning surplus food into meals that are delivered to those in need across Edinburgh - with volunteering and job opportunities through Kitchen Assistant and	<ul style="list-style-type: none"> • S3: Improvements to the natural environment and green and open space which could include community gardens, watercourses and embankments, along with incorporating natural features into wider public spaces.

SPF Theme – Communities and Places projects recommended for funding

Organisation Name	Project Name	Description	Proposed SPF Interventions
	Programme, Volunteer Programme and Garden Regeneration	Volunteer Programmes and create a green space within the local community through the regeneration of a garden area.	<ul style="list-style-type: none"> • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places. • S10: Community measures to reduce the cost of living, including through measures to improve energy efficiency, and combat fuel poverty and climate change • S33: Activities such as enrichment and volunteering to improve opportunities and promote wellbeing.
Edinburgh Voluntary Organisations Council	APiNEZ Anti Poverty Net Zero Programme	Supporting 100 individuals identified through Turn2us Edinburgh Trust grants referral partners to support with the cost of living	<ul style="list-style-type: none"> • S9: Investment in capacity building, resilience (including climate change resilience) and infrastructure support for local civil society and community groups. • S10: Community measures to reduce the cost of living, including through measures to improve energy efficiency, and combat fuel poverty and climate change • S13: Support for linking communities together and with employment opportunities with a focus on decarbonisation.
City of Edinburgh Council Forever Edinburgh	Forever Edinburgh Engaging the local community in Edinburgh's Culture & Tourism Offer.	Engage residents in Edinburgh's cultural offer by launching 'Resident First', inviting residents to enjoy new exhibitions / visitor products first.	<ul style="list-style-type: none"> • S7: Funding for the development and promotion of wider campaigns which encourage people to visit and explore the local area. • S14: Funding for the development and promotion (both trade and consumer) of the visitor economy, such as local attractions, trails, tours and tourism products more generally.
Fresh Start	Fresh Connections A Fresh Start Programme to Support People Thrive Not Survive.	To help people thrive, not survive. By tackling poverty at a community level, preventing recurring or first-time homelessness, and increasing life chances through (1) Employability training (2) Community Learning Activities and (3) Access to Advice and Support Services	<ul style="list-style-type: none"> • S3: Improvements to the natural environment and green and open space which could include community gardens, watercourses and embankments, along with incorporating natural features into wider public spaces. • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places. • S9: Investment in capacity building, resilience (including climate change resilience) and infrastructure support for local civil society and community groups.
The Poverty Alliance	End Poverty Edinburgh	End Poverty Edinburgh is an independent group of citizens formed during the latter stages of the Edinburgh Poverty Commission as a recommendation of their 2020 report, 'A Just Capital', to work closely with Edinburgh Council and	<ul style="list-style-type: none"> • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places. • S9: Investment in capacity building, resilience (including climate change resilience) and infrastructure support for local civil society and community groups.

SPF Theme – Communities and Places projects recommended for funding

Organisation Name	Project Name	Description	Proposed SPF Interventions
		include voices of experience in efforts to end poverty in the city	
Southside Community Centre Association	Southside Soil, Seed and Soul	To clear and replant an overgrown garden at the front of Southside Community Centre (SSCC) while creating practical volunteering opportunities and skill development for local community groups. To scope out plan for disabled access to front instead of back door.	<ul style="list-style-type: none"> • S5: Support for sport, arts, cultural, heritage and creative activities, projects and facilities and institutions. • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places. • S11: Funding to support relevant feasibility studies.
City of Edinburgh Council	South Queensferry Accessible Public Conveniences	The construction of accessible new public conveniences at Hawes Pier, South Queensferry	<ul style="list-style-type: none"> • S1: Place based investments for regeneration and town centre improvements, which could include better accessibility for disabled people, including capital spend and running costs.
Space The Broomhouse Centre and Lifecare	Employment Vibes	Vintage Vibes, innovative social support for lonely/isolated over 60s through long-lasting weekly 1:1 volunteer friendships.	<ul style="list-style-type: none"> • S5: Support for sport, arts, cultural, heritage and creative activities, projects and facilities and institutions. • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places. • S9: Investment in capacity building, resilience (including climate change resilience) and infrastructure support for local civil society and community groups. • S33: Activities such as enrichment and volunteering to improve opportunities and promote wellbeing. • S34: Intervention to increase levels of digital inclusion, with a focus on essential digital skills, communicating the benefits of getting (safely) online, and in-community support to provide users with the confidence and trust to stay online. • S35: Support for employability programmes and advice places should have regards for the No One Left Behind agenda, the Young Person’s Guarantee, Fair Start Scotland and Scottish employability pipeline.

SPF Theme – Communities and Places projects recommended for funding

Organisation Name	Project Name	Description	Proposed SPF Interventions
Spartans Community Football Academy SCFA	Here For Good	The redevelopment of our Community Youth Work Space will enable wider access to opportunity for local people and reinforce our aim of supporting a thriving neighbourhood that is healthy and safe.	<ul style="list-style-type: none"> • S2: Support and improvement of community assets and infrastructure projects, including those that increase communities’ resilience to natural hazards, and support for decarbonisation of facilities, energy efficiency audits, and installation of energy efficiency and renewable measures in community buildings (including capital spend and running costs). • S6: Funding for active travel enhancements and other small scale strategic transport projects.
Volunteer Centre Edinburgh	Local Volunteering Gateways	Working with local partners in each of the four localities we will develop a holistic programme of gateway opportunities, formal volunteer opportunity development and capacity building for Volunteer Involving Organisations to directly tackle exclusion and inequality of opportunity in communities.	<ul style="list-style-type: none"> • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places. • S33: Activities such as enrichment and volunteering to improve opportunities and promote wellbeing.

SPF Theme – Local Business Support projects recommended for funding

Name	Description	Proposed SPF Interventions
Business Gateway	Additional services to the baseline Business Gateway offering which will increase the numbers of high value start-up businesses, increase start-up numbers from previously underrepresented demographics and support first time exporters to enter new markets.	<ul style="list-style-type: none"> • S24: Export Grants to support businesses to grow their overseas trading, supporting local employment and investment, having regard to Scotland’s export plan (‘Scotland: a trading nation’). • S29: Support for new and existing businesses and start-ups aligned with local, regional and Scottish policy.
Codebase Green Tech	GreenTech Accelerator programme that teaches entrepreneurial skills to build new startups.	<ul style="list-style-type: none"> • S15: SME development grants and support, aligned with local and regional sectoral priorities and growth potential. • S16: Research and development grants supporting the development of innovative products and services, with a particular focus on low carbon goods and environmental services, and climate resilience. • S17: Funding for the development and support of appropriate innovation infrastructure at the local level. • S19: Strengthening local entrepreneurial ecosystems and supporting businesses at all stages of their development to start, sustain, grow and innovate, including through local networks.

SPF Theme – Local Business Support projects recommended for funding

Name	Description	Proposed SPF Interventions
		<ul style="list-style-type: none"> • S20: Support for expert business advice and support programmes at the local and regional level, including support for decarbonisation, climate adaptation and circular economy advice. • S29: Support for new and existing businesses and start-ups aligned with local, regional and Scottish policy. • S37: Green skills courses to ensure we have the skilled workforce to support the Just Transition to a net zero economy and climate resilience, with a particular focus on vulnerable or low-income groups who will be disproportionately affected by climate change. • S38: Funding to support local digital skills. • S41: Funding to support new partnership and project-based entrepreneurial learning between business and education to develop a culture that celebrates entrepreneurship.
Codebase Medtech	Building an investment fund that educates and then funds medtech startups.	<ul style="list-style-type: none"> • S15: SME development grants and support, aligned with local and regional sectoral priorities and growth potential. • S16: Research and development grants supporting the development of innovative products and services, with a particular focus on low carbon goods and environmental services, and climate resilience. • S17: Funding for the development and support of appropriate innovation infrastructure at the local level. • S19: Strengthening local entrepreneurial ecosystems and supporting businesses at all stages of their development to start, sustain, grow and innovate, including through local networks. • S20: Support for expert business advice and support programmes at the local and regional level, including support for decarbonisation, climate adaptation and circular economy advice. • S23: Funding to develop angel investor networks nationwide. • S41: Funding to support new partnership and project-based entrepreneurial learning between business and education to develop a culture that celebrates entrepreneurship.
Edinburgh Chamber of Commerce - 20	Net Zero Edinburgh, which will: - support SME's make a just transition to net zero - deliver a five step programme, supported by events, toolkits and knowledge sharing - align with the Just Economic Transition programme - support innovative decarbonisation projects	<ul style="list-style-type: none"> • S20: Support for expert business advice and support programmes at the local and regional level, including support for decarbonisation, climate adaptation and circular economy advice.
Everyone's Edinburgh - Business For Good	Delivering a single, clear strategy and message from a newly formed Partner Alliance to drive business engagement with the principles and practice of 'business for good'. This will create a critical mass of businesses actively using our	<ul style="list-style-type: none"> • S19: Strengthening local entrepreneurial ecosystems and supporting businesses at all stages of their development to start, sustain, grow and innovate, including through local networks. • S20: Support for expert business advice and support programmes at the local and regional level, including support for decarbonisation, climate adaptation and circular economy advice. S22: Support for growing the local social economy, including community businesses, cooperatives and social enterprises.

SPF Theme – Local Business Support projects recommended for funding

Name	Description	Proposed SPF Interventions
	advice, education, training and network to positively shift the business ecosystem.	
Forever Edinburgh Destination Marketing	To build a replacement website for ‘The Official Guide to Edinburgh’ (www.edinburgh.org). Secondly, to extend The Story Never Ends visitor campaign in Y1 and develop a new city marketing campaign for 2023-25.	<ul style="list-style-type: none"> • S7: Funding for the development and promotion of wider campaigns which encourage people to visit and explore the local area. • S14: Funding for the development and promotion (both trade and consumer) of the visitor economy, such as local attractions, trails, tours and tourism products more generally.

Appendix 3: Project bids not recommended for funding

SPF Theme - People and Skills bids not recommended for funding			
Organisation Name	Project Name	Description	Intervention
Adopt an Intern Ltd (T/A AAI EmployAbility)	Minority Ethnic Women - Igniting and Reigniting Careers	AAI will support unemployed minority ethnic women, living in Edinburgh, into work. This includes women returning to work after a break (for whatever reason). AAI will do this by breaking down barriers to employment through confidence-building, harnessing experience and skills (often transferable) and employability and resilience training.	<ul style="list-style-type: none"> • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment.
Access to Industry	Access Learning	Access Learning will provide core-skills and wellbeing learning in the four localities in Edinburgh to build personal capital for unemployed individuals. Key to their engagement, sustainment and progression will be the one-to-one support provided through the project. This will support progression into further learning and employability opportunities in the City.	<ul style="list-style-type: none"> • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment. • S32: Courses including basic skills (digital, English, maths (via Multiply) and ESOL), and life skills and career skills • S33: Activities such as enrichment and volunteering to improve opportunities and promote wellbeing. • S34: Intervention to increase levels of digital inclusion, with a focus on essential digital skills, communicating the benefits of getting (safely) online, and in-community support to provide users with the confidence and trust to stay online. • S35: Support for employability programmes and advice places should have regards for the No One Left Behind agenda, the Young Person’s Guarantee, Fair Start Scotland and Scottish employability pipeline. • S38: Funding to support local digital skills. • S40: Support for community learning and development
Business in the Community	BITC’s Job Coaching Programme	providing one-to-one job coaching and employment support to jobseekers and	<ul style="list-style-type: none"> • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment.

SPF Theme - People and Skills bids not recommended for funding

Organisation Name	Project Name	Description	Intervention
		underemployed people who face multiple barriers to employment. Coaching is delivered by skilled and experienced business professionals in a voluntary capacity over six sessions.	<ul style="list-style-type: none"> • S33: Activities such as enrichment and volunteering to improve opportunities and promote wellbeing.
Citizens Advice Edinburgh	Impact Volunteering	Recruit an Intensive Volunteer Development Coordinator, who will be responsible for the recruitment, training and development of at least 48 volunteers, providing advice and support to their local community	<ul style="list-style-type: none"> • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment. • S33: Activities such as enrichment and volunteering to improve opportunities and promote wellbeing. • S40: Support for community learning and development
The Data Kirk	Data Gym	Run Data GYM, a project focusing on providing data literacy workout to individuals who wants to add data skills to their arsenal. Our target is to support the development of human capital to support economic growth in diverse sectors of Edinburgh.	<ul style="list-style-type: none"> • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment. • S32: Courses including basic skills (digital, English, maths (via Multiply) and ESOL), and life skills and career skills • S33: Activities such as enrichment and volunteering to improve opportunities and promote wellbeing. • S34: Intervention to increase levels of digital inclusion, with a focus on essential digital skills, communicating the benefits of getting (safely) online, and in-community support to provide users with the confidence and trust to stay online. • S35: Support for employability programmes and advice places should have regards for the No One Left Behind agenda, the Young Person’s Guarantee, Fair Start Scotland and Scottish employability pipeline. • S36: Support for local areas to fund local skills needs. This includes technical and vocational qualifications and courses up to level 2 and training for vocational licences • S38: Funding to support local digital skills. • S39: Support for education and skills targeting vulnerable young people leaving school, places should have regard for the Young Person’s Guarantee, modern apprenticeships and related policy. • S40: Support for community learning and development • S41: Funding to support new partnership and project-based entrepreneurial learning between business and education to develop a culture that celebrates entrepreneurship.

SPF Theme - People and Skills bids not recommended for funding

Organisation Name	Project Name	Description	Intervention
Edinburgh Cultural Venues Limited (ECVG)	Campus for Cultural Skills	Create a thriving learning and delivery hub for Edinburgh's cultural, festival and creative sector. It will develop new skills, reaching new audiences and developing new creative opportunities.	<ul style="list-style-type: none"> • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment. • S41: Funding to support new partnership and project-based entrepreneurial learning between business and education to develop a culture that celebrates entrepreneurship.
ENABLE Scotland Leading the Way	Edinburgh Skills Academy	The national voluntary sector consortium seek to offer a menu of provision for residents across the city in key areas such as Social Care, Construction, Digital Technologies, Creative Digital Industries, Hospitality, Tourism and Sport. The Edinburgh skills academy will work with 1948 people, deliver 1373 qualifications and 986 jobs	<ul style="list-style-type: none"> • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment. • S32: Courses including basic skills (digital, English, maths (via Multiply) and ESOL), and life skills and career skills • S33: Activities such as enrichment and volunteering to improve opportunities and promote wellbeing. • S34: Intervention to increase levels of digital inclusion, with a focus on essential digital skills, communicating the benefits of getting (safely) online, and in-community support to provide users with the confidence and trust to stay online. • S35: Support for employability programmes and advice places should have regards for the No One Left Behind agenda, the Young Person's Guarantee, Fair Start Scotland and Scottish employability pipeline. • S36: Support for local areas to fund local skills needs. This includes technical and vocational qualifications and courses up to level 2 and training for vocational licences • S38: Funding to support local digital skills. • S39: Support for education and skills targeting vulnerable young people leaving school, places should have regard for the Young Person's Guarantee, modern apprenticeships and related policy.
Leadership Through Sport and Business	Supported Pathways into Apprenticeships	Through employability skills bootcamps and one-to-one, bespoke, long-term support, each year we will help 50 vulnerable young people leaving school into well-paid apprenticeship opportunities. Once placed, we will provide at least 12 months of support to the	<ul style="list-style-type: none"> • S39: Support for education and skills targeting vulnerable young people leaving school, places should have regard for the Young Person's Guarantee, modern apprenticeships and related policy.

SPF Theme - People and Skills bids not recommended for funding

Organisation Name	Project Name	Description	Intervention
		young person and the employer to ensure a successful career.	
LINKnet Mentoring Limited	Diverse Recruitment Consultancy	Increasing the number of minority ethnic people in employment and education in mind, DRC will develop a network of employers and a system of recruitment to assist minority ethnic job seekers who are going through LINKnet's one-to-one employment / education mentoring provision.	<ul style="list-style-type: none"> • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment. • S32: Courses including basic skills (digital, English, maths (via Multiply) and ESOL), and life skills and career skills. • S35: Support for employability programmes and advice places should have regards for the No One Left Behind agenda, the Young Person's Guarantee, Fair Start Scotland and Scottish employability pipeline.
Move On	Pathway to Employability	Move On's P2E service is a Stage 1, 2, 3 and 4 employability programme offering intensive, person-centred, flexible support leading to improved employability outcomes. We deliver support with educational and work pathways, emotional wellbeing and relationships and financial wellbeing	<ul style="list-style-type: none"> • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment. • S33: Activities such as enrichment and volunteering to improve opportunities and promote wellbeing. • S35: Support for employability programmes and advice places should have regards for the No One Left Behind agenda, the Young Person's Guarantee, Fair Start Scotland and Scottish employability pipeline. • S37: Green skills courses to ensure we have the skilled workforce to support the Just Transition to a net zero economy and climate resilience, with a particular focus on vulnerable or low-income groups who will be disproportionately affected by climate change. • S39: Support for education and skills targeting vulnerable young people leaving school, places should have regard for the Young Person's Guarantee, modern apprenticeships and related policy.
One Parent Families Scotland	Single Parent Integrated Employability and Family Support Service	A single parent tailored 'Integrated Employability & Family Support Model' developed to support single parents into sustainable well-paid work and overcome barriers associated with childcare.	<ul style="list-style-type: none"> • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment.

SPF Theme - People and Skills bids not recommended for funding

Organisation Name	Project Name	Description	Intervention
Reed in Partnership Ltd	Edinburgh Accelerate	Actively engage and support economically inactive Edinburgh residents to move towards/into mainstream provision and employment through personalised packages of support designed to remove barriers	<ul style="list-style-type: none"> • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment.
Saheliya	Building Pathways	Employability pathways for marginalised women from Edinburgh's refugee, migrant, and established BAME communities, who have mental health problems resulting from gendered abuses and are unable to access other routes.	<ul style="list-style-type: none"> • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment. • S32: Courses including basic skills (digital, English, maths (via Multiply) and ESOL), and life skills and career skills. • S40: Support for community learning and development
Scottish Association for Mental Health SAMH	Individual Placement and Support IPS for Young People of Edinburgh	Employ 2xFTE IPS Specialists to support 100 young people (16-24) per year, who have a clinical diagnosis of mental health problems in South Edinburgh. 40% to move into paid employment, with additional positive destinations including training, volunteering and further education.	<ul style="list-style-type: none"> • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment.
Springboard Charity	Springboard 121 Mentored Hospitality Support	1:1 individualised support for participants looking to secure employment in the hospitality industry but have barriers to employment. It is designed to be flexible to suit client need, which is ascertained at an initial 121 call.	<ul style="list-style-type: none"> • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment. • S32: Courses including basic skills (digital, English, maths (via Multiply) and ESOL), and life skills and career skills • S34: Intervention to increase levels of digital inclusion, with a focus on essential digital skills, communicating the benefits of getting (safely) online, and in-community support to provide users with the confidence and trust to stay online.

SPF Theme - People and Skills bids not recommended for funding

Organisation Name	Project Name	Description	Intervention
			<ul style="list-style-type: none"> • S35: Support for employability programmes and advice places should have regards for the No One Left Behind agenda, the Young Person’s Guarantee, Fair Start Scotland and Scottish employability pipeline. • S36: Support for local areas to fund local skills needs. This includes technical and vocational qualifications and courses up to level 2 and training for vocational licences • S39: Support for education and skills targeting vulnerable young people leaving school, places should have regard for the Young Person’s Guarantee, modern apprenticeships and related policy. • S40: Support for community learning and development
Upward Mobility Ltd	Upmo Employability Pathway Programme	Provide an initial understanding of working life and basic skills training for particular roles for adults with learning disabilities. Provide support through the many stages of employability by learning about the basic skills needed to work.	<ul style="list-style-type: none"> • S32: Courses including basic skills (digital, English, maths (via Multiply) and ESOL), and life skills and career skills • S33: Activities such as enrichment and volunteering to improve opportunities and promote wellbeing. • S35: Support for employability programmes and advice places should have regards for the No One Left Behind agenda, the Young Person’s Guarantee, Fair Start Scotland and Scottish employability pipeline. • S40: Support for community learning and development
Venture Scotland	The Journey Outreach and Support	Work collaboratively to engage with Young People who are facing complex challenges and give them the resources and person-centred support to move towards a positive destination.	<ul style="list-style-type: none"> • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment.
Venture Trust	Venture Trust Programmes and Services	A suite person-centred services including personal development, employability and mental health counselling. Participants experience a combination of long-term unemployed, mental health issues, offending, homelessness, substance misuse, care experience and trauma.	<ul style="list-style-type: none"> • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment.

SPF Theme - People and Skills bids not recommended for funding

Organisation Name	Project Name	Description	Intervention
Volunteering Matters	Project Scotland	Support young people (16-30) with multiple, complex barriers. Support includes bespoke 1:1 engagement to identify and remove barriers and complete vocational activities.	<ul style="list-style-type: none"> • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment. • S33: Activities such as enrichment and volunteering to improve opportunities and promote wellbeing.

SPF Theme - Communities and Place bids not recommended for funding

Organisation Name	Project Name	Description	Intervention
Bethany Christian Trust	Building Stronger Communities Together	Community-based groups focused on the desires, needs, interests and strengths of local people in areas of Edinburgh where residents are most vulnerable to homelessness (namely: Leith, Moredun and Sighthill). Primarily aiming to combat social isolation and economic disadvantage by fostering healthy community engagement, personal resilience and positive relationship building	<ul style="list-style-type: none"> • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places. • S9: Investment in capacity building, resilience (including climate change resilience) and infrastructure support for local civil society and community groups. • S32: Courses including basic skills (digital, English, maths (via Multiply) and ESOL), and life skills and career skills • S33: Activities such as enrichment and volunteering to improve opportunities and promote wellbeing. • S33: Activities such as enrichment and volunteering to improve opportunities and promote wellbeing. • S40: Support for community learning and development
Business in the Community	BITC's Clicksilver Programme	Reduces older/vulnerable people's loneliness & social isolation by supporting them to develop the digital skills and confidence to get online, reconnect with friends/family, and access information/online services. Beneficiaries are paired with a volunteer mentor who provides one-to-one support over a minimum of four sessions.	<ul style="list-style-type: none"> • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places. • S34: Intervention to increase levels of digital inclusion, with a focus on essential digital skills, communicating the benefits of getting (safely) online, and in-community support to provide users with the confidence and trust to stay online. • S38: Funding to support local digital skills.

SPF Theme - Communities and Place bids not recommended for funding

Organisation Name	Project Name	Description	Intervention
Business in the Community	BITC's Skills Exchange	Helps frontline community organisations makes better use of limited resources to reach more people, more effectively through professional skills support from highly skilled business volunteers. Support is free for community organisations to access and specific to the organisation's needs.	<ul style="list-style-type: none"> • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places. • S9: Investment in capacity building, resilience (including climate change resilience) and infrastructure support for local civil society and community groups.
Bridgend Farm House	Bridging the Gap	Community-owned resource providing opportunities for gardening, cooking, cycling, walking, arts and crafts and volunteering in all of these. We run activities for children and senior citizens, reaching out to the poorest in our community. We hold regular public events and have a friendly café.	<ul style="list-style-type: none"> • S2: Support and improvement of community assets and infrastructure projects. • S5: Support for sport, arts, cultural, heritage and creative activities, projects and facilities and institutions. • S6: Funding for active travel enhancements and other small scale strategic transport projects. • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places. • S32: Courses including basic skills (digital, English, maths (via Multiply) and ESOL), and life skills and career skills • S35: Support for employability programmes and advice places should have regards for the No One Left Behind agenda, the Young Person's Guarantee, Fair Start Scotland and Scottish employability pipeline.
Changeworks Resources for Life	Edinburgh Retrofit	Launch an agency to work with people and communities to provide services that drive energy efficiency retrofit in Edinburgh. Focused on homeowners to enable and empower them to reduce the environmental impact of their home through, for example, installing insulation, low carbon heating systems, renewable energy and storage.	<ul style="list-style-type: none"> • S10: Community measures to reduce the cost of living, including through measures to improve energy efficiency, and combat fuel poverty and climate change
CHOISS Cohousing in Southern Scotland	What next for Portobello's Tumbletons	To fund a community consultation and feasibility study to identify current and future options for the "Tumbletons" site. To include consultation, preparation of a Community Asset Transfer (CAT) and the pre-planning/design of new and enhanced community activities, incorporating a not-for-profit, sustainable co-housing community	<ul style="list-style-type: none"> • S1: Place based investments for regeneration and town centre improvements, which could include better accessibility for disabled people, including capital spend and running costs. • S2: Support and improvement of community assets and infrastructure projects. • S3: Improvements to the natural environment and green and open space which could include community gardens, watercourses and embankments, along with incorporating natural features into wider public spaces.

SPF Theme - Communities and Place bids not recommended for funding

Organisation Name	Project Name	Description	Intervention
			<ul style="list-style-type: none"> • S4: Design and management of the built and landscaped environment. • S5: Support for sport, arts, cultural, heritage and creative activities, projects and facilities and institutions. • S9: Investment in capacity building, resilience (including climate change resilience) and infrastructure support for local civil society and community groups. • S10: Community measures to reduce the cost of living, including through measures to improve energy efficiency, and combat fuel poverty and climate change • S11: Funding to support relevant feasibility studies. • S13: Support for linking communities together and with employment opportunities with a focus on decarbonisation.
Community Renewal Trust	Community Renewal City-Wide	We will establish at least 1 new Community Development Trust in an area that is currently underserved and lacks community capacity. In first 2 years we will deliver accredited Health Issues in the Community training in 6 neighbourhoods, using this process to explore the potential places where there is need/appetite	<ul style="list-style-type: none"> • S9: Investment in capacity building, resilience (including climate change resilience) and infrastructure support for local civil society and community groups. • S10: Community measures to reduce the cost of living, including through measures to improve energy efficiency, and combat fuel poverty and climate change • S11: Funding to support relevant feasibility studies. • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment. • S40: Support for community learning and development
Community Renewal Trust	Community Renewal Pennywell	A new partnership between Community Renewal Pennywell and L.I.F.T. will take a place-based approach providing: holistic support to improve household finances (through budgeting, energy efficiency and employment support);focus on tackling local child poverty using a whole-family approach; and strengthen community group capacity/resilience and deliver a new community-led greenspace asset.	<ul style="list-style-type: none"> • S2: Support and improvement of community assets and infrastructure projects. • S3: Improvements to the natural environment and green and open space which could include community gardens, watercourses and embankments, along with incorporating natural features into wider public spaces. • S4: Design and management of the built and landscaped environment. • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places. • S9: Investment in capacity building, resilience (including climate change resilience) and infrastructure support for local civil society and community groups. • S10: Community measures to reduce the cost of living, including through measures to improve energy efficiency, and combat fuel poverty and climate change

SPF Theme - Communities and Place bids not recommended for funding

Organisation Name	Project Name	Description	Intervention
			<ul style="list-style-type: none"> • S13: Support for linking communities together and with employment opportunities with a focus on decarbonisation. • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment. • S32: Courses including basic skills (digital, English, maths (via Multiply) and ESOL), and life skills and career skills • S33: Activities such as enrichment and volunteering to improve opportunities and promote wellbeing. • S35: Support for employability programmes and advice places should have regards for the No One Left Behind agenda, the Young Person’s Guarantee, Fair Start Scotland and Scottish employability pipeline.
Earth In Common	Maximising Urban Croft Benefits	Fully realise community-developed vision for model transformational ‘urban croft’ and tourist destination: - offer many workshops and volunteering opportunities, esp. food-related, centred on market garden, forest garden and new café/kitchen - improve infrastructure, including making croft wheelchair-accessible; new training/meeting facilities; educational signage - run ca. 100 markets and other events	<ul style="list-style-type: none"> • S1: Place based investments for regeneration and town centre improvements, which could include better accessibility for disabled people, including capital spend and running costs. • S3: Improvements to the natural environment and green and open space which could include community gardens, watercourses and embankments, along with incorporating natural features into wider public spaces. • S4: Design and management of the built and landscaped environment. • S5: Support for sport, arts, cultural, heritage and creative activities, projects and facilities and institutions. • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places. • S9: Investment in capacity building, resilience (including climate change resilience) and infrastructure support for local civil society and community groups. • S14: Funding for the development and promotion (both trade and consumer) of the visitor economy, such as local attractions, trails, tours and tourism products more generally. • S22: Support for growing the local social economy, including community businesses, cooperatives and social enterprises. • S37: Green skills courses to ensure we have the skilled workforce to support the Just Transition to a net zero economy and climate resilience, with a particular

SPF Theme - Communities and Place bids not recommended for funding

Organisation Name	Project Name	Description	Intervention
			focus on vulnerable or low-income groups who will be disproportionately affected by climate change.
Edinburgh Rape Crisis Centre	FEM Edinburgh	The FEM project aims to increase accessibility and inclusivity for survivors of sexual violence with learning disabilities, and survivors from BME communities in their first language: Arabic, Urdu, Polish and Mandarin. The main beneficiaries are women and girls, who will receive one to one and group work support from an existing team of specialised support workers.	<ul style="list-style-type: none"> • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places.
The Eric Liddell Community	Volunteering Development Programme Eric Liddell Champions	Champion's will volunteer their time, talents and resources to defeat loneliness. Grow the number of volunteers across Edinburgh by running a wide-ranging and impactful Volunteer Programme providing opportunities for relationship building, training and skill development; creating opportunities, fostering connection, developing community resilience and improving wellbeing.	<ul style="list-style-type: none"> • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places. • S9: Investment in capacity building, resilience (including climate change resilience) and infrastructure support for local civil society and community groups. • S33: Activities such as enrichment and volunteering to improve opportunities and promote wellbeing.
Heriot Watt University	West Edinburgh Bike Hire Scheme	This project will deliver a new bicycle hire scheme to be deployed at key transport interchange and recreational hubs in West Edinburgh to support and enhance the lives of the growing number of people living, working, commuting and enjoying leisure and sports pursuits in that vicinity.	<ul style="list-style-type: none"> • S6: Funding for active travel enhancements and other small scale strategic transport projects.
Leith Chooses	Leith Chooses	Participatory budgeting (PB) process delivering community benefits in an area of multiple deprivation. We propose to use tried and tested (12 years experience) procedures, as an effective 'fast track' vehicle for allocating funds to worthwhile community projects, while at the same time	<ul style="list-style-type: none"> • S5: Support for sport, arts, cultural, heritage and creative activities, projects and facilities and institutions. • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places. • S9: Investment in capacity building, resilience (including climate change resilience) and infrastructure support for local civil society and community groups.

SPF Theme - Communities and Place bids not recommended for funding

Organisation Name	Project Name	Description	Intervention
		empowering the community and strengthening local democracy.	
Let's Talk Young People CIC	Let's Talk Community and Place	Aim to decarbonise our premises, improve our greenspace, deliver a range of therapeutic sports/arts and creative activities which improve young peoples' wellbeing and provide impactful volunteer opportunities for vulnerable young people who face additional barriers	<ul style="list-style-type: none"> • S2: Support and improvement of community assets and infrastructure projects, including those that increase communities' resilience to natural hazards, and support for decarbonisation of facilities, energy efficiency audits, and installation of energy efficiency and renewable measures in community buildings (including capital spend and running costs). • S3: Improvements to the natural environment and green and open space which could include community gardens, watercourses and embankments, along with incorporating natural features into wider public spaces. • S5: Support for sport, arts, cultural, heritage and creative activities, projects and facilities and institutions. • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places.
The Living Memory Association	The Wee Hub - Where Big Things Happen	Bring people together to learn new skills, be creative, be involved in heritage projects, volunteer, gain work experience, gain support, gain friendship, learn from one another, exercise, dance, gain advice and above all have fun.	<ul style="list-style-type: none"> • S1: Place based investments for regeneration and town centre improvements, which could include better accessibility for disabled people, including capital spend and running costs. • S5: Support for sport, arts, cultural, heritage and creative activities, projects and facilities and institutions. • S7: Funding for the development and promotion of wider campaigns which encourage people to visit and explore the local area. • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places. • S9: Investment in capacity building, resilience (including climate change resilience) and infrastructure support for local civil society and community groups. • S14: Funding for the development and promotion (both trade and consumer) of the visitor economy, such as local attractions, trails, tours and tourism products more generally. • S21: Grants to help places bid for and host international business events and conferences that support wider local growth sectors.

SPF Theme - Communities and Place bids not recommended for funding

Organisation Name	Project Name	Description	Intervention
			<ul style="list-style-type: none"> • S22: Support for growing the local social economy, including community businesses, cooperatives and social enterprises. • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment • S32: Courses including basic skills (digital, English, maths (via Multiply) and ESOL), and life skills and career skills** provision for people who are not economically inactive • S33: Activities such as enrichment and volunteering to improve opportunities and promote wellbeing. • S34: Intervention to increase levels of digital inclusion • S40: Support for community learning and development • S41: Funding to support new partnership and project-based entrepreneurial learning between business and education to develop a culture that celebrates entrepreneurship.
Edinburgh Napier University	Health and Wellbeing Community Hub (HWCH)	Edinburgh Napier University propose an integrated health and wellbeing community hub (HWCH) for the Sighthill locale in partnership with the Sighthill Health Centre, Edinburgh College and the City of Edinburgh Council (CEC) with the aim of reducing health inequalities and building a healthy, resilient, connected and empowered community.	<ul style="list-style-type: none"> • S1: Place based investments for regeneration and town centre improvements, which could include better accessibility for disabled people, including capital spend and running costs. • S2: Support and improvement of community assets and infrastructure projects, including those that increase communities' resilience to natural hazards, and support for decarbonisation of facilities, energy efficiency audits, and installation of energy efficiency and renewable measures in community buildings • S5: Support for sport, arts, cultural, heritage and creative activities, projects and facilities and institutions. • S9: Investment in capacity building, resilience (including climate change resilience) and infrastructure support for local civil society and community groups. • S11: Funding to support relevant feasibility studies. • S12: Investment and support for digital infrastructure for local community facilities
North Edinburgh Arts	NEA Our Connected, Creative & Green Community	A programme of greenspace, carbon reduction and community development activities and events to fully unlock the potential of the MacMillan Hub (due to open late 2023) designed to improve the environment, build community connections, tap	<ul style="list-style-type: none"> • S3: Improvements to the natural environment and green and open space which could include community gardens, watercourses and embankments, along with incorporating natural features into wider public spaces. • S5: Support for sport, arts, cultural, heritage and creative activities, projects and facilities and institutions.

SPF Theme - Communities and Place bids not recommended for funding

Organisation Name	Project Name	Description	Intervention
		into latent skills, and build confidence with and for our local community	<ul style="list-style-type: none"> • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places. • S9: Investment in capacity building, resilience (including climate change resilience) and infrastructure support for local civil society and community groups. • S10: Community measures to reduce the cost of living, including through measures to improve energy efficiency, and combat fuel poverty and climate change • S13: Support for linking communities together and with employment opportunities with a focus on decarbonisation.
Places for People	Connecting People & Places	We are proposing to deliver a Connectors project that will engage communities across Edinburgh to enhance community resilience by supporting local people to develop their own approaches to deliver social action within their communities, increase volunteering opportunities, increase digital connectivity, improve their health and wellbeing and increase employment opportunities	<ul style="list-style-type: none"> • S5: Support for sport, arts, cultural, heritage and creative activities, projects and facilities and institutions. • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places. • S9: Investment in capacity building, resilience (including climate change resilience) and infrastructure support for local civil society and community groups. • S10: Community measures to reduce the cost of living, including through measures to improve energy efficiency, and combat fuel poverty and climate change • S12: Investment and support for digital infrastructure for local community facilities • S31: Employment support for economically inactive people: Intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment • S34: Intervention to increase levels of digital inclusion • S38: Funding to support local digital skills. • S40: Support for community learning and development
The Princes Trust	Young People's Employment and Enterprise Hub	A flagship Prince's Trust centre to serve Edinburgh's disadvantaged young people, where they can develop skills and confidence to get into jobs, education, and training. The community anchored, digitally-connected, accessible centre will ensure every young person has a place to build their future, and the chance to succeed.	<ul style="list-style-type: none"> • S1: Place based investments for regeneration and town centre improvements, which could include better accessibility for disabled people, including capital spend and running costs. • S2: Support and improvement of community assets and infrastructure projects, including those that increase communities' resilience to natural hazards, and support for decarbonisation of facilities, energy efficiency audits, and installation of energy efficiency and renewable measures in community buildings

SPF Theme - Communities and Place bids not recommended for funding

Organisation Name	Project Name	Description	Intervention
			<ul style="list-style-type: none"> • S3: Improvements to the natural environment and green and open space which could include community gardens, watercourses and embankments, along with incorporating natural features into wider public spaces. • S11: Funding to support relevant feasibility studies. • S12: Investment and support for digital infrastructure for local community facilities
The Health Agency	The Health Agency Wellbeing Initiative	CBT & counselling to improve wellbeing, confidence and ultimately employability outcomes Maintenance and improvement of a valued community garden Volunteering opportunities in a community garden developing skills, increasing wellbeing through socialising, and connecting with the outdoors and local community, and improving confidence and employability outcomes.	<ul style="list-style-type: none"> • S3: Improvements to the natural environment and green and open space which could include community gardens, watercourses and embankments, along with incorporating natural features into wider public spaces. • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places. • S9: Investment in capacity building, resilience (including climate change resilience) and infrastructure support for local civil society and community groups.
The Ripple Project	Our Place, Empowered Connected and Flourishing	We will strengthen our local community by delivering a comprehensive volunteering programme and facilitating community research leading to social action. We will work with local people to challenge the cost of living crisis and build stakeholder commitment to a vision for our area through our local community Hub.	<ul style="list-style-type: none"> • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places. • S9: Investment in capacity building, resilience (including climate change resilience) and infrastructure support for local civil society and community groups. • S10: Community measures to reduce the cost of living, including through measures to improve energy efficiency, and combat fuel poverty and climate change • S11: Funding to support relevant feasibility studies.
WHALE Arts	Whale Arts: Creativity, Place & Enterprise	Whale Arts delivers creative, community, skills and capacity development programmes which are designed to help people cope with the impacts of poverty. Our programmes are designed to meet our community's specific needs and are co-created with them.	<ul style="list-style-type: none"> • S5: Support for sport, arts, cultural, heritage and creative activities, projects and facilities and institutions. • S8: Funding for impactful volunteering and/or social action projects to develop social and human capital in local places. • S19: Strengthening local entrepreneurial ecosystems and supporting businesses at all stages of their development to start, sustain, grow and innovate, including through local networks. • S20: Support for expert business advice and support programmes at the local and regional level, including support for decarbonisation, climate adaptation and circular economy advice. • S33: Activities such as enrichment and volunteering to improve opportunities and promote wellbeing. • S34: Intervention to increase levels of digital inclusion

SPF Theme - Communities and Place bids not recommended for funding

Organisation Name	Project Name	Description	Intervention
			<ul style="list-style-type: none"> • S38: Funding to support local digital skills.

SPF Theme - Local Business Support bids not recommended for funding

Name	Project Name	Description	Intervention
Creative Edinburgh	Future-Proofing Creative Careers in Edinburgh	Creative Edinburgh will support thousands of freelance creatives based in Edinburgh in futureproofing their careers through skills development programmes, workshops, mentorship, themed events and initiatives tailored to their needs. We will strengthen Edinburgh's creative workforce and help it build resilience in the area of professional development, wellbeing, fair work and environmental sustainability.	<ul style="list-style-type: none"> • S5: Support for sport, arts, cultural, heritage and creative activities, projects and facilities and institutions. • S9: Investment in capacity building, resilience (including climate change resilience) and infrastructure support for local civil society and community groups. • S13: Support for linking communities together and with employment opportunities with a focus on decarbonisation. • S16: Research and development grants supporting the development of innovative products and services, with a particular focus on low carbon goods and environmental services, and climate resilience. • S19: Strengthening local entrepreneurial ecosystems and supporting businesses at all stages of their development to start, sustain, grow and innovate, including through local networks. • S20: Support for expert business advice and support programmes at the local and regional level • S25: Developing existing or emerging local strengths in low carbon and climate adaptation technologies. • S29: Support for new and existing businesses and start-ups aligned with local, regional and Scottish policy. • S37: Green skills courses to ensure we have the skilled workforce to support the Just Transition to a net zero economy and climate resilience, with a particular focus on vulnerable or low-income groups who will be disproportionately affected by climate change.

SPF Theme - Local Business Support bids not recommended for funding

Name	Project Name	Description	Intervention
			<ul style="list-style-type: none"> • S38: Funding to support local digital skills.
Edinburgh Chamber of Commerce (ECC)	Edinburgh Entrepreneurs Club	Design and deliver the Edinburgh Entrepreneurs Club - a programme of activity including events, toolkits, business clinics and information to support local post start-up businesses accelerate growth and scale through knowledge-sharing, innovation, technology and new markets – including international trade and the green economy.	<ul style="list-style-type: none"> • S19: Strengthening local entrepreneurial ecosystems and supporting businesses at all stages of their development to start, sustain, grow and innovate, including through local networks.
Edinburgh International Conference Centre (for Convention Edinburgh)		Convention Edinburgh is currently under the guardianship of EICC following its hibernation in 2020. This funding will support B2B activities designed to attract business events to Edinburgh. Supporting essential exchanges in the areas of professional, corporate, academic and social development. Integral to not only economic advancement but societal development.	<ul style="list-style-type: none"> • S14: Funding for the development and promotion (both trade and consumer) of the visitor economy, such as local attractions, trails, tours and tourism products more generally. • S21: Grants to help places bid for and host international business events and conferences that support wider local growth sectors.
Edinburgh Tourism Action Group (ETAG)	Delivering the Edinburgh 2030 Tourism Strategy	Support to deliver 4 key themes: Decarbonising Tourism - proactively contribute to achieving net zero carbon emission targets Fair Work - delivering fair, inclusive, and rewarding jobs Visitor Management - Edinburgh retains its authenticity as a living, working city Travel Trade - support the immediate recovery, and longer-term growth of the visitor economy	<ul style="list-style-type: none"> • S14: Funding for the development and promotion (both trade and consumer) of the visitor economy, such as local attractions, trails, tours and tourism products more generally.
National Robotarium (Heriot Watt University)	Reach into Robotics	Reach into Robotics will empower Edinburgh businesses to lead the \$4.5 trillion robotics industry. We will support 34 local businesses to pivot into the sector and launch products and services that will ensure a robust robotics supply chain in the city, that services the UK and beyond. Crucially, we will champion participation for underrepresented groups.	<ul style="list-style-type: none"> • S15: SME development grants and support, aligned with local and regional sectoral priorities and growth potential. • S16: Research and development grants supporting the development of innovative products and services, with a particular focus on low carbon goods and environmental services, and climate resilience. • S18: Investing in enterprise infrastructure and employment/innovation site development projects.

SPF Theme - Local Business Support bids not recommended for funding

Name	Project Name	Description	Intervention
			<ul style="list-style-type: none"> • S19: Strengthening local entrepreneurial ecosystems and supporting businesses at all stages of their development to start, sustain, grow and innovate, including through local networks. • S20: Support for expert business advice and support programmes at the local and regional level, including support for decarbonisation, climate adaptation and circular economy advice.
Edinburgh Napier University	Woman's Investment Centre at Edinburgh Napier University	Centre supporting women to access finance to start businesses. Gender appropriate business advice and coaching Training programmes offering specialist advice Microfinance for women entrepreneurs to test their ideas. Access to prototyping resources and advice Access to media training and advice A digital crowdfunding platform for female entrepreneurs Women's Finance podcast	<ul style="list-style-type: none"> • S15: SME development grants and support, aligned with local and regional sectoral priorities and growth potential. • S20: Support for expert business advice and support programmes at the local and regional level, including support for decarbonisation, climate adaptation and circular economy advice. • S23: Funding to develop angel investor networks nationwide.
Scottish Documentary Institute	Documentary Connections	Documentary Connections will deliver activities that enable Edinburgh's documentary freelancers and production companies to grow through connection with the international market. Our focus will be documentary makers with protected characteristics - they will gain access to new audiences, co-production partners, training, funding and investment from the global film market.	<ul style="list-style-type: none"> • S5: Support for sport, arts, cultural, heritage and creative activities, projects and facilities and institutions. • S15: SME development grants and support, aligned with local and regional sectoral priorities and growth potential. • S19: Strengthening local entrepreneurial ecosystems and supporting businesses at all stages of their development to start, sustain, grow and innovate, including through local networks. • S29: Support for new and existing businesses and start-ups aligned with local, regional and Scottish policy. • S36: Support for local areas to fund local skills needs. • S41: Funding to support new partnership and project-based entrepreneurial learning between business and education to develop a culture that celebrates entrepreneurship.
Women's Enterprise Scotland	Scotland's First Women's Business Centre Phase 1 Blue Print Design & Centre Launch	'Prototyping' a Women's' Business Centre: test spaces and programming at Queen Margaret University, creating a blueprint for transformative gendered business supports, in preparation for the launch of Scotland's first Women's Business Centre in April 2025. Setting Up and Fitting Out this brand-new centre in Q4 of 2024-25.	<ul style="list-style-type: none"> • S18: Investing in enterprise infrastructure and employment/innovation site development projects. • S19: Strengthening local entrepreneurial ecosystems and supporting businesses at all stages of their development to start, sustain, grow and innovate, including through local networks.

SPF Theme - Local Business Support bids not recommended for funding

Name	Project Name	Description	Intervention
			<ul style="list-style-type: none">• S20: Support for expert business advice and support programmes at the local and regional level, including support for decarbonisation, climate adaptation and circular economy advice.• S28: Support for business resilience and Covid-19 recovery.

Housing, Homelessness & Fair Work Committee

10.00am, Thursday, 4 August 2022

Rapid Rehousing Transition Plan – Annual Update on Progress

Executive/routine Wards Council Commitments	Executive All
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1. Recommendations

- 1.1 Committee is asked to:
 - 1.1.1 Note the progress made to date; and
 - 1.1.2 Agree the content for submission to the Scottish Government.

Paul Lawrence

Executive Director for Place

Contact: Jill Thomson, Interim Homelessness and Housing Support Senior Manager

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Rapid Rehousing Transition Plan – Annual Update on Progress

2. Executive Summary

- 2.1 The Scottish Government instructed all local authorities to develop, produce and cost a five year Rapid Rehousing Transition Plan (RRTP) by 31 December 2018.
- 2.2 Further to this, local authorities were asked to submit updated RRTP's. The second iteration of the Edinburgh RRTP was agreed at Committee on [18 September 2020](#) and subsequently submitted to Scottish Government.
- 2.3 Committee agreed to receive annual updates on progress of the plan. This is the second annual update. This update covers the period from April 2021 to the end of March 2022, in line with the Scottish Government reporting requirements.

3. Background

- 3.1 The Homelessness and Rough Sleeping Action Group (HARSAG) was set up by the Scottish Government in October 2017. The group made 70 recommendations regarding the solutions and actions needed to eradicate rough sleeping, transform the use of temporary accommodation, and bring an end to homelessness in Scotland.
- 3.2 All of the recommendations were accepted by Scottish Government, including the instruction for all local authorities to develop RRTPs.
- 3.3 The definition of rapid rehousing outlined by the Scottish Government is, where homelessness cannot be prevented:
 - 3.3.1 A settled mainstream housing outcome as quickly as possible;
 - 3.3.2 Time spent in any form of temporary accommodation is reduced to a minimum, with as few transitions as possible;
 - 3.3.3 When temporary accommodation is needed, the optimum type is mainstream, furnished and within a community; and for people with multiple needs beyond housing;
 - 3.3.4 Housing First is the first response for people with complex needs and facing multiple disadvantages; and

- 3.3.5 Highly specialist provision with small, shared, supported and trauma informed accommodation.
- 3.4 HARSAG reconvened in summer 2020 to provide updated recommendations to the Scottish Government, in light of the Covid-19 pandemic.
- 3.5 A total of 105 recommendations were made and the Council's response to these was agreed by Committee on [14 January 2021](#).

4. Main report

- 4.1 Following submission of the original RRTP to Scottish Government, officers developed a second iteration of the plan. This was agreed by Committee on [18 September 2020](#) and subsequently submitted to Scottish Government, with a requirement to provide annual updates on progress.
- 4.2 An update on the progress of the RRTP for the period ending March 2021 was submitted to the Scottish Government for the June 2021 deadline.
- 4.3 This report provides an update on legislative changes and key trends in homelessness. An update on identified actions agreed in September 2020 is also attached in Appendix 1.

Update on Legislative Changes

- 4.4 As set out in the second iteration of the RRTP, there are a number of legislative changes which will come into force during the lifetime of the plan which may impact on the Council's ability to deliver rapid rehousing. There have been changes to the timeline for implementation as set out below:

Homelessness etc (Scotland) Act 2003 (Commencement No.4) Order 2019

- 4.4.1 Removal of Local Connection – The changes to this legislation will mean that households will be able to present and receive homelessness assistance, including accommodation, in any Scottish local authority area of their choice. It was expected that this change would start in May 2021 but this has been delayed with no new commencement date confirmed at this time.

Extension of the Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2004

- 4.4.2 This legislation extending the Unsuitable Accommodation Order came into force from 1 October 2021. This means that all homeless households, staying in accommodation deemed as 'unsuitable' for more than seven days constitutes a breach of the Order. Shared houses and bed and breakfast accommodation are deemed unsuitable.

Prevention Duty

4.4.3 The expert group were asked by Scottish Government to investigate the possibility of establishing a prevention duty in Scotland. The group published their recommendations, which were submitted to Scottish Government on 18 February 2021. These recommendations are far reaching and include a duty on wider public services to ‘ask and act’ about people’s housing situation. The Council’s response to a recent COSLA and Scottish Government joint consultation was agreed at Committee on [24 March 2022](#) and submitted to Scottish Government.

Key Homelessness Trends

- 4.5 A total of 2,704 homeless assessments were completed in 2021/22.
- 4.6 2,403 households were assessed as homeless, or threatened with homelessness in 2021/22, an increase of 23% on the previous year (1,958).
- 4.7 Of these 2,399 households (99.8%) were assessed as unintentionally homeless. These are households the Council has a duty to make an offer of permanent housing to. This is comparable with 2020-21 when it was 99.4%.
- 4.8 As of 31 March 2022, there were 5,315 cases where the Council has a duty to provide settled housing. This is a 28.5% increase from 2021 when there were 4,135 cases where the Council had a duty to provide settled housing.
- 4.9 In 2021/22 the three main reasons given as the reason for presenting as homeless were domestic ejection (38%), dispute violent or non – violent (28%) and tenancy loss (17%). The table below provides more detail on this.

Table 1 – Causes of homelessness. Source: CEC internal data

Cause of homelessness	2018/19	2019/20	2020/21	2021/22
Domestic Ejection	1, 140	1, 172	832	962
Dispute violent or non- violent	743	849	553	713
Tenancy loss Local Authority (LA)	102	91	58	81
Tenancy loss Registered Social Landlord (RSL)	163	138	52	52
Tenancy loss Private Rented Sector (PRS)	710	648	219	295
Institution	157	161	107	104
Other ¹	325	431	223	333

- 4.10 In 2021/22 the average time taken to close a case for applications assessed as homeless or threatened with homelessness stands at 618 days, 21% higher than in 2020/21 when the average was 512 days, and 63% higher than in 2019/20 (379 days).

¹ Includes Loss of accommodation in Hostel / B & B, Service Tenancy, Supported Accommodation, Mortgage, House Sale, Gave up Secure Accommodation, Overcrowding, Emergency, Uninhabitable, Unsafe, Harassment, Fleeing Domestic Violence.

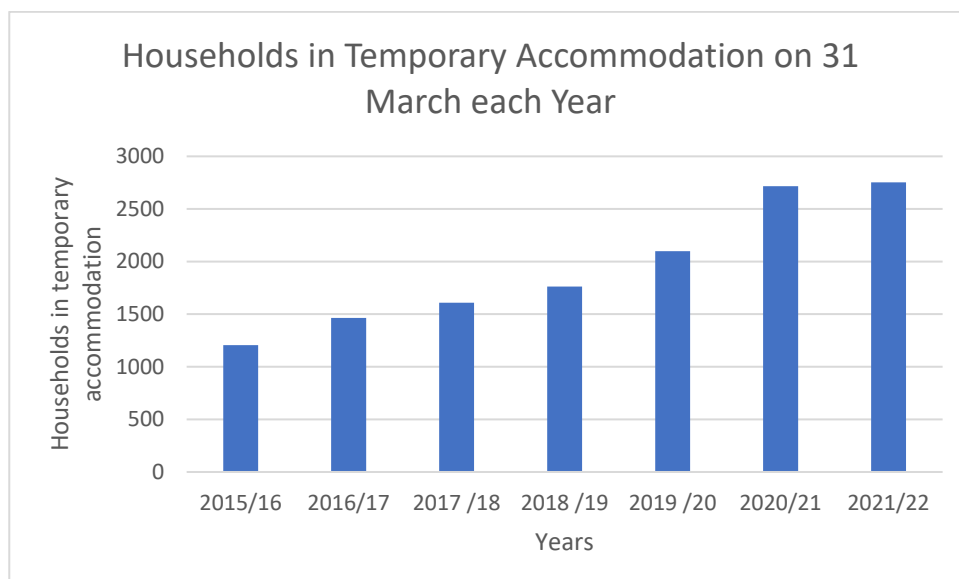
- 4.11 The length of time to close a case has been steadily increasing since 2012/13. This has led to both an increase in the number of open cases at the end of a year and in the average time to close a homeless case. A recent increase in case closures will have further exacerbated this figure.
- 4.12 Data for 2021/22 shows that the percentage of households rough sleeping at least once in the three months prior to having a homeless assessment was 10% of households, with 5% having slept rough the night before they presented as homeless.
- 4.13 It should be noted that the Council does not see all rough sleepers; as some are reluctant to approach the local authority for help.
- 4.14 Prior to Covid-19, it was estimated that there were between 80 – 120 rough sleepers on any one night in Edinburgh. The numbers of households presenting to the Council having previously slept rough has increased as a result of the services provided for rough sleepers during the pandemic. In 2021/22 there are estimated to have been an average of 14 rough sleepers on any one night in Edinburgh.

Table 2 - Rough sleeping in Edinburgh. Source: Tables 2 & 3, Homelessness in Scotland 2021:22, Scottish Government and CEC internal data

Year	2018 /19	2019 /20	2020/21	2021/22
No of households slept rough last night	238	180	112	116
% slept rough last night	7.4%	5.3%	5.7%	4.8%
No of households slept rough in the past 3 months	359	315	252	237
% slept rough in the last 3 months	11.2%	9.4%	12.9%	9.9%

- 4.15 The number of households (excluding PSL) in temporary accommodation on 31 March 2022 was 2,753, a 1% rise from 2,717 in 2020/21.

Table 3 – Households in Temporary Accommodation on 31 March each year. Source: CEC internal data.



- 4.16 The average length of stay in temporary accommodation for the year ended 31 March 2022 has remained at 317 days.
- 4.17 There is significant variance in the length of stay for different types of accommodation, with Temporary Furnished Flats (TFF's) having the longest length of stay 580 days and Bed and Breakfast and Council Owned Homeless Accommodation with Support both having the shortest 119 days.
- 4.18 74% of households presenting as homeless have been provided with temporary accommodation, this is a 1% decrease from March 2021.
- 4.19 1,051 (60%) of households assessed as unintentionally homeless secured settled housing in the year to 31 March 2022, this was an increase of 13% from the 930 in 2020/21. In 2019/20 1,782 homeless households secured settled housing.
- 4.20 Mental health continues to be the prevalent support need for homeless households, at 42%, The table below provides the breakdown.

Table 4: Support Needs of Homeless Households. Source: CEC internal data

		No	%
	No Support Needs	1,252	46%
Support Needs	Mental Health	1,127	42%
	Learning Disability	136	5%
	Physical Disability	282	10%
	Medical Condition	329	12%
	Drug or Alcohol Dependency	241	9%
	Basic Housing Management /Independent Living Skills	174	6%
	Total	2,710	100%

RRTP Objectives

- 4.21 The second iteration of the RRTP is aligned around four key objectives:
- 4.21.1 Preventing homelessness in the first place;
- 4.21.2 Where temporary accommodation is required, this will meet the needs of the household;
- 4.21.3 Supporting people to access settled accommodation as quickly as possible; and
- 4.21.4 Reducing the number of people sleeping rough.

Homelessness Transformational Prevention Programme (HTPP)

- 4.22 The Homelessness Transformational Prevention Programme compliments the RRTP. The joint investment from the Council and additional Scottish Government RRTP funding has allowed the Council to recruit 28 additional officers to trial new ways of working to prevent homelessness in the first place and to support people to access settled housing more quickly, thus reducing the number of households in temporary accommodation.
- 4.23 The key objectives of the HTPP are:
- 4.23.1 Preventing homelessness in the first place; and

4.23.2 Moving people through the system quicker.

4.24 Appendix 1 provides an update on each of the actions agreed by Committee in the [second iteration of the RRTP](#) on 18 September 2020.

4.25 This provides details of progress against each of the four identified strategic objectives.

5. Next Steps

5.1 Should Committee agree this report officers will submit to the Scottish Government.

5.2 Officers will continue to develop and take forward actions identified in the RRTP.

5.3 A further update will be presented to Committee in summer 2023.

6. Financial impact

6.1 There are no financial implications directly relating to this report

6.2 RRTP funding received from the Scottish Government for 2021/22 was £871,000. In addition, a further £563,000 of one-off RRTP funding, complemented by £225,000 of additional Council investment, was used to implement the HTPP.

7. Stakeholder/Community Impact

7.1 Stakeholder and service users were consulted with to develop the second iteration of the RRTP and continue to be consulted as part of the work of the Homelessness Prevention Working Group.

7.2 The RRTP lead officer completed a series of briefings for staff and external stakeholders during the development of the RRTP and has held further sessions including sessions with staff, SHAPE and EAHP following this.

7.3 An Integrated Impact Assessment (IIA) was completed and found positive impacts on equality, health and wellbeing and human rights. The IIA also identified that there may be negative impacts on other vulnerable groups as more social lets may go to homeless households.

8. Background reading/external references

8.1 None.

9. Appendices

9.1 Appendix 1 – RRTP Annual Update.

9.2 Appendix 2 – Updated Rapid Rehousing Models.

Appendix 1

Rapid Rehousing Transition Plan – Update on Actions

1 Background

- 1.1 The Rapid Rehousing Transition Plan is aligned around four strategic objectives:
 - 1.1.1 Preventing homelessness in the first place.
 - 1.1.2 Where temporary accommodation is required, it meets the needs of the household.
 - 1.1.3 Supporting people to access settled accommodation as quickly as possible.
 - 1.1.4 Reducing the number of people sleeping rough.
- 1.2 The following paper provides an update on the actions agreed for each objective.

2 Objective 1 – Preventing homelessness in the first place

Background / context

- 2.1 The [second iteration of the RRTP](#) set out a number of actions relating to prevention, in particular related to early intervention activities. Following Committee agreement of the second iteration a Homelessness Prevention Working Group was established to take forward prevention activity set out in the RRTP and seek to identify new prevention activity.
- 2.2 The group continues to have cross Council representation and third sector representation via two SHAPE members.

Update on actions

- 2.3 **Prevention and partnership housing officer** – The officer has been in post since mid October 2021 and has developed and delivered training to 139 frontline Council staff, wider public service staff, and staff working in the third sector. The officer is currently supporting small voluntary sector organisations, based in specific local areas to use their existing conversations with service users to identify where there may be a risk of homelessness and how to refer to the Council.
- 2.4 The officer is working with SHAPE identifying where early intervention is most needed and what local based organisations and networks need to know.
- 2.5 Accessing up-to-date information on local services to provide quick, targeted support has been identified as a gap and possible solutions being considered.

- 2.6 Work with schools is being progressed by the officer, who has met with school and council colleagues with the intention of providing prevention-based training on identifying the risk of homelessness and how to prepare for any future Prevention Duty.
- 2.7 This post will continue to support the Council to respond to any future prevention duty and will likely place a duty on wider public services to 'ask and act' in relation to someone's housing and homelessness situation.
- 2.8 **Pilot of earlier intervention to identify and support people where they may be at risk of homelessness and rough sleeping in the future** – This project has been undertaken by the Homelessness Prevention Working Group to establish a pilot of a multi-disciplinary response for Council tenants who are at serious risk of court/eviction action and are not engaging with their locality Housing Officer.
- 2.9 The response team currently consists of a dedicated housing / homelessness specialist, a debt advisor and income maximisation officer supervised by a team leader and representation from housing, family and household support, adult protection, children and families social work services and family group decision making.
- 2.10 The aim of the team is to actively reach out to the tenant, offering joined up support, with the aim of keeping the tenant in their home, thus avoiding homelessness.
- 2.11 Over the course of the pilot the team have had 92 referrals. 45 (49%) households engaged with the service and remain in their home. Five of these cases have been closed with households supported to remain in their homes by accessing debt solutions to clear rent arrears.
- 2.12 A further 10 have been helped to achieve a successful award through the Tenant Grant Fund (TGF), reducing rent arrears accrued because of Covid-19. Seven additional households have requested to access the TGF.
- 2.13 29 (32%) tenants did not engage with offers of support, 13 (14%) disengaged with support after receiving initial information and advice, and five (5%) tenants confirmed that they were working with other agencies or preferred to self-support.
- 2.14 The team continue to provide intensive support to tenants dependant on individual circumstances and will seek to develop the service over the coming year.
- 2.15 **Developing pathways for vulnerable groups** - The Domestic Abuse Housing Policy, which was agreed at Policy and Sustainability Committee on [14 May 2020](#), set out Edinburgh's housing options for survivors/victims of domestic abuse. A national pathway for women and children experiencing

domestic violence was published at the end of 2020 and resulted in a review of the pathway document actions that were already underway.

- 2.16 Preventing homelessness is a priority and the primary aim of the Domestic Abuse Housing Policy is to offer victims/survivors of domestic abuse choice regarding their housing options. This includes supporting women/children to remain in their current home with a robust safety plan in place or offering a transfer to an alternative social rented home, where the woman is already a Council or Registered Social Landlord (RSL) tenant, within Edinburgh through EdIndex partner landlords. Housing and Homelessness Services work closely with partner agencies to prioritise women's/children's support and safety.
- 2.17 A pathway is in place for women and children experiencing domestic abuse to access Private Sector Leasing (PSL) properties with support from a Domestic Abuse provider. This pathway is currently exclusively for women and children living in refuge accommodation, to allow women whose support needs have decreased, but who have not yet secured a tenancy of their own, to move on to independent living. Other temporary accommodation sources, such as Home Share are also being explored to increase the availability of refuge spaces for women and children with higher support needs and to increase choice of where to live.
- 2.18 Officers are currently reviewing this pathway and will report to Committee separately on any suggested changes or developments.
- 2.19 The Homelessness Prevention Working Group have taken forward the work to develop an Edinburgh youth homelessness prevention pathway to allow joint work between Council and third sector partners and from people with lived experience of youth homelessness.
- 2.20 A mapping exercise has been undertaken and further work is ongoing to understand and develop joint working opportunities.
- 2.21 The pathway has five recommendations centred around universal prevention, targeted prevention, crisis prevention, emergency and recovery and housing stability.
- 2.22 The Council also commissioned a feasibility study into the development of a youth housing hub. This would establish one point of contact for young people at risk or experiencing homelessness. The draft report has been completed and is currently under review. A draft implementation plan will then be created with costings and timescales, it is anticipated that this will be completed by September 2022.
- 2.23 **Developing pathways to avoid homelessness at key transition points such as leaving hospital or prison** – The well-established pathway for delayed discharge continues to be implemented, with individuals being matched to suitable properties or supported to bid on homes that meet their

assessed needs. This includes discharge from both rehabilitation and acute settings.

- 2.24 There have been developments with the pathway for people with mental health issues who are homeless and due for discharge from the Royal Edinburgh Hospital. A pilot scheme whereby delayed patients who are homeless and who have been assessed as able to manage a tenancy of their own will be awarded urgent exceptional housing need to secure permanent accommodation for discharge. This process is being monitored in terms of volume and positive outcomes.
- 2.25 There is also ongoing work in terms of the development of the pathway for people leaving prison. The introduction of a Prison Outreach Officer has meant people in HMP Edinburgh are able to access housing options advice at all stages of their time in prison.
- 2.26 A total of 363 referrals were received by the Prison Outreach Officer, with 27 tenancies being maintained, 14 tenancies being terminated timeously, and 24 homeless assessments being completed for individuals due to leave prison within the next 12 weeks. Further work was done to request bed spaces for individuals with specific needs, allowing them to access accommodation that would give them the best chance of success on coming back into the community.
- 2.27 Further work is ongoing with partner agencies and landlords to establish if pilots can be put in place to allow individuals to access more secure housing upon release, as set out in the Sustainable Housing on Release for Everyone standards.
- 2.28 **Develop ways to make information on service availability more easily accessible for people** – This action was in response to feedback from stakeholders and service users advising that they did not know about all services available to them in the city.
- 2.29 The Council's Homelessness Services webpages have been updated and includes information regarding what to do and where to access help if you are homeless or at risk of homelessness, including:
- Support to keep your home;
 - How to get help if you are homeless;
 - How to access services;
 - Information on our service standards and how we are performing, FAQs;
 - Information on Private Rented Service (PRS) Team;
 - Updated information on the Young Persons Homeless Service;

- Information on The Access Place; and
 - Links have also been added to the Homelessness webpages allowing access to debt and welfare advice and get a home support and advice information.
- 2.30 Links have also been added to Homelessness Services team members' email signatures. These links provide quick access to information and support relating to applying for social Housing, current waiting times for social housing and rules for homeless applicants.
- 2.31 Homelessness Services information is also available on the EdIndex webpages.
- 2.32 A street support app was developed with Edinburgh University and third sector partners in Edinburgh. This provides information on where to find help and support in Edinburgh if you are homeless or at risk of homelessness. It also allows third sector partners a platform for members of the public to offer their support, either by volunteering their time or donating.
- 2.33 The app is in operation and is being delivered by Simon Community and service user feedback suggests it is a helpful tool.
- 2.34 **Income Maximisation Capacity Building Officer** – This post was established in response to issues raised at consultation events regarding affordability of housing in the city.
- 2.35 During the period July 2020 until August 2021, 69 training sessions were delivered to 465 staff. This included training to both internal and external partners on Universal Credit and Disability Benefits Training. The sessions received positive feedback from attendees.
- 2.36 A new postholder started in May 2022 and an updated delivery plan is currently being developed.
- 2.37 **Homelessness to Home** - A series of three sessions were held with Homelessness, Housing, Family and Household Support, Social Work and voluntary sector partners to consider the journey that people take from presenting as homeless to settling into a permanent tenancy and sustaining this.
- 2.38 The focus was on finances and ensuring that people's income is maximised. The Homelessness Prevention working Group will consider the outcome of these sessions with a view to identifying actions for the group to take forward in the coming year.
- 2.39 **Development of the Private Rented Service Team** – The aim of this team is to reduce the number of people becoming homeless from the private rented sector and to work with private landlords and lettings agents to establish the PRS as a housing option for homeless households.

- 2.40 This was in response to a growing number of homeless presentations from the private rented sector. The team was established in November 2019 and consists of a team leader, four housing officers and an income maximisation officer. There have been vacancies in the team this year, a recruitment exercise has been completed with the team now back to a full complement of staff.
- 2.41 Since March 2021 the PRS team have prevented homelessness for 240 households by helping them to remain in their current PRS tenancy or by supporting them into a new PRS or Mid-Market Rent (MMR) tenancy.
- 2.42 A further 100 households, assessed as homeless prior to the PRS team having contact, were supported by the team to access either PRS or MMR tenancies.
- 2.43 The team have also worked with families in overcrowded accommodation with a view to supporting them into suitable accommodation via the PRS /MMR.
- 2.44 **Development of Edinburgh Help to Rent** – Edinburgh Help to Rent is a scheme to help homeless households' access and keep a private rented tenancy in Edinburgh.
- 2.45 The scheme provides a rent deposit guarantee bond and offers rent in advance, furniture, and access to support if needed. This service is delivered by Crisis. 138 bonds have been issued to households over the course of the project so far, with 38 issued in the year to March 2022. The target for this scheme is being reviewed in light of the effects of Covid -19 on the private rented sector.

Support for Homeless Households

- 2.46 **Housing First** – Edinburgh was a pathfinder area and has been delivering Housing First since November 2018. Housing First provides ordinary, settled housing with separate wrap around support for people with the most complex needs. From October 2021, the Pathfinder programme came to an end and the Council took over funding responsibilities for the Housing First Visiting Housing Support in Edinburgh.
- 2.47 There is a tenancy sustainment rate, excluding deaths, of 80%. Support has been provided for a total of 153 tenancies with 114 open tenancies as of 31 March 2022.
- 2.48 This service is presently delivered by the Simon Community Scotland / Streetwork and these interim measures will be in place until the end of March 2023.
- 2.49 **Visiting Housing Support** – As set out in the RRTP, Edinburgh will commission one visiting housing support service for the city, which will include support for people in receipt of housing first, people currently receiving

support from the complex needs service and people who currently receive support from the locality visiting housing support services.

- 2.50 Co-production has commenced and will continue with the aim of having a service commissioned by April 2023.
- 2.51 **Youth Housing Hub** – In the year to March 2022, there were 628 homeless presentations from young people aged between 16 and 25. The Council committed to developing proposals for a youth housing hub, a physical hub providing co-location of core services and hosting for wider relevant services for young people experiencing or at risk of homelessness.
- 2.52 This is in line with the youth homelessness prevention pathway recommendation to have one point of contact for young people. Services provided would include statutory services, employability, housing support, health services, advice and welfare services.
- 2.53 As noted at 2.22, a feasibility study has been completed by third sector partners detailing the views of the respective teams/organisations that provide these functions and the views of service users. A draft implementation plan will be created with costings and timescales, it is anticipated that this will be completed by September 2022.

3 Objective 2 – Temporary Accommodation will Meet the Needs of the Household

Background / Context

- 3.1 The RRTP set out the plan to transform the mix of temporary accommodation focusing on increasing the mix of 'suitable' temporary accommodation. The RRTP noted the challenges this presented in Edinburgh, particularly as a result of Covid-19, with rising numbers of households in temporary accommodation.
- 3.2 This has included accommodating a significant number of people who may have No Recourse to Public Funds (NRPF) or who would be ineligible for service, in response to public health requirements.
- 3.3 The plan for temporary accommodation is also an integral part of the Homelessness Transformational Prevention Programme which aims to reduce the number of households in unsuitable temporary accommodation, alongside changing the mix of temporary accommodation stock.

Update on Actions

- 3.4 **Transforming the mix of temporary accommodation** – The plan focuses on increasing the stock of Temporary Furnished Flats (TFF) as quickly as possible and reducing the amount of Emergency Accommodation.

- 3.5 Given the ongoing Covid-19 pandemic we have not been able to reduce the amount of emergency accommodation. The table below provides an update on the capacity of temporary accommodation as of 31 March 2022.

Table 1: Temporary Accommodation Capacity. Source: CEC internal data

Temporary Accommodation Capacity						
Type	Capacity at 31 March 2022	% Stock at 31 March 2022	Change from 31 March 2021	Capacity at 31 March 2021	% Stock at 31 March 2021	Change from 30 April 2020
TFF	3,101	61%	+176	2,925	60%	+390
Other (Homeless Accommodation with Support)	782	15%	+35	747	15%	-50
Emergency (Includes COVID – 19 Isolation Accommodation)	1,232	24%	+32	1,200	25%	+295
Total capacity	5,115	+5%	+243	4,872	+15%	+635

- 3.6 The plan to increase TFF stock includes actions to increase different types of temporary accommodation classed as TFF for RRTP purposes. Updates on actions aligned to this are noted below.
- 3.7 **Private Sector Leasing (PSL)** – The new PSL contract, which commenced on 1 April 2020, provides self-contained flats leased from private landlords.
- 3.8 The new contract introduced rates which are linked to local market rates within Edinburgh. This has allowed more competitive rates to be offered to Landlords.
- 3.9 At the end of March 2021 there were 1,584 PSL properties. This has risen to 1,747 at the end of March 2022, this is a net gain of 163 properties.
- 3.10 **Flexible Purchasing System (FPS)** - The Flexi Purchasing System (FPS) is a procurement mechanism to facilitate quicker and more focused procurement of the types of services needed to support homeless households. The FPS was agreed at Finance & Resources Committee on 7 October 2021. For example, if there is an identified need for more one-bed self-contained flats, the FPS can be opened and the market alerted to this need. The FPS has

allowed the Council to increase its stock of suitable temporary accommodation as can be evidenced in table 1.

- 3.11 **Home Share** – This is a form of temporary accommodation where three to five people live together in a furnished home in the community.
- 3.12 This accommodation has received positive feedback from residents and is classed as 'suitable' accommodation in terms of the Unsuitable Accommodation Order.
- 3.13 As a result of a procurement exercise, the number of Home Share properties has increased from 6 properties and 26 residents in March 2020 to 17 properties and 55 residents across the city by 31 March 2022.
- 3.14 **Community Hosting and Supported Lodgings** – Officers have continued to develop plans for community hosting / supported lodgings in Edinburgh. These are forms of temporary accommodation where a mentor or host lives in the property and provides a supportive relationship.
- 3.15 This form of temporary accommodation is likely to be suitable for people with low support needs and may take on a number of different variations, some of which are listed below:
- **The live-in mentor is a host / community hosting** – the host provides a room within their own home.
 - **The live-in mentor is a volunteer** – the volunteer could be a student studying towards a relevant qualification. Residents and mentor live in the accommodation provided by the organisation.
 - **The live-in mentor is employed** – e.g., an organisation employs a mentor and provides accommodation for them to reside in alongside residents.
 - **The mentor is based near the accommodation** - e.g., the mentor may have an office nearby and cover a cluster of flats. Support may be offered at home or at office.
- 3.16 A Public Information Notice (PIN) will be published to ask interested services to tender for this contract prior to August 2022.
- 3.17 **Additional Long Term Supported Accommodation** – A need for this type of accommodation was identified in conjunction with health and social care partners.
- 3.18 A commissioned service provider has purchased a property to create additional provision to support nine men over the age of 35 who have a history of homelessness and long-term alcohol misuse issues. It is anticipated that the service will be up and running in from around. It is anticipated that the

service will be up and running in from the end of August 2022. There have been unavoidable delays with completing the outstanding property work.

- 3.19 An additional support accommodation service for people rough sleeping experiencing chronic mental health issues is currently under renovation, there is no start date for this service presently.
- 3.20 In addition to changing the mix of temporary accommodation stock, a number of other actions were set out in relation to temporary accommodation. An update on these actions is set out below.
- 3.21 **Scoping options for a Psychology in Hostels pilot** – Two long-term supported accommodation units have been identified for this test of concept. Officers are working with partners to progress recruitment of a psychologist and a psychologist's assistant to be embedded in the supported accommodation units.
- 3.22 **Ensuring we use our stock more effectively** – Given the pressures on temporary accommodation the RRTP set out a need to ensure that people's needs are matched to their temporary accommodation placement as soon as possible. Our link workers, supporting people in Rapid Access Accommodation, ensure that people are matched to suitable move on accommodation following discussion with the resident to identify their needs.
- 3.23 To support this, any available Homeless Accommodation with Support is offered to Rapid Access Accommodation residents in the first instance. This will be further developed as work progresses to change the mix of temporary accommodation stock.
- 3.24 **Review of out of hours provision** - There are plans to develop more council and/or commissioned rapid access accommodation which will provide emergency beds on a 24-hour basis all year round.
- 3.25 The Council will continue to work in partnership to ensure that there are sufficient emergency beds during periods of greatest demand; for example, the Welcome Centre service which operates between October – May.
- 3.26 **Development of gap homes** – It was agreed that officers would seek to identify potential gap sites, that is small suitable areas of land in Council ownership, which could be used to build temporary accommodation that meets the needs of service users.
- 3.27 A feasibility study was completed and agreed at the relevant Committees allowing officers to progress with this project. This will see 32 self-contained temporary accommodation flats built using modular construction methods. These will meet the requirements of the UAO.
- 3.28 Officers will continue to work with colleagues from sustainable development to identify new sites which could be used for this purpose.

- 3.29 **Explore the possibility of ‘flipping’ temporary furnished flats into permanent homes, if and when stock allows** – Stock levels do not currently permit flipping properties on a regular basis. Temporary furnished flats are currently “flipped” on case-by-case basis, based on an individual household circumstances.
- 3.30 This cannot be expanded until supply exceeds demand. Flipping Council temporary accommodation would currently exacerbate the lack of suitable temporary accommodation for all homeless people and reduces options to permanently rehouse people by using Council stock to replace any flipped properties.
- 3.31 **Reduce the amount of time people spend in temporary accommodation over the lifetime of this plan** – A reduction in time spent in temporary accommodation has not been possible as a result of the Covid-19 pandemic.
- 3.32 The average length of stay in temporary accommodation for the year to March 2022 has stayed the same as for March 2021 at 317 days.
- 3.33 **Work with Education Services** – The service continues to engage with Health Visitors from the NHS to alert them of all under 5s in temporary accommodation with their family, who may or may not be in funded nursery places to allow health visitors to connect with a family and ensure they are known and linked into services.
- 3.34 We also continue to have a similar system in place to ensure all schools are made aware of any young people in temporary accommodation with their family to ensure that they can be supported with their wellbeing and education and linked to any other supports required.

4 Objective 3 – Supporting people to access settled accommodation as quickly as possible

Background / Context

- 4.1 Edinburgh has one of the lowest proportions of social housing in Scotland with only 16% of homes in social rent compared to the national average of 24%. A common housing register is operated in Edinburgh, called EdIndex.
- 4.2 This is a partnership between the Council and 17 current partner landlords in the city. Where an individual/household has been assessed as statutorily homeless as per the Housing (Scotland) Act, silver priority is awarded for bidding for homes through Choice.
- 4.3 The Council and the partner EdIndex landlords continue to repair and re-let available homes as quickly as possible. The Covid-19 pandemic has continued to have an impact, including ensuring the repair and re-let process was managed and operational challenges with the supply of materials/parts, new connections for utility supplies, and responding flexibly to changes in the

circumstances of households moving into homes. This has led to some homes remaining empty for longer periods than normal.

- 4.4 During 2021/22 the Council and partner Housing Associations let just over 2,100 homes, which was just 9% lower than the year prior to the start of the Covid-19 pandemic.
- 4.5 There are on average of around 150 bids currently being received for available homes advertised through Choice and approximately 21,200 households currently registered with EdIndex.
- 4.6 During 2021/22 the Council and partner Housing Associations in Edinburgh advertised just over 2,800 homes with around 85% of these available for homeless households to bid on.
- 4.7 There is a commitment to a rehousing target for social lets of a minimum of 70% Council homes (across existing and new build homes) being allocated to homeless households and 50% for lets from RSL's in Edinburgh.
- 4.8 These targets take account of the significant demand for social housing and the requirements to provide housing to meet other priority/urgent housing need.

Update on Actions

- 4.9 **Moving people through the system quicker** – To support this work 10 Housing Assistants were successfully recruited and started in June 2021. A supervisor was recruited to support the team and four Housing Officers have been in post since November 2021. These officers are part of the newly formed transformation team in Homelessness Prevention and Housing Options and are supporting the work to reduce the number of households in temporary accommodation.
- 4.10 Housing Assistants provide practical help ensuring households understand the bidding process, support with bidding as required and provide feedback on bids. They re-enforce the Housing Options advice and support customers with appropriate referrals. At the end of March 2022, among other positive outcomes, the Housing Assistants interventions have resulted in 892 case closures, and 87 homeless households accepting offers of settled accommodation as a direct result of bidding feedback.
- 4.11 Housing Officers make regular contact with households and review their situation with them, support with any changes of circumstances and ensure that the household is informed of their housing options while actively seeking accommodation and following their case officer's advice. At the end of March 2022, Housing Officers have undertaken 1794 bidding review checks.
- 4.12 The work of this team has also resulted in a reduction in the number of days for customers to access a telephone appointment. The team have reached

out to over 5,000 households who are assessed as homeless and awaiting permanent accommodation.

- 4.13 **Working practices** – Development of new ways of working continues with additional space within locality offices having been requested, to enable staff to provide a more hybrid way of working. This will ensure that services are provided to the customer in a way which meets their preference and needs.
- 4.14 As detailed at 2.3, the Prevention and Partnership Officer is making links with other Council services and third sector organisations, delivering training on housing options and homeless prevention.
- 4.15 Income Maximisation Officers (IMOs) are now based alongside staff from Homelessness Prevention and Housing Options Team (HP&HOT) and temporary accommodation staff in each locality office. Housing Officers make referrals to the IMOs who support individuals by undertaking a full benefit check and identifying any additional opportunities to increase income. IMOs assist with benefit claims and offer individuals advice for managing their claims while they stay in temporary accommodation. The IMO is also available to offer advice on how to manage benefits when the person is moving into their own tenancy.
- 4.16 Work on developing an online assessment form is also continuing. Consideration has been given to the questions to be included in the online tool that will direct people to the appropriate part of the service and will be progressed with IT colleagues.
- 4.17 **Social rented homes** – As noted in 4.7 above, there is a rehousing target of a minimum of 50% of RSL lets (both new build and existing) being allocated to homeless households with the target for Council social lets being a minimum of 70% (both new build and existing).
- 4.18 During 2021/22 landlords continued to face challenges as noted in 4.3, however, RSL's let 51% of homes to homeless households with 74% of Council social rented homes let to homeless households.
- 4.19 It is important to note that most other lets are made to households in other priority need groups, including applicants assessed for a gold priority due to mobility needs.

Table 2: Social Rented Lets to Homeless Households. Source: CEC internal data

Year		CEC	RSL Choice Partners	RSL Harmonised Points Partners	CBL (CEC+Partners)	Total Edinburgh	No of households assessed as homeless
2019/20	Starter	909 (80%)	730 (64%)		1,638 (72%)		3,310
	Mover	227 (20%)	413 (36%)		640 (28%)		
	Total Lets	1,136	1,143	30	2,278	2,308	
	Homeless	813 (72%)	586 (51%)	13 (43%)	1,399 (61%)	1,412 (61%)	
2020/21	Starter ^[1]	616 (83%)	523 (67%)		746(74%)		1,901
	Mover ^[2]	130 (17%)	261 (33%)		391 (26%)		
	Total Lets	746	784	9	1,530	1,539	
	Homeless	512 (69%)	425 (54%)	2 (22%)	937 (61%)	939 (61%)	
2021/22	Starter ^[1]	872 (81%)	639 (63%)		1,511 (72%)		2,399
	Mover ^[2]	201 (19%)	375 (37%)		576 (28%)		
	Total Lets	1,073	1,014	23	2,087	2,110	
	Homeless	798 (74%)	513 (51%)	21 (91%)	1,311 (63%)	1,332 (63%)	

4.20 **Mid-Market rent as an option for homeless households** – MMR provides homes for working households on low to moderate incomes. Rents are higher than social rents but significantly lower than average private rents.

4.21 Edinburgh Living committed to continue to target working homeless households as a key market for mid-market rent. In the year to 31 March 2022, 61 homeless households secured a Mid-market let with 42 of these in an Edinburgh Living property.

4.22 **Affordable Housing Stock Profile** – An Accessible Housing Study was commissioned to provide insight into the extent and nature of the accessible,

^[1] Starters include; homeless households, people in hostel, supported or temporary accommodation, people staying care of friends or family, new households, private rented sector tenants.

^[2] Movers include; Council tenants (including joint tenants), RSL or other social rented sector tenants, owner occupiers, households in tied accommodation.

^[1] Starters include; homeless households, people in hostel, supported or temporary accommodation, people staying care of friends or family, new households, private rented sector tenants.

^[2] Movers include; Council tenants (including joint tenants), RSL or other social rented sector tenants, owner occupiers, households in tied accommodation.

specialist and wheelchair housing stock across Edinburgh and to understand the requirement for accessible and wheelchair homes now and in the future.

- 4.23 The study is due to complete soon. Feedback from secondary and primary research and engagement with service users and partners, highlights a high need and demand for accessible housing, which sits alongside the requirement to meet other priority needs such as homelessness.
- 4.24 **Rapid Rehousing Modelling** – Officers have updated the illustrative rehousing models to demonstrate the impact of new supply on social rented, mid-market homes and the private rented sector and homeless demand scenarios on rapid rehousing.
- 4.25 These models are attached as Appendix 2. As per previous modelling it should be noted that this does not take into account factors such as requirements for specific sizes of property available.
- 4.26 Additionally, given the significant variance in homelessness demand and existing social housing supply which continues in 2021/22 year four figures assume demand changes using year one data as the baseline. Year four data will be updated with actual figures in the next update.
- 4.27 The modelling continues to suggest that rapid rehousing will take at least 20 years to achieve in Edinburgh where any increase in homelessness demand happens.
- 4.28 The most optimistic scenario remains as a 2% year on year reduction in homelessness demand and an increase in the number of households achieving settled housing in the PRS and increased supply from MMR, achieved at year 15. Given the potential challenges relating to the impact of Covid-19 on the economy, the cost-of-living crisis and the removal of local connection this scenario is unlikely.

5 Objective 4 – Reducing the Number of People Sleeping Rough in Edinburgh

Background / Context

- 5.1 Prior to Covid-19 it was estimated that there were approximately 80 – 120 rough sleepers on any one night in Edinburgh. Throughout the pandemic the Council and partners have worked collaboratively to ensure that there is accommodation available for everyone.
- 5.2 There are now on average 14 rough sleepers in the city each night. Officers from the Council continue to work with the commissioned street-based outreach service to identify potential accommodation options for rough sleepers

Update on Actions

- 5.3 **Rapid Access Accommodation** – There are plans to develop more Council and/or commissioned rapid access accommodation which will provide emergency beds on a 24-hour basis all year round.
- 5.4 The Link Worker model has continued, including at the Welcome Centre where 129 onsite assessments have been completed between October 2021 and May 2022.
- 5.5 **Welcome Centre** – The Council will continue to work in partnership to ensure that there are sufficient emergency beds during periods of greatest demand; for example, the Welcome Centre service which operates between October – May.
- 5.6 The Welcome Centre will run in its current location until the end of May, there has been a noticeable reduction in numbers of people accessing the service over the last month. We continue to have high levels of staff working on site at this time and if someone presents to the Welcome Centre they will be provided with accommodation.
- 5.7 **The Edinburgh Integrated Joint Board (EIJB)** - is aiming to enhance service delivery, reduce inequality of outcome and improve the health and well-being of people who are homeless with complex needs through integration of primary care, housing, and social work.
- 5.8 'The Access Place', which opened November 2021, offers a single point of access for homeless people with complex needs.
- 5.9 **The core service** – Is delivered by GPs, pharmacists, psychologist, mental health nurses, practice nurses, occupational therapist, housing officers, social workers, community care assessors, community link worker and a transition team who have supported 100 people to move out of homelessness and back into mainstream services. Welfare benefits advice is available on site and a paid peer worker post managed by the Cyrenians is based within the service providing relationship-based support and building systems for people with lived experience to play a key role in service development and design.
- 5.10 **A psychologically informed environment** - The service is implementing new ways of working through a trauma-informed organisational change process which aims to improve the quality of life, psychosocial and health outcomes for people who are homeless with complex needs. The improvement programme is supported by The Scottish Government's Drug Deaths Taskforce and Edinburgh Drug and Alcohol Partnership funding and will meet Medication Assisted Treatment (MAT) standards 6 and 12. Edinburgh University are undertaking an evaluation of the service to look at whether integration and implementation of trauma informed care is making a difference to those being supported.

- 5.11 **Promoting and maintaining staff well-being** is key to a healthy workforce and robust service delivery. A staff well-being programme which includes mindfulness, one to one sessions with psychologists, weekly reflective practice groups where complex work challenges are discussed and shared is in place and available to staff within the service.
- 5.12 The service is working towards ensuring that decisions made have consideration of the impact on climate change and on long term sustainability and is about to embark on building a therapeutic garden as part of the City (E) Scaping programme which aims to make our city more green and healthy.

DRAFT

Variables	Year on year new case reduction	0%		
	Growth in number of outcomes	0%		
	"Housed" cap % of outcomes	80%		
	Growth in existing stock allocations	0%		
	RSL % new stock	50%		
	CEC % new stock	70%		
	MMR % (Year 2 baseline, growth rate, cap)	15%	0%	160
	PRS properties (Year 3 baseline, growth, cap)	140	0%	140

Model 1 - static homeless demand

Years to Rapid Re-Housing 20

		Core RRTP Model					Extended RRTP Model					20 Year RRTP Model										
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11	Year 12	Year 13	Year 14	Year 15	Year 16	Year 17	Year 18	Year 19	Year 20	
		19/20	20/21	21/22	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31	31/32	32/33	33/34	34/35	35/36	36/37	37/38	38/39	
Demand	Gap between housing supply and need from previous year	3454	4135	5315	5959	6350	6413	6180	6148	5868	5440	5244	4980	4647	4246	3777	3240	2634	1960	1218	408	
	Actual or estimated 1 year new demand	3310	1901	2399	3310	3310	3310	3310	3310	3310	3310	3310	3310	3310	3310	3310	3310	3310	3310	3310	3310	
	Total Demand	6764	6036	7714	9269	9660	9723	9490	9458	9178	8750	8554	8290	7957	7556	7087	6550	5944	5270	4528	3718	
Outcomes	Housed Outcomes	1782	930	1051	1907	2235	2531	2330	2578	2726	2494	2562	2631	2699	2767	2835	2904	2972	3040	3108	3177	
	Discharged (not housed)	1012	368	704	1012	1012	1012	1012	1012	1012	1012	1012	1012	1012	1012	1012	1012	1012	1012	1012	1012	
	Total Discharged	2794	1298	1755	2919	3247	3543	3342	3590	3738	3506	3574	3643	3711	3779	3847	3916	3984	4052	4120	4189	
Gap between housing supply and need		3970	4738	5959	6350	6413	6180	6148	5868	5440	5244	4980	4647	4246	3777	3240	2634	1960	1218	408	0	
Shortfall in grant funding at year 5												£474,562,000										
Supply	Estimated social housing supply	40000	40000	40678	41298	42055	43482	45252	46345	47777	49848	51798	53748	55698	57648	59598	61548	63498	65448	67398	69348	
	3.5% of total social housing supply allocated annually to homeless households	1412	939	1332	1445	1471	1521	1583	1622	1672	1744	1812	1881	1949	2017	2085	2154	2222	2290	2358	2427	
	New build RSL's social rent	0	60	177	317	510	589	244	307	200	200	200	200	200	200	200	200	200	200	200	200	
	50% new build RSL SR to homeless households	0	30	88	158	255	294	122	153	100	100	100	100	100	100	100	100	100	100	100	100	100
	New CEC social rent *	N/A	92	70	179	424	728	652	900	971	500	500	500	500	500	500	500	500	500	500	500	500
	70% of new build CEC SR lets to homeless households	N/A	64	49	125	296	509	456	630	679	350	350	350	350	350	350	350	350	350	350	350	350
	MMR new build (total projections) ^	N/A	526	373	261	493	453	197	225	900	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250
	MMR lets to homeless households	N/A	81	61	39	73	67	29	33	135	160	160	160	160	160	160	160	160	160	160	160	160
	Settled homes in the PRS	119	138	103	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140
	Total supply to homeless households	1531	1252	1633	1907	2235	2531	2330	2578	2726	2494	2562	2631	2699	2767	2835	2904	2972	3040	3108	3177	
Balanced Check (for year calculation)		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0	

* Includes acquisition of properties through the Affordable Housing Supply Programme (AHSP)

^ Includes Edinburgh Living (CEC MMR), RSL's MMR and LARS Housing Trust MMR

Variables	Year on year new case reduction	2%		
	Growth in number of outcomes	0%		
	"Housed" cap % of outcomes	80%		
	Growth in existing stock allocations	0%		
	RSL % new stock	50%		
	CEC % new stock	70%		
	MMR % (Year 2 baseline, growth rate, cap)	15%	0%	160
	PRS properties (Year 3 baseline, growth, cap)	140	0%	140

Model 2 - 2% reduction in homeless demand

Years to Rapid Re-Housing 15

		Core RRTP Model					Extended RRTP Model					20 Year RRTP Model										
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11	Year 12	Year 13	Year 14	Year 15	Year 16	Year 17	Year 18	Year 19	Year 20	
		19/20	20/21	21/22	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31	31/32	32/33	33/34	34/35	35/36	36/37	37/38	38/39	
Demand	Gap between housing supply and need from previous year	3454	4135	5315	5959	6304	6276	5909	5700	5200	4511	4014	3410	2698	1880	956	0	0	0	0	0	
	Actual or estimated 1 year new demand	3310	1901	2399	3244	3180	3117	3055	2994	2935	2877	2820	2764	2709	2655	2602	2550	2499	2450	2401	2353	
	Total Demand	6764	6036	7714	9203	9484	9393	8964	8694	8135	7388	6834	6174	5407	4535	3558	2550	2499	2450	2401	2353	
Outcomes	Housed Outcomes	1782	930	1051	1907	2235	2531	2330	2578	2726	2494	2562	2631	2699	2767	2835	2904	2972	3040	3108	3177	
	Discharged (not housed)	1012	368	704	992	973	953	934	916	898	880	862	845	828	812	796	780	764	749	734	720	
	Total Discharged	2794	1298	1755	2899	3208	3484	3264	3494	3624	3374	3424	3476	3527	3579	3631	3684	3736	3789	3842	3897	
Gap between housing supply and need		3970	4738	5959	6304	6276	5909	5700	5200	4511	4014	3410	2698	1880	956	0	0	0	0	0	0	
Shortfall in grant funding at year 5												£464,424,000										
Supply	Estimated social housing supply	40000	40000	40678	41298	42055	43482	45252	46345	47777	49848	51798	53748	55698	57648	59598	61548	63498	65448	67398	69348	
	3.5% of total social housing supply allocated annually to homeless households	1412	939	1332	1445	1471	1521	1583	1622	1672	1744	1812	1881	1949	2017	2085	2154	2222	2290	2358	2427	
	New build RSL's social rent	0	60	177	317	510	589	244	307	200	200	200	200	200	200	200	200	200	200	200	200	
	50% new build RSL SR to homeless households	0	30	88	158	255	294	122	153	100	100	100	100	100	100	100	100	100	100	100	100	100
	New CEC social rent *	N/A	92	70	179	424	728	652	900	971	500	500	500	500	500	500	500	500	500	500	500	500
	70% of new build CEC SR lets to homeless households	N/A	64	49	125	296	509	456	630	679	350	350	350	350	350	350	350	350	350	350	350	350
	MMR new build (total projections) ^	N/A	526	373	261	493	453	197	225	900	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250
	MMR lets to homeless households	N/A	81	61	39	73	67	29	33	135	160	160	160	160	160	160	160	160	160	160	160	160
	Settled homes in the PRS	119	138	103	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140
	Total supply to homeless households	1531	1252	1633	1907	2235	2531	2330	2578	2726	2494	2562	2631	2699	2767	2835	2904	2972	3040	3108	3177	
Balanced Check (for year calculation)		1	1	1	1	1	1	1	1	1	1	1	1	1	1	0	0	0	0	0	0	

* Includes acquisition of properties through the Affordable Housing Supply Programme (AHSP)

^ Includes Edinburgh Living (CEC MMR), RSL's MMR and LARS Housing Trust MMR

Variables	Year on year new case reduction	2%		
	Growth in number of outcomes	0%		
	"Housed" cap % of outcomes	80%		
	Growth in existing stock allocations	0%		
	RSL % new stock	50%		
	CEC % new stock	70%		
	MMR % (Year 2 baseline, growth rate, cap)	15%	3%	160
	PRS properties (Year 3 baseline, growth, cap)	185	3%	200

Model 3 - 2% reduction in homeless demand, increase in supply from MMR and settled housing in PRS

Years to Rapid Re-Housing 15

		Core RRTP Model					Extended RRTP Model					20 Year RRTP Model										
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11	Year 12	Year 13	Year 14	Year 15	Year 16	Year 17	Year 18	Year 19	Year 20	
		19/20	20/21	21/22	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31	31/32	32/33	33/34	34/35	35/36	36/37	37/38	38/39	
Demand	Gap between housing supply and need from previous year	3454	4135	5315	5959	6244	6121	5644	5345	4744	3970	3413	2749	1977	1099	115	0	0	0	0	0	
	Actual or estimated 1 year new demand	3310	1901	2399	3244	3180	3117	3055	2994	2935	2877	2820	2764	2709	2655	2602	2550	2499	2450	2401	2353	
	Total Demand	6764	6036	7714	9203	9424	9238	8699	8339	7679	6847	6233	5513	4686	3754	2717	2550	2499	2450	2401	2353	
Outcomes	Housed Outcomes	1782	930	1051	1967	2330	2641	2420	2679	2811	2554	2622	2691	2759	2827	2895	2964	3032	3100	3168	3237	
	Discharged (not housed)	1012	368	704	992	973	953	934	916	898	880	862	845	828	812	796	780	764	749	734	720	
	Total Discharged	2794	1298	1755	2959	3303	3594	3354	3595	3709	3434	3484	3536	3587	3639	3691	3744	3796	3849	3902	3957	
Gap between housing supply and need		3970	4738	5959	6244	6121	5644	5345	4744	3970	3413	2749	1977	1099	115	0	0	0	0	0	0	
Shortfall in grant funding at year 5												£452,954,000										
Supply	Estimated social housing supply	40000	40000	40678	41298	42055	43482	45252	46345	47777	49848	51798	53748	55698	57648	59598	61548	63498	65448	67398	69348	
	3.5% of total social housing supply allocated annually to homeless households	1412	939	1332	1445	1471	1521	1583	1622	1672	1744	1812	1881	1949	2017	2085	2154	2222	2290	2358	2427	
	New build RSL's social rent	0	60	177	317	510	589	244	307	200	200	200	200	200	200	200	200	200	200	200	200	
	50% new build RSL SR to homeless households	0	30	88	158	255	294	122	153	100	100	100	100	100	100	100	100	100	100	100	100	100
	New CEC social rent *	N/A	92	70	179	424	728	652	900	971	500	500	500	500	500	500	500	500	500	500	500	500
	70% of new build CEC SR lets to homeless households	N/A	64	49	125	296	509	456	630	679	350	350	350	350	350	350	350	350	350	350	350	350
	MMR new build (total projections) ^	N/A	526	373	261	493	453	197	225	900	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250
	MMR lets to homeless households	N/A	81	61	54	118	122	59	74	160	160	160	160	160	160	160	160	160	160	160	160	160
	Settled homes in the PRS	119	138	103	185	190	195	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
	Total supply to homeless households	1531	1252	1633	1967	2330	2641	2420	2679	2811	2554	2622	2691	2759	2827	2895	2964	3032	3100	3168	3237	
Balanced Check (for year calculation)		1	1	1	1	1	1	1	1	1	1	1	1	1	1	0	0	0	0	0	0	

* Includes acquisition of properties through the Affordable Housing Supply Programme (AHSP)

^ Includes Edinburgh Living (CEC MMR), RSL's MMR and LARS Housing Trust MMR

Variables	Year on year new case reduction	-5%		
	Growth in number of outcomes	0%		
	"Housed" cap % of outcomes	80%		
	Growth in existing stock allocations	0%		
	RSL % new stock	50%		
	CEC % new stock	70%		
	MMR % (Year 2 baseline, growth rate, cap)	15%	0%	160
	PRS properties (Year 3 baseline, growth, cap)	140	0%	140

Model 4 - 5% increase in homeless demand

Years to Rapid Re-Housing >20

		Core RRTP Model					Extended RRTP Model					20 Year RRTP Model										
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11	Year 12	Year 13	Year 14	Year 15	Year 16	Year 17	Year 18	Year 19	Year 20	
		19/20	20/21	21/22	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31	31/32	32/33	33/34	34/35	35/36	36/37	37/38	38/39	
Demand	Gap between housing supply and need from previous year	3454	4135	5315	5959	6465	6764	6894	7358	7714	8069	8810	9646	10583	11630	12796	14091	15524	17107	18850	20764	
	Actual or estimated 1 year new demand	3310	1901	2399	3476	3650	3833	4025	4227	4439	4661	4895	5140	5397	5667	5951	6249	6562	6891	7236	7598	
	Total Demand	6764	6036	7714	9435	10115	10597	10919	11585	12153	12730	13705	14786	15980	17297	18747	20340	22086	23998	26086	28362	
Outcomes	Housed Outcomes	1782	930	1051	1907	2235	2531	2330	2578	2726	2494	2562	2631	2699	2767	2835	2904	2972	3040	3108	3177	
	Discharged (not housed)	1012	368	704	1063	1116	1172	1231	1293	1358	1426	1497	1572	1651	1734	1821	1912	2007	2108	2214	2324	
	Total Discharged	2794	1298	1755	2970	3351	3703	3561	3871	4084	3920	4059	4203	4350	4501	4656	4816	4979	5148	5322	5501	
Gap between housing supply and need		3970	4738	5959	6465	6764	6894	7358	7714	8069	8810	9646	10583	11630	12796	14091	15524	17107	18850	20764	22861	
Shortfall in grant funding at year 5							£500,536,000															
Supply	Estimated social housing supply	40000	40000	40678	41298	42055	43482	45252	46345	47777	49848	51798	53748	55698	57648	59598	61548	63498	65448	67398	69348	
	3.5% of total social housing supply allocated annually to homeless households	1412	939	1332	1445	1471	1521	1583	1622	1672	1744	1812	1881	1949	2017	2085	2154	2222	2290	2358	2427	
	New build RSL's social rent	0	60	177	317	510	589	244	307	200	200	200	200	200	200	200	200	200	200	200	200	
	50% new build RSL SR to homeless households	0	30	88	158	255	294	122	153	100	100	100	100	100	100	100	100	100	100	100	100	100
	New CEC social rent *	N/A	92	70	179	424	728	652	900	971	500	500	500	500	500	500	500	500	500	500	500	500
	70% of new build CEC SR lets to homeless households	N/A	64	49	125	296	509	456	630	679	350	350	350	350	350	350	350	350	350	350	350	350
	MMR new build (total projections) ^	N/A	526	373	261	493	453	197	225	900	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250
	MMR lets to homeless households	N/A	81	61	39	73	67	29	33	135	160	160	160	160	160	160	160	160	160	160	160	160
	Settled homes in the PRS	119	138	103	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140
	Total supply to homeless households	1531	1252	1633	1907	2235	2531	2330	2578	2726	2494	2562	2631	2699	2767	2835	2904	2972	3040	3108	3177	
Balanced Check (for year calculation)		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	

* Includes acquisition of properties through the Affordable Housing Supply Programme (AHSP)

^ Includes Edinburgh Living (CEC MMR), RSL's MMR and LARS Housing Trust MMR

Variables	Year on year new case reduction	-5%		
	Growth in number of outcomes	0%		
	"Housed" cap % of outcomes	80%		
	Growth in existing stock allocations	0%		
	RSL % new stock	50%		
	CEC % new stock	70%		
	MMR % (Year 2 baseline, growth rate, cap)	15%	3%	160
	PRS properties (Year 3 baseline, growth, cap)	185	3%	200

Model 5 - 5% increase in homeless demand, increase in supply from MMR and settled housing in PRS

Years to Rapid Re-Housing >20

		Core RRTP Model					Extended RRTP Model					20 Year RRTP Model										
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11	Year 12	Year 13	Year 14	Year 15	Year 16	Year 17	Year 18	Year 19	Year 20	
		19/20	20/21	21/22	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31	31/32	32/33	33/34	34/35	35/36	36/37	37/38	38/39	
Demand	Gap between housing supply and need from previous year	3454	4135	5315	5959	6405	6609	6629	7003	7258	7528	8209	8985	9862	10849	11955	13190	14563	16086	17769	19623	
	Actual or estimated 1 year new demand	3310	1901	2399	3476	3650	3833	4025	4227	4439	4661	4895	5140	5397	5667	5951	6249	6562	6891	7236	7598	
	Total Demand	6764	6036	7714	9435	10055	10442	10654	11230	11697	12189	13104	14125	15259	16516	17906	19439	21125	22977	25005	27221	
Outcomes	Housed Outcomes	1782	930	1051	1967	2330	2641	2420	2679	2811	2554	2622	2691	2759	2827	2895	2964	3032	3100	3168	3237	
	Discharged (not housed)	1012	368	704	1063	1116	1172	1231	1293	1358	1426	1497	1572	1651	1734	1821	1912	2007	2108	2214	2324	
	Total Discharged	2794	1298	1755	3030	3446	3813	3651	3972	4169	3980	4119	4263	4410	4561	4716	4876	5039	5208	5382	5561	
Gap between housing supply and need		3970	4738	5959	6405	6609	6629	7003	7258	7528	8209	8985	9862	10849	11955	13190	14563	16086	17769	19623	21660	
Shortfall in grant funding at year 5												£489,066,000										
Supply	Estimated social housing supply	40000	40000	40678	41298	42055	43482	45252	46345	47777	49848	51798	53748	55698	57648	59598	61548	63498	65448	67398	69348	
	3.5% of total social housing supply allocated annually to homeless households	1412	939	1332	1445	1471	1521	1583	1622	1672	1744	1812	1881	1949	2017	2085	2154	2222	2290	2358	2427	
	New build RSL's social rent	0	60	177	317	510	589	244	307	200	200	200	200	200	200	200	200	200	200	200	200	
	50% new build RSL SR to homeless households	0	30	88	158	255	294	122	153	100	100	100	100	100	100	100	100	100	100	100	100	100
	New CEC social rent *	N/A	92	70	179	424	728	652	900	971	500	500	500	500	500	500	500	500	500	500	500	500
	70% of new build CEC SR lets to homeless households	N/A	64	49	125	296	509	456	630	679	350	350	350	350	350	350	350	350	350	350	350	350
	MMR new build (total projections) ^	N/A	526	373	261	493	453	197	225	900	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250
	MMR lets to homeless households	N/A	81	61	54	118	122	59	74	160	160	160	160	160	160	160	160	160	160	160	160	160
	Settled homes in the PRS	119	138	103	185	190	195	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
	Total supply to homeless households	1531	1252	1633	1967	2330	2641	2420	2679	2811	2554	2622	2691	2759	2827	2895	2964	3032	3100	3168	3237	
Balanced Check (for year calculation)		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	

* Includes acquisition of properties through the Affordable Housing Supply Programme (AHSP)
 ^ Includes Edinburgh Living (CEC MMR), RSL's MMR and LARS Housing Trust MMR

Variables	Year on year new case reduction	-10%		
	Growth in number of outcomes	0%		
	"Housed" cap % of outcomes	80%		
	Growth in existing stock allocations	0%		
	RSL % new stock	50%		
	CEC % new stock	70%		
	MMR % (Year 2 baseline, growth rate, cap)	15%	0%	160
	PRS properties (Year 3 baseline, growth, cap)	140	0%	140

Model 6 - 10% increase in homeless demand

Years to Rapid Re-Housing >20

		Core RRTP Model					Extended RRTP Model					20 Year RRTP Model										
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11	Year 12	Year 13	Year 14	Year 15	Year 16	Year 17	Year 18	Year 19	Year 20	
		19/20	20/21	21/22	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31	31/32	32/33	33/34	34/35	35/36	36/37	37/38	38/39	
Demand	Gap between housing supply and need from previous year	3454	4135	5315	5959	6579	7125	7653	8688	9812	11158	13144	15510	18300	21564	25356	29737	34771	40531	47096	54554	
	Actual or estimated 1 year new demand	3310	1901	2399	3641	4006	4407	4848	5333	5867	6454	7100	7810	8591	9451	10397	11437	12581	13840	15224	16747	
	Total Demand	6764	6036	7714	9600	10585	11532	12501	14021	15679	17612	20244	23320	26891	31015	35753	41174	47352	54371	62320	71301	
Outcomes	Housed Outcomes	1782	930	1051	1907	2235	2531	2330	2578	2726	2494	2562	2631	2699	2767	2835	2904	2972	3040	3108	3177	
	Discharged (not housed)	1012	368	704	1114	1225	1348	1483	1631	1795	1974	2172	2389	2628	2892	3181	3499	3849	4235	4658	5124	
	Total Discharged	2794	1298	1755	3021	3460	3879	3813	4209	4521	4468	4734	5020	5327	5659	6016	6403	6821	7275	7766	8301	
Gap between housing supply and need		3970	4738	5959	6579	7125	7653	8688	9812	11158	13144	15510	18300	21564	25356	29737	34771	40531	47096	54554	63000	
Shortfall in grant funding at year 5												£527,250,000										
Supply	Estimated social housing supply	40000	40000	40678	41298	42055	43482	45252	46345	47777	49848	51798	53748	55698	57648	59598	61548	63498	65448	67398	69348	
	3.5% of total social housing supply allocated annually to homeless households	1412	939	1332	1445	1471	1521	1583	1622	1672	1744	1812	1881	1949	2017	2085	2154	2222	2290	2358	2427	
	New build RSL's social rent	0	60	177	317	510	589	244	307	200	200	200	200	200	200	200	200	200	200	200	200	
	50% new build RSL SR to homeless households	0	30	88	158	255	294	122	153	100	100	100	100	100	100	100	100	100	100	100	100	100
	New CEC social rent *	N/A	92	70	179	424	728	652	900	971	500	500	500	500	500	500	500	500	500	500	500	500
	70% of new build CEC SR lets to homeless households	N/A	64	49	125	296	509	456	630	679	350	350	350	350	350	350	350	350	350	350	350	350
	MMR new build (total projections) ^	N/A	526	373	261	493	453	197	225	900	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250
	MMR lets to homeless households	N/A	81	61	39	73	67	29	33	135	160	160	160	160	160	160	160	160	160	160	160	160
	Settled homes in the PRS	119	138	103	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140
	Total supply to homeless households	1531	1252	1633	1907	2235	2531	2330	2578	2726	2494	2562	2631	2699	2767	2835	2904	2972	3040	3108	3177	
Balanced Check (for year calculation)	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	

* Includes acquisition of properties through the Affordable Housing Supply Programme (AHSP)

^ Includes Edinburgh Living (CEC MMR), RSL's MMR and LARS Housing Trust MMR

Variables	Year on year new case reduction	-10%		
	Growth in number of outcomes	0%		
	"Housed" cap % of outcomes	80%		
	Growth in existing stock allocations	0%		
	RSL % new stock	50%		
	CEC % new stock	70%		
	MMR % (Year 2 baseline, growth rate, cap)	15%	3%	160
	PRS properties (Year 3 baseline, growth, cap)	185	3%	200

Model 7 - 10% increase in homeless demand, increase in supply from MMR and settled housing in PRS

Years to Rapid Re-Housing >20

		Core RRTP Model					Extended RRTP Model					20 Year RRTP Model										
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11	Year 12	Year 13	Year 14	Year 15	Year 16	Year 17	Year 18	Year 19	Year 20	
		19/20	20/21	21/22	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31	31/32	32/33	33/34	34/35	35/36	36/37	37/38	38/39	
Demand	Gap between housing supply and need from previous year	3454	4135	5315	5959	6519	6970	7388	8333	9356	10617	12543	14849	17579	20783	24515	28836	33810	39510	46015	53413	
	Actual or estimated 1 year new demand	3310	1901	2399	3641	4006	4407	4848	5333	5867	6454	7100	7810	8591	9451	10397	11437	12581	13840	15224	16747	
	Total Demand	6764	6036	7714	9600	10525	11377	12236	13666	15223	17071	19643	22659	26170	30234	34912	40273	46391	53350	61239	70160	
Outcomes	Housed Outcomes	1782	930	1051	1967	2330	2641	2420	2679	2811	2554	2622	2691	2759	2827	2895	2964	3032	3100	3168	3237	
	Discharged (not housed)	1012	368	704	1114	1225	1348	1483	1631	1795	1974	2172	2389	2628	2892	3181	3499	3849	4235	4658	5124	
	Total Discharged	2794	1298	1755	3081	3555	3989	3903	4310	4606	4528	4794	5080	5387	5719	6076	6463	6881	7335	7826	8361	
Gap between housing supply and need		3970	4738	5959	6519	6970	7388	8333	9356	10617	12543	14849	17579	20783	24515	28836	33810	39510	46015	53413	61799	
Shortfall in grant funding at year 5												£515,780,000										
Supply	Estimated social housing supply	40000	40000	40678	41298	42055	43482	45252	46345	47777	49848	51798	53748	55698	57648	59598	61548	63498	65448	67398	69348	
	3.5% of total social housing supply allocated annually to homeless households	1412	939	1332	1445	1471	1521	1583	1622	1672	1744	1812	1881	1949	2017	2085	2154	2222	2290	2358	2427	
	New build RSL's social rent	0	60	177	317	510	589	244	307	200	200	200	200	200	200	200	200	200	200	200	200	
	50% new build RSL SR to homeless households	0	30	88	158	255	294	122	153	100	100	100	100	100	100	100	100	100	100	100	100	100
	New CEC social rent *	N/A	92	70	179	424	728	652	900	971	500	500	500	500	500	500	500	500	500	500	500	500
	70% of new build CEC SR lets to homeless households	N/A	64	49	125	296	509	456	630	679	350	350	350	350	350	350	350	350	350	350	350	350
	MMR new build (total projections) ^	N/A	526	373	261	493	453	197	225	900	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250
	MMR lets to homeless households	N/A	81	61	54	118	122	59	74	160	160	160	160	160	160	160	160	160	160	160	160	160
	Settled homes in the PRS	119	138	103	185	190	195	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
	Total supply to homeless households	1531	1252	1633	1967	2330	2641	2420	2679	2811	2554	2622	2691	2759	2827	2895	2964	3032	3100	3168	3237	
Balanced Check (for year calculation)		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	

* Includes acquisition of properties through the Affordable Housing Supply Programme (AHSP)
 ^ Includes Edinburgh Living (CEC MMR), RSL's MMR and LARS Housing Trust MMR

Variables	Year on year new case reduction	-15%		
	Growth in number of outcomes	0%		
	"Housed" cap % of outcomes	80%		
	Growth in existing stock allocations	0%		
	RSL % new stock	50%		
	CEC % new stock	70%		
	MMR % (Year 2 baseline, growth rate, cap)	15%	0%	160
	PRS properties (Year 3 baseline, growth, cap)	140	0%	140

Model 8 - 15% increase in homeless demand

Years to Rapid Re-Housing >20

		Core RRTP Model					Extended RRTP Model					20 Year RRTP Model										
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11	Year 12	Year 13	Year 14	Year 15	Year 16	Year 17	Year 18	Year 19	Year 20	
		19/20	20/21	21/22	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31	31/32	32/33	33/34	34/35	35/36	36/37	37/38	38/39	
Demand	Gap between housing supply and need from previous year	3454	4135	5315	5959	6695	7500	8464	10154	12199	14790	18411	22882	28339	34941	42870	52336	63578	76875	92544	110952	
	Actual or estimated 1 year new demand	3310	1901	2399	3807	4379	5036	5792	6661	7661	8811	10133	11653	13401	15412	17724	20383	23441	26958	31002	35653	
	Total Demand	6764	6036	7714	9766	11074	12536	14256	16815	19860	23601	28544	34535	41740	50353	60594	72719	87019	103833	123546	146605	
Outcomes	Housed Outcomes	1782	930	1051	1907	2235	2531	2330	2578	2726	2494	2562	2631	2699	2767	2835	2904	2972	3040	3108	3177	
	Discharged (not housed)	1012	368	704	1164	1339	1541	1772	2038	2344	2696	3100	3565	4100	4716	5423	6237	7172	8249	9486	10909	
	Total Discharged	2794	1298	1755	3071	3574	4072	4102	4616	5070	5190	5662	6196	6799	7483	8258	9141	10144	11289	12594	14086	
Gap between housing supply and need		3970	4738	5959	6695	7500	8464	10154	12199	14790	18411	22882	28339	34941	42870	52336	63578	76875	92544	110952	132519	
Shortfall in grant funding at year 5												£555,000,000										
Supply	Estimated social housing supply	40000	40000	40678	41298	42055	43482	45252	46345	47777	49848	51798	53748	55698	57648	59598	61548	63498	65448	67398	69348	
	3.5% of total social housing supply allocated annually to homeless households	1412	939	1332	1445	1471	1521	1583	1622	1672	1744	1812	1881	1949	2017	2085	2154	2222	2290	2358	2427	
	New build RSL's social rent	0	60	177	317	510	589	244	307	200	200	200	200	200	200	200	200	200	200	200	200	
	50% new build RSL SR to homeless households	0	30	88	158	255	294	122	153	100	100	100	100	100	100	100	100	100	100	100	100	100
	New CEC social rent *	N/A	92	70	179	424	728	652	900	971	500	500	500	500	500	500	500	500	500	500	500	500
	70% of new build CEC SR lets to homeless households	N/A	64	49	125	296	509	456	630	679	350	350	350	350	350	350	350	350	350	350	350	350
	MMR new build (total projections) ^	N/A	526	373	261	493	453	197	225	900	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250
	MMR lets to homeless households	N/A	81	61	39	73	67	29	33	135	160	160	160	160	160	160	160	160	160	160	160	160
	Settled homes in the PRS	119	138	103	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140
	Total supply to homeless households	1531	1252	1633	1907	2235	2531	2330	2578	2726	2494	2562	2631	2699	2767	2835	2904	2972	3040	3108	3177	
Balanced Check (for year calculation)		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	

* Includes acquisition of properties through the Affordable Housing Supply Programme (AHSP)
 ^ Includes Edinburgh Living (CEC MMR), RSL's MMR and LARS Housing Trust MMR

Variables	Year on year new case reduction	-15%		
	Growth in number of outcomes	0%		
	"Housed" cap % of outcomes	80%		
	Growth in existing stock allocations	0%		
	RSL % new stock	50%		
	CEC % new stock	70%		
	MMR % (Year 2 baseline, growth rate, cap)	15%	3%	160
	PRS properties (Year 3 baseline, growth, cap)	185	3%	200

Model 9 - 15% increase in homeless demand, increase in supply from MMR and settled housing in PRS

Years to Rapid Re-Housing >20

		Core RRTP Model					Extended RRTP Model					20 Year RRTP Model										
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11	Year 12	Year 13	Year 14	Year 15	Year 16	Year 17	Year 18	Year 19	Year 20	
		19/20	20/21	21/22	22/23	23/24	24/25	25/26	26/27	27/28	28/29	29/30	30/31	31/32	32/33	33/34	34/35	35/36	36/37	37/38	38/39	
Demand	Gap between housing supply and need from previous year	3454	4135	5315	5959	6635	7345	8199	9799	11743	14249	17810	22221	27618	34160	42029	51435	62617	75854	91463	109811	
	Actual or estimated 1 year new demand	3310	1901	2399	3807	4379	5036	5792	6661	7661	8811	10133	11653	13401	15412	17724	20383	23441	26958	31002	35653	
	Total Demand	6764	6036	7714	9766	11014	12381	13991	16460	19404	23060	27943	33874	41019	49572	59753	71818	86058	102812	122465	145464	
Outcomes	Housed Outcomes	1782	930	1051	1967	2330	2641	2420	2679	2811	2554	2622	2691	2759	2827	2895	2964	3032	3100	3168	3237	
	Discharged (not housed)	1012	368	704	1164	1339	1541	1772	2038	2344	2696	3100	3565	4100	4716	5423	6237	7172	8249	9486	10909	
	Total Discharged	2794	1298	1755	3131	3669	4182	4192	4717	5155	5250	5722	6256	6859	7543	8318	9201	10204	11349	12654	14146	
Gap between housing supply and need		3970	4738	5959	6635	7345	8199	9799	11743	14249	17810	22221	27618	34160	42029	51435	62617	75854	91463	109811	131318	
Shortfall in grant funding at year 5												£543,530,000										
Supply	Estimated social housing supply	40000	40000	40678	41298	42055	43482	45252	46345	47777	49848	51798	53748	55698	57648	59598	61548	63498	65448	67398	69348	
	3.5% of total social housing supply allocated annually to homeless households	1412	939	1332	1445	1471	1521	1583	1622	1672	1744	1812	1881	1949	2017	2085	2154	2222	2290	2358	2427	
	New build RSL's social rent	0	60	177	317	510	589	244	307	200	200	200	200	200	200	200	200	200	200	200	200	
	50% new build RSL SR to homeless households	0	30	88	158	255	294	122	153	100	100	100	100	100	100	100	100	100	100	100	100	100
	New CEC social rent *	N/A	92	70	179	424	728	652	900	971	500	500	500	500	500	500	500	500	500	500	500	500
	70% of new build CEC SR lets to homeless households	N/A	64	49	125	296	509	456	630	679	350	350	350	350	350	350	350	350	350	350	350	350
	MMR new build (total projections) ^	N/A	526	373	261	493	453	197	225	900	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250
	MMR lets to homeless households	N/A	81	61	54	118	122	59	74	160	160	160	160	160	160	160	160	160	160	160	160	160
	Settled homes in the PRS	119	138	103	185	190	195	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
	Total supply to homeless households	1531	1252	1633	1967	2330	2641	2420	2679	2811	2554	2622	2691	2759	2827	2895	2964	3032	3100	3168	3237	
Balanced Check (for year calculation)		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	

* Includes acquisition of properties through the Affordable Housing Supply Programme (AHSP)

^ Includes Edinburgh Living (CEC MMR), RSL's MMR and LARS Housing Trust MMR

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Housing, Homelessness and Fair Work Committee

10.00am, Thursday, 4 August 2022

Place Based Investment Programme – provisional allocations for 2022/23 to 2024/25

Executive/routine Wards Council Commitments	Executive All 1, 2, 10, 50
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1. Recommendations

- 1.1 Housing, Homelessness and Fair Work Committee is asked to:
 - 1.1.1 Note the update on the allocations of the Place Based Investment Programme (PBIP) for 2021/22;
 - 1.1.2 Agree the provisional allocations of the PBIP for 2022/23; 2023/24; and 2024/25 as set out in Appendix 4; and
 - 1.1.3 Note that future updates on the funding will be reported to Committee, including detail on the proposed allocation of the final tranche in financial year 2025/26.

Paul Lawrence

Executive Director of Place

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Place Based Investment Programme – provisional allocations for 2022/23 to 2024/25

2. Executive Summary

- 2.1 This report provides an update on the progress of the projects funded from the 2021/22 round of the Place Based Investment Programme (PBIP), sets out the provisional allocation of funding by year and seeks approval for allocations in the first three years (from 2022/23 to 2024/25) of £4,167,000. Committee will be kept updated annually on the programme.

3. Background

- 3.1 The PBIP is a ring-fenced capital grant for local authorities, created by the Scottish Government. The City of Edinburgh Council received £1.998m from the PBIP in 2021/22. The Scottish Government has confirmed that there will be further rounds of PBIP funding over the next four financial years. The forecast allocations for the next three years are set out at section 6 of this report.
- 3.2 The remit of the PBIP is relatively wide ranging. The stated objectives are to:
- 3.2.1 Link and align place based initiatives and establish a coherent local framework to implement the Place Principle;
 - 3.2.2 Support place policy ambitions such as town centre revitalisation, community led regeneration, 20-minute neighbourhoods and Community Wealth Building;
 - 3.2.3 Ensure that all place based investments are shaped by the needs and aspirations of local communities; and
 - 3.2.4 Accelerate [Scotland's] ambitions for net zero, wellbeing and inclusive economic development, tackling inequality and disadvantage, community involvement and ownership.
- 3.3 The Scottish Government has directed that local authorities should use PBIP money to “*accelerate our ambitions for place, 20-minute neighbourhoods, town centre action, community led regeneration and community wealth building*” and to “*contribute to net zero, wellbeing and inclusive economic development, tackling*

inequality and disadvantage, and community involvement and ownership, including the repurposing of buildings, maintenance and repairs, reallocating external space and community led land acquisition”.

- 3.4 The PBIP can only be used to fund new activity – it cannot be used as a substitute source of funding for existing Council-funded activity and must be fully spent or contractually committed by the end of the financial years of allocation. The criteria for projects is set out in Appendix 1.
- 3.5 On [25 June 2021](#), the Housing, Homelessness and Fair Work Committee allocated the £1.998m for 2021/22 to the following 11 projects:
- 3.5.1 The Causey – the creation of a public square, widening of pavements, and traffic calming measures at West Crosscauseway (£266,000);
 - 3.5.2 Craigmillar ‘Meanwhile’ site – meanwhile uses on a brownfield site in Craigmillar, including the creation of a new public space, commercial space, and green space (£60,000);
 - 3.5.3 Gracemount civic square – improvements to the square at Gracemount Drive/Captain’s Road including planting/green space; shopfront improvements; improved street furniture; upgraded surfacing; improved accessibility (with removed split levels); artwork; and cycle bays (£150,000);
 - 3.5.4 Green Bridge, Balerno – the replacement of a derelict footbridge spanning the Bavelaw Burn at Balerno, linking Bavelaw Road to Malleny Garden (£66,000);
 - 3.5.5 Macmillan Hub, Pennywell – the development of a new creative and community hub at Macmillan Square in Pennywell incorporating arts space, a café, a library, an early years centre, a learning and skills hub, and affordable housing (£250,000);
 - 3.5.6 Northfield Drive and Grove environmental improvements – delivering a softer greener landscape and improving access and street lighting at the Northfield housing estate (£230,000);
 - 3.5.7 Portobello Town Hall – refurbishment of Portobello Town Hall, including repairs to the ceiling, helping bring it back into productive use (£350,000);
 - 3.5.8 Rejuvenating Roseburn – a package of public realm upgrades in Roseburn forming part of the wider City Centre West to East Cycle Link, including expanded pavements and new trees/planters (£110,000);
 - 3.5.9 Roseburn Park toilet block conversion – the conversion of a disused 1900s toilet block in Roseburn Park into a new community-owned café incorporating a publicly accessible toilet (£66,000);
 - 3.5.10 St. Oswald’s Centre – the conversion of the historic St. Oswald’s Church and Hall in Bruntsfield into a community facility (£350,000); and

3.5.11 Wester Hailes regeneration – infrastructure improvements in Wester Hailes to be delivered as identified in the interim Local Place Plan and additional environmental improvement works (£100,000).

Framework for allocating future rounds of funding

- 3.6 On [4 November 2021](#), Committee agreed a framework for allocating future PBIP funding, with the aim of aligning it more closely with strategic goals and programmes.
- 3.7 Committee also agreed that future PBIP funding allocations should be aligned with the three core priorities set out in the Council business plan (and the outcomes linked to each) as set out below:
- 3.7.1 Ending poverty and preventing adverse outcomes such as homelessness and unemployment – for example, the creation/improvement of affordable housing (above and beyond that already being delivered); the preservation/enhancement of Edinburgh’s cultural offering; support for businesses etc;
 - 3.7.2 Becoming a sustainable and net zero city – for example, the creation or enhancement of greenspaces; the creation or enhancement of active travel routes; improved building energy efficiency; development of brownfield land, etc; and
 - 3.7.3 Making sure wellbeing and equalities are enhanced for all – for example, the creation of 20 minute neighbourhood “hubs”; the provision of affordable leisure services; neighbourhood enhancements etc.

4. Main report

Update on projects funded from the 2021/22 allocation

- 4.1 Below is a short update on each project approved in June 2021:
- 4.1.1 The Causey – a hearing on the necessary traffic regulation and redetermination orders took place in August 2021; however this had not concluded by the end of February 2022. Given this, it was judged that there was a risk that the money would not be committed by the deadline of 31 March 2022. Accordingly, the £266,000 was reallocated to several of the projects below. The Causey has been put forward as a candidate for funding for 2022/23 (the Traffic Regulation Order and Roads Determination Order were confirmed in June 2022).
 - 4.1.2 Craigmillar ‘Meanwhile’ site – the construction contractor Bridgewater Building Solutions Limited has been appointed with work now underway and the new space planned to open in summer 2022.
 - 4.1.3 Gracemount civic square – work commenced in May 2022 with completion expected in late 2022.

- 4.1.4 Green Bridge, Balerno – the existing bridge has been removed and Balerno Community Council has formed a new special purpose vehicle, Balerno Pathways Limited, which has appointed the contractor CTS Bridges Limited to take forward the construction of a replacement bridge. A legal agreement between the Council and Balerno Pathways Limited is in place. It is anticipated the replacement bridge will open in late 2022.
 - 4.1.5 Macmillan Hub, Pennywell – enabling works are complete and Robertson Construction Group Limited commenced work on the main contract in April 2022 with final completion expected by Q3 2023. Additional funding for the project has been secured from the Regeneration Capital Grant Fund.
 - 4.1.6 Northfield Drive and Grove environmental improvements – the Council has appointed P1 Solutions Ltd to carry out these works. Works commenced in May 2022 with completion expected in December 2022.
 - 4.1.7 Portobello Town Hall – the Council has appointed Cornhill Building Services Limited to carry out these works. Work is expected to commence in summer 2022 with completion expect in December 2022.
 - 4.1.8 Rejuvenating Roseburn – the proposals for Rejuvenating Roseburn are included within the construction contract for the wider City Centre West East Link (CCWEL) project, which was awarded to Balfour Beatty PLC in December 2021. Work is now underway with overall completion expected in mid-2023.
 - 4.1.9 Roseburn Park toilet block conversion – a grant agreement was signed with the Friends of Roseburn Park in July 2021. The Friends of Roseburn Park have appointed All Aspects Building & Construction (Scotland) Ltd to carry out these works. Work commenced in May 2022 with completion expected by summer 2022.
 - 4.1.10 St. Oswald’s Centre – a grant agreement was signed with Bruntsfield St. Oswald’s in August 2021. Bruntsfield St. Oswald’s has appointed the contractor Allanbrook to carry out these works. Work commenced in March 2022 with completion expected in Q3 2022.
 - 4.1.11 Wester Hailes regeneration – the Council has appointed Maxi Construction Limited to carry out these works. Work commenced in April 2022 with completion expected in September 2022.
- 4.2 The final allocation for each of the above projects is set out in Appendix 2.
- Provisional allocation of funds for 2022/23; 2023/24; and 2024/25.**
- 4.3 A call for projects was initiated in November 2021 for the programme in 2022/23 – 2025/26.
- 4.4 15 potential projects (shown at Appendix 3) were put forward with a combined total ask of £14,773,000 against the provisional funding allocation of £5,380,000, meaning only 36% could be funded. Given this position, it is recommended that

projects which are already committed/underway, but that still have a funding pressure, are prioritised over “new” projects.

- 4.5 Additionally, it is recommended that The Causey be put forward as a potential project given that, while this is technically a “new” project, the Committee has previously been minded to support it although the project did not proceed due to external factors.
- 4.6 On the basis of the above, a shortlist of seven projects has been produced in line with the core priorities for the programme. The shortlist is summarised in Appendix 4, with details on each project set out in Appendix 5. The proposed allocations will deliver a balanced budget for each year (based on the forecast funding).
- 4.7 At this stage, Committee is requested to agree provisional allocations for each of the three years (2022/23 – 2024/25), having due regard to the forecast available budget for each year as set out in section 6.

5. Next Steps

- 5.1 Once allocations are agreed, the respective project managers will be advised of their provisional allocation for each financial year. These provisional allocations will crystallise each financial year upon the confirmation by the Scottish Government of the exact allocation to each project (expected to be in May each year). In the event that the allocations differ from the estimated below, the allocations to each project would be reduced or increased on a pro rata basis. Project managers will be required to structure their project accordingly to reflect that the final allocations may differ from what is forecast.
- 5.2 Regular updates on the status of projects funded by the PBIP will be provided via business bulletin updates and an annual report will be provided so that any necessary adjustments to the programme can be made. When the next report is brought to Committee in 2023, it is anticipated that the programme will be updated to include the final year of funding anticipated in 2025/26. It is envisaged that the regeneration programmes at Wester Hailes and Craigmillar will be key areas for future expenditure.

6. Financial impact

- 6.1 The PBIP is to run for a further four years until 2025/26. The Council’s provisional allocations for each year, as advised by the Scottish Government, are set out below. The actual allocations are expected to be confirmed in May each year.

2022/23	2023/24	2024/25	2025/26	Total
£1,741,000	£1,213,000	£1,213,000	£1,213,000	£5,380,000

7. Stakeholder/Community Impact

- 7.1 All projects supported by the PBIP will benefit neighbourhoods and communities. Work to engage these respective groups will be undertaken by each project.

8. Background reading/external references

- 8.1 None.

9. Appendices

- 9.1 Appendix 1: Place Based Investment Programme criteria.
- 9.2 Appendix 2: final Place Based Investment Programme allocations for 2021/22.
- 9.3 Appendix 3: Longlist of potential projects for 2022/23 to 2025/26.
- 9.4 Appendix 4: Shortlist of potential projects for 2022/23 to 2024/25.
- 9.5 Appendix 5: Details of potential projects for 2022/23 to 2025/26.

Appendix 1: Place Based Investment Programme criteria

The mandatory criteria for projects to be funded by the PBIP as agreed by Committee on 4 November 2021 are as follows:

- The funding in question must be being used for capital costs.
- The funding must not substitute for existing Council expenditure, i.e. the project in question must be a new activity that would not have happened otherwise.
- The funding must be capable of being contractually committed during the financial year in question and spent no later than the following financial year.
- The funding must be capable of being phased across financial years with appropriate break points in any contracts.
- The funding must be utilised to help achieve at least one of the three priorities set out in the Council business plan: ending poverty and preventing adverse outcomes such as homelessness and unemployment; becoming a sustainable and net zero city; and making sure wellbeing and equalities are enhanced for all.
- The funding must attract at least 1:1 match funding, i.e. the PBIP funding must represent no more than 50% of the overall project costs.

Appendix 2: Final Place Based Investment Programme allocations for 2021/22

Project	Allocation
The Causey	£0
Craigmillar – ‘Meanwhile’ site	£87,434
Gracemount civic square	£193,351
Green Bridge, Balerno	£66,000
MacMillan Hub, Pennywell	£339,000
Northfield	£230,000
Portobello Town Hall	£379,325
Rejuvenating Roseburn	£110,000
Roseburn Park toilet block conversion	£68,500
St. Oswald’s Centre	£406,065
Wester Hailes regeneration	£118,325
Total	£1,998,000

Appendix 3: Longlist of potential projects for 2022/23 to 2025/26

Project	Ask
The Causey	£700,000
Coalie Park improvements	£191,037
Craigmillar Town Centre	£375,000
Granton Gasholder	£1,500,000
Lawnmarket public realm upgrades	£2,000,000
Leith Theatre	£1,125,000
Macmillan Hub	£1,000,000
Multi-benefit SuDS interventions	£1,125,000
Orchard Park regeneration	£412,500
Pedestrian Environment Improvement Programme	£800,000
Portobello Potteries 1906 Kiln restoration	£322,500
Powderhall civic square	£171,946
Queensferry Town Centre – public realm and placemaking project	£1,300,000
Rose Street public realm renewal	£2,750,000
Wester Hailes Regeneration	£1,000,000
Total	£14,772,983

Appendix 4: Shortlist of potential projects for 2022/23 to 2024/25

Project	2022/23	2023/24	2024/25	Total
1. The Causey	£400,000	£300,000	£0	£700,000
2. Granton Gasholder	£693,250	£213,000	£543,500	£1,449,750
3. Macmillan Hub	£397,750	£102,250	£0	£500,000
4. Portobello Potteries 1906 Kiln restoration	£0	£172,750	£0	£172,750
5. Powderhall civic square	£0	£0	£171,946	£171,946
6. Queensferry Town Centre – public realm and placemaking project	£200,000	£425,000	£425,000	£1,050,000
7. Wester Hailes Regeneration	£50,000	£0	£72,554	£122,554
Total	£1,741,000	£1,213,000	£1,213,000	£4,167,000
<i>Forecast available budget</i>	£1,741,000	£1,213,000	£1,213,000	£4,167,000

Appendix 5: Details of potential projects for 2022/23 to 2025/26

1. The Causey




Project summary

The Causey is a project initiated by the Causey Development Trust that aims to make West Crosscauseway and the surrounding area safer and more welcoming for pedestrians and cyclists. A design has been developed that includes the creation of a public square, widening of pavements, and traffic calming measures. The project has the ability to contribute to the Council's City Mobility Strategy and Edinburgh City Centre Transformation Programme. The relevant Traffic Regulation Order and Roads Determination Order were confirmed by the Scottish Government in June 2022.

Funding ask

The costs are £950,000 of which **£700,000** (73.7%) is proposed to be met from the PBIP: £400,000 in 2022/23 and £300,000 in 2023/24.

Project analysis

Ward	Southside / Newington
Match funding	£250,000 of match funding is in place (£150,000 from the Council's Roads Capital budget and £100,000 from its active travel budget).
SIMD 2020 data 	The Causey falls within datazone S01008673, which ranks 4,156 th of the 6,976 datazones making up Scotland – placing it in the third bottom (i.e. third most deprived) quintile – and 235 th of the 597 datazones making up Edinburgh.
20-Min Neighbourhood strategy alignment	"High quality placemaking in our town and local centres, where accessible green and/or open spaces are provided".
Town and local centres	The Causey is adjacent to Nicolson Street/Clerk Street town centre.
Other comments	This project received £266,000 of support from the 2021/22 round of the PBIP but this was unable to be spent due to a delay in securing the necessary traffic regulation and redetermination orders, obliging it to be reallocated.

Most deprived



Least deprived

2. Granton Gasholder public realm creation



Project summary

Granton Gasholder sits within phase 1 of the Granton Waterfront regeneration programme. The restoration of this grade B listed structure was a condition of the purchase of the former gas works by the Council in 2018.

In May 2021, the Council in partnership with Edinburgh College illuminated this iconic structure which sits prominently within the Edinburgh skyline, reverberating the importance of regenerating this former industrial brownfield land into a new vibrant, sustainable coastal town for Edinburgh and the wider region. To date, it has brought much joy to the people of Edinburgh by attracting festivals such as 'Hidden Doors 2021' and is currently illuminated in the Ukrainian colours as a gesture to show solidarity with the people of Ukraine.

In October 2021, the Council was successful in securing £16.482m Levelling up Funding (LUF) from the UK government to allow for the restoration of this structure and creation of a high-quality public realm for leisure and culture uses. The stabilising and renovation of the structure also unlocks the surrounding sites within the former gas works accelerating the wider regeneration of the area.

The Council have appointed McLaughlin & Harvey under a two-stage design and build contract as Principal Contractor to assist them with advising on appropriate technical and construction design solutions in respect of renovation and restoration options and also the decontamination and design of the public realm to open up the site to the community.

Stage 1 of this commission is complete, and a planning application and listed building consent was submitted in March 2022. The design and restoration sets the standard for the wider regeneration, aligning with the vision and key design principles as set out within the development framework. A detailed cost plan has been produced, informed by stage 1 surveys, investigations, and design.

Stage 2a to produce detailed design, statutory consents and tender packages commenced in April 2022. It is anticipated that construction will begin in November 2022 and complete July 2024.

Most deprived




Least deprived

The public realm seeks to create an exciting, place based destination for local and more wider ranging visitors alike. Funding is required to be secured from the Place Based Investment Programme to allow this ambition to be realised.

Funding ask

The costs are £23,059,000 of which **£1,449,750** (6.3%) is proposed to be met from the PBIP: £693,250 in 2022/23, £213,000 in 2023/24, and £543,500 in 2024/25.

Project analysis

Ward	Forth
Match funding	£16,482,000 has been secured from the Levelling Up Fund, with the remaining match funding to be met from Council budgets and bids to external funders such as the Heritage Fund, Historic Environment Scotland, and the Vacant and Derelict Land Investment Programme.
SIMD 2020 data 	The Gasholder falls within datazone S01008928, which ranks 1,999 th of the 6,976 datazones making up Scotland – placing it in the second bottom (i.e. second most deprived) quintile – and 105 th of the 597 datazones making up Edinburgh.
20-Min Neighbourhood strategy alignment	“Better management and use of land and buildings across the city ensuring we also deliver our ambition to reduce carbon emissions”.
Town and local centres	The Granton Gasholder is adjacent to the Waterfront Broadway local centre; the project can be expected to draw additional patronage to the local centre.
Other comments	N/A



3. Macmillan Hub



Project summary

The development of the Macmillan Hub is an important element of the wider strategic regeneration of Pennywell and Muirhouse. It will provide an opportunity to create a building shared between the Council and North Edinburgh Arts (NEA) as the anchor community organisation, with the overall aim to provide education, lifelong learning, arts, culture, and employment support for this area of the city. It will deliver on the Council commitment to “live well locally” by providing a range of services to the immediate and surrounding communities. The Hub building will also incorporate a number of much needed affordable homes.


The award of contract for the construction and refurbishment works was approved by the Finance and Resources Committee on 3 March 2022 and the funding package assumed; Regeneration Capital Grant Fund funding, PBIP funding, a CAT capital receipt, and a contribution from NEA alongside Council capital expenditure from both the HRA and the General Fund.

Construction began in April 2022 with completion expected in autumn of 2023.

Funding ask

The construction phase costs is £15,400,000 of which **£500,000** (3.2%) is proposed to be met from the PBIP: £397,750 in 2022/23 and £102,250 in 2023/24.

Project analysis

Ward	Almond
Match funding	The Macmillan Hub funding package includes Scottish Government Early Years funding; 1,140 hours grant funding; Regeneration Capital Grant Fund support; a capital receipt from a community asset transfer of land at Pennywell; and a contribution from North Edinburgh Arts.
SIMD 2020 data 	The Macmillan Hub falls within datazone S01008930, which ranks 228 th of the 6,976 datazones making up Scotland –

Most deprived



Least deprived

	placing it in the bottom (i.e. most deprived) quintile – and 8 th of the 597 datazones making up Edinburgh.
20-Min Neighbourhood strategy alignment	“Co-location of quality services from across the public sector delivered within each neighbourhood”.
Town and local centres	The Macmillan Hub lies within Muirhouse local centre.
Other comments	The Macmillan Hub previously received £339,000 from the 2021/22 round of the Place Based Investment Programme. It also previously received £137,000 of support from the Town Centre Fund.

4. Portobello Potteries 1906 Kiln restoration




Project summary


The project would restore the 1906 Pottery Kiln, one of the last two surviving industrial pottery kilns in Scotland. The national archaeological significance of the two kilns has been recognised by their designation as Scheduled Ancient Monuments by Historic Environment Scotland (HES). In 2019, an engineering survey of the kiln reported that the upper section (rebuilt using modern brick in the 1970s) had become dangerously unstable and liable for catastrophic failure. As a result, consent from HES was granted for the safe down-taking of the upper section subject to its rebuilding using heritage style bricks to match the existing fabric and that of the 1909 kiln. This project seeks funding to repair/rebuild the kiln.

Funding ask

The costs are £645,000 of which **£172,750** (26.8%) is proposed to be met from the PBIP in 2023/24.

Project analysis

Ward	Portobello / Craigmillar
Match funding	£61,000 of match funding is currently in place. An application for £161,250 has been made to Historic Environment Scotland and an application for £250,000 has been made to the Heritage Fund.
SIMD 2020 data 	The kiln falls within datazone S01008731, which ranks 2,785 th of the 6,976 datazones making up Scotland – placing it in the second bottom (i.e. second most deprived) quintile – and 153 rd of the 597 datazones making up Edinburgh.
20-Min Neighbourhood strategy alignment	“High quality placemaking in our town and local centres, where accessible green and/or open spaces are provided”.
Town and local centres	N/A
Other comments	N/A

Most deprived  Least deprived

5. Powderhall civic square




Project summary

This project would deliver a new entrance square as part of the wider Powderhall regeneration for formal and informal gatherings and events. The works would include surfacing of the square; landscaping; street furniture; lighting; and raingardens for natural drainage, along with improvements to St. Mark’s Path.

Funding ask

The costs are £343,892 of which **£171,946** (50.0%) is proposed to be met from the PBIP in 2024/25.

Project analysis

Ward	Leith Walk
Match funding	£171,946 is in place from the Housing Revenue Account and General Fund capital budget.
SIMD 2020 data 	The square would fall within datazone S01008836, which ranks 2,764 th of the 6,976 datazones making up Scotland – placing it in the second bottom (i.e. second most deprived) quintile – and 152 nd of the 597 datazones making up Edinburgh.
20-Min Neighbourhood strategy alignment	“High quality placemaking in our town and local centres, where accessible green and/or open spaces are provided”.
Town and local centres	N/A
Other comments	N/A

Most deprived  Least deprived

6. Queensferry Town Centre public realm and placemaking




Project summary

A community driven Town Centre improvement project that will support the 20 Minute Neighbourhood ethos, contribute to Net Zero, create good quality public realm, improve access for vulnerable road users and provide an enhanced environment for local residents and businesses.

Funding ask

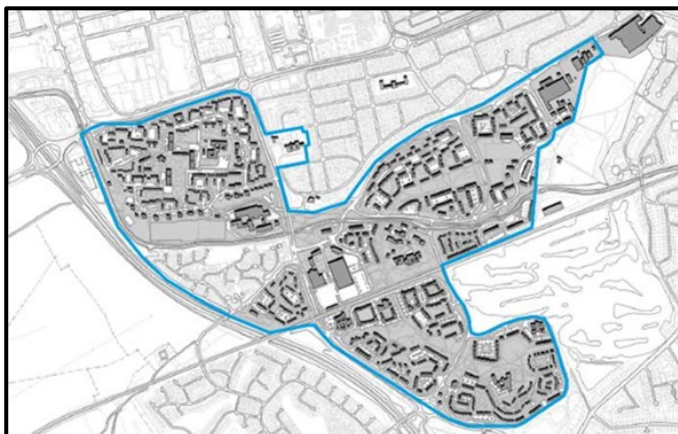
The costs are £2,800,000 of which **£1,050,000** (37.5%) is proposed to be met from the PBIP: £200,000 in 2022/23; £425,000 in 2023/24; and £425,000 in 2024/25.

Project analysis

Ward	Almond
Match funding	An application for circa £1,500,000 to £1,800,000 is being made to the Sustrans “Places for Everyone” fund.
SIMD 2020 data 	The project falls within datazones S01009003 and S01009008, which rank 6,076 th / 5,573 th of the 6,976 datazones making up Scotland – placing them in the fourth bottom and fifth bottom quintiles (i.e. fourth most deprived and fifth most deprived) – and 383 rd /331 st of the 597 datazones making up Edinburgh.
20-Min Neighbourhood strategy alignment	“High quality placemaking in our town and local centres, where accessible green and/or open spaces are provided”.
Town and local centres	The project area includes South Queensferry (Centre) local centre.
Other comments	The regeneration of Queensferry town centre received £425,000 of support from the Town Centre Fund.

Most deprived  Least deprived

7. Wester Hailes regeneration



Project summary

The Council is delivering a Regeneration and Development Framework for the comprehensive regeneration of Wester Hailes. The plan will support the radical transformation of Wester Hailes over the next 10-15 years to enable the local community to live (and work) in an environment which offers high-quality and energy-efficient homes, and provides community, education, employment, health and amenity facilities and opportunities.

This funding will be focused on environmental/place making works to support planned investment in housing, infrastructure, connections, and the educational estate as set out in the framework.

Funding ask

The costs are £2,000,000 of which **£497,554** (24.9%) is proposed to be met from the PBIP: ££50,000 in 2022/23; £72,554 in 2024/25; and £375,000 in 2025/26.

Project analysis

Ward	Pentland Hills
Match funding	The other costs will be met by Place Capital budgets and the Housing Revenue Account.
SIMD 2020 data	The project areas spans multiple datazones, several of which are in the bottom (i.e. most deprived) decile/quintile.
20-Min Neighbourhood strategy alignment	“Sustainable, safe and resilient neighbourhoods where residents have equal access to most of their daily needs”
Town and local centres	The project area encompasses Wester Hailes local centre.
Other comments	This project has previously received £118,325 of support from the 2021/22 round of the Place Based Investment Programme. The regeneration of Westside Plaza in Wester Hailes also received £750,000 of support from the Town Centre Fund.

Most deprived



Least deprived

Most deprived



Least deprived

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Housing, Homelessness and Fair Work Committee

10.00am, Thursday, 4 August 2022

Parental Employability Support Fund – grants update

Executive/routine Wards Council Commitments	Executive All 7, 31
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1. Recommendations

- 1.1 It is recommended that Housing, Homelessness and Fair Work Committee:
 - 1.1.1 Note the engagement had with Canongate Youth; and
 - 1.1.2 Approve the recommendation to not further fund the project 'Networks', using Parental Employability Support funding.

Paul Lawrence

Executive Director of Place

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Parental Employability Support Fund – grants update

2. Executive Summary

- 2.1 This report sets out the results of the further engagement with Canongate Youth in relation to their project Networks, which was delivered April 2021 to March 2022, using Parental Employability Support (PES) funding, as requested by Housing, Homelessness and Fair Work Committee on [23 June 2022](#).

3. Background

- 3.1 As reported to Committee on [23 June 2022](#), Scottish Government have awarded PES funding to City of Edinburgh Council over three financial years 2019 – 2022, under the Tackling Child Poverty strategy, to complement the No One Left Behind strategy for the delivery of services to support parents into and to progress in employment.
- 3.2 In the meeting, Committee approved the recommendation to continue to fund a core PES programme, which would see extensions of the PES grants approved in September 2020, where the services have been successful at engaging the target client group and been able to support them to achieve the required outcomes.
- 3.3 Committee also asked that a report come back to committee in one cycle, following officer engagement with Canongate Youth, delivery organisation for one of the projects not recommended for further funding, with more detail on the project and outcomes, for a decision from committee.

4. Main report

- 4.1 The 'Networks' project was funded from April 2021 until March 2022 and aimed to provide an employability and advice service, specifically for young parents under the age of 25, who are currently unemployed. Using a person-centred approach, the objective was to support young parents through a programme of 1-1 support sessions and groupwork, focussing on developing employability skills and building confidence but also with built in holistic support around the key issues the young people are facing such as housing, parenting, mental health and childcare.

- 4.2 Capital City Partnership (CCP), who have acted as the Council's grants and contract manager for this project, spoke to the manager on 27 June 2022 to explore whether they felt that there was merit in continuing the project.
- 4.3 It was highlighted that although a referral route had been established with a partner prior to starting the project, the anticipated referrals had not transpired, which was a key reason why the project had not achieved the predicted engagement levels.
- 4.4 It was also established that the engagements that had occurred had all already been referred onwards and staff had moved on to other roles in the organisation. Given the issues with recruitment in the employability network it was suggested that it would be difficult to recruit new staff to take the project forward again.
- 4.5 Canongate Youth were given time to consider whether there was an appetite from their side, and capability, to revive the project and confirmed on 18 July 2022 that they did not and would like to focus on their Activity Agreement commitments instead. They confirmed that they have access to community mental health funding, which can be utilised to support parents struggling with their health and wellbeing and if this leads to employability support being required for clients they can refer into existing programmes, but that there isn't a high demand for this support at the moment.
- 4.6 Officers' recommendation is therefore that the project is not further funded.

5. Next Steps

- 5.1 Officers and CCP will continue to engage with Canongate Youth on other employability projects funded by the Council, such as Activity Agreements under No One Left Behind and liaise with them on future potential further funding opportunities.

6. Financial impact

- 6.1 There is no financial impact to the Council.

7. Stakeholder/Community Impact

- 7.1 Although this would mean ending an existing project, the past engagement levels indicate that the need is not as widespread as initially envisaged and, where that need does exist, there is other provision in place to support.

8. Background reading/external references

8.1 None.

9. Appendices

9.1 None.

Housing, Homelessness and Fair Work Committee

10.00am, Thursday, 4 August 2022

Repairs, Maintenance and Investment to Lifts in Multi Storey Tower Blocks

Executive/Routine Wards Council Commitments	Routine All
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1. Recommendations

- 1.1 Housing, Homelessness and Fair Work Committee is asked to:
- 1.1.1 Note the information provided on the processes and programme in place to maintain, repair and invest in lifts in multi storey tower blocks;
 - 1.1.2 Note that the Council maintains an in-house stock of commonly used replacement parts but that there are instances when bespoke parts are required due to the age of some of the lifts across the city; and
 - 1.1.3 Agree to discharge the motion agreed at Housing, Homelessness and Fair Work Committee on [23 June 2022](#) to prepare a report for Housing, Homelessness and Fair Work Committee detailing on the acquisition and storage of parts for emergency lift repairs.

Paul Lawrence

Executive Director of Place

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Repairs, Maintenance and Investment to Lifts in Multi Storey Tower Blocks

2. Executive Summary

- 2.1 On [23 June 2022](#), the Housing, Homelessness and Fair Work Committee approved a motion which set out that tenants face lengthy delays to lifts repairs due to procurement procedures for replacement parts. The motion asked for a report in one cycle, providing details of the restructuring of the acquisition and storage of parts for emergency lift repairs to ensure that vulnerable tenants are not put at risk.
- 2.2 This report provides information on processes in place to maintain, repair and invest in lifts in multi storey tower blocks, outlines the arrangements for storage of replacement parts for lifts and the challenges with completing lift repairs due to the bespoke nature of some of the parts required.
- 2.3 Repairs to lifts are prioritised to ensure the safety of residents. Where someone is trapped in a lift, the response time is one hour. There were two occasions where both lifts were not operating in a block over the last six months. At both blocks, a lift was repaired in one day.
- 2.4 A robust lift maintenance programme is in place for all 102 lifts across the 44 multi storey blocks in the city. Eight lifts within four blocks will be replaced in 2022/23. The planned investment over the following five years has been programmed to include a further 19 blocks and 46 separate lifts at an estimated cost of £5.5 million.
- 2.5 An in-house stock of common repair parts is held by the Council. Most lifts date back to the 1960's and sourcing bespoke parts can delay repairs. It is not possible to stock bespoke parts as each one has to be manufactured for the specific lift and repair issue. Officers are putting arrangements in place to retain specialist parts from older lifts which have already been replaced to reduce repair times until the investment replacement programme is completed.

3. Background

- 3.1 The Council maintains 102 lifts over 44 multi storey tower blocks. Within these blocks, 3,033 properties are owned by the Council and 544 by owner occupiers and private landlords.

- 3.2 Concierge services are based in ten multi storey tower blocks, which support a further 29 nearby or adjacent blocks. Concierge staff provide an initial point of contact for tenants and residents to help them live in a safe, clean and well-maintained environment. Where a concierge office is not on site, or in an adjacent block, daily checks are conducted, and all tenants can be contacted through intercom systems. Five blocks, which have minority Council home ownership, have a lower level of service from the Concierge team but do still have access to repairs reporting through Repairs Direct. Concierge Team Leaders conduct site visits to these blocks every two to four weeks.
- 3.3 [On 4 November 2021](#), the Housing, Homelessness and Fair Work Committee noted the information provided on the response and processes in place if a fire or other major incident occurs in or near Council homes. The housing service works closely with the Scottish Fire and Rescue Service (SFRS) on an ongoing basis to ensure tenants are safe in their homes and that they have access to fire safety advice and support.

4. Main report

Prioritising Resident Safety

- 4.1 The safety and welfare of residents is the Council's highest priority. When someone is trapped in a lift, the response time is one hour. For all other repairs, contractors have a target to attend sites within four hours.
- 4.2 Over the past six months there have been two occasions where both lifts were out of service in a multi storey tower block at the same time. This occurred when one lift in a block was already undergoing an upgrade and when a fault in another block caused a set of lifts to both stop functioning. Repairs to ensure that a lift was working were completed at both blocks in one day.
- 4.3 If a fault cannot be fixed and a bespoke part is required, the repair timeframe is then dependent on the speed in which the part can be sourced. Eight lifts were out of service for longer than five days in the six months period January 2022 to June 2022.
- 4.4 A regular servicing programme is in place for all lifts which are serviced within a two to six month period depending on age and usage. Lift monitoring system data is used to identify wear and tear and plan for any repairs to prevent outages in service. Additional checks are conducted bi-annually by Zurich Engineering, the Council's insurance inspectors.

Storage of Repair Parts

- 4.5 An in-house stock of lift parts is maintained by the Council to reduce the response time for common faults. The majority of repairs are completed quickly using this stock of commonly needed parts. Contractors have access to their own supply of standard parts in order to complete a repair.

- 4.6 In a minority of cases, the age of many lifts means that it may take a number of weeks to source some replacement parts. These are not easily available due to the bespoke nature of the systems. Some parts are obsolete and have to be manufactured or sourced out with the UK before the repair can be completed. As these parts are bespoke and specific to individual lifts it is not possible to hold these in stock.
- 4.7 Where possible, working parts from older lifts will be salvaged as the lift replacement programme progresses. These will be stored and used to try and reduce waiting times for any repairs on existing lifts until the lift replacement programme is completed.

Planned Investment in Lifts in Multi Storey Block

- 4.8 An investment programme to refurbish and replace lifts in multi storey blocks is currently underway. Eight lifts within four blocks will be replaced in 2022/23. The planned investment over the following five years has been programmed to include a further 19 blocks and 46 separate lifts at an estimated cost of £5.5 million.
- 4.9 Delivery and further acceleration of investment in the lift replacement programme will be sought, subject to contractors' capacity to deliver and supply chain availability. All lifts where the Council has majority ownership in a block will be upgraded and replaced by the end of 2025/26.
- 4.10 The Council has minority ownership in five multi storey blocks and investment is subject to private owners' agreement. Engagement will continue with private owners to discuss their responsibilities and future options for investment.
- 4.11 As part of the planned works, the lift motor room equipment will also be modernised and standardised with the intention to improve availability of parts, to simplify repairs, maintenance and servicing and therefore reduce periods of time where lifts are not available for tenants and residents to use.
- 4.12 The lift monitoring system is also being upgraded in line with the capital investment programme. This will provide improved information on performance and support the prioritisation of planned repairs and investment in lifts. The servicing programme is currently carried out at regular set periods but new technologies, such as sensors which would provide real time data on how lifts are operating and could pre-empt the need for repairs, is being explored. Many breakdowns cannot be foreseen and may be due to accidental damage or vandalism.

Concierge Services and Supporting Tenants and Residents

- 4.13 Concierge services are based in ten blocks and provide support for 29 adjacent and nearby blocks. Concierge staff work closely with locality patch officers to address any complaints, repairs or maintenance issues and support communications with tenants.
- 4.14 Where concierge are not based in a block, but are still supported by the service, daily checks are carried out to ensure stairs and landing spaces are clear and common areas are clean. Vandalism or emergency repairs will be reported and

concierge can communicate with all residents in the event of an emergency through the intercom system.

- 4.15 Tenants and residents are able to join an 'opt-in' service for additional support and engagement with concierge if they live alone, are vulnerable or have mobility issues. Through a fob key checking system, concierge can check on residents and will note if there has been any changes to patterns of behaviour. Concierge will visit homes and may alert emergency services to access urgent medical intervention or make a referral to Social Care Direct if needed.
- 4.16 Concierge will contact these tenants and residents to make sure they are aware of any ongoing repairs and check if they need any assistance. Where someone is struggling due to a lift failure the Concierge Team Leader will raise this with the local Housing Operations Manager to consider offering temporary decant accommodation. The 'opt-in' system is also used to alert and contact tenants and residents in the event of an emergency situation.
- 4.17 Officers will proactively try to engage with anyone they think may need additional support and offer help. The 'opt-in' service will be readvertised to tenants and residents to ensure that everyone is able to access support.
- 4.18 Concierge services are not provided in five multi storey blocks where the Council has a minority of home ownership. Residents are able to report any concerns with Repairs Direct and Concierge Team Leaders conduct site visits every two to four weeks.
- 4.19 Concierge staff play a vital role in reporting out of service lifts, with repairs most often initially reported by concierge who are notified by residents or through daily inspections. Communication with residents when lifts are out of service is extremely important and procedures will be reviewed to introduce improvements in how information is shared between Council services and with residents when faults arise.

Fire Safety and Prevention

- 4.20 The housing service works closely with the Scottish Fire and Rescue Service (SFRS) on an ongoing basis to ensure residents are safe in their homes and that they have access to fire safety advice and support.
- 4.21 The SFRS carry out annual inspections of all 44 of the Council's multi-storey blocks along with the Housing Service. Daily block inspections are carried out where a concierge service is provided to ensure stairwells are kept clear of waste and flammable materials and any essential repairs are carried out quickly. Officers work closely with emergency services to alert them to anything which may impact on decision making in the event of fire, such as lifts being out of commission due to upgrades.
- 4.22 In the event of an incident such as a fire, the Council's response is determined by the extent and scale of the incident and the instructions from the relevant emergency services who have overall control of the scene during incidents. Lifts would not be in service during an incident.

5. Next Steps

- 5.1 Where possible, parts from lifts which have already been replaced will be salvaged and held in storage to reduce potential waiting times for bespoke repairs.
- 5.2 The lift monitoring system will continue to be reviewed to ensure that future investment is sequenced by priorities such as frequency of service outages. An acceleration of the investment lift replacement programme will be sought where this is possible.
- 5.3 A review will be conducted into the full process of fault reporting to job completion to include Concierge service, Repairs Direct and Contractor to enable improved communications with residents.
- 5.4 The 'opt-in' concierge service for vulnerable residents will be readvertised to all households in multi storey tower blocks. Concierge will continue to engage with anyone they think may benefit from additional contact.

6. Financial impact

- 6.1 There are no new financial impacts arising as a result of this report.

7. Stakeholder/Community Impact

- 7.1 The Housing Service is in regular contact with tenants and has a wealth of information on tenant satisfaction and priorities from a variety of sources including repairs tenant satisfaction surveys, complaints analysis, an ongoing tenant focus group programme, feedback from frontline housing officers and tenant feedback submitted to the Housing Service Improvement Programme mailbox.
- 7.2 The Council act as Property Factor for the 44 multi storey tower blocks across the city and provide a level of service to all residents. The service is set out in the Council's Written Statement of Service which is sent to owners and is available on the Council's website.

8. Background reading/external references

- 8.1 [2022/23 Housing Revenue Account \(HRA\) Capital Programme](#), Housing, Homelessness and Fair Work Committee, 24 March 2022.
- 8.2 [Housing Service Improvement Plan Update](#) – Housing, Homelessness and Fair Work Committee, 20 January 2022.
- 8.3 [Housing Service Response Following a Fire Incident](#), Housing, Homelessness and Fair Work Committee, 4 November 2021.

9. Appendices

9.1 None.

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