

Notice of meeting and agenda

Housing, Homelessness and Fair Work Committee

10.00 am Thursday, 29th September, 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 webcast live 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 Any items under "Private Business" will not be published, although the decisions will be recorded in the minute.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

Email: jamie.macrae@edinburgh.gov.uk / emily.traynor@edinburgh.gov.uk

Tel: 0131 553 8242

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 4 August 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 - 34

6. Business Bulletin

- 6.1 Housing, Homelessness and Fair Work Committee Business Bulletin 35 - 40

7. Executive Decisions

7.1	Homelessness Services' Performance Dashboard – Report by the Executive Director of Place	41 - 54
7.2	Capital City Partnership - Progress Update – Report by the Executive Director of Place	55 - 82
7.3	The City of Edinburgh Council’s Annual Assurance Statement on Housing Services – Report by the Executive Director of Place	83 - 102
7.4	Homelessness Services - Statutory Returns – Report by the Executive Director of Place	103 - 106
7.5	Housing Revenue Account Budget Strategy 2023/24 – Report by the Executive Director of Place	107 - 122
7.6	Local Employability Partnership - Service Delivery Plan 2022-2025 – Report by the Executive Director of Place	123 - 154
7.7	Place/Homelessness Financial Monitoring – Report by the Executive Director of Place	155 - 164
7.8	Trade Unions in Communities – Report by the Executive Director of Place	165 - 168

8. Routine Decisions

8.1	Affordable Housing Policy - Tenures Update – referral from the Planning Committee	169 - 180
-----	---	-----------

9. Motions

9.1	By Councillor Caldwell - The Importance of Participatory Budgeting “Housing, Homelessness and Fair Work Committee notes;
-----	---

- 1) The Scottish Government target for local authorities to spend 1% of their annual budget through Participatory Budgeting (PB) frameworks.
- 2) The benefits to resident engagement of project funding that PB provides through direct democracy.
- 3) The success of 'Leith Chooses' in Leith Walk and Leith wards and previous PB programmes such as 'You Decide' in Portobello/Craigmillar and 'South Central Decides' in Southside/Newington & Morningside wards.
- 4) The October 2021 PB update to Finance and Resources committee that anticipated PB accounted for 0.32% of the Council's budget.
- 5) The recommendations in the Homelessness, Housing and Fair Work committee's 'UK Shared Prosperity Fund' August 2022 report to not submit a funding request for Leith Chooses, the last active PB programme co-run by the City of Edinburgh Council.

The Housing, Homelessness and Fair Work Committee requests;

- 1) The Convenor of Housing, Homelessness and Fair Work to meet with the Convenor of Finance and Resources to explore how we can support Council-led PB alongside local residents and volunteers.
- 2) That Council reaffirm the importance of meeting the 1% of Council Budget on Participatory Budgeting target.
- 3) That Council submit a plan within two cycles to the Finance and Resource Committee on;
 - a) How it plans to support on a realistic and sustainable basis the existing PB scheme Leith Chooses (and others like it, if developed) for community grants.
 - b) How it plans to develop new model(s) of PB for more communities and appropriate for new areas of direct democratic involvement, such as green / environmental schemes, health care priorities, and improvement of public spaces."

10. Resolution to Consider in Private

- 10.1** The Committee, is requested under Section 50(A)(4) of the Local Government (Scotland) Act 1973, to exclude the public from the meeting for the following items of business on the grounds that they would involve the disclosure of exempt information as defined in Paragraphs 12 of Part 1 of Schedule 7A of the Act.

11. Private Reports

- 11.1** No Recourse to Public Funds – Report by the Executive Director of Place 181 - 186

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 City Chambers, High Street, Edinburgh and virtually by Microsoft Teams.

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 / emily.traynor@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 the Council's online [Committee Library](#).

Live and archived webcasts for this meeting and all main Council committees can be viewed online by going to the Council's [Webcast Portal](#).

Webcasting of Council meetings

Please note this meeting may be filmed for live and subsequent broadcast via the Council's internet site – at the start of the meeting the Convener will confirm if all or part of the meeting is being filmed.

The Council is a Data Controller under current Data Protection legislation. We broadcast Council meetings to fulfil our public task obligation to enable members of the public to observe the democratic process. Data collected during this webcast will be retained in accordance with the Council's published policy including, but not limited to, for the purpose of keeping historical records and making those records available via the Council's internet site.

Generally the public seating areas will not be filmed. However, by entering the Council Chamber and using the public seating area, individuals may be filmed and images and sound recordings captured of them will be used and stored for web casting and training purposes and for the purpose of keeping historical records and making those records available to the public.

Any information presented by individuals to the Council at a meeting, in a deputation or otherwise, in addition to forming part of a webcast that will be held as a historical record, will also be held and used by the Council in connection with the relevant matter until that matter is decided or otherwise resolved (including any potential appeals and other connected processes). Thereafter, that information will continue to be held as part of the historical record in accordance with the paragraphs above.

If you have any queries regarding this, and, in particular, if you believe that use and/or storage of any particular information would cause, or be likely to cause, substantial damage or distress to any individual, please contact Committee Services (committee.services@edinburgh.gov.uk).

Minutes

Housing, Homelessness and Fair Work Committee

10.00am, Thursday, 4 August 2022

Present

Councillors Meagher (Convener), Bruce, Caldwell, Campbell, Dobbin, Flannery, Kumar, Parker, Rae, Walker (substituting for Councillor Watt, items 1-6), Watt (item 7 onwards) and Whyte.

1. Minutes

Decision

To approve the minute of the Housing, Homelessness and Fair Work Committee of 23 June 2022 as a correct record.

2. Work Programme

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

Decision

- 1) To agree to close the following actions:
 - Action 7 (1) – Parental Employability Support
 - Action 9 – Motion by Councillor Campbell – Housing Service Improvement Plan – Repairs Update
 - Action 10 – Motion by Councillor Rae – Lift Repairs
- 2) To otherwise note the remaining outstanding actions.
- 3) To request that the year-by-year acquisitions and disposals location data be circulated.

(Reference – Rolling Actions Log, submitted.)

4. Business Bulletin

The Business Bulletin for August 2022 was presented.

Decision

To note the Business Bulletin.

(Reference – Business Bulletin, submitted.)

5. Update on the Housing Service Improvement Plan

An update on the planned work under the Housing Service Improvement Plan (HSIP) over the following six months was presented. The work undertaken to improve tenant satisfaction, operating performance and reduce costs over the previous six months was also presented.

Decision

- 1) To note the progress made with the Housing Service Improvement Plan (HSIP) over the last six months and the 2022/23 forward plan.
- 2) To note that the next update on the HSIP would be presented to Committee in six months.
- 3) To 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.
- 4) To agree to a further update on the complaints handling process in the next HSIP, included the progress with the new processes and the resolution team.
- 5) To agree that all future HSIP reports would include snap shot data at quarterly intervals of the number of complaints received, the number outstanding, the average time taken to resolve a complaint and whether the point of resolution was stage one or two.
- 6) To further agree that all future HSIPs would include more data about performance on repairs, noting the recently reported significant increase in repairs related complaints, with a focus on enabling performance scrutiny, not just on setting the strategy, and enabling committee to track over time the performance level and whether there is improvement within the service, number of responsive repairs undertaken, timeframes for empty homes to be brought up to a lettable standard, and should take a similar approach in presentation to the dashboard on homelessness statistics, with details to be finalised at a Committee workshop.
- 7) To agree to a one-off staff training review carried out by the Housing Income Maximisation Officer as we entered the Cost-of-Living Crisis to ensure all Housing Officers and relevant frontline support officers in Corporate Services could be enabled to effectively refer and signpost every tenant possible to the appropriate financial assistance, including UK Housing Benefit, Universal Credit

and the new benefits provided through Social Security Scotland. This would include working with, signposting to, and sharing best practice with various impartial advice charities including Citizens Advice Scotland, the Granton Information Centre and Edinburgh Tenant's Federation. Progress would be reported on in future HSIP reports.

(References – Housing, Homelessness and Fair Work Committee of 20 January 2022 (item 2); Report by the Executive Director of Place, submitted.)

6. UK Shared Prosperity Fund

Committee approval was sought for the delivery and development of local projects funded by Edinburgh's allocation of £12.4m through the UK Shared Prosperity Fund (UK SPF).

Motion

- 1) To note the partnership engagement activities undertaken in development of recommended SPF project proposals.
 - 2) To agree the recommended portfolio of projects to be funded as part of the City of Edinburgh SPF Investment Plan and that this portfolio be submitted to UK Government in advance of the 12 August deadline.
 - 3) To agree that officers would continue to work with projects to establish detailed funding plans and project deliverables within the financial constraints of the SPF allocations.
 - 4) To agree that an annual report on progress towards delivery of this programme of investment be prepared for consideration by this Committee.
 - 5) To agree that the Committee would keep projects under review through regular update reports; that defined representation of under-represented groups in project delivery would be specifically reported on; and that the standard clawback clause would be applied to all projects.
- Moved by Councillor Meagher, seconded by Councillor Walker

Amendment

- 1) To note the tight timeframes required to put the application into the UK Government and therefore recognise there are limitations and constraints on this process. To also recognise that there was extremely limited information in the report about the bids committee was being asked to approve.
- 2) To further note that there was no requirement to name specific organisations, or the funding allocated to them, in the application process to the UK government which only required that we outlined the alignment to the outcomes which we aimed to achieve.
- 3) Committee therefore agrees:
 - a) To note the partnership engagement activities undertaken in development of recommended SPF project proposals, but recognise time constraints and the number of panel members who were also applicants to the scheme, so

agrees that a process to diversify the panel for future funding years would be desirable.

- b) To agree the recommended portfolio of projects to be funded as part of the City of Edinburgh SPF Investment Plan for year one only.
- c) To agree that the outcomes we aimed to achieve would be submitted to UK Government in advance of the 12 August deadline.
- d) To agree that officers would continue to work with projects starting in year one to establish detailed funding plans and project deliverables within the financial constraints of the SPF allocation.
- e) To agree that a governance review of the panel would be undertaken to consider projects for years two and three, and that this would include the addition of service users, alongside ensuring representation from minority groups including BAME, care experienced and disabled people on the panel as well as considering whether elected member representation was appropriate.
- f) To further agree to a process to reach out to small, community and grassroots organisations based in Edinburgh to offer support, advice and training on bid writing and funding applications, using SPF funding to enable this.
- g) To agree to review the list of stakeholders which information was regularly sent out to, including a call to elected members to send details of organisations which they thought should be included.
- h) To agree to receive a report in early 2023 on the progress with the actions agreed on outreach and panel diversification, including an update on the projects funded this year with outcomes and objectives agreed with the organisations, and detailed information about the percentage of services and projects which will be delivered in each SIMD area, alongside details of the geographical locations of projects and services.
- i) To agree that any project on the rejected list would be able to reapply as part of this process.
- j) To agree that this report would also bring back recommendations for future years of funding, with specific funding allocations attached to projects.

- Moved by Councillor Campbell, seconded by Councillor Kumar

Voting

For the motion - 6 votes

For the amendment - 5 votes

(For the motion – Councillors Meagher, Bruce, Caldwell, Flannery, Walker and Whyte.

For the amendment – Councillors Campbell, Dobbin, Kumar, Parker and Rae.)

Decision

To approve the motion by Councillor Meagher.

Declarations of Interest

Councillor Kumar made a statement of transparency as a volunteer for Empty Kitchens Full Hearts.

Councillor Caldwell made a statement of transparency as a volunteer for Leith Chooses.

Councillor Rae made a statement of transparency as Chair of Leith Chooses.

(References – Housing, Homelessness and Fair Work Committee of 23 June 2022 (item 6); Report by the Executive Director of Place, submitted.)

7. Rapid Rehousing Transition Plan – Annual Update on Progress

The second annual update of the Rapid Rehousing Transition Plan (RRTP), which covered April 2021 to March 2022 was presented.

Decision

- 1) To note the progress made to date.
- 2) To agree the content for submission to the Scottish Government.
- 3) To recognise the high pressure on housing services in the city and commends the progress being made in tackling homelessness and rough sleeping.
- 4) To recognise that the Council had a responsibility to meet the housing needs of disabled people in the city.
- 5) To note the detail in the report about pressures on providing accessible homes and about how most social lets not made to homeless households were offered to applicants assessed for a gold priority due to mobility needs.
- 6) To note with concern the reference to the Integrated Impact Assessment in the report which identified the possible negative impacts on other vulnerable groups owing to the strategy of letting more numbers of social lets to homeless households as described in the Rapid Rehousing Transition Plan.
- 7) To request a briefing after the publication of the Accessible Housing Study to understand more about:
 - a. the detail of the IIA referenced in the report
 - b. the relationship between – and overlap with – housing demand amongst homeless households and disabled households in the city
 - c. the findings and recommendations of the Accessible Housing Study

(References – Housing, Homelessness and Fair Work Committee of 18 September 2020 (item 1); Report by the Executive Director of Place, submitted.)

8. Place Based Investment Programme – Provisional Allocations for 2022/23 to 2024/25

An update on the progress of projects funded under the Place Based Investment Programme (PBIP) was presented. The report also noted the provisional allocations of funding for years 2022/23 to 2024/25.

Motion

- 1) To note the update on the allocations of the Place Based Investment Programme (PBIP) for 2021/22.
 - 2) To agree the provisional allocation of the PBIP for 2022/23, 2023/24 and 2024/25 as set out in the report by the Executive Director of Place.
 - 3) To note that future updates on the funding would be reported to Committee, including detail on the proposed allocation of the final tranche in financial year 2025/26.
- Moved by Councillor Meagher, seconded by Councillor Watt

Amendment

- 1) To note the update on the allocations of the Place Based Investment Programme (PBIP) for 2021/22.
- 2) To note that the call for projects for the long list was in November 2021, and that half the council was made up of new councillors who had not had the opportunity to input.
- 3) To agree a new call for projects be issued to all councillors and engagement undertaken on a locality basis.
- 4) To note the recommendations for allocations in 2023/24; and 2024/25, as set out below, were provisional and may be subject to change depending on a range of factors.
- 5) To agree that future updates on the funding would be reported to Committee annually for approval, including detail on the proposed allocation of the funding for financial years 2023/24, 2024/25 and 2025/26
- 6) To agree the allocations as amended in place of appendix 4 of the report by the Executive Director of Place, for year 2022/23:

Project	2022/23	2023/24	2024/25	Total
1. The Causey	£400,000	£300,000	£0	£700,000
2. Granton Gasholder	£483,641	£231,572	£543,500	£1,258,713
3. Macmillan Hub	£325,000	£175,000	£0	£500,000

4. Portobello Potteries 1906 Kiln restoration	£172,750	£0	£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
8. Coalie Park Improvements	£109,609	£81,428		
Total	£1,741,000	£1,213,000	£1,213,000	£4,167,000
Forecast available budget	£1,741,000	£1,213,000	£1,213,000	£4,167,00

- Moved by Councillor Campbell, seconded by Councillor Kumar

Voting

For the motion - 4 votes

For the amendment - 7 votes

(For the motion – Councillors Meagher, Bruce, Watt and Whyte.

For the amendment – Councillors Campbell, Caldwell, Dobbin, Flannery, Kumar, Parker and Rae.)

Decision

To approve the amendment by Councillor Campbell.

(References – Housing, Homelessness and Fair Work Committee of 25 June 2021 (item 1); Housing, Homelessness and Fair Work Committee of 4 November 2021 (item 5); Report by the Executive Director of Place, submitted.)

9. Parental Employability Support Fund – Grants Update

The result of engagement with Canongate Youth on their project delivered through Parental Employability Support funding between April 2021 to March 2022 was presented.

Decision

- 1) To note the engagement had with Canongate Youth.
- 2) To approve the recommendation to not further fund the project 'Networks', using Parental Employability Support funding.

(References – Housing, Homelessness and Fair Work Committee of 23 June 2022 (item 5); Report by the Executive Director of Place, submitted.)

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

The processes in place to maintain, repair and invest in lifts in multi storey tower blocks were presented for information.

Decision

- 1) To note the information provided on the processes and programme in place to maintain, repair and invest in lifts in multi storey tower blocks.
- 2) To note that the Council maintained an in-house stock of commonly used replacement parts but that there were instances when bespoke parts were required due to the age of some of the lifts across the city.
- 3) To 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.

(References – Housing, Homelessness and Fair Work Committee of 23 June 2022 (item 8); Report by the Executive Director of Place, submitted.)

Work Programme

Housing, Homelessness and Fair Work Committee

29 September 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		December 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		December 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		December 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		December 2022
9	Empty Homes Annual Update	Annual Report	Executive Director of Place Lead Officer: Andrew Mitchell 0131 469 5822 andrew.mitchell@edinburgh.gov.uk		December 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: David Cooper 0131 529 6233 david.cooper@edinburgh.gov.uk		December 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 2023
14	Strategic Housing Investment Plan (SHIP)	Annual Report	Executive Director of Place Lead Officer: Elaine Scott 0131 529 6789 elaine.scott@edinburgh.gov.uk		December 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
----	-----------------------------	--------------------------	--	--	----------------

Housing, Homelessness and Fair Work Committee Upcoming Reports

Appendix 1

Report Title	Directorate	Lead Officer
December 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	Andrew Mitchell
Strategic Housing Investment Plan (SHIP)	Place	Elaine Scott
Employability Child Care Review	Place	Elin Williamson
Shared Prosperity Fund Update	Place	Elin Williamson
Essential Edinburgh Reballot	Place	Elin Williamson
Gig Economy Task Force	Corporate Services	Chris Adams

Living Hours City	Corporate Services	Chris Adams
Appointments to Working Groups	Corporate Services	Jamie Macrae
Accessible Housing Study	Place	Elaine Scott

Rolling Actions Log

Housing, Homelessness and Fair Work Committee

29 September 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	December 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
							<p>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.</p>

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 2022		Recommended for closure An update was included in the Craigmillar Regeneration Update report in March 2022 .

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
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		<p>Recommended for closure</p> <p>An update on the work of the team was provided in the RRTP annual update on progress agreed by committee on 4 August which noted that the team continue to provide intensive support to tenants dependant on individual circumstances and will seek to develop the service over the coming year.</p>

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		Recommended for closure On the agenda for this meeting.
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		Recommended for closure Circulated 10.08.22.
7	23.06.22	Parental Employability Support	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.	Executive Director of Place	August 2022		Closed 04.08.22

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
			2) To request that a briefing note on the employability delivery model be circulated to committee members.	Executive Director of Place	September 2022		Recommended for Closure Briefing note will be circulated by 29 September 2022.

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		<p>Recommended for closure</p> <p>Briefing took place in June 2022.</p>
---	----------	---	--	-----------------------------	-------------	--	--

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>				

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
9	04.08.22	Update on the Housing Service Improvement Plan	<ol style="list-style-type: none"> 1) To arrange a workshop in advance of the next Committee update for further scrutiny. 2) To circulate a briefing note on the consultation and engagement methodology, including a breakdown of the ethnic minority groups involved. 3) To include a further update on the complaints handling process in the next HSIP, including the progress with the new process and the resolution team. 	Executive Director of Place	<p>December 2022</p> <p>October 2022</p> <p>March 2023</p>		

No	Date	Report Title	Action	Action Owner	Expected completion date	Actual completion date	Comments
			of the Accessible Housing Study.				
11	04.08.22	Repairs, Maintenance, and Investment to Lifts in Multi Storey Tower Blocks	<ol style="list-style-type: none"> 1) To circulate further information on the total out of service time of lifts that were noted in the report to be out of service for '5+ days'. 2) To circulate the total number of tower blocks in the City that are not provided with a concierge service. 3) To circulate figures on lift damage and a percentage of the total damage rates where the cause was vandalism. 	Executive Director of Place	September 2022		<p>Recommended for closure</p> <p>Details circulated on 6 September 2022.</p>


This page is intentionally left blank

Business Bulletin

Housing, Homelessness and Fair Work Committee

10.00am, Thursday, 29 September 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 Susan Rae Councillor Mandy Watt Councillor Iain Whyte</p>	<p>Jamie Macrae Committee Officer Tel: 0131 553 8242</p>

Housing Need and Demand Assessment 3

The third [Housing Need and Demand Assessment](#) (HNDA) for Edinburgh and South East Scotland City Region was given “robust and credible” status by Scottish Government in July 2022.

A HNDA estimates the future number of additional homes required to meet existing and future need and demand in a housing market area.

Scottish Government legislation requires local authorities to develop a HNDA every five years, providing an evidence base to inform both housing policy and land use planning. HNDAs are designed to give a broad estimate of what future housing need might be, rather than being precision estimates.

The six local authority City Region partners came together to produce HNDA3 which covers the City of Edinburgh, East Lothian, Fife (West and Central), Midlothian, Scottish Borders and West Lothian. The HNDA Tool, developed by the Scottish Government, aims to reduce the cost and complexity of the process and to bring sources of national data together to support consistency in how HNDAs are developed across Scotland.

The HNDA tool produces a range of scenarios based on assumptions about affordability, income growth and distribution, house prices and rents:

- Scenario 1: HNDA Tool Default
- Scenario 2: HNDA Tool Default plus LA Existing Need
- Scenario 3: Strong Growth
- Scenario 4: Steady Growth
- Scenario 5: Slow Growth
- Scenario 6: Stalled Growth

The HNDA3 covers the period 2021 to 2040. The results show need for between 78,000 to 105,000 homes across South East Scotland. The City of Edinburgh has a need for between 36,000 to 52,000

Contact:

Alex Blyth - Senior Housing Development Officer

alex.blyth@edinburgh.gov.uk

homes and it is estimated that between 24,000 to 35,000 of those homes should be affordable housing.

Scottish Planning Policy requires development plans to set out housing supply targets (HST) for each housing market area based upon the evidence from the HNDA. While it is expected that there is a clear alignment between the HNDA and the HST, the two are not the same and are therefore not required to match. The HST takes into account wider economic, social and environmental factors and issues of capacity, resource and deliverability. Consideration of these factors can result in a HST figure which is lower or higher than the housing estimate in the HNDA. It should be noted that the HST in the proposed City Plan 2030 is based on the previous HNDA, carried out in 2015.

Shared Repairs Tenement App - Update

As part of the Scottish Government CivTech programme, the Council sponsored a Challenge to find a better way for Tenement flat owners to jointly carry out common repairs to their blocks of flats.

Together with the company Novoville, the Council developed the Shared Repairs Tenement App.

The CivTech programme is itself innovative. The programme provides public sector organisations a route to finding a private sector solution to a problem that they don't know how to fix. In this case, the Council knew the desired outcome but not how to get there.

In July 2022, one year after this round of CivTech ended, two more Councils have rolled out the App in their local authority area, East Ayrshire Council and Perth and Kinross Council.

In Edinburgh, 550 tenements have signed up to use the App, associating 6,000 flat owners with repairs. That means 550 tenement communities and informal owners associations are being formed all over Edinburgh in advance of changes in legislation around Compulsory Owners Associations. In the background, Council

Contact:

Jackie Timmons - Shared Repairs Senior Manager

Jackie.timmons@edinburgh.gov.uk,

Recent News	Background
<p>officers continue to engage with the Scottish Government and the Scottish Law Commission to assist with shaping legislative changes to improve the ease at which tenement owners can not only repair their property but make them more energy efficient.</p>	
<p>Rent Comparisons</p> <p>A report to this Committee referred from Planning Committee on “Affordable Housing Policy – Tenures Update” includes a table at 4.10. The table provides a comparison of mid-market rents, intermediate rents and average market rents and shows the sum that a household could save each year by renting a mid-market home.</p> <p>The table in Appendix 1 includes information on Council rents. Additional information and data sources are set out below the table.</p>	<p><u>Contact:</u></p> <p>Elaine Scott, Head of Housing, Strategy and Development</p> <p>Elaine.Scott@edinburgh.gov.uk</p>

APPENDIX 1

Table 1: Monthly Rents and Annual Saving

Monthly Rent Comparison	Council Rent (Flats) 2022/23	Mid Market Rent - 2022/23 Local Housing Allowance	Intermediate Rent – Broad Rental Market 30 th Percentile September 2021	Average Market Rent 2022 Q1	Annual Household Saving of Intermediate Rent to Market Rent
1 Bedroom	£382	£688	£688	£830	£1,703
2 Bedroom	£444	£823	£823	£1,121	£3,579
3 Bedroom	£506	£1,097	£1,097	£1,611	£6,168
4 Bedroom	£539	£1,690	£1,695	£2,211	£6,191

Note:

- Council rents are based on rent charges for flats, instead of houses. The monthly rents for houses are approximately £20.00 more than flats.
- The [Local Housing Allowance rates](#) for 2022/23 and the 30th percentile of the market rent in the BRMAs as in September 2021 were published by Scottish Government in January 2022.
- The Local Housing Allowance rates are supposed to benchmark to the 30th percentile of the market rent in the BRMAs. However, for this year (2022-23) all rates have been frozen at the rate last determined on 31st March 2020. This was the 30th percentile at that time.
- Average market rent data 2022 Q1 was sourced from [Citylets](#).

Housing, Homelessness and Fair Work Committee

10.00am, Thursday, 29 September 2022

Homelessness Services' Performance Dashboard

Executive/routine Wards Council Commitments	Routine All
---	----------------

1. Recommendations

- 1.1 It is recommended that Housing, Homelessness and Fair Work Committee notes:
 - 1.1.1 The content of the performance dashboard for Quarter 1 2022/23 (attached in Appendix 1); and
 - 1.1.2 That the next Performance Dashboard will be presented to Committee in March 2023.

Paul Lawrence

Executive Director of Place

Contact: Jill Thomson, (Interim) Head of Homelessness

E-mail: jill.thomson@edinburgh.gov.uk

Homelessness Services' Performance Dashboard

2. Executive Summary

- 2.1 The Council's Internal Audit service recommended that Homelessness Services, in addition to providing an annual report on the service's statutory returns, should provide additional performance information to Committee.
- 2.2 Committee agreed the measures to be contained in the performance dashboard on [3 June 2021](#). The dashboard provides performance information which is linked to the [Council's Business Plan](#), the [Poverty Commission Delivery Plan](#) and the delivery of the [Rapid Rehousing Transition Plan](#) activities.
- 2.3 This report provides data related to the first quarters of 2022/23.

3. Background

- 3.1 The Homelessness and Housing Support Service discharges the Council's statutory duties to homeless people or people at risk of homelessness.
- 3.2 The Council is required to complete statutory returns to the Scottish Government on a range of measures related to the delivery of homelessness services.
- 3.3 The returns are currently reported to Committee annually and this will continue.
- 3.4 This reporting framework will ensure that Committee is provided with information around performance measures for the service on a more regular basis, with measures that are directly related to service developments and investment in services.

4. Main report

- 4.1 The dashboard for Quarter 1 2022/23 is attached in Appendix 1. Measures are provided under each of the four Business Plan and Poverty Commission Delivery Indicators relating to Homelessness. Below is an overview of performance related to each of the four sub indicators.

Sub Indicators Related to Business Plan and Poverty Commission Delivery Plan - Number of households assessed as homeless (measures 1 – 11).

- 4.2 Households assessed as homeless have risen by 258 (64%) when compared to the first quarter of last year but are still lower than pre-covid levels. Support assessments completed in the Quarter 1 period show a 98% rise, to 799 compared

to 404 in the same period in 2021/22. 49% of people were identified as having no support needs in the Quarter 1 period.

- 4.3 The Council and RSL (Registered Social Landlord) partners have continued to allocate a significant proportion of homes to homeless households at an average of 71% and 52% of total lets respectively in this period. The number of properties available from both Council and RSLs is higher than in the same period last year, however, Council lets are slightly down on the last quarter of 2021/22.

Sub Indicators Related to Business Plan and Poverty Commission Delivery Plan - Number of households who seek housing advice who do not go on to present as homeless (measures 12 – 19).

- 4.4 In this quarter 341 households who sought housing advice did not go on to present as homeless. The PRS (Private Rented Sector) team prevented homelessness for 52 households in the period, by supporting them to remain in their current PRS property or to move to a new PRS or Mid Market Rent (MMR) property.
- 4.5 Homelessness prevention continues to be a priority. The Partnership Prevention Housing Officer has provided more training to an increased number of staff in this quarter ensuring that internal and external personnel can identify the risks of homelessness and can make appropriate referrals.
- 4.6 Referrals to the Multi-Disciplinary Team have increased, with intensive casework continuing to prevent homelessness for Council tenants who have serious rent arrears and are not engaging with their housing officer.

Sub Indicators Related to Business Plan and Poverty Commission Delivery Plan - Percentage of households in unsuitable temporary accommodation (measures 20 - 21).

- 4.7 On average 26% of households were in unsuitable temporary accommodation on the last day of the month during this quarter. This reflects an increase of 1% on the previous quarter and reflects an increase in the use of bed and breakfast accommodation. This corresponds with increased presentations from households who may have No Recourse to Public Funds (NRPF) who continue to be accommodated in response to the ongoing public health emergency.
- 4.8 Officers continue to work on increasing the stock of suitable temporary accommodation to meet the requirements of the Unsuitable Accommodation Order (UAO) which commenced on 1 October 2021.

Sub Indicators Related to Poverty Commission Delivery Plan - The total number of households in temporary accommodation on last day of the month (measures 22 -30).

- 4.9 The total number of households in temporary accommodation on the last day of the month increased to 4,640 on the last day of the quarter, a 5% rise on the same period last year.
- 4.10 Private Sector Leasing (PSL) properties, which are classed as suitable accommodation and form a key part of the strategy to transform temporary

accommodation stock, continue to grow with 1,602 households in a PSL property at the end of June 2021 and 1,693 households in this form of accommodation at the end of June 2022, an increase of 91 (6%).

- 4.11 There also continues to be significantly fewer people rough sleeping in the city than there was prior to Covid-19 when there was an average of 80 – 120 people per night. An average of 13 people slept rough each night during this quarter.

5. Next Steps

- 5.1 The performance dashboard will be completed twice yearly for Committee with the next report presented to Committee in March 2023.

6. Financial impact

- 6.1 There are no direct financial implications from this performance information report.

7. Stakeholder/Community Impact

- 7.1 N/A.

8. Background reading/external references

- 8.1 None

9. Appendices

- 9.1 Appendix 1 – Homelessness Services Performance Dashboard.
9.2 Appendix 2 – Glossary.

Appendix 1

Homelessness & Advice Services Performance Dashboard							
		2022			2021		
Measure		Apr-22	May-22	Jun-22	Quarter 1 Total or Average	Quarter 1 Total or Average	Quarter 4 Total or Average
Sub Indicators Related to Business Plan and Poverty Commission Delivery Plan - Number of households assessed as homeless.		217	245	200	662	404	682
45	1 Average case length for closed cases (in day)	577	624	476	559	626	597
	2 Percentage of households moving into settled accommodation	44.60%	41.80%	42.60%	43.00%	65.77%	37.67%
	3 No and % of CEC lets to homeless households	78 out of 110 (71%)	57 out of 88 (65%)	85 out of 112 (76%)	220 out of 310 (71%)	193 out of 258 (75%)	243 out of 357 (68%)
	4 No and % of RSL lets to homeless households	44 out of 107 (41%)	56 out of 92 (61%)	54 out of 99 (55%)	154 out of 298 (52%)	99 out of 186 (53%)	135 out of 299 (45%)

Measure		Apr-22	May-22	Jun-22	Quarter 1 Total or Average	Quarter 1 Total or Average	Quarter 4 Total or Average
5	Number of people moving into housing first tenancies	1	2	3	6	9	5
6	Number of households accessing MMR	3	3	3	9	7	10
7	Number of households accessing settled housing in PRS	3	3	1	7	27	10
8	Number of bonds issued via Edinburgh Help to Rent	2	4	0	6	15	2
9	Repeat Homelessness (%)	0.40%	1.90%	1.70%	1.33%	1.23%	1.23%
10	Number of employability referrals	8	9	6	23	2	37
11	Number of households who have a support assessment completed	248	313	238	799	404	747
Sub Indicators Related to Business Plan and Poverty Commission Delivery Plan - Number of households who seek housing advice who do not go on to present as homeless.		85	113	143	341	341	254

Measure		Apr-22	May-22	Jun-22	Quarter 1 Total or Average	Quarter 1 Total or Average	Quarter 4 Total or Average
12	MDT Team Court Case interventions	19 referrals 19 allocated	11 referrals 9 allocated	10 referrals 8 allocated	40 referrals 36 allocated	32 referrals 24 allocated	30 referred 29 allocated
13a	PRS Team supported households to remain in their current PRS accommodation	8	9	4	21	-	45
13b	PRS Team households diverted to PRS	7	5	11	23	24	21
14	PRS Team households diverted to MMR	1	6	1	8	12	11
15a	PRS Team Financial Inclusion Officer Financial Gains	£65,973	£30,591	£57,761	£154,325	£40,650	£103,765
15b	Advice Shop Income Max Officers Financial Gains	£46,515	£31,313	£23,643	£101,471	£0	£140,341
16	Partnership & Prevention Officer - Training Sessions / No.s of people trained	1 session 15 attendees	4 sessions 30 attendees	3 sessions 12 attendees	8 sessions 57 attendees	Post not filled	5 sessions 45 attendees
17	Income Max Capacity Building Officer - Training Sessions / Staff No's Trained	n/a	n/a	3 sessions 48 attendees	3 sessions 48 attendees	40 sessions 203 attendees	Post not filled

Measure		Apr-22	May-22	Jun-22	Quarter 1 Total or Average	Quarter 1 Total or Average	Quarter 4 Total or Average
18	Number of Advice Line calls answered	512	415	249	1176	1639	1369
19	Number of email enquiries (Advice Shop)	410	431	304	1145	968	786
Sub Indicators Related to Business Plan and Poverty Commission Delivery Plan - Percentage of households in unsuitable temporary accommodation.		25%	26%	26%	26%	24%	25%
20	Number of households in shared houses on last day of the month	674	681	669	675	659	671
21	Number of households in bed & breakfast on last day of the month	525	557	541	541	399	511
Sub Indicators Related to Poverty Commission Delivery Plan - The total number of households in temporary accommodation on last day of the month.		4739	4685	4640	4688	4413	4699
22	Average length of stay in temporary accommodation (including SH & B & B) measured in days	341	330	274	315	293	308

Measure		Apr-22	May-22	Jun-22	Quarter 1 Total or Average	Quarter 1 Total or Average	Quarter 4 Total or Average
23	Average number of rough sleepers	12	15	13	13	13	18
24	Number of households in PSL on last day of the month	1692	1687	1693	1691	1602	1686
25	Number of households in Homeshare on last day of the month	55	53	53	54	34	50
26	Number of households in Private Rented Temporary Accommodation on last day of the month	643	629	624	632	654	640
27	Number of households in managed units / CEC run HAWS on last day of the month	111	112	114	112	107	114
28	Number of households in commissioned services on last day of the month	511	507	491	503	487	503
29	Number of households in dispersed flats on last day of the month	463	459	455	459	469	459
30	Number of households in Covid-19 isolation accommodation on last day of the month	0	0	0	0	2	0

Measure		Apr-22	May-22	Jun-22	Quarter 1 Total or Average	Quarter 1 Total or Average	Quarter 4 Total or Average
31	Welcome Centre	65	-	-	22	0	52

Appendix 2

Homelessness Services' Performance Dashboard

Glossary

TERM	MEANING
Closed Case	A homeless household case has reached a conclusion. <ul style="list-style-type: none">- Offer of permanent housing;- Refused a suitable offer of permanent housing and failed in an appeal. Duty Discharged under homeless legislation; or- Lost contact with household.
Commissioned Services	Purchased homeless services providing support and/or accommodation. Might be Third Sector or Private Sector.
Dispersed Flats	Self-contained Council flats used as temporary accommodation.
Edinburgh Help to Rent	Commissioned service supplied by Crisis, providing bonds to cover deposit and first month's rent for private accommodation for homeless people.
Homelessness Prevention	Services provided for households where there is a recent or imminent risk of homelessness that help them to avoid this outcome or quickly access suitable settled accommodation.
Home-share	Temporary accommodation generally with 3 or 4 bedrooms provided as shared houses with no support.
Housing Advice	Assisting people to make the most appropriate housing choice to meet their short and long-term aspirations, looking at all tenure types and providing support to help people find options to address the person's immediate needs and personal circumstances.
Housing First	The provision of housing with intensive support for homeless people. Priority is given for quicker rehousing to qualifying households.

Housing Support	The assistance offered to households who are homeless, or at risk of homelessness, described by the Housing Support Services (Homelessness) (Scotland) Regulations 2012 with reference to Scottish Government guidance on the provisions of Housing Support.
MMR (Mid-Market Rent)	Homes to rent to households on low to middle incomes. Rents for mid-market homes are generally set lower than private rent but higher than the Council or housing association rents.
Multi-Disciplinary Team	<p>A response team consisting 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.</p> <p>The aim of the team is to actively reach out to Council tenants who are at serious risk of court/eviction action and are not engaging with their locality Housing Officer to offer joined up support with the aim of keeping the tenant in their home, thus avoiding homelessness.</p>
Private Sector Leasing (PSL)	Managed by Link Housing Association Limited, properties are leased from private landlords and sublet to homeless people.
PRS	Private Rented Sector.
Repeat Homelessness	Repeat homelessness is where a household is assessed as homeless, less than a year after their previous homelessness is resolved.
Settled Accommodation	Permanent accommodation: usually social tenancy but may be private rented tenancy.
Shared Housing	Home in Multiple Occupation: some properties with shared bathroom facilities; access to a kitchen and laundry.
Temporary Accommodation	Interim accommodation provided to households formally assessed as homeless. Either directly provided by the Council or commissioned by the Council.

<p>Unsuitable Accommodation Order (or Unsuitable temporary accommodation)</p>	<p>Now applying to all homeless households, places limits on accommodation to be provided usually excluding B&B or shared houses and commercial hotels for periods over 7 days.</p>
<p>Welcome Centre</p>	<p>Provides accommodation for those who may otherwise sleep rough. Provided in partnership between Bethany Christian Trust and the Council with 24-hour support provided from October to May.</p>

This page is intentionally left blank

Housing, Homelessness and Fair Work Committee

10.00am, Thursday, 29 September 2022

Capital City Partnership: Progress Update

Executive/routine	Executive
Wards	All
Council Commitments	7 and 31

1. Recommendations

- 1.1 It is recommended that Housing, Homelessness and Fair Work Committee:
 - 1.1.1 Note the progress being made by Capital City Partnership (CCP) against their Service Level Agreement (SLA) objectives and targets;
 - 1.1.3 Note that the current circumstances around Covid-19 have had a major impact on the results for 2021/22 and on the employment landscape as a whole, with corresponding changes in the strategic and operational landscape at national and local level (e.g. Edinburgh Economy Strategy, City Region Deal, Scottish Government Employability Services); and
 - 1.1.4 Refer this report to Governance, Risk and Best Value Committee.

Paul Lawrence

Executive Director of Place

Contact: Elin Williamson, Head of Business Growth and Inclusion

E-mail: elin.williamson@edinburgh.gov.uk | Tel: 0131 469 2801

Capital City Partnership: Progress Update

2. Executive Summary

- 2.1 This report sets out the progress that has been made against the objectives and targets detailed within the Service Level Agreement (SLA) between the Council and Capital City Partnership (CCP).
- 2.2 It also highlights the ongoing changes in the strategic and operational employability environment at national and local level that will require that the terms of the SLA will be kept under review and adapted, if necessary, to ensure it continues to strategically fit with local need and provides value for money for the Council.

3. Background

- 3.1 CCP is an Arm's Length External Organisation (ALEO), with charitable limited liability company status, that is wholly owned by the City of Edinburgh Council.
- 3.2 Its activities are governed by its Memorandum and Articles of Association which enable it to:
 - 3.2.1 Relieve poverty by the introduction of measures designed to alleviate unemployment and give access to employment;
 - 3.2.2 Advance education by the provision of training and educational opportunities and assist the participants to find work;
 - 3.2.3 Advance mental and physical health;
 - 3.2.4 Provide recreational facilities and organise recreational activities available to members of the public improving their conditions of life;
 - 3.2.5 Relieve those in need by reason of age, ill-health, disability, financial hardship or other disadvantages;
 - 3.2.6 Advance environmental protection and improvement and provide public amenities;
 - 3.2.7 Advance citizenship and community development; and
 - 3.2.8 Promote, establish, operate and/or support other similar schemes and projects which further charitable purposes.

- 3.3 The specific services which are funded by the Council are detailed in an SLA, which was reviewed, updated and approved by Housing and Economy Committee on [18 January 2018](#) (extract included in Appendix 1).

4. Main report

- 4.1 CCP focuses on supporting the development of a more inclusive labour market, working in collaboration with the Council and other partners to maximise the impact of its activities on the city.
- 4.2 The SLA that governs the relationship between the Council and CCP requires the provision of services to the Council in three areas:
- 4.2.1 Effective Partnerships, Relationships and Leverage;
 - 4.2.2 Performance Management; and
 - 4.2.3 Quality Assurance.
- 4.3 To date, progress against the SLA commitments (detailed in Appendix 1) have been good and the key successes are outlined below.

Effective Partnerships, Relationships and Leverage

- 4.4 CCP acts as the chair of the city's Local Employability Partnership (LEP), the Job Strategy Group and has provided secretariat support for the various underlying partnerships structures, as well as the strategy group, the providers' forum and allied working groups with the aim to support collaboration and continuous improvement.
- 4.5 When Scottish Government, as part of their No One Left Behind (NOLB) agenda, asked that Local Authorities establish LEPs, the Job Strategy group agreed to act as this.
- 4.5 CCP has completed its annual feedback survey for 2021/22 with funded providers and 100% of providers were 'very satisfied' with CCP's contract management services.
- 4.6 CCP has continued to successfully attract external funding to add value to the Council core investment and complement its own external income raising activity. The target, to raise £2,000,000 annual cumulative over three years, has been achieved with significant margin, with the current total projected leverage over three years at £6,621,280 (equivalent to £2,207,093 per annum).
- 4.7 The company has been actively working with other Edinburgh and South East Scotland (ESES) City Region Deal Partners (including Economic Development teams, universities and colleges and national agencies) on developing and initiating the seven projects detailed within the Integrated Regional Employability and Skills (IRES) Programme, with a focus on the Intensive Family Support Service, Integrated Employer Engagement and Integrated Knowledge Systems projects.

Performance Management

- 4.8 CCP performs a contract management service, ensuring all outsourced Council employability contracts and grants deliver good value. It has maintained regular oversight of managed contracts, undertaking regular audit and compliance visits and provides quarterly reports to the Council.
- 4.9 Contracted services have undergone significant recommissioning, including coproduction exercises, this year to ensure they are fit for purpose. Contracts and grants programmes being managed by CCP in 2021/22 were:
- 4.9.1 Edinburgh Supported Employment Service (All in Edinburgh): A pan-disability service open to all job-seeking disabled people in Edinburgh who wish to engage with employment support;
 - 4.9.2 Subsidised Childcare for Working Parents: Subsidised places are available for families who have income below 75% of the Scottish Median Income level at four childcare providers, three of whom are also subsidised for their running costs;
 - 4.9.3 EnCompass: Specialist employability support for individuals with complex needs (e.g. homeless, ex-offenders, history of substance misuse);
 - 4.9.4 Edinburgh Targeted and Integrated Employment Service (Next Step): Focusing on short-term unemployed and in work low income clients;
 - 4.9.5 Network of Employability Support and Training (NEST): Grants programme aimed at reducing poverty and increasing access to the labour market;
 - 4.9.6 NOLB: Youth-focussed delivery based in five hubs and featuring significant amounts of outreach;
 - 4.9.7 Parental Employability Support Fund Grants: provides employability support for parents both in and out of work, helping to tackle in-work poverty;
 - 4.9.8 Young Person's Guarantee Grants: support to young people across Edinburgh to access training, further education, employment, and volunteering. All projects have a focus on engaging young people with barriers and protected characteristics, residing in Scottish Index of Multiple Deprivation areas 1 and 2 of the city; and
 - 4.9.9 Partnership Action for Continuing Employment (PACE): Support for people made redundant or at threat of redundancy during COVID, with a particular focus on those 50+.
- 4.10 Appendix 2 provides a high-level overview of the performance of the individual services but, across all services, between 1 April 2021 and 31 March 2022 there had been 1,925 new client engagements (new starts). 98% of clients supported had at least one barrier to employment and 86.5% had three or more.
- 4.11 These clients have received support on a 1:1 basis as well as in groups over the year and verified outcomes as at 31 March 2022 were: 1,031 progressions towards work, 525 job outcomes and 261 'in-work' outcomes.

- 4.12 The SLA targets 60% of clients to sustain in employment for six months or more. 100% of jobs in 2021/22 were sustained to four weeks, and 70% of jobs sustained for six months, which is a very good outcome considering the temporary nature of jobs during the Covid-19 pandemic.
- 4.13 The SLA also includes targets for 60% of clients to be earning living wages six months after employment (without subsidy) where this was a Key Performance Indicator (KPI) in the contract with the service provider. Contracts are currently achieving 62% living wage jobs as standard, which is an excellent achievement however, due to the Covid-19 pandemic, there is a real risk that this number will slip back below target and so CCP has undertaken additional measures to ensure that clients are moving into fair, well-paid work.

Quality Assurance

- 4.14 CCP have systems to verify the collective impact and quality of services to inform targeting and future development. To ensure quality, CCP audits all funded organisations.
- 4.15 A mandatory awareness raising/training session is delivered annually to address common issues which were highlighted during the audit process. This is supplemented by individual support for new contractors if necessary.

KPI monitor

- 4.16 Full details of the KPIs can be found in Appendix 1. However, the table below shows each KPI with a Red/ Amber/Green rating (where Red means target not met, Amber target partially met and Green target fully met).

Indicator	RAG
Stakeholder satisfaction with services provided and effectiveness of the partnership (90% Very satisfied).	Green
Facilitate four Job Strategy Groups, Joined up for Jobs (JUFJ) forums, and Joined up for Business meetings per year with 75% participation by partners and/or funded organisations	Green
External leverage (cash and in-kind) secured by the Recipient to add value to the Funders Investment or help deliver on savings targets (£2,000,000 over 3 years)	Green
Support capacity of Third Sector to leverage match from CEC funds, including identifying opportunities (£500,000 over 3 years)	Green
Engagement with min. 25 employers across Edinburgh to support with recruitment, training, and funding opportunities to enable business growth.	Green
Linking min. 1,000 opportunities to priority groups and making recruitment more accessible (20% most vulnerable groups).	Green
Deliver four business insight sessions to employability advisors and employers supporting a more diverse and inclusive workforce and reflecting Fair Work practices	Green
Services are well targeted at agreed priority groups (90% of active clients from priority group)	Green

Indicator	RAG
Cumulative engagement, progression, and outcome targets are achieved (Over 90% of agreed volumes delivered, underperformance is managed and mitigation reported).	Amber
Client supported into work sustain employment for at least 6 months (60% where this is a contracted KPI)	Green
Providers have insight into local Labour Market Information (LMI), sectoral intelligence (12 Monthly claimant count reports; quarterly LMI digests)	Green
Providers adhere to the principles of Fair Work (Monitor fair work indicators, 60% of clients supported into work earning living wage 6 months after employment (without subsidy) where this is a KPI. Annual report on fair work measures and monitoring via Customer Charter)	Green
Projects and services comply with the associated terms, conditions, rules, and regulations.	Green
Employer satisfaction with scope and quality of service received and the positive impact made. (90% Very satisfied)	Green
High level of data completeness and accuracy maintained on client and other project records (95% of records are accurate and contain all the data required to satisfy funding and operational commitments)	Green
Employability contracts and grants holders are awarded the Joined up for Job Customer Charter within six months of programme start (90% within six 6 months of project start)	Green
Support and maintain JUFJ website and directory. Deliver consistent communication and marketing to network of providers (Comprehensive and up-to-date directory held. 48 weekly bulletins sent to network)	Green

4.17 With regards to achieving targets, due to Covid-19, performance across all services was generally below target with a few exceptions thus the amber rating. CCP have been engaging regularly with providers and Council officers throughout the year to mitigate impact and will continue to do so over 2022/23.

5. Next Steps

- 5.1 There has been steady progress against the objectives and targets set in the SLA and work is ongoing to maintain this and identify areas for improvement.
- 5.2 We know that the double impact of the Covid-19 pandemic and Brexit has changed the employment landscape in Edinburgh and the full impact is not yet known. Officers will continue to work together with CCP and service providers to ensure a swift and efficient response.
- 5.3 The Council's main contracted services, which are managed by CCP, were reprocured during 2021 with replacement services commencing on 1 April 2022.
- 5.4 In 2022, a co-production for the NEST grants as well as NOLB, Phase 2, was undertaken and new provision commenced on 1 April 2022.

- 5.5 These changes in contracts and grants, in addition to further ad hoc funding provided by Scottish Government in response to the unemployment situation following the Covid-19 pandemic will require a continued strong partnership between the Council and CCP.
- 5.6 Additionally, the involvement with the ESES City Region Deal and its IRES Programme have brought about new ways of working and opportunities to add value to Council investments.

6. Financial impact

- 6.1 The SLA commits the Council to revenue support per year to cover the core staffing and accommodation cost of the organisation, plus a further contribution to the running costs of the directly delivered projects and partnership support structures.
- 6.2 Other revenue funding provided is to cover the cost of contracts procured by the Council passed to the company to performance manage.
- 6.3 The company also manages contracts with external bodies for which it recoups any additional costs incurred.
- 6.4 CCP has secured leverage at a total of £6,621,280 over three years to supplement the core investment in employability services.
- 6.5 The financial commitments detailed in the SLA were agreed for 2018/19 and indicative for the remaining years. The SLA and financial contribution of the Council is therefore subject to review annually as a result of the Council's budget process.
- 6.6 In 2020/21 and onwards the Council's funding to CCP was reduced by £150,000 (from £647,000 to £497,000).
- 6.7 This report is for noting only and no financial implications arise directly from it.

7. Stakeholder/Community Impact

- 7.1 The requirements within the SLA have been updated to reflect agreed practice associated with Council arms-length companies and new obligations on the Council under recent legislative changes e.g. General Data Protection Regulation (GDPR).
- 7.2 Quarterly meetings are held with the CCP Chief Executive Officer to discuss SLA progress and ensure alignment with work directly undertaken by the Council.

8. Background reading/external references

- 8.1 Capital City Partnership Service Level Agreement report to Housing and Economy Committee on [18 January 2018](#).
- 8.2 [Joined up for Jobs website](#)
- 8.3 Edinburgh Economy Strategy on [7 June 2018](#)

9. Appendices

- 9.1 Appendix 1 – Extract of Services and KPIs from CEC/CCP SLA 2018/21.
- 9.2 Appendix 2 - Progress Report by Capital City Partnership.

Appendix 1 – Extract of Services and KPIs from CEC/CCP SLA

The Services

The Services comprise the following:

1 Effective Partnerships, Relationships, and Leverage

- 1.1 The development of the “Joined up for Jobs” (JUFJ) jobs and progression partnership to supports the implementation of the City Vision, Economic Strategy, and the Strategic Skills Pipeline. This includes the provision of a partnership secretariat.
- 1.2 The provision of information, analysis and support to partners to encourage them adapt individual or joint delivery arrangements to better match city need and opportunity.
- 1.3 Working jointly with Economic Development on evidence-led policy, strategic and operational development including pulling together responses to policy consultations where appropriate.
- 1.4 Identify and secure financial or in-kind contributions that add value to the Funders investment or enable financial savings to be realised with minimal loss in impact.

2 Performance Management Service

- 2.1 Where required, the negotiation, commissioning, sign off, and adaptation of projects and services on behalf of the Funder. This includes creating consortia, multi-agency funding packages, undertaking due diligence, target setting, and agreeing financial payment arrangements.
- 2.2 Putting in place a performance management service to oversee projects or services passed to the Recipient by the Funder (or co-funding partners) that drives good progress against targets and delivers excellent value for money
- 2.3 Monitoring, auditing, and evaluating projects or services managed on behalf of the Funder to ensure good quality and well targeted services, compliance with any rules and regulations to mitigate any financial risks or reputational damage, and where applicable the recovery of any overpayments.
- 2.4 Managing and developing the city’s Employer Engagement Hubs (currently the Airport RC, Fort Kinnaird Recruitment Skills Centre and St. James) to; build better relationships with key industries, create effective public/private delivery structures, maximise the community benefits realised from developments, and unlock good job opportunities for citizens.

3 Quality Assurance and Communications

- 3.1 Putting in place processes and systems to track and verify the impact and quality of services (including feedback from beneficiaries, employers, providers, and other stakeholders) and making this data and any analysis readily available to the Funder.
- 3.2 Providing a cross-cutting client management system (“Caselink” or any successor system) to support effective performance management and improved joint working across services. Working with Economic Development to ensuring that data scope and analytical functionality is fit for purpose, there is high level of data accuracy, and measures are put in place to comply with any legal obligations (e.g. GDPR).
- 3.3 Developing and implementing, in conjunction with Economic Development, joint communication marketing, and quality assurance tools including common branding, Funder acknowledgement boilerplates, the JUFJ website, service directory and noticeboard, and JUFJ customer charter schemes.

Key Performance Indicators

The performance of the Services shall be in accordance with the following Key Performance Indicators (“KPI”s)

INDICATOR	Target	Timeframe	Source
KPI 1: Delivering effective operational partnerships & relationship			
a) Stakeholder and client satisfaction with services provided and effectiveness of the partnership.	90% Very satisfied	to be conducted in 2022/23	Internal evaluation across networks External commissioned evaluations
b) Facilitate four Job Strategy Groups, four JUFJ forums, and four Joined up for Business meetings per year. Deliver and source training and information products according to needs.	Average 75% participation by partners and/or funded organisations	Annual	Attendance monitoring / Webinar data
c) External leverage (cash and in-kind) secured by the Recipient to add value to the Funders Investment or help deliver on savings targets. d) Support capacity of Third Sector to leverage match from CEC funds, including identifying opportunities	£2,000,000 £500,000 (10% match target)	Cumulative over 3 years Cumulative over 3 years	Progress and performance reports Financial Reports and Audited Accounts Progress and performance reports
e) Engagement with employers across Edinburgh to support with recruitment, training, and funding opportunities to enable business growth.	25 employers	Annual	Progress and performance reports
f) Linking Vocational Training Framework opportunities to priority groups and making recruitment more accessible.	Programme of training opportunities sourced and made available under new VTF with 50% achieving an employment outcome	Annual	Caselink (and new IKS system) and Job Portals
g) Deliver business insight sessions to employability advisors and employers supporting a more diverse and inclusive workforce and reflecting Fair Work practices	4 sessions	Annual	Progress and performance reports

KPI 2: An effective employability performance management service			
a) Service are well targeted at agreed priority groups	90% of active clients are from priority groups	Annual	Verified client records and audit trails
b) Cumulative engagement, progression, and outcome targets are achieved. Underperformance is managed and mitigation reported.	Over 90% of agreed volumes delivered	Annual	Progress and performance reports
c) Client supported into work sustain employment for at least 6 months	60% sustain employment for 6 months or over (where this is a contracted KPI)	Annual	Progress and performance reports
d) Providers have insight into local Labour Market Information (LMI), sectoral intelligence	12 Monthly claimant count reports; quarterly LMI digests	Annual	Insight reports
e) Providers adhere to the principles of Fair Work	<p>Monitor fair work indicators (living wage, living hours, community benefit)</p> <p>60% of clients supported into work earning living wage 6 months after employment (without subsidy) where this is a KPI.</p> <p>Annual report on fair work measures and monitoring via Customer Charter</p> <p>Support JUFJ providers to become Living Wage accredited</p>	Annual	Progress and performance reports
f) Projects and services comply with the associated terms, conditions, rules, and regulations.	100% compliance demonstrated	Annual	Progress and performance reports
KPI 3: Quality Assurance & Communications			
a) Employer satisfaction with scope and quality of service received and the positive impact made.	90% Very satisfied	Annually	Customer and Stakeholder feedback survey.

b) High level of data completeness and accuracy maintained on client and other project records	95% of records are accurate and contain all the data required to satisfy funding and operational commitments	Ongoing	Sample checks and audits of client records Contractual Regulations
c) Employability contracts and grants holders are awarded the Joined up for Job Customer Charter within 6 months of programme start	90% hold charter mark status within 6 months of project start	Annual	Progress and performance reports
d) Support and maintain JUFJ website and directory. Deliver consistent communication and marketing to network of providers	Comprehensive and up-to-date directory held. 48 weekly bulletins sent to network	Annual	Progress and performance reports

Progress and performance reports to be provided quarterly with Ad hoc reports on red-rated provision

Appendix 2

Progress Report by Capital City Partnership

Progress against Capital City Partnership SLA Targets

KPI 1: Delivering effective operational partnerships and relationship

a) *Stakeholder satisfaction with services provided and effectiveness of the partnership. Stakeholder feedback survey 90% Very satisfied*

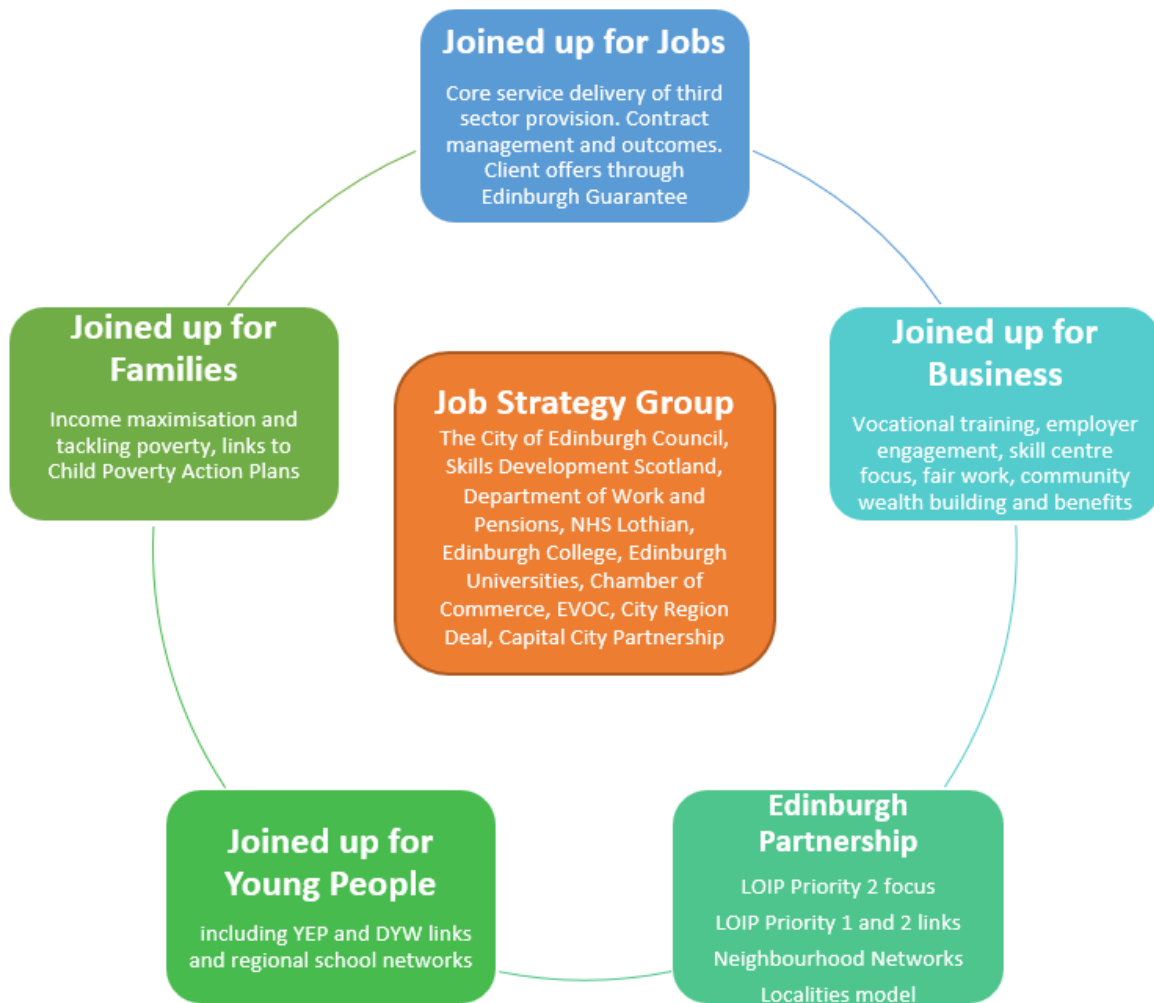
CCP is the Local Employability Partnership lead for Edinburgh on behalf of The City of Edinburgh Council and co-ordinates the Job Strategy Group as part of this, bringing together key stakeholders for joint working, collaborations and to align strategically where possible and avoid duplication of effort and resources.

The Job Strategy Group meets quarterly, with membership comprising of Skills Development Scotland, Department of Work and Pensions, NHS Lothian, Edinburgh College, Edinburgh Universities, Chamber of Commerce, The City of Edinburgh Council, EVOC, and CCP.

We have sub-groups under the Job Strategy Group for specific area focus and responses, including in this year a Job Strategy Group Hospitality Recruitment group, and the Ukrainian Focus Job Strategy Group which meets weekly and reports into the Edinburgh Conflict Oversight Group.

Underneath this, CCP co-ordinates on behalf of the Council a range of 'Joined up' for approaches for synergy, added value, co-ordination of services, and improving service standards and job outcomes. We also Chair and lead on the Edinburgh Partnership Local Outcome Improvement Plan Priority 2 Access to Work, Learning and Training opportunities, and sit on the Priority 1 group Enough Money to Live On to ensure best use of wider partnership efforts for more pressing issues. Under LOIP, we are part of the review of advice services.

Edinburgh Local Employability Partnership



Joined Up for Jobs brings together the commissioned frontline service providers for a cohesive programme within the Strategic Skills Pipeline; including running quarterly JUFJ forums, a weekly bulletin of live job vacancies, insight reports, latest news and strategic development and funding opportunities; a monthly bulletin on unemployment figures and analysis; and production of the JUFJ website as a resource for all frontline workers. A new addition is the Helix client management systems, with an investment of £200,000 secured from Scottish Government to enable better co-ordination of services for clients who often require a triage of support to move out of poverty and into sustainable employment. 65,000 Edinburgh residents are registered on the Helix system with an average of 5,000 actively engaged with a service at any one point.

Joined Up for Business is a partnership approach to employer facing activity to support business to meet skills and employment demands and to encourage and facilitate employment of our more vulnerable groups. As part of this offer, CCP co-ordinates two

Skill Centres which are clustered around large scale employment opportunities: Fort Kinnaird Recruitment Skills Centre is funded solely by private investment secured from British Land and supported by the Integrated Employer Engagement team under the City Region Deal, and FUSE as part of the GAM agreement for St James Quarter with additional support from the Business Improvement District lead.

A new addition to the Joined up for Business area is the development and commissioning of a Vocational Training Framework to offer accredited qualification-based training shaped by recruiting employers with guaranteed interviews for those who complete the short courses. Additional £250,000 funding was secured from UK Government's Covid 19 Recovery Fund to add a careers service element to the Vocational Training Framework for outreach engagement, barrier removal, and longer-term skills pathways out of poverty. Joined up for Business continues to reach out to new developments and is part of the Granton Waterfront Steering Group and supports the new Dunard Centre.

Joined up for Young People CCP co-ordinates the Joined up for Young People forum and the Youth Employability Partnership, bringing stakeholders and providers together to ensure there is enough positive destination provision across the city and capturing this in the Youth Employability Action Plan shared with the Scottish Government.

Due to the impact of the pandemic on young people across Scotland, 12 Third Sector organisations have been awarded a total of £760,353.13 via Young Person's Guarantee Grant funds to support young people in Edinburgh in 2022-23. The funds support young people to access further education, training, employment, and volunteering. All projects focus on barrier removal, fair work, outcome sustainment and aftercare for those who need it, with an overall aim to engage with the most vulnerable young people residing in Scottish Index of Multiple Deprivation 1 and 2 areas of Edinburgh. CCP led on the commissioning of these new provisions, and effectively contract manage all 12 grants ensuring the priorities of Young Person's Guarantee and wider policy areas are met.

Through ongoing mapping and analysis of the local youth employability landscape, a further £305,065.00 worth of Young Person Guarantee funded provision has been awarded to five additional projects commencing in July 2022 focusing on support for young people from black and minority ethnic, youth justice and homelessness backgrounds.

Alongside this, The Young Person's Guarantee team have supported 60 young people to start Young Person's Guarantee funded Paid Work Placements within The City of Edinburgh Council and Third Sector organisations. These placements are supported for a

six-month period and pay real living wage. Work is underway to coordinate the sustainment of these posts via further Young Person's Guarantee incentive funding, or to support the young people to progress into another workplace depending on their goals.

Joined up for Families

During the last year, and due to the increase focus around families and poverty prevention and income maximisation, we have added this new Joined up for area to bring together the range of council funded provision and other partners for a cohesive approach. This area reports into the Child Poverty Action Plan and has embedded recommendations from the Edinburgh Poverty Commission. CCP contract manages the Maximise! service for the Council to address household poverty, with CCP attracting additional leverage of £120,000 from the regional Intensive Family Support Service to widen the offer. Next year this service will be expanded further with an additional £160,000 from Communities and Families, Early Years. We also secured £100,000 from the Barclays Trust to support families' transition into work and remove immediate barriers such as food poverty. CCP won the Public Services Award for voluntary-public sector partnership alongside CHAI and Children 1st. In this year CCP also developed the new minority ethnic focused Whole Family Equality project in response to the Edinburgh Partnership call for a new approach, securing £300,000 core funding from The Robertson Trust and additional funding attracted from the Investing in Communities Fund and the National Lottery Young Start project for a joined-up offer to over 120 BAME families.

Within the above areas, CCP has completed its annual feedback survey for 2021/22 from funded providers. Providers reported that:

- 100% were at least very satisfied with CCP's contract management services, exceeding the target set.

One Local Employability Partner said:

"The contract management element always ran very smoothly with excellent communication and an always supportive approach."

And a JUFJ provider also commented that:

"Communication always felt consistently excellent. The JUFJ web presence is really good."

In addition, the FUSE Employer Survey we conduct under the Growth Accelerator Model (GAM) agreement for the St James Quarter showed that 100% of respondents were highly

satisfied with the service received and employers commenting that, *'the service from FUSE has been excellent'* and *'a great support in terms of recruitment'*. We have also used the survey to anticipate future activity and trends to shape the offer to meet requirements and will be enhancing the FUSE training offer through utilising the newly launched Vocational Training Framework. The survey also helped identify opportunities to work alongside employers to develop the wider community engagement offer.

Going forward, it is worth noting that CCP is also part of the newly funded Edinburgh People/Partnership Survey to give wider insights including needs for employability services. The proposal is to engage with 4000 Edinburgh citizens. This will help give more insight into the citizen view around employability and poverty interventions and services.

(b) External leverage (cash and in-kind) secured by the Recipient to add value to the Funders Investment or help deliver on savings targets. Target £2,000,000 Annual Cumulative over 3 years.

CCP continues to attract significant additional funding through a range of funding bodies and opportunities, exceeding the target substantially. We are projecting a leverage of £6,621,280 over a three-year period, broken down below. Average per annum leverage is currently standing at £2,207,093. We have worked to diversify the funding sources, accessing funds and support from both private and public sectors. The vast majority of this funding goes to frontline services with a minimum (under 8%) for overheads, which also reduces the cost of the core Council SLA.

We form part of the Programme Management Office for the Edinburgh and South-East Scotland City Region Deal (ESESCRD) Integrated Regional Employability and Skills (IRES) programme through hosting an IRES Programme Connector. This role involves bringing together the seven themes into an aligned and consistent programme approach for inclusive growth. A focus for this year has been to capture additional leverage across the IRES programme, which has been confirmed as £4,301,540 to date. Of this, over 50% has been directly secured by CCP.

Through our management of the NEST grant programme, we have supported funded external third-party projects to capacity build and use The City of Edinburgh Council investment of £865,604 as match funding. We can report an extra investment by third parties of £531,064 per annum has been secured for Edinburgh.

Funder and Project	Purpose	Year(s)	Leverage
EESCRD Intensive Family Support Service	EESCRD and Poverty and Social Inclusion match funding for 144 family regions wide	2021/24	£2,176,480.00
EESCRD Integrated Knowledge Systems	EESCRD support for integrating knowledge systems and talent bank and data analysis	2021/24	£690,000.00
EESCRD Integrated Employer Engagement	EESCRD support for integrating employer engagement services, including focus on community benefits	2021/24	£1,490,000.00
EESCRD Connector Funding	EESCRD support to connect the seven IRES themes and support central PMO function	2021/24	£180,000.00
Young Person Guarantee NOLB Funding from City of Edinburgh Council	To provide small staff team to tackle youth unemployment and link young people to a positive destination	2021/23	£560,000.00
British Land Rapid Response to Retail	Provision of employment skills support to furlough staff and recovery	2021/22	£48,000.00
Pupil Equity Fund Maximise!	PEF funding to support school-based activity project Maximise!	2021/22	£300,000.00
The Robertson Trust Partners in Change	Partners in Change fund to extend Maximise! to Communities of Colour	2022/25	£300,000.00
L&W New Future pilot	Covid transferable skills/careers advice for those impacted by C19	2022/23	£250,000.00
Barclays 100 x 100 Fund	Direct cost relief to those facing financial difficulties due to Covid	2021/22	£100,000.00
FUSE Edinburgh St James Funding	Staff resource for FUSE recruitment centre at St James Quarter	2021/22	£50,000.00
East Lothian Caselink Service	East Lothian use of Caselink.	2021/22	£5,000.00
Regional Recovery Fund Community Wealth building	To provide a regional wealth building project	2021/22	£185,000.00
City Centre Recovery Fund	To support FUSE job support delivery	2021/22	£34,000.00
Scottish Government Investing in Communities Fund	Choices for Change: Participatory Budgeting Vulnerable Families support	2021/22	£60,300.00
Community Fund Young Start Grant (Get Hired project).	To intensely support 20 disadvantaged young people from Maximise! Project	2021/22	£45,000.00
Workplace Equality Fund Scottish Government	Women returners Listening project with Volunteer Centre/Women's Aid	2021/22	£17,500.00
DWP Low Value procurement Academies pop ups	Sector Based Work Academies Programmes (SWAPS) for recruiting sectors	2021/22	£120,000.00
Contributions to reviews, evaluations and events etc	Funding contributions for small project work from the network	2021/22	£10,000.00
	TOTAL SECURED LEVERAGE 3 YEAR AVERAGE		£6,621,280.00
	per annum		£2,207,093.33

KPI 2: An effective employability performance management service

CCP contract performance manages seven contracts and 51 grants on behalf of the Council for a managed investment portfolio of £5,985,885.34.

Contract management includes chairing or facilitation of steering groups for all contracted provision (usually monthly) and twice-yearly contract management meetings for grant-managed provision. Providers submit quarterly narrative reports and financial claims. Each organisation undergoes a stringent audit annually, or more often if any concerns are raised. Contracted services have undergone significant recommissioning from The City of Edinburgh Council this year to ensure they are fit for purpose

- **Edinburgh Supported Employment Service (All in Edinburgh):** A pan-disability service open to all job-seeking disabled people or those with long term health conditions who wish to engage with employment support.
- **Subsidised Childcare for Working Parents (delivered by Kidzcare, North Edinburgh Childcare, Smile Childcare and Childcare Connections):** Subsidised places are available for families who have income below 75% of the Scottish Median Income level at the four childcare providers. This is currently under review.
- **EnCompass:** Advice and support to those typically in recovery from or living with issues which create barriers to employment, including people who have experience with substance misuse; homelessness; or have an offending background.
- **Edinburgh Targeted and Integrated Employment Service (Next Step):** A city-wide integrated employability service operating from all localities and community outreach bases. Focus on short-term unemployed and in work low-income clients.
- **Network of Employability Support and Training (NEST):** This is a programme of grant-funded projects aimed at more niche client groups with a focus on reducing poverty and increasing access to the labour market.
- **No-one Left Behind Grants (NOLB):** Youth-focussed delivery in seven locality hubs for vulnerable young people to be supported on their employment journey.
- **Parental support fund** provides employability support for parents both in and out of work, helping to tackle in-work poverty.
- **Young Person Guarantee Funds:** Support to young people across Edinburgh to access training, further education, employment, and volunteering. All projects have a focus on engaging young people with barriers and protected characteristics, residing in Scottish Index of Multiple Deprivation areas 1 and 2 of the city.

- **PACE:** Support for people made redundant or at threat of redundancy during COVID, with a particular focus on those 50+.

a) Services are well targeted at agreed priority groups.

For the majority of 2021/2022, Caselink was the main management information system, with a migration to the new system, Helix, starting in the last quarter. Helix is now the system used to record clients' 'barriers to work' and collect evidence that we are focusing on the prioritised groups identified in all contracts and grants, and all historic data has been transferred to Helix.

For the year in question, we were still following the Scottish Government European Social Fund (ESF) data framework with early NOLB recording during this data transition year.

In terms of client records on inclusion and equalities profiling on Caselink (and now Helix), all clients record ethnicity, gender, age and sexuality (with the option to not answer).

In addition, there are follow up questions asked about types of health and disability conditions, which can provide a very detailed focus.

More specific barriers are then asked to inform the service needed and aid barrier removal. Within the ESF and NOLB data framework were 81 barriers (below) that could have been recorded in 2021/22:

Armed Forces Veteran	EU migrant workers
Asylum seeker	EU migrant workers
At risk of becoming NEET	Ex-service personnel
Criminal convictions	Family/caring responsibilities
Disability	General motivational issues
Employed Status affected by Covid-19	Historic Substance Use
Homeless or affected by housing exclusion	History of alcohol abuse
Households with youngest dependent aged less than 1	History of substance abuse
Households with 3 dependents or more	Lack of confidence
Living in a jobless household	Lack of reliability/Time keeping
Living in a jobless household with dependent children	Lack of work experience
Living in a Single Adult Household with dependent children	Lacking IT skills
Long-term physical illness/condition	Literacy and Numeracy
Looked after young person	Lone parent
Low income employed	Low Communication/Interpersonal Skills
Material Deprivation	Low Vocational Skills/Qualifications
Mental health issues	MCMC
Migrant people with a foreign minority background (incl marginalised communities such as the Roma)	Young people at risk of becoming MCMC on leaving school
No work experience	Need assistance with English Language

Primary carer of a child/children (under 18) or adult	Non EU migrant workers
Primary carer of older person	Offender
Refugee	Other attitudinal barriers
Substance Related conditions	Parole
Underemployed	Physical illness
Young People aged <25 impacted by Covid-19	Poor interview skills; CV presentation
Above 54 years of age	Prisoners
From employment deprived areas	Seasonal worker
Long Term Unemployed	Voluntary worker
Low skilled	Work Programme Completer
Accommodation issues	Young people leaving care
Additional learning needs (Dyslexia/ADHD)	Employed
At Risk of Substance Use	Ethnic minority
Benefits issues/difficulties	In full-time or part-time education
Care Experienced	Long term unemployed
Community Sentence Order	No qualifications
Criminal record	Part-time worker
Current Substance Use	Remote Rural Area
Debt problems	Rural Area
Disabled Child In Family	Self Employed
Economically Inactive	Unemployed
Emotional/Behavioural Difficulties	Workforce Returner

We are moving to the Scottish Government's Shared Measurement Framework with full adoption by October 2022, but we started the adoption of this in July 2022 as part of an incremental transition. This sets out a common data language across all 32 Local Authorities in Edinburgh.

Free texts boxes are then available for more nuanced data gathering and recording of client needs. Each funder can add additional fields for specific projects if required – for example, a project focused on clients impacted by Covid specifically and asked questions around this.

The raw qualitative data is supplemented with quantitative analysis dependent on the project – these can include surveys, interviews, workshops and focus groups. External evaluations also provide additional insights in areas of interest but come at a cost.

In 2021/22, 98% of clients had at least one barrier whilst 86.5% of the clients supported had three or more barriers to finding employment. Analysis of this data allows CCP to flex provision to ensure that it meets the needs of Edinburgh citizens. For example, the pandemic has been particularly hard on young people and 35.4% of clients who started to receive support this year are 19 or younger. We also use this data to ensure that our

services are meeting the needs of all citizens; 16% of clients in 2021/22 reported a disability and 14% identified as being from an ethnic minority (the city average is 8%).

We co-ordinate the JUFJ framework to influence and develop additional projects to complement the Council offer, reaching more excluded client groups. We now have a

Stage 1	Stage 2	Stage 3	Stage 4	Stage 5
REFERRAL, ENGAGEMENT AND ASSESSMENT	NEEDS ASSESSMENT AND BARRIER REMOVAL	VOCATIONAL ACTIVITY	EMPLOYER ENGAGEMENT AND JOB MATCHING	IN-WORK SUPPORT AND AFTERCARE
NEST Third Party Grants (Stage 1-5) Third sector led support for people requiring specific barrier removal or from area of multiple deprivation 660 places				
Young Person's Guarantee (Stage 1-5) Providing young people with individual support to increase progression along pathway to a positive destination 340 places				
NOLB Activity Agreements and Boost (Stage 1) Support for school leavers 262 places	Next Steps (Stage 2-3) Employability service, including specialist support for BAME and LBGT communities 360 places			Advance (Stage 5) In-work employment support with income maximisation 180 places
Intensive Family Support (NE/NW) (Stage 1-2) Poverty & social inclusion support for families in early years centres 55 families			Subsidised Childcare for Working Parents (Stage 4-5) Provides subsidised places based on eligibility criteria with focus on regeneration areas communities 294 families	
Intensive Family Support (SE/SW) (Stage 1-2) Poverty & social inclusion support for families in early years centres 27 families		Start Scotland (Stage 3-5) Employment service with in-work support built in 2400 places		
EnCompass (Stage 1-5) Support for people with a history of substance misuse, criminal justice, and homelessness 240 places				
Maximise (Stage 1-4) Targeted poverty and social inclusion support for low-income families in schools 240 places				
Parental Employment Support Fund (Stage 1-5) Providing intensive employability support to employed and unemployed parents from priority groups tbk places				
Whole Family Equality Project (Stage 1-5) Project for ethnic minority communities in aiming to address poverty and inequality within these communities 120 places				
	All in Edinburgh (Stage 2-5) Supported Employment service for people with a disability or long-term health condition 425 places			
			Integrated Employer Engagement (Stage 4-5) To maximise the benefits of employer engagement initiatives 200 places	
			New Futures Training (Stage 3-5) Sector-based training with guaranteed interview 200 places	
			New Futures Advice (Stage 3-5) Career advice for those impacted by Covid employment 300 places	
			IREs Skills Gateway (Stage 3-5) Higher skills gateway routes into construction (HCI) and data careers (DDI) across schools, further and higher education, and work HCI 2120 places, DDI 3262 places	



refreshed Strategic Skills Pipeline offer (below) after recommissioning by The City of Edinburgh Council NOLB funding allocations and other investments.

An annual refreshed audit of the service provision across the city was undertaken by CCP on behalf of the Edinburgh Partnership Local Outcomes Improvement Plan in 2021/22 to ensure we had equity of service (see diagram below) and that all client groups had a service. This was refreshed again in early 2022/23 with new commissioned services and offers.



b) Cumulative engagement, progression and outcome targets are achieved.

As well as recording client's barriers, the Helix management information system collects data on the outcomes of all funded projects (jobs, training, education etc). Given the continued disruption caused by COVID, certain providers have struggled to meet targets, largely down to intermittent lockdowns and a difficult labour market. However, it is pleasing to see a number of provisions reaching 90% of their outcomes targets and above.

Overall engagements are lower than in a 'normal' year but improved as services returned to a blended model of delivery, including face-to-face and virtual post the easing of restrictions. There were 1,925 new engagements this year and 3,755 individuals continued to receive support.

Final figures of evidenced client outcomes from quarterly reports on progression have been submitted to the board of CCP and currently we can report verified outcomes of 525 jobs, 261 people to progress in work, and 1,031 people progressed towards work (outcomes in education and training).

Service	Funding	Outcomes Targets	Outcome Achieved	% Achieved
Next Step	£692,318	494	243	49%
All in Edinburgh	£1,598,781	204	187	92%
Childcare Hubs	£876,020.08	89	22	25%
Encompass	£247,965	106	178	168%
NEST Grants	£865,604	617	578	94%
NOLB AA and Boost	£295,648	194	171	88%
NOLB – PESF	£464,098.26	372	180	48%
NOLB PACE	£80,000	82	38	46%
Maximise!	£550,000	250	242	97%

In line with the Edinburgh and South-East Scotland City Region Deal Benefits Realisation Plan, the IRES Programme Connector at CCP has developed and launched a monitoring and evaluation framework to capture impact. The first data visualisation report was produced for the IRES Board in May 2022 and provides a transparent insight into activity across the projects from launch to current date. The report also shows progress to the headline targets demonstrating that the project is on track to achieve these.

IRES PROGRESS	Career Progression	Skills Improvements	Job Outcomes
TARGET	64	8293	699
ACTUAL	42	18,062	620

c) Client supported into work sustain employment for at least six months.

Helix shows that 100% of jobs recorded in 2021/22 were sustained to 4 weeks. In spite of the temporary nature of much employment as a result of the Covid-19 pandemic current figures show that 70% of jobs have been sustained to six months, in excess of the target of 60% sustainment.

Through our relationship with the Department of Work and Pensions, we continue to monitor Universal Credit figures for post Brexit and post-pandemic indicators and are aware that while the figure in recent months of claimants has stayed at around 10,000. These are not the same people and there continues to be on and off flows indicating rapidly changing jobs situations and short-term employment scenarios. We are again further tracking this with partners during 2022/23 to understand impact and adjust service offers accordingly.

d) Clients supported into jobs or progress in-work are paid the living wage level or above.

To date we have achieved a 62% target of jobs secured paying the Real Living Wage for the financial year. As outlined last year, we continue to see increased trends of instability of contracts in employment and reduction in contracted hours. We welcome the Edinburgh Poverty Commission recommendation of Edinburgh becoming a Living Wage city and are working with colleagues on how this can happen. Living Wage is not mandatory, so it relies on other factors to lever in those service standards.

CCP is still promoting and undertaking additional measures to ensure that clients are moving into fair, well-paid work where possible. These include:

- Our Joined up for Business team undertaking Fair Work training sessions with employer engagement officers to enable them to better have the conversation around terms and conditions.
- Fair Work embedded in Business Plans at Skill Centres to influence sectoral change.

- Conversations with employers to showcase business reason to adopt the Living Wage.
- Community Benefit clauses influenced under City Region Deal activity.
- More focus within contracted provision on in-work support and progression and upskilling and prioritising living wage income.

e) *Projects and services comply with the associated terms, conditions, rules, and regulations.*

CCP launched an Integration Charter Award in 2019 to verify service standards. The Charter commitments and validation methods will be reviewed in Financial Year 2022/23 to maintain standards and relevance.

The Charter promotes best practice for partnership working and integration across the network, developing the joined-up approach that ensures that barriers to employment are tackled collaboratively and employment opportunities for all are increased. All contracted providers have Charter status. In addition, we have widened out charter status to non-contracted services to embed good practice and service standards.

All contracted providers and grant holders are audited for compliance (see KPI3b, below) regularly and CCP also logs information regarding, insurance, OSCR status, disclosure and safeguarding of all providers.

Every user of the Management Information system (Helix) is required to register with the data commissioner. CCP underwent a rigorous GDPR compliance procedure with the City of Edinburgh Council as part of the introduction of Helix and every organisation has signed the new Information Sharing Agreement. We also annually conduct an internal GDPR assurance audit with legal partners Harpers and MacLeod to identify and strengthen any weaknesses with any recommendations fully adopted and implemented.

CCP also produces monthly data intelligence reports on employability and poverty which is disseminated to the Job Strategy Group and wider stakeholders to keep parties up to date with latest trends and developments. Spot focus reports are also produced for the Job Strategy Group for strategic consideration of approach.

KPI 3: Quality Assurance & Communications

a) *Client satisfaction with scope and quality of service received and the positive impact made.*

CCP mirrors the Scottish Government's [Approach to Service Design](#), ensuring services are client-led, holistic and co-designed by the people that use them. We use a variety of co-production techniques to ensure that projects deliver a high quality, impactful service. This year we have carried out a range of checks to gauge satisfaction with projects and the impact that they have on people's lives.

In 2022 CCP conducted a wide-ranging consultation of young people who took part in Young Person's Guarantee projects. Young people are overwhelmingly positive about the quality of delivery, specifically highlighting the outstanding work of frontline staff during a challenging and unpredictable time. 66% of the 198 young people reached via these provisions have already progressed to a positive destination in education, employment, or further training. Key recommendations for future commissioning primarily revolve around raising awareness of and expanding access to commissioned provisions, particularly for young people from protected characteristic groups and areas of multiple deprivation.

Ongoing projects are required to develop feedback loops with their clients in accordance with our JUFJ Customer Charter. Recent audit of this demonstrated very high satisfaction with services.

Some client feedback from those participating in funded serviced includes:

"It has all happened so fast, it is mad I feel I have gone from a wee girl to an adult going to college, thanks for everything"

"I would like to thank Linknet for offering such a great service to minority ethnic people and I would also like to recommend this service to anyone who is suffering to go for further education or to find a job."

We have also undertaken co-production workshops with clients to inform future commissioning, so their voices are at the centre of policy work. We undertook a survey and focus group of over 60 parents whose children engage in Early Years care so that we could design a holistic family-centred project in South-West Edinburgh

Next year we plan to deepen our community engagement and participation policies to strengthen user involvement in commissioning. We are creating two Citizens' panels: one for people from ethnically diverse communities and another for younger people who face disadvantage in the labour market. These will be underpinned by a new policy for

participation which will properly value the input of those who have expertise through experience. CCP will also support the development of the Edinburgh People/Partnership Survey in 2022 to better understand Edinburgh citizens requirement for employability services. The survey will engage with at least 4000 residents.

[In December, CCP alongside partners Children 1st and CHAI won the Public Service award for best voluntary/public sector partnership based on client engagement.](#)

b) High level of data completeness and accuracy maintained on client and other project records.

CCP monitor all grants and contracts quarterly through our reporting systems. We ensure that reported figures matches data on our management information system, Helix, through this reporting process.

In addition, each funded organisation receives an annual compliance and audit visit. This is to ensure that providers hold evidence of client support and outcomes. While move back to in person visits, a virtual audit took place.

To ensure objectivity, our contract management and compliance function is carried out by different CCP teams.

- Correctly recording and retaining data
- Maintaining correct legal documentation to satisfy GDPR
- Securely retaining data
- Updating and accurately reporting data
- Retaining adequate and appropriate evidence in support of declared outcomes
- Recording accurate and appropriate information to support the level of service provision reported to CCP

A mandatory awareness raising/training session is delivered annually to address common issues which were highlighted during the audit process. This is supplemented by individual support for new contractors if necessary.

We view this area of contract management as an exemplar for accountability of public funds and use it across all areas of funding management, including attracting in fund controls from other Council services. Strategy and Insight have asked us to carry out contract management of their grant to Maximise! and starting in 2022 we will be contract managing the Early Years programme of support for Communities and Families.

Housing, Homelessness and Fair Work Committee

10.00am, Thursday, 29 September 2022

The City of Edinburgh Council's Annual Assurance Statement on Housing Services

Executive/routine	Routine
Wards	All
Council Commitments	

1. Recommendations

- 1.1 Housing, Homelessness and Fair Work Committee is asked to approve the City of Edinburgh Council's Annual Assurance Statement (AAS) on housing services and the Assurance Statement Summary of Compliance for formal submission to the Scottish Housing Regulator (SHR).

Paul Lawrence

Executive Director of Place

Elaine Scott, Head of Housing Strategy and Development

E-mail: elaine.scott@edinburgh.gov.uk | Tel: 0131 529 2277

The City of Edinburgh Council's Annual Assurance Statement on Housing Services

2. Executive Summary

- 2.1 The [Scottish Housing Regulator](#) (SHR) requires all social landlords to prepare and 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.
- 2.2 The AAS confirms where the Council meets the required standards and outcomes. It also provides information on areas of improvement and management actions being taken to ensure compliance.
- 2.3 The Council's draft AAS is attached in Appendix 1 for Committee approval. AASs for all social landlords in Scotland are published on the SHR website.

3. Background

- 3.1 The [Housing \(Scotland\) Act 2010](#) sets out the requirement for a social housing charter and the statutory objectives, functions, duties and powers of the SHR.
- 3.2 The [Scottish Social Housing Charter](#) (SSHC) describes the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. The SHR is the regulatory body with a statutory objective to safeguard and promote the interests of current and future tenants, people who are homeless, factored owners and Gypsy/Travellers.
- 3.3 All Scottish social landlords are required to report performance to the SHR through the [Annual Return on the Charter](#) (ARC) that must be submitted by the end of May each year.
- 3.4 Landlords provide information across core housing service performance indicators, contextual data sets that now includes performance against Energy Efficiency Standard for Social Housing (EESH) delivery indicators. Performance data is based on the 12-month period, up to the 31 March of the year of submission.
- 3.5 The SHR monitors, assesses ARC returns, reports, and intervenes (as appropriate) on social landlords' performance of housing activities. Individual Engagement Plans are normally published for each landlord which focus on areas for improvement.

- 3.6 The current regulatory framework has been in force since April 2019 and Scottish social landlords are required to submit an AAS confirming that they comply with the relevant requirements of [Chapter Three of the Regulatory Framework](#).
- 3.7 The AAS must reflect landlords' operating context. During the height of the pandemic, all social landlords were required to provide quarterly Covid-19 landlord performance reports on certain indicators to the SHR and those for 2021/22 were provided as required.
- 3.8 This additional reporting requirement has ceased, however, the SHR has advised they will continue to take account of the post pandemic pressures being managed by social housing landlords.
- 3.9 The Council maintains regular dialogue with the SHR on areas of challenge and improvements being made to ensure services are delivered in accordance with legislation, regulatory standards and best practice guidance. During 2021/22 the SHR engaged with the Council around services for people who are homeless.
- 3.10 The [2022/23 engagement plan](#) covers complaints, anti-social behaviour, rent collection, rent arrears and the provision of temporary accommodation to people who are homeless. The SHR will also engage with all local authorities during 2022/23 to monitor and assess the risks to people who are threatened with or experiencing homelessness.

4. Main report

- 4.1 The SHR requires all social landlords to prepare and publish an AAS and an Assurance Statement Summary of Compliance to confirm to their tenants and the SHR that they are meeting the requirements of the Regulatory Framework for social landlords in Scotland.
- 4.2 The AAS should include any area of material non-compliance that would be reported to the SHR as a notifiable event. The deadline for submission to the SHR is 31 October each year and, as the governing body for housing services, the Housing, Homelessness and Fair Work Committee is required to approve the AAS and the Assurance Statement Summary of Compliance. The Council's draft AAS is attached at Appendix 1 for approval.
- 4.3 The AAS enables social landlords to declare that they are assured that their organisation complies with regulatory requirements and standards; it also is intended to provide a framework for landlords to highlight any required areas of improvement.
- 4.4 The SHR has withdrawn the temporary supplementary guidance issued during the Covid-19 pandemic for preparing the AAS, but they have advised landlords that they recognise that recovery from the pandemic may continue to impact on compliance with regulatory requirements and this can be considered in the preparation of the AAS. Appendix 2 provides summary evidence of how the

Council is meeting the SHR requirements and information on actions being taken to improve areas of service to ensure compliance.

- 4.5 The operating context for the housing service continues to be challenging in terms of rising costs due to the impact of Brexit, the Covid-19 pandemic, the Ukraine war, and the wider cost-of-living crisis.
- 4.6 A key focus of the service post Covid-19 pandemic has been working to mitigate the worst effects of these major national and international challenges while continuing to provide services and ongoing advice and support for tenants, delivering the new build programme and investing in improvements to existing Council homes.
- 4.7 Core services continued to be maintained for tenants during the 2021/22 and ongoing improvements are being made to services through the [Housing Service Improvement Plan \(HSIP\)](#) as reported to August Committee.
- 4.8 The 2021 tenant survey also evidenced improving tenant satisfaction across most key satisfaction indicators set in the SSHC ranging between 81% and 99%, with benchmarking indicating this is more positive than the national trend.
- 4.9 The Council has also continued to deliver planned investment in new and existing homes including 247 new builds social rented completions with a further 517 for site start. The Mixed Tenure Improvement Service has continued to expand with a pilot in summer of 2021 to improve the condition and energy efficiency in mixed tenure blocks in Wester Hailes. This programme of work will expand to other areas of the city during 2023.
- 4.10 To inform decisions on the area for engagement with Councils, the SHR reviews and compares performance data from the Scottish Government's national homelessness statistics and the Annual Returns on the Charter.
- 4.11 The SHR also spoke with all local authorities to gather further information and assurance on the charter outcomes for homelessness services covering prevention, access to temporary accommodation and advice to help households find and sustain a permanent home.
- 4.12 Following analysis, and to further assess the risks to people threatened with or experiencing homelessness in Scotland, the SHR took the decision to engage with all local authorities on these areas of service during 2022/23. A particular focus of the engagement with Edinburgh will be the provision of temporary accommodation.
- 4.13 After reviewing the charter performance data, the SHR is also engaging with the Council as a landlord on the management of complaints, anti-social behaviour, rent collection and rent arrears.

Areas of SHR Engagement 2022/23

Homelessness Services

- 4.14 Scottish Government requires all Local Authorities to complete statutory returns on a range of performance measures related to the delivery of homelessness services

and to develop Rapid Rehousing Transition Plans (RRTP) as part of Scotland's strategy to end homelessness.

- 4.15 The second iteration of the Council's RRTP was approved by Committee on [18 September 2020](#) and the most recent annual update on progress against commitments in the plan was reported to Committee on [4 August 2022](#). Regular updates on agreed performance measures set out in a Homelessness Services' Performance Dashboard are provided to Committee to monitor and track the impact of improvements.
- 4.16 A Homelessness Services Performance Dashboard and the annual report on the Scottish Government Statutory Returns are being reported separately to this Committee.
- 4.17 The context for delivery of homeless services is especially challenging in Edinburgh with its lower-than-average proportion of social housing and very high demand. As of 31 March 2022, there were 5,315 cases where the Council had a duty to provide settled housing, an average of just under 180 bids for each available social rented home and an average wait of around two years for an offer of permanent housing, even with a silver homeless priority status.
- 4.18 During 2021/22 the Council did not offer temporary accommodation to homeless people in all cases when it had a statutory duty to do so, and the Council breached the Unsuitable Accommodation Order on 850 occasions.
- 4.19 This is a significant increase from 2020/21, which is due to changes in legislation from October 2021 that extended the Unsuitable Accommodation Order to all homeless households.
- 4.20 It has been highlighted in discussions with the SHR that the public health response during the Covid-19 pandemic and supporting refugees from the war in Ukraine has, and will continue, to exacerbate the pressures the Council was already facing in relation to homeless services.
- 4.21 The actions for improvement agreed and being monitored through the RRTP will continue to be shared with the SHR as part of the ongoing engagement on homeless services.

Management of Complaints

- 4.22 During 2021/22, 90.1% of Stage 1 complaints were responded to in full and 88.8% of Stage 2 complaints. The average timescales for responses remained above target at 19.6 days and 56.8 days respectively.
- 4.23 The majority of complaints the housing service deals with relate to repairs and, taking account of feedback from tenants, improving the management of complaints has been identified as a key workstream in the HSIP.
- 4.24 A revised approach to the recording and monitoring of complaints is being implemented with a Complaints' Resolution Team and a Senior Officer, with an overall responsibility for developing the team and the control processes, embedded in the housing service.

- 4.25 Information on the revised approach to the management of complaints, including data on the number, stage of resolution and timescales for responses will be provided in the six monthly HSIP updates reported to Committee.

Response to reported anti-social behaviour

- 4.26 Performance in responding to reported anti-social behaviour shows an improving trend with the number of cases of anti-social behaviour cases open and closed in the same year rising from 75.7% in 2020/21 to 79.2% for 2021/22.
- 4.27 The lack of on-site visits during the Covid-19 pandemic (due to safe working measures) continued to impact on the way investigations could be carried out by the team but the reintroduction of home and community-based visits in August 2021 has increased direct contact between complainants and the Council's investigating officers. Offers of face to face mediation, which moved online during the pandemic, have also been reintroduced.
- 4.28 Senior managers responsible for the management of anti-social behaviour will be involved in the ongoing dialogue with the SHR to discuss the improvements being made to the service, and to ensure there is an understanding of the approach to managing anti-social behaviour in Edinburgh.

Rent collection and management of arrears

- 4.29 The Covid-19 pandemic continues to impact on rent collection and associated arrears management due to ongoing changes in household financial circumstances and the extended period where there were restrictions on court action.
- 4.30 Formal debt recovery through the Sheriff Court is often required as a last resort measure to get tenants to make contact. Even at this late stage the service will continue to work with tenants to help them with their rent payment responsibilities, and to provide advice and assistance on any wider debt or potential support needs.
- 4.31 The current cost of living crisis is bringing additional financial challenges for households and tenants who receive assistance with their rent through welfare benefits face further change with the scheduled managed migration by the Department for Work and Pensions of working age claimants on to Universal Credit scheduled by the end of 2024.
- 4.32 Income collection within this context continues to be challenging but the overall approach remains to keep tenants in their homes wherever possible. Provision for a level of rent arrears debt is therefore made within the annual HRA budget and the 30 year HRA Business Plan.
- 4.33 During 2021/22 there was a slight improvement in performance in the rental income collected as a percentage of total rent due, which increased to 98.0% compared to 96.8% during 2020/21. Keeping tenants in their homes and allowing reasonable repayments towards arrears has however contributed to the gross rent arrears as a percentage of total rent due (including arrears) increasing from 11.1% for 2020/21 to 12.6% during 2021/22.

- 4.34 Rent collection and rent arrears management remain key priorities for the housing service with a focus on early intervention, ongoing guidance for staff and ongoing signposting and support to help tenants prevent and manage debt and remain in their home. Rent communications are being reviewed and updated to continue to encourage tenants to come forward to get the advice and help available.
- 4.35 A rent collection workflow and analytics tool is currently being implemented, which will prioritise rent cases requiring action by Housing Officers, support rent caseload management and provide real time analysis of income collection performance.

Other Areas of Housing Service Performance 2021/22

- 4.36 The 2020/21 AAS highlighted areas of service performance that had been impacted most significantly by safe working and changes in operations during the Covid-19 pandemic.
- 4.37 These impacts continued during periods of 2021/22 and getting access to tenants' homes to carry out repairs and other essential visits, due to ongoing concerns from tenants on the potential infection, has also been challenging. Despite this some areas have seen an improvement in performance:
- 4.37.1 The average time to complete an emergency repair reduced to near pre-pandemic levels of 6.4 hours compared to an average of 10.3 hours during 2020/21. With the focus on maintaining essential repairs the average for non-emergency repairs increased from 11.7 days to 14.4 days.
- 4.37.2 The average time to complete adaptations increased during the pandemic due to difficulties in accessing homes safely where tenants were often more vulnerable. Performance in 2021/22 improved significantly down to an average of 63.9 days for all adaptations compared to 389 days in 2020/21. The service will continue to focus on ensuring that tenants requiring adaptations to their home have as short a wait as possible to improve their quality of life, reduce risk and increase their independence wherever possible.
- 4.37.3 The turnaround of homes becoming available for let returned to near pre-pandemic levels during the last performance reporting period however the number of homes requiring more significant repairs and investment and the ongoing operational challenges including workforce capacity, materials and utility meters/supplier issues have led to an increase in the average time to re-let homes. The average increased from 64 days in 2020/21 to 76 days in 2021/22. It is likely to take some time to turnaround performance to pre-pandemic levels and bring empty homes requiring more extensive works back into letting stock.
- 4.38 The HSIP focuses on all key areas of service covered by the annual assurance requirements with a focus on areas where improvements are required. Committee will continue to be provided with six monthly updates on progress with the HSIP.

5. Next Steps

- 5.1 If agreed by Committee, the City of Edinburgh Council AAS and an Assurance Statement Summary of Compliance (Appendices 1 and 2) will be formally submitted to the SHR.
- 5.2 As agreed by Committee on 4 August, a workshop will be arranged to support the development of a performance dashboard that will be presented to Committee as part of the six monthly update reports on the HSIP.

6. Financial impact

- 6.1 There are no adverse financial impacts arising from this report.
- 6.2 The HSIP aim to improve tenant satisfaction, operating performance and reduce costs, and the continued delivery of improvements will assist with ensuring best value for tenants and service compliance within an increasingly complex statutory and regulatory context.

7. Stakeholder/Community Impact

- 7.1 The Council has a programme of ongoing consultation and engagement with tenants that informs the HSIP workstreams and service priorities. This includes opportunities for individual tenants through involvement in surveys, focus groups, working groups, and resident and community meetings as well as regular meetings and engagement through the Edinburgh Tenant Federation (ETF).
- 7.2 Methods of engagement were adapted during the pandemic with online and telephone methods as required. While face to face contact is slowly beginning again, a mix of hybrid and online arrangements will continue to ensure any meetings remain accessible to as many tenants as possible.
- 7.3 The SHR recommends that landlords consider their tenants' views on performance. A city-wide tenant survey of 1,000 tenants is carried out annually, capturing feedback on service delivery, new initiatives, and tenant priorities.
- 7.4 The 2021 tenant 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 social housing landlords.

8. Background reading/external references

- 8.1 [Scottish Housing Regulator- Regulatory Framework.](#)
- 8.2 [Update on the Housing Service Improvement Plan.](#)
- 8.3 [Rapid Rehousing Transition Plan – Annual Update on Progress.](#)
- 8.4 [Homelessness Services' Performance Dashboard.](#)

9. Appendices

- 9.1 Appendix 1 – Annual Assurance Statement.
- 9.2 Appendix 2 – Assurance Statement Summary of Compliance.

Appendix 1

The City of Edinburgh Council's Annual Assurance Statement on Housing Services

31 October 2022

The City of Edinburgh Council confirms to its tenants and the Scottish Housing Regulator that it complies with the duties, obligations and responsibilities placed on landlords by legislation and through statutory guidance.

The Council is working towards consistently delivering the outcomes set out in the Scottish Social Housing Charter for tenants, people who are homeless and others service users.

The exceptions to this duty during the past year that are subject to ongoing monitoring and reporting have been:

Homelessness

Providing homelessness services for people who are threatened with or are experiencing homelessness continues to be a significant challenge in Edinburgh. An average of around 25% of households were accommodated in temporary accommodation that breached the Unsuitable Accommodation Order and the Council did not offer temporary accommodation to homeless people in all cases when it had a statutory duty to do so. Regular updates on the actions to prevent homelessness and improve homelessness services including the mix of suitable temporary accommodation as set out in the Council's Rapid Rehousing Transition Plan will continue provided to the Scottish Housing Regulator.

Repairs

Improvements to the repairs service including the management of tenant complaints continues to be a key workstream in the Council's Housing Service Improvement Programme. As the governing body for housing services the Council's Housing, Homelessness and Fair Work Committee will continue to scrutinise performance improvement for this and other areas of service through the biannual update reports on the Housing Service Improvement Plan.

Signed _____

Date of signing _____

Councillor Jane Meagher, Convenor of the Housing, Homelessness and Fair Work Committee

Appendix 2: Scottish Housing Regulator (SHR) – Annual Assurance Statement (AAS) Assessment of Compliance 2021/22

Requirements for all local authorities

SHR requirements	Status	Evidence	Action
Covid-19			
Submit quarterly landlord performance report- (in place during part of 2021/22)		These were completed as required.	Covid returns no longer required by the SHR.
Assurance and notification			
Prepare an AAS in accordance with SHR published guidance, submit it to the SHR between April and the end of October each year, make it available to tenants and other service users.		AAS 2021 completed and made available to tenants online. A hard copy of the Tenant Courier newsletter (Winter 2021 edition) provided to tenants included information on how to access or request a copy of the AAS. The newsletter is also published online.	Complete and publish future annual statements as required.
Notify the SHR of any material changes to the assurance in the AAS during the year.		There have been no material changes from the 2020/21 ASS.	Regular dialogue is maintained with the SHR on areas of engagement and the wider HSIP.
Have assurance and evidence that all legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety are being met.		Services are delivered in accordance with the relevant statutory and regulatory standards. Best practice guidance and benchmarking through relevant networks and forums are also used to help inform performance assessments and areas for service improvement. <ul style="list-style-type: none"> The Council does not currently comply with its duty to offer suitable temporary or emergency accommodation for people experiencing homelessness. 	Improvements in the delivery of homelessness services including actions to improve the mix of temporary accommodation are being taken forward through the RRTP. Progress continues to reported annually to Committee (most recently 4 August 2022) and performance monitored through the Homelessness

SHR requirements	Status	Evidence	Action
		<p>(Unsuitable Accommodation Order commenced in October 2021)</p> <ul style="list-style-type: none"> • SSHC data and operational performance monitoring information is used to inform area for service improvement for the housing service. • Regular dialogue is maintained with the SHR on areas of engagement, service improvements and to discuss the context for delivery of services in Edinburgh. This will also include areas of service that continue to be impacted post Covid-19 including the repair and letting of empty homes, income collection and let • Strategy, policy, and audit reports are approved by the relevant Committee in accordance with the Council's Governance Framework. • Mixed Tenure Improvement Service is in place and is being expanded to support essential common repairs and investment in existing Council homes within Mixed Tenure Blocks. • Partnership working with Police Scotland and Scottish Fire and Rescue Service on tenant and resident safety. (e.g. joint fire safety inspections, Multi-Agency Risk Assessment Conferences and community initiatives). 	<p>Services' Performance Dashboard.</p> <p>Updates on the HSIP will continue to be provided to Committee on a 6 monthly basis.</p> <p>Development of performance monitoring measures for the repairs service and the HSIP to be developed and included in future HSIP update reports.</p>

SHR requirements	Status	Evidence	Action
		<ul style="list-style-type: none"> Benchmarking via service and best practice forums e.g. Housemark, the Scottish Rent Forum. 	
Notify the SHR of any tenant and resident safety matters which have been reported to or are being investigated by the Health and Safety Executive, or reports from regulatory or statutory authorities, or insurance providers, relating to safety concerns.		No health and safety matters have been reported to the Health and Safety Executive in the last 12 months.	
The Engagement Plan must be made easily available and accessible to tenants and service users, including online.		<p>The 2021/22 Engagement Plan was made available to tenants online. A hard copy newsletter provided to tenants included information on how to access the Plan.</p> <p>The 2022/23 engagement plan is available on the SHR website.</p>	<p>The autumn edition of the tenants' newsletter will be used to notify tenants how to access the Engagement Plan. Information will also be made available on the Council website.</p> <p>Information will also be included in the information pack for households accessing homeless services.</p>
Data Protection			
Register all requirements for providing data to the SHR with the ICO's as a purpose for which they are acquiring data under the Data Protection Act 2018.		By law, data controllers must pay a fee to register with the UK Information Commissioner who is the data protection regulator within the UK. The City of Edinburgh Council data controller registration number is Z5545409.	
Scottish Social Housing Charter Performance			
Submit an Annual Return on the Charter to the SHR each year in accordance with the published guidance.		The ARC has been completed and returned to the SHR each year since this requirement was introduced in 2013/14.	

SHR requirements	Status	Evidence	Action
		<p>The last ARC return was submitted on 31 May 2022.</p> <p>This will be published in due course by the SHR on their website along with the data for all social landlords in Scotland.</p>	
<p>Involve tenants, and, where relevant, other service users, in the preparation and scrutiny of performance information. The landlord must:</p> <ul style="list-style-type: none"> • agree its approach with tenants • ensure that it is effective and meaningful – that the chosen approach gives tenants a real and demonstrable say in the assessment of performance • publicise the approach to tenants • ensure that it can be verified and be able to show that the agreed approach to involving tenants has happened • involve other service users in an appropriate way, having asked and had regard to their needs and wishes • report its performance in achieving or progressing towards the Charter outcomes and standards to its tenants and other service users (no later than October each year). It must agree the format of performance reporting with tenants, ensuring that it is accessible for tenants and other service users, with plain and jargon- free language. <p>When reporting its performance to tenants and other service users it must:</p> <ul style="list-style-type: none"> • provide them with an assessment of performance in delivering each of the Charter 		<p>A programme of research with tenants in other service users is in place to ensure tenant/resident insight. This includes tenant surveys, focus groups, online events etc.</p> <p>HRA funding is provided to Edinburgh Tenants Federation (currently approved to 31 March 2024) and the Neighbourhood Alliance (NA) (currently approved to 31 March 2023) to support tenant participation and engagement.</p> <p>Grant funding up to £10,000 continues to be provided to support local Registered Tenant Organisations.</p> <p>The Council is working closely with ETF to implement a revised Tenant Scrutiny Framework as approved by Committee in January 2022. Implementation of this is a key objective of the current Service Level Agreement.</p> <p>A return to face to face meetings is being progressed as the pandemic has eased but hybrid arrangements will continue to</p>	<p>Ongoing discussions will continue with tenants and other service users to ensure their views continue to inform the priorities for HSIP and service development.</p> <p>Continue to ensure the performance reporting requirements are met and information is available on-line and in hard copy for tenants. (Accessible and alternative formats available)</p> <p>Performance reporting to be reviewed to revisit tenants' views on presentation of performance information. Information online and in hard copy will also be considered to ensure it meets accessibility guidelines.</p>

SHR requirements	Status	Evidence	Action
<p>outcomes and standards which are relevant to the landlord</p> <p>include relevant comparisons – these should include comparisons with previous years, with other landlords and with national performance set out how and when the landlord intends to address areas for improvement</p> <ul style="list-style-type: none"> • give tenants and other service users a way to feed back their views on the style and form of the reporting. • Make the SHR report on its performance easily available to its tenants, including online. 		<p>enable as many residents as possible to take part in discussions.</p> <p>Consultation is carried out in line with the Councils' Consultation framework to inform decisions on areas such as HSIP, annual rent setting, investment priorities, and local environmental projects etc.</p> <p>Annual performance information on the Charter performance the Assurance Statement and the SHR Engagement plan is provided to tenants online and in hard copy through the tenant newsletter (a copy is provided to all tenants)</p>	
Tenant and service user redress			
<p>Make information on reporting significant performance failures available to tenants, including SHR leaflet.</p>		<p>Provided via the hard copy newsletter issued to every tenant.</p> <p>Includes information on the SHR website and telephone contact, address details for tenants to report failures</p>	<p>Information to be included in revised new tenant information 'packs' being taken forward through the HSIP. Content available online is required to meet accessibility guidelines to ensure information is available to all users including those that may use assistive technology. These guidelines are also adhered to for hard copy documents, which are available in alternative formats where required.</p>

SHR requirements	Status	Evidence	Action
Provide tenants/other service users with the information they need to complain and seek redress, and respond to tenants within service standard timescales, in accordance with guidance from the Scottish Public Services Ombudsman (SPSO).		<p>Council Complaints Policy/procedure was updated in April 2021 to reflect the model complaint handling guidance from the SPSO. Guidance and e-learning is available for staff.</p> <p>Recording and closing responses to complaints timeously on the Capture IT system is an area for improvement.</p> <p>All new Council tenants receive information on how to raise a complaint including the option to raise complaints and make suggestion online.</p>	<p>Documentation on complaints to be reviewed as part of the HSIP work around new tenant information 'packs'. Content and format are reviewed, and improvements made on an ongoing basis to ensure this meets accessibility guidelines.</p> <p>Improvements to the recording and monitoring of data will be implemented for the new Complaints Resolution Team</p>
Ensure effective arrangements in place to learn from complaints and from other tenant/service user feedback, in accordance with SPSO guidance.		<p>Complaints' performance data and tenant feedback on services is used to inform service improvement</p> <p>A Complaints Resolution Team is being embedded in the Housing Service implement control process for the effective resolution and analysis of complaints.</p>	<p>Information on the revised approach to the management of complaints and performance data will be provided in biannual HSIP updates to Committee.</p>
Whistleblowing			
Have effective arrangements and a policy for whistleblowing by staff and elected members, which it makes easily available and which we promote.		<p>An updated Council Whistleblowing policy was approved on 23 May 2019. A copy of the policy is available online. The policy applies to all employees and workers including persons contracted to personally provide services to the</p>	<p>The Whistleblowing policy is included in induction and policy refresh for all Council staff.</p>

SHR requirements	Status	Evidence	Action
		Council, persons undergoing training or work experience as part of a training course, elected members, and agency workers.	Actions approved following recommendations from the independent inquiry into the conduct of a member of Council staff and the Council's whistleblowing culture will be implemented as relevant.
Equalities and Human Rights			
Have assurance and evidence that it considers equality and human rights issues properly when making all of its decisions, in the design and review of internal and external policies, and in its day-to-day service delivery.		<p>The Council has an agreed Equality and Diversity Framework 2021-25. The framework that was approved by the Policy and Sustainability Committee in April 2021 includes equality outcomes and mainstreaming actions across key areas of Council work and services.</p> <p>The Council uses Integrated Impact Assessments (IIA) to take account of statutory and regulatory requirements in relation to equality, socio-economic disadvantage, climate change, sustainability, the environment, and human rights. The guidance was updated (June 2022).</p> <p>Documents, information, and written communications available in alternative formats and translation panels included. Interpreter services arranged for face-to-face contact where required.</p>	<p>Ensure IIAs carried out as required for all service improvement projects and use findings to inform plans and strategies.</p> <p>Ongoing awareness raising and training is provided to ensure staff understanding of the process and guidance.</p>

SHR requirements	Status	Evidence	Action
		Accessibility requirements for Council website content and other sites operated by the Council including the Edindex site that has an accessibility tool ('Browsealoud')	
<p>To comply with these duties, landlords must collect data relating to each of the protected characteristics for their existing tenants, new tenants, people on waiting lists, governing body members and staff. Local authorities must also collect data on protected characteristics for people who apply to them as homeless. Landlords who provide Gypsy/Traveller sites must collect data on protected characteristics for these service users.</p>		<p>Data in respect of the protected characteristics is not asked for and held for all areas of service. Updated SHR guidance is being reviewed and will be used by the Council to develop a consistent approach to data collection, retention, monitoring, and reporting that is reasonable and relevant.</p> <p>There is a Data Privacy Statement in place for the Housing Service and reference to this are provided in information and online for areas of service where data is collected. Information sharing protocols are in place for sharing sensitive personal data (e.g. EdIndex, SAVALO). Personal mandates are used and required for sharing of personal data where information sharing protocols are not in place. GDPR/DPIA is assessed as part of all projects with authorisation for the collection, recording and use of new data is via the Information Asset Owner where required.</p>	<p>IT systems and practices will be updated to record any additional data on protected characteristics in line with any revised approach to ensure compliance with Data protection regulations.</p> <p>Develop an approach to guidance and training for staff.</p>

SHR requirements	Status	Evidence	Action
		Approaches to briefing tenants and staff are being developed.	

This page is intentionally left blank

Housing, Homelessness and Fair Work Committee

10.00am, Thursday, 29 September 2022

Homelessness Services – Statutory Returns

Executive/routine Wards Council Commitments	Routine All
---	----------------

1. Recommendations

- 1.1 Committee is asked to note the summary of the Council's statutory homelessness returns.

Paul Lawrence

Executive Director of Place

Contact: Jill Thomson, (Interim) Head of Homelessness

E-mail: jill.thomson@edinburgh.gov.uk

Report

Homelessness Services – Statutory Returns

2. Executive Summary

- 2.1 This report provides a summary of the homelessness services statutory returns for the period 1 April 2021 – 31 March 2022. The published data can be found [online](#).

3. Background

- 3.1 The Council produces and reports several statistics related to the performance and delivery of homelessness services in the city.
- 3.2 These figures are collated by the Scottish Government through the returns process and are published to allow scrutiny and comparisons between local authorities.

4. Main report

- 4.1 All local authorities are required to submit a range of data, quarterly, to the Scottish Government as part of their statutory returns process.
- 4.2 The latest publication of these returns was on 18 August 2022 and covered the period 1 April 2021 – 31 March 2022.
- 4.3 This report highlights key areas of performance and contains comparisons with the previous years' data. However, it is important to note that the impact of the global pandemic may still be reflected in some of these performance areas.
- 4.4 In 2021/22 there were 2,413 households assessed as homeless or threatened with homelessness, an increase of 19% on the previous year. This remains below pre – covid levels.
- 4.5 The return also shows a further reduction in repeat homelessness. Repeat homelessness is where a household is assessed as homeless, less than a year after their previous homelessness is resolved.
- 4.6 Repeat homelessness was 5% in 2020/21 and is 1% in 2021/22. The national figure remains at 5% in 2021/22.
- 4.7 In 2021/22 the most common reason for homelessness nationally is domestic ejection (being asked to leave accommodation), at 26% of all applications. The next most common reason is non-violent dispute within a household. This is the same in Edinburgh.

- 4.8 Nationally 15% of all households assessed as homeless came from a property in the Private Rented Sector (PRS), this has increased from 11% last year but is still lower than previous two years where the percentages were 18% in 2018/19 and 16% in 2019/20.
- 4.9 In Edinburgh, the Council has a PRS team who work with people at risk of homelessness from the private rented sector to prevent homelessness wherever possible. The PRS team have prevented homelessness for 240 households in the past year and supported a further 100 households to move out of temporary accommodation and into a PRS or Mid-Market Rent property.
- 4.10 These returns show a continuing trend of a reduction in rough sleeping the night before a homeless application, and in the three months prior to a homeless application.
- 4.11 In Edinburgh a household slept rough the night before in 4% of applications, in line with the national average. This changes to 9% when looking at rough sleeping in the period three months prior to the application compared to a national average of 6%. This is 17% lower than in 2020/21.
- 4.12 A failure to accommodate occurred on 670 occasions during 2021/22. This was a 26% increase on 2020/21 figures. The majority of the failures to accommodate happen outside normal Council opening hours, when the availability of accommodation can be limited, particularly if the service user has had several placements which have ended unsuccessfully, or other risk factors are involved.
- 4.13 The Rapid Rehousing Transition Plan (RRTP) sets out plans to review out of hours provision by developing more Rapid Access Accommodation which will provide emergency accommodation on a 24 hour basis. An additional supported accommodation service for people with complex needs is due to commence in the near future.
- 4.14 The Council reported breaches of the Unsuited Accommodation Order (UAO) 850 times in 2021/22. In October 2021 the order was extended to include all households rather than only families with children or pregnant women.
- 4.15 Work to transform the mix of temporary accommodation stock to increase the amount of suitable accommodation continues as set out in the [RRTP Annual Update on Progress](#).

5. Next Steps

- 5.1 Officers will provide more regular updates on performance through the Homelessness Services Dashboard, to the Housing, Homelessness and Fair Work Committee. The next update is due in March 2023.
- 5.2 Officers will provide an annual summary of the 2022/23 statutory returns in summer 2023.

6. Financial impact

- 6.1 None.

7. Stakeholder/Community Impact

7.1 None.

8. Background reading/external references

8.1 [Homelessness in Scotland: 2021/22 - gov.scot \(www.gov.scot\)](http://www.gov.scot)

9. Appendices

9.1 None.

Housing, Homelessness and Fair Work Committee

10.00am, Thursday, 29 September 2022

Housing Revenue Account Budget Strategy 2023/24

Executive/routine Wards Council Commitments	Executive All
---	------------------

1. Recommendations

- 1.1 It is recommended that Housing, Homelessness and Fair Work Committee:
 - 1.1.1 Notes the increased financial pressure on the Housing Service and the updates made to HRA Business Plan financial assumptions;
 - 1.1.2 Notes that delivery of the Energy Efficiency Standard for Social Housing 2 (ESSH2) is expected to reduce energy demand and tenants' energy bills but will require increased HRA capital investment; as set out at paragraph 2.8;
 - 1.1.3 Notes that the planned annual HRA budget strategy will be re-designed in consultation with tenants' representatives and taken forward in 2023;
 - 1.1.4 Notes that a third rent freeze means that the Council will not be able to deliver statutory energy efficiency commitments and expand the Council's housebuilding programme without rent increases in future years and increases in Scottish Government subsidy; and
 - 1.1.5 Agrees to increase engagement with Scottish Government to secure additional support to deliver the Energy Efficiency Standard for Social Housing 2 (ESSH2) and more Council homes.

Paul Lawrence

Executive Director of Place

Contact: Elaine Scott, Head of Housing Strategy & Development

E-mail: elaine.scott@edinburgh.gov.uk | Tel: 0131 529 2277

Housing Revenue Account Budget Strategy 2023/24

2. Executive Summary

- 2.1 The Council is the largest landlord in the city providing housing and landlord services to around 19,000 tenants. The service is almost entirely funded from tenants' rental income.
- 2.2 The 30-year HRA Business Plan is reviewed annually to make financial provision for delivery of day-to-day services to tenants and capital investment in new and existing homes. The Business Plan is seeking to support the delivery of Council commitments, including more Council homes and net zero carbon.
- 2.3 On [24 February 2022](#), Council approved a rent freeze for the second year in a row equating to £179m loss of income over the lifetime of the 30-year business plan from the two rent freezes.
- 2.4 Officers highlighted at the time that unless rents were increased by 2.5% per annum for the subsequent four years (2023/24 to 2026/27) to mitigate this second rent freeze, the planned 10-year investment programme in new and existing homes could not be delivered.
- 2.5 Since then, the impact of the Ukrainian war, as well as the long-term impact of the pandemic has seen costs in the construction sector increase by around 40%. The cost-of-living crisis and inflationary rises (10.1% CPI annual rate in July 2022) have meant that the day-to-day delivery of core landlord services are costing more (17% increase on last year's 10 year plan), reducing the capacity to borrow to invest in improving existing homes and neighbourhoods and building new affordable homes.
- 2.6 In addition to this, the development of a detailed delivery plan to meet statutory requirements of the Scottish Government's ambitious EESSH2 has seen the estimated cost of compliance almost double, as more accurate costs for bespoke measures across the council's complex housing estate are confirmed.
- 2.7 These unprecedented circumstances have meant that the cost of delivering the 10-year investment plan has increased by £600m since last year's business plan.
- 2.8 Delivery of the EESSH 2 programme is expected to reduce energy demand for the average home by 76% providing significant savings for tenants whilst supporting carbon reduction. However, the financial modelling carried out as part of this year's Business Plan review indicates that it will not be possible to deliver improvements to

all our Council homes without increasing rents and securing additional financial support from Scottish Government.

- 2.9 On [22 September 2022](#), City of Edinburgh Council agreed that the planned HRA budget strategy consultation should be re-focused on the financial challenges faced by tenants during the “cost of living” crisis and that the Council leader will write to Scottish Government requesting that the current national rent freeze be extended until rent controls are in place.
- 2.10 As requested by Council, this report sets out the impact of a third rent freeze in 2023/24 and the implications for future years.
- 2.11 A third rent freeze means that a 7.4% per annum rent increase is required over the following five years (from 2024/25 onwards) in order to be able to deliver EESSH2 by 2040 and build more Council homes.
- 2.12 If rent increases were limited to long term Bank of England inflation assumptions (2% p.a.) from 2024/25 onwards the capital investment programme would have to be halved to return the HRA to financial stability. This would mean that less than half of existing homes could be brought up to statutory energy efficiency standards by 2040 and no more homes would be brought into the development programme.
- 2.13 Officers will continue work on development of the HRA Budget Strategy 2023/24 to 2032/33, the draft 2023/24 one-year revenue budget and the capital investment programme for presentation to the Finance and Resources (budget) Committee and City of Edinburgh in 2023.
- 2.14 Council officers will also begin work on development of a plan for consulting tenants on the financial challenges they face to inform the work of the Edinburgh Partnership and Poverty Commission.

3. Background

- 3.1 On [18 February 2021](#), the City of Edinburgh Council approved a £2.8 billion 10-year investment plan in new and existing homes and in response to the pandemic and cost of living crisis, a one-year rent freeze in 2021/22.
- 3.2 This resulted in a reduction of £2.014m in projected gross rental income in 2021/22; with around £94m less funding available over the lifetime of the Business Plan.
- 3.3 On 24 February 2022, Council received a report proposing a below inflation 1.8% rent increase in 2022/23 (2% per annum thereafter) to enable the revised £2.9b 10-year investment programme to deliver Council commitments, including 10,000 Council-led new affordable homes by 2027 and net zero carbon by 2038/39 (eight years later than originally planned).
- 3.4 In light of the ongoing cost of living crisis, Council agreed to freeze rent for a second year in a row instead.
- 3.5 The report also highlighted that a minimum of 2.5% per annum rent increases would be required over the subsequent four years (2023/24 to 2026/27) to mitigate the

loss of income caused by the second rent freeze and to achieve the long-term investment plan based on current assumptions.

- 3.6 As part of the 2022/23 Programme for Government, the First Minister announced on 6 September 2022 that emergency legislation would be introduced to freeze rent with immediate effect till at least 31 March 2023 and a moratorium on evictions. Scottish Government has indicated that it would like to discuss the potential for a “cap” on rent increases in the social rented sector.
- 3.7 Umbrella bodies representing the social housing sector will be engaging with Scottish Government to discuss the support that is needed from Scottish Government to deliver energy efficiency commitments and more affordable homes whilst keeping rents affordable.
- 3.8 On [22 September 2022](#), City of Edinburgh Council agreed a Motion on “Rent Freeze” from the Labour Administration; incorporating an addendum from the SNP Group and an amendment from the Green Group. This is attached to the report at Appendix 1.
- 3.9 This report sets out the implications for the HRA of rising costs and rent freezes. Committee is asked to note that the third rent freeze means that the Council will not be able to deliver statutory energy efficiency commitments and expand the Council’s housebuilding programme without rent increases in future years and substantial Scottish Government subsidy.

4. Main report

- 4.1 The 30-year Housing Revenue Account (HRA) Business Plan 2022/23-2051/52 is the financial framework that underpins the Housing Service. The Business Plan is reviewed annually in consultation with tenants and a five-year Capital Programme and one-year revenue budget are approved by Council.
- 4.2 The HRA annual revenue budget of c.£100m is almost exclusively funded from tenants’ rents (95%), with the remaining 5% coming from fees and service charges for services provided to tenants and assets held on the HRA account. The HRA is self-contained and has no direct impact on the Council’s General Fund budget.
- 4.3 The majority of annual expenditure is on day-to-day service delivery (95%) including staffing and central support costs, repairing and maintaining homes and servicing borrowing of capital investment in previous years.
- 4.4 The remaining c.5% is either used to support capital investment (in-year or placed in a sinking fund for future years) or to build up the contingency. A small contingency, c.10% of operating expenditure, has been built up to date to deal with any emergencies or unforeseen circumstances.
- 4.5 Capital investment is funded through a combination of prudential borrowing, Scottish Government grant funding, capital receipts, in-year revenue surplus and/or sinking fund built up in previous years.

- 4.6 The servicing of borrowing accounts for 37% of annual revenue expenditure. Of which, 34% is fixed expenditure for capital borrowing in previous years, and around 3% is on servicing new borrowing that could be varied depending on the new investment put in place in current and future years.
- 4.7 The Business Plan seeks to make financial provision for the ongoing delivery of core commitments to:
- 4.7.1 Continue to deliver and improve housing management and maintenance services and support tenants to sustain tenancies;
 - 4.7.2 Continue the programme to build 10,000 new affordable Council homes by 2034;
 - 4.7.3 Deliver the Scottish Government's requirement for social housing to meet the ESSH2 standard working towards a target of all Council Homes being brought up to this standard by 2040;
 - 4.7.4 Deliver improvements to mixed tenure blocks to make all blocks with Council tenancies warm, energy efficient, modern and secure;
 - 4.7.5 Deliver an area based approach to design and management of our wider estates aligned to investment in new and existing homes; and
 - 4.7.6 Support and enable large scale regeneration in the city; including the regeneration of Granton waterfront.

Current Financial Context

- 4.8 In 2019/20 the Housing Service delivered the largest ever annual investment programme in Council homes and estates of £110m and was progressing towards delivering net zero carbon by 2030 and 20,000 affordable homes by 2027/28. The pandemic had an immediate impact on delivery of the capital programme with site closures and additional health and safety measures resulting in elongated programmes and increased costs.
- 4.9 These challenges were compounded in 2021/22 by supply chain disruption, shortages of materials, labour, contractor availability leading to sharp increases in costs. The subsequent war in Ukraine and cost of living crisis linked to volatility in the energy market has meant that the cost of day-to-day delivery of our core landlord services has increased alongside increases in borrowing costs for capital works.
- 4.10 The financial capacity of the HRA to fund the long-term delivery has deteriorated significantly. Assumptions used in the Business Plan have been reviewed and updated to reflect the latest operating environment.
- 4.11 The last HRA Budget Strategy approved by the Council in February 2022 included a 10-year £2.9b capital programme and £1.2b revenue programme. Key changes listed below have resulted in a significant increase in HRA expenditure. To deliver the same outcomes over the next 10 years is now projected to cost £3.5b in capital (20% increase on last year's plan) and £1.4b in revenue (17% increase on last year's plan). These include:

- 4.11.1 **Cost of delivering services** (inflationary increases, staff cost increases, and electricity costs). Inflation is currently assumed to be 7.8% in 2023/24 and electricity costs for operating Housing Service workplaces are estimated to increase by 29% in 2023/24, while Employee Costs Inflation has been updated to align Council's General Fund business plan;
- 4.11.2 **Cost of borrowing to fund capital investment.** The assumption for pooled interest rate for capital borrowing has been increased from 3.8% to 4.0%. The most recent trend suggests that this has increased further to 4.5%. For every 0.1% increase, the gross deficit would increase by c.£39m over the 30-year plan period;
- 4.11.3 **Delays in financial efficiencies** coming from the Housing Service Improvement Plan are now expected to take longer to be realised due to the pandemic;
- 4.11.4 **New build programme cost increases.** Increasing cost in materials, workforce and land. There is a 28% increase in assumed build cost (excluding land costs) per home (£230,000) based on the most competitive tender prices for recent housing projects. Although the affordable housing grant has increased, it still leaves a considerable gap when compared to the increase in assumed development costs; and
- 4.11.5 **Bringing existing homes up to EESSH2.** Detailed design principles work is well underway and able to inform more accurate cost assumptions. The average whole house retrofit costs to achieve EESSH2 standards has increased from £30,000 to £56,000 per home.
- 4.12 The impact of the increasing costs set out above, as well as the reduction in income as a result of two consecutive rent freezes, means that the business plan goes into considerable deficits over the next few years unless mitigating measures are implemented.
- 4.13 Unless rents are increased significantly or there is a substantial injection of grant funding from Scottish Government to support energy efficiency investment, we will not be able to deliver on the commitments set out in 4.7 above. The scale of mitigations required are set out in the Financial Impact section below.
- 4.14 Many of our tenants have seen their household income reduced (or interrupted) as a result of the pandemic, requiring help from welfare benefits, such as Universal Credit, to pay for their rents. The costs of living crisis further increased the financial pressures of our tenants, which in turn affects rent collection, thus rental income to the HRA.
- 4.15 Private rents have increased by an average of 4.5% a year over the last five years and 15.1% in the last year alone, while the average rent for local authority landlords has increased by 2.4% a year and average housing associations' rent has increased by 2.6% a year over the same period.
- 4.16 For the last five years, Council rents have increased by an average of 1.2%. The average council rent (two-bedroom flat) is 46% below Local Housing Allowance and

62% below the average market rents in the city. City of Edinburgh Council rents are higher than other local authorities but the Council also has the largest housebuilding programme and faces greater challenges in delivering EESSH2 due to the age and make up of our housing stock.

- 4.17 Between 70% and 80% of tenants each year receive assistance with their rent payment responsibilities through Housing Benefit or the housing element of Universal Credit.
- 4.18 Tenants on partial benefit would not have to pay anything extra if the rent charge is increased, as benefits are based on a person's income and ability to pay, not on rent levels.
- 4.19 Therefore, any increase in the rent charge would normally be covered by an increase in the benefit received if there are no other changes in the household circumstances and they are not affected by benefits cap and/or under-occupation reduction.
- 4.20 Based on the price cap announced by Ofgem in August 2022, energy bills were projected to increase by around 80% in Autumn. Since then, the Prime Minister had set out a plan to support people and businesses with their energy bills. The new Energy Price Guarantee means that a typical annual household energy bill will increase to £2,500 instead of £3,549 (Ofgem's price cap) from 1 October 2022. However, this still equals to the average household energy bill doubling (a 96% increase) since October 2021.
- 4.21 Whilst the rent freezes provided relief for some tenants facing financial pressures, it has resulted in a loss of £179m in rental income over the 30-year business plan period (an average of nearly £6m per annum) which could have been used to support over £100m of capital investment in making homes more energy efficient and significantly reducing tenants need to heat their home.

Current Delivery – EESSH2

- 4.22 All social landlords are required to bring homes up to the very ambitious EESSH2. A commission to evaluate a range of retrofit approaches was undertaken over the last 12 months to better understand the costs, technical interventions and delivery challenges linked to these retrofit approaches.
- 4.23 The core findings from the energy modelling exercise outlined that by meeting EESSH2 following a deep whole house retrofit approach, existing energy demand required to heat the home could be reduced by average to 76%. Based on average fuel bills (October 2022 price cap) a two-bed flat could save over £1,000 a year, after a home has been brought up to EESSH2 standards.
- 4.24 An advanced whole house retrofit pilot programme across 10 pilot areas (52 homes) is currently at detailed design stage and will be on site in early 2023. Fabric upgrades/improvement works to meet EESSH2 are currently underway on May and Gunnet Court multi storey blocks. Craigmillar and Peffermill Court are midway through the design process, with Oxcars and Inchmickery Courts about to commence detailed design.

- 4.25 Both design solutions will promote a whole house/block approach to meet EESSH2 and wider block upgrades to include fire doors, communal areas, and foyers, along with wider neighbourhood and environmental improvements around each block.
- 4.26 A dedicated Mixed Tenure Improvement Service (established in 2020) works alongside owners to enable fabric repairs and energy efficiency works to progress. The Mixed Tenure Improvement Programme is now moving into its second delivery phase. To date a total of 123 private and 377 Council homes underwent significant retrofit and improvement works with residents reporting that homes are much warmer resulting in less need for heating.
- 4.27 Six new phases of work are now either underway or planned at Murrayburn, Dumbryden and Hailesland targeting a further 182 private homes and 459 Council homes over the next two years. The MTIS programme is now being rolled out to other targeted areas of the city to enable more Council homes to be brought up to EESSH2 along with wider building repairs and neighbourhood/ environmental upgrades.
- 4.28 A detailed plan for delivery across the whole Council housing estate is currently in development. Based on the work to date, it is estimated that it could cost over a £1b (pre-inflation) over the next 17 years (by 2040) to bring all homes to EESSH2 standards through a deep whole house retrofit approach, with over £730m of investment expected to take place in the first ten years of the business plan.
- 4.29 Whilst this will improve the energy efficiency of homes, reduce carbon and heat demand, which in turn will reduce energy costs, the whole house retrofit costs has nearly doubled from £30,000 to £56,000 per home since last year's business plan, creating significant financial pressure to the HRA.
- 4.30 In January 2022, Scottish Government announced £200m for Social Housing Net Zero Heat Fund (SHNZHF) for all of Scotland over the next five years. The fund is on a first come first serve basis and is based on specific projects.
- 4.31 It sets out that successful projects could claim between 50% and 100% of the total costs. Therefore, it is estimated that the SHNZHF has an average annual budget of £40m for all of Scotland.
- 4.32 Current programme planning would suggest estimated spend of c.£310m over the next five years to bring almost 5,000 Council homes up to EESSH2. Scottish Government Resource Planning Assumptions (RPAs) similar to those provided for the Affordable Housing Supply Programme and would help officers to plan the delivery of the EESSH2 programme.
- 4.33 The Energy Efficient Scotland: Area-based Scheme (EES:ABS) funding from Scottish Government has been integral in driving forward investment in mixed tenure blocks in Murrayburn; helping owners to proceed with works.
- 4.34 Private owners in extreme fuel poverty receive a maximum grant of £13,500 (for flats) to £18,000 (for detached houses) through the scheme. However, even with this funding, the costs to private owners in some of Edinburgh's most deprived areas are likely to be significant.

- 4.35 As such, additional funding and support for owners is essential to continue to drive much needed investment across mixed tenure blocks and reduce the financial constraints that prevent many private owners from progressing with these works.
- 4.36 Committee is asked to agree to increase engagement with Scottish Government to secure additional funding to enable the Council and private owners to invest in improving the energy efficiency of homes.

Current Delivery – new affordable homes

- 4.37 Housing need and demand pressures in Edinburgh continue to increase so building new affordable homes in the city remains a key priority. Within the Council's housebuilding programme, there are currently over 650 new homes on site and under construction and a further 4,063 homes in design and pre-construction stage.
- 4.38 This does not include homes being delivered for private sale or market rent through Council led developments. In addition to the continuation of projects to bring homes to completion stage, such as developments in Dumbryden, North Sighthill and Pennywell, many of the projects have moved from design and procurement into site activity in current financial year.
- 4.39 This includes Fountainbridge, the remainder of the mixed tenure housing site at Powderhall, developments at Coatfield Lane and Cowan's Close, as well as continuing delivery of new homes in Granton.
- 4.40 The commitment for the Council to deliver 10,000 of the 20,000 new affordable homes is included within the Business Plan. It is assumed that 50% of these homes will be for social rent, paid for and retained on the HRA.
- 4.41 The Business Plan assumes that around £380m of Scottish Government grant funding will be available to support the delivery of the social rented homes in the new build programme over the next 12 years (or by 2034). Resource Planning Assumptions are, however, only available for a five-year period (2021/22-2025/26).
- 4.42 Over the next three years Edinburgh's starting allocation for both the Council and Housing Associations is £136m. The scale and pace of the new build programme is at greatest risk over the next few years due to the requirement on social landlords to prioritise investment in existing homes and meet statutory requirements; including ESSH2.

Tenant Engagement and Rent Strategy

- 4.43 On 22 September 2022, City of Edinburgh Council agreed that the annual planned consultation on rent strategy should be refocused on tenants' main financial challenges, which includes rent, energy, effective insulation and food. Council officers will begin work on designing the consultation plan.
- 4.44 Engagement will take place with tenants' representatives and elected members over the coming months to enable the consultation to take place in 2023.
- 4.45 Whilst legislation requires social landlords to consult with their tenants for any rent increase, a longer-term commitment can be put in place to help better plan

investment and give tenants some certainty on what rent they will be paying over a number of years.

- 4.46 Previously, the Council did have agreement on a rent structure (inflation + 2.7%) to meet statutory commitment of bringing homes up to meet the Scottish Housing Quality Standard. A longer term commitment on rents is needed to enable officers to plan investment and to deliver the ESSH2 programme and increase the supply of Council homes. Officers will begin to explore a broad range of mitigating measures in respect of the current rent structure.

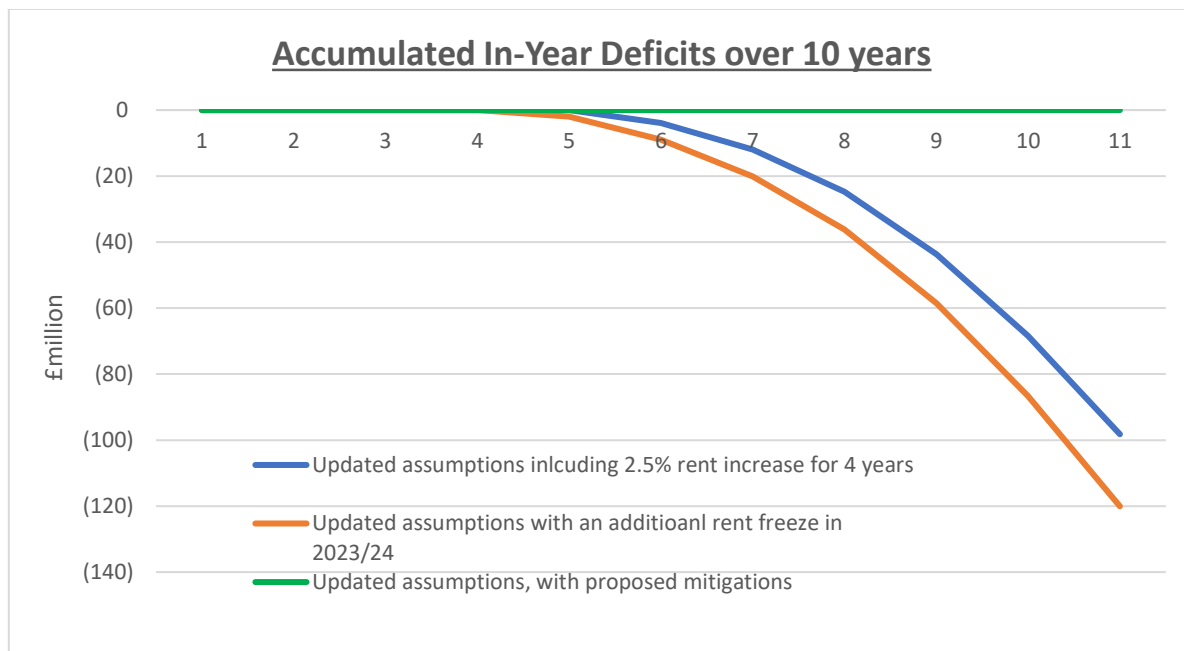
5. Next Steps

- 5.1 Council officers will develop a plan to consult with tenants on the financial challenges they face as a result of the cost of living crisis to inform the work of the Edinburgh Partnership and Poverty Commission.
- 5.2 Housing and Finance officers will work through the impact of not increasing rents for a third year in a row. This will inform the development of the HRA Budget Strategy 2023/24 to 2032/33, draft 2023/24 one-year revenue budget and the capital investment programme that will be presented to Finance and Resources Committee. The City of Edinburgh Council will provide final approval of the capital investment programme.

6. Financial impact

- 6.1 After incorporating the second rent freeze into last year's Business Plan, the gross deficit stood at £55m over the 30-year plan period. The initial review of the 2023/24 business plan assumptions, including 2.5% per annum rent increase for the next four years, has increased the gross deficit significantly to over a billion pounds.
- 6.2 Both the sinking fund and the contingency would be exhausted by 2029/30 if investment continues as planned to meet the overarching objectives set out in paragraph 4.7.
- 6.3 When the HRA experiences an in-year deficit, the sinking fund that has been set aside for "future" capital investment will be called upon to offset the deficit. If the in-year deficit continues for prolonged period of time and exhausts this sinking fund, the contingency will be drawn down to offset the deficit.
- 6.4 As per Scottish Government guidance, the HRA cannot actually be allowed to remain in deficit in any given year. A contribution from the Council's General Fund would be required.
- 6.5 The graph below sets out the current financial impact of delivering the existing commitments (whole house retrofit by 2040 and new affordable homes by 2034). The graph also includes the impact once a third rent freeze is applied instead of an assumed 2.5% rent increase.

6.6 The third rent freeze reduces rental income by c.£121m over the 30-year plan period, an average of just over £4m a year, which could be used to support a capital borrowing of £69m. Rent increases of 7.4% would be required over the following five years to be able to deliver the commitments in full.



6.7 All tested scenarios show that significant interventions would be required to bring the gross deficit down to a manageable level. With no rent increase applied in 2023/24 then one of the following or a combination of the following measures will need to be implemented:

6.7.1 **Increasing rents:** Rents would have to be increased by 7.4% per annum for the following five years (2024/25 to 2028/29) in order to be able to deliver on current commitments;

OR

6.7.2 **Increase government funding:** Funding of c.£61m per annum until 2040 would be required to support the delivery of ESSH2 and enable rent increases to be limited to the Bank of England inflationary target of 2% from 2024/25 onwards. It is estimated that the SHNZHF has an average annual budget of £40m for all of Scotland and the Council will need to submit bids for a share of this funding.

OR

If rents are not increased or significant grant subsidy received, then the following mitigations would have to be applied to ensure the HRA does not go into unsustainable deficit over the next five years.

6.7.3 **Stopping the new build programme:** All the homes currently in design and development would be taken forward (c.2,600 social rented homes), but no new homes would be brought into the programme.

AND

- 6.7.4 **Reducing energy efficiency investment in existing homes:** The programme would have to reduce by c.50%. Which could mean a reduction in the scope of the planned works and/or that around half our estate would not meet the statutory compliance of EESSH2.
- 6.8 Elongating delivery of the programme was investigated and discounted. Delivering capital investment commitments over a longer period would not be enough to help bring the Business Plan back into a healthy position.
- 6.9 There is already an ambitious service efficiency target as part of the Housing Service Improvement Plan and therefore any additional revenue saving would have to come through service reduction.
- 6.10 As part of the agreed Motion as amended, *“the Council Leader will write to the Scottish Government requesting that the rent freeze across private and social rented homes is maintained until rent controls are in place”*. The draft timescale for a national rent control system to be implemented is 2025. Three year rent freezes in 2023/24 to 2025/26, followed by one year of 2.5% in 2026/27, before returning to 2% p.a, would reduce revenue income by £347m over the Business Plan period and the gross deficit would increase by £331m with the HRA going into in-year deficit in 2026/27.
- 6.11 In respect of the HRA, the council, as a landlord, has responsibility for ensuring the HRA operates in accordance with the **Prudential Code** but also that HRA capital investment plans are affordable, sustainable and prudent. This means that they must consider the implications of capital expenditure on council rent levels when deciding whether to borrow to fund capital investment plans.
- 6.12 In the worst case scenario, where all HRA reserves have been exhausted and a reduction of capital investment was still not sufficient to balance the HRA, this would mean that funding would be required from the General Fund and/or services to tenants reduced in order to balance the HRA.
- 6.13 A longer-term Council rent commitment combined with RPAs from Scottish Government for the EESSH2 programme are needed to enable officers to plan investment over a five and ten year period. Meanwhile officers will continue to explore a broad range mitigating measures within the current rent structure to help inform future tenant consultation. The HRA budget strategy and draft capital programme will be presented to the Finance and Resources (budget) Committee and City of Edinburgh Council.

7. Stakeholder/Community Impact

- 7.1 There is a regular programme of tenant engagement and customer insight. This includes regular satisfaction surveys, focus groups, tenant panels, tenant led service inspections and scrutiny, resident and community meetings.

- 7.2 Officers will develop a plan for consulting tenants on the financial challenges that they face. Progress with the development of the consultation plan and the consultation timetable will be reported to Committee in the Business Bulletin.
- 7.3 Legislation requires social landlords to consult with their tenants for any rent increase; however, no consultation is required if there are no proposed changes to rent levels. A minimum of six weeks is required for Council consultations; as specified in the first [Consultation Policy Annual Review](#).

8. Background reading/external references

- 8.1 [Housing Sustainability Update](#) - Homeless and Fair Work Committee, 3 June 2021.
- 8.2 [Strategic Housing Investment Plan \(SHIP\) 2022-27](#) - Housing, Homeless and Fair Work Committee, 4 November 2021.
- 8.3 [Housing Revenue Account \(HRA\) Budget Strategy \(2022-23\)](#) - City of Edinburgh Council, 24 February 2022.
- 8.4 [Mixed Tenure Improvement Service Pilot Progress](#) - Finance and Resources Committee, 3 March 2022.
- 8.5 [2022/23 Housing Revenue Account \(HRA\) Capital Programme](#) - Housing Homeless and Fair Work Committee, 24 March 2022.
- 8.6 [Update on the Housing Service Improvement Plan](#) - Housing Homeless and Fair Work Committee, 4 August 2022.

9. Appendices

- 9.1 Appendix 1 - Approved Amended Motion on "Rent Freeze".

The Motion (as amended)

City of Edinburgh Council 22 September 2022

Item 8.7 – By Councillor Meagher – Rent freeze

“Council”:

- 1) Notes the Scottish Government’s intention to introduce emergency legislation which freezes rents for private and social rented homes until at least the end of March 2023.
- 2) Notes that planned consultation on rent policy with council tenants is imminent, with any agreed rent increase due to come into place on April 1st, 2023.
- 3) Notes that council rents in Edinburgh remain the highest in Scotland.
- 4) Agrees that given the above, and in the context of the Cost of Living Crisis and the Climate Crisis, that the planned engagement exercise with council tenants should be refocused on tenant's main financial challenges in relation to that crisis, which includes rent, energy, effective insulation and food, and that Living Rent members be included in the consultation, the results of which can inform the Edinburgh Partnership and Poverty Commission.
- 5) Requests a report to next Housing Homelessness and Fair Work Committee on the implications of a rent freeze for council tenants in 2023/24, and the subsequent impact of this freeze on the HRA across 2023/24, 2024/25, 2025/26.
- 6) Requests a report to the next Housing, Homelessness and Fair Work Committee on the implications of a rent freeze for Edinburgh Living tenants in 2023/24.
- 7) Notes that detailed information on the financial status of the HRA has not been shared outwith the administration.

- 8) Agrees that that the reports outlined in points 5 and 6 include detailed information setting out the administration's financial strategy that will ensure:
- The council housebuilding programme continues as agreed in February 2022, with no reduction in the £1.2bn committed to new homes development and costs up until 2027.
 - That the EESSH 2 targets are met, retrofitting existing council homes to high energy efficiency standards and there is no delay in delivery of this programme in full by 2032.
 - That there will continue to be capacity to invest in the repairs service, improving service standards and the quality of repairs.
- 9) Agrees that the Council Leader will write to the Scottish Government requesting that the rent freeze across private and social rented homes is maintained until rent controls are in place.
- 10) Agrees that the Council Leader will write to the Scottish and UK Governments, detailing the scale of Edinburgh's housing crisis, and requesting both emergency and long-term funding to allow the council to purchase and build more homes for social rent.

Moved by Councillor Meagher

**Seconded Councillor Watt
by**

This page is intentionally left blank

Housing, Homelessness and Fair Work Committee

10.00am, Thursday, 29 September 2022

Local Employability Partnership – Service Delivery Plan 2022-2025

Executive/routine Wards Council Commitments	Executive All
---	------------------

1. Recommendations

- 1.1 It is recommended that Housing, Homelessness and Fair Work Committee notes:
 - 1.1.1 The Scottish Government requirement for each Local Authority to have a Local Employability Partnership (LEP) to support the implementation of No One Left Behind (NOLB) employability delivery;
 - 1.1.2 The arrangements for the Edinburgh LEP and the associated Service Delivery Plan 2022-2025; and
 - 1.1.3 That the Edinburgh LEP are responsible for the oversight and implementation of NOLB delivery via the Service Delivery Plan.

Paul Lawrence

Executive Director of Place

Contact: Elin Williamson, Head of Business Growth and Inclusion

E-mail: elin.williamson@edinburgh.gov.uk | Tel: 0751 348 4817

Local Employability Partnership – Service Delivery Plan 2022-2025

2. Executive Summary

- 2.1 This report provides the background for the Local Employability Partnership (LEP) and its Service Delivery Plan for 2022-2025. The LEP/Job Strategy Group will continue to have oversight of the implementation of the plan.

3. Background

- 3.1 The Council funds employability services with the aim to support Edinburgh residents to access and progress along the Employability Strategic Skills Pipeline with the goal of securing and sustaining training and employment.
- 3.2 During the last two years, there has been significant review and coproduction, working with partners and service users, to develop Edinburgh's employability service. This has included commissioning Edinburgh's Blended Employability Service, the Network of Employability Support and Training (NEST), Vocational Training Framework, Young Person's Guarantee services and Parental Employability Support Services.
- 3.3 No One Left Behind (NOLB) is the Scottish Government's policy intent for a more aligned approach to national and local employability support in Scotland, reflecting the need to deliver a more coherent employability provision locally.
- 3.4 NOLB funding currently adds approximately £5m annually to the Council's investment in employability services. In addition to this, Scottish Government funding has been administered by the Council to fund employer recruitment incentives and fully funded work placements. These have provided excellent opportunities for clients utilising employability services to progress into employment or gain valuable work experience.
- 3.5 Scottish Government has emphasised the need for LEPs to be established in each Local Authority area to provide oversight of the NOLB transformation of employability services in Scotland. In establishing a [framework for LEPs](#), Scottish Government identified that LEPs can build on the strengths of existing national and local services, to better align funding and to improve the integration of employability services with other support to ensure that services are designed and delivered around the needs and aspirations of those using services.

- 3.6 The Framework also sets out that the Partnership will take forward at a local level the actions from the NOLB delivery plan and Covid–19 response, based on the principles which underpin the approach contained within the [partnership agreement for employability](#) agreed by Scottish and Local Government.
- 3.7 Edinburgh has, since 2001, operated a [Job Strategy Group](#) to support the strategic management of the Edinburgh employability landscape, the NOLB activity and future planning.

4. Main report

- 4.1 In order to avoid duplication of provision, and in acknowledging that the Job Strategy Group membership follows the recommended members identified in the Scottish Government’s Framework for LEPs, the Job Strategy Group agreed to act as the LEP in Edinburgh.
- 4.2 The Job Strategy Group is chaired by Capital City Partnership (CCP) and meets quarterly. Membership is drawn from a wide range of stakeholders who are at the forefront of the employability landscape. The current members are:
- 4.2.1 Core Chair: Chief Executive Officer, CCP (LEP lead);
 - 4.2.2 Head of Business Growth and Inclusion, City of Edinburgh Council;
 - 4.2.3 Head of Policy and Innovation, Edinburgh Chamber of Commerce (also representing Developing Young Workforce);
 - 4.2.4 District Manager East and South-East Scotland, Department of Work and Pension);
 - 4.2.5 Vice Principal, Edinburgh College;
 - 4.2.6 Employability Lead, NHS Lothian;
 - 4.2.7 Regional Manager, Skills Development Scotland;
 - 4.2.8 Vice Principal Careers Service, Edinburgh University;
 - 4.2.9 Chief Executive Officer, Edinburgh Voluntary Organisations Council; and
 - 4.2.10 Programme Manager, Integrated Regional Employability and Skills (IRES) Programme, Edinburgh and South-East Scotland City Region Deal.
- 4.3 Underneath this CCP co-ordinates, on behalf of the Council, a range of ‘Joined up’ for approaches for synergy, added value, co-ordination of services, and improving service standards and job outcomes.
- 4.4 The Job Strategy Group links directly to the Edinburgh Partnership and the Local Outcome Improvement Plan (LOIP) Priority 2: Access to work, learning and training opportunities and it provides a space to bring the collective strengths of partners together to identify shared opportunities, facilitate integration of services and align priorities, bringing added value wherever possible.
- 4.5 As NOLB funding is becoming streamlined and three-year funding agreements are planned from 2023/24, the LEP for each local authority has been tasked by Scottish Government to prepare a Delivery Plan to outline the implementation of NOLB in their areas. This delivery plan is provided in Appendix 1.

5. Next Steps

- 5.1 Council officers will work with the Edinburgh LEP to implement the Service Delivery Plan for 2022-2025
- 5.2 The LEP activity will continue to be reported back to the board of CCP which, as an Arms Length External Organisation of the Council, has elected member representation
- 5.3 The CCP activity will be reported on through the Service Level Agreement with the City of Edinburgh Council. This is reported annually to the Housing Homelessness and Fair Work Committee
- 5.4 As the LEP is also part of The Edinburgh Partnership, LEP activity will also be reported there. This forum provides a wider governance and support infrastructure with links to other strategic areas and a place where interlinked priorities and larger issues can be presented and discussed.

6. Financial impact

- 6.1 The costs for the services outlined in the Delivery Plan are already agreed and met through either the Council's funding for employability services, Scottish Government funding or funding from employability partners.

7. Stakeholder/Community Impact

- 7.1 All the employability services in place have been commissioned using a co-production methodology to ensure the views and requirements of service users, partners and stakeholders have been considered and shaped service delivery.
- 7.2 The Job Strategy Group has representation from employability experts in Edinburgh that are able to strategically oversee what is required for delivery to ensure there are no gaps for communities. In addition to this, an Integrated Impact Assessment of the Service Delivery Plan was completed in June 2022.

8. Background reading/external references

- 8.1 [Council Commitments – Delivering an Economy for All](#)
- 8.2 [No One Left Behind: Delivery Plan](#)
- 8.3 [Scottish and Local Government partnership working agreement for employability](#)
- 8.4 [Scottish Government's Framework for Local Employability Partnerships](#)

9. Appendices

- 9.1 Appendix 1 – Edinburgh Local Employability Partnership Service Delivery Plan 2022-2025.

Appendix 1



Edinburgh Local Employability Partnership Service Delivery Plan 2022-2025

Edinburgh Local Employability Partnership Service Delivery Plan 2022-2025

1. BACKGROUND INFORMATION

Edinburgh is a diverse and thriving city, affording many opportunities to business and citizens to prosper and advance. Further to this is the collective commitment from many to ensure 'no one is left behind' and that everyone can benefit from future economic growth with a willingness to reduce poverty and inequality while nurturing talent and entrepreneurship. Securing fair and sustainable work is a critical part of this.

The skills of our people and our global industries have been the driver of our success over the past thirty years. In 2050, Edinburgh will be a place of opportunity and ambition, where innovators and entrepreneurs can achieve prosperity and success.

A great city commits to sharing success and improving the wellbeing and life experience of all its citizens. In 2050, Edinburgh will be a city without barriers to achievement and where a good quality of life is a basic requirement enjoyed by all.

[Edinburgh 2050 vision statement](#)

The Edinburgh Local Employability Partnership (LEP) is the forum titled '**Joined up for Jobs**' in which we manage the Edinburgh employability landscape. Linking directly to the [Edinburgh Partnership and the Local Outcome Improvement Plan \(LOIP\) Priority 2: Access to work, learning and training opportunities](#); it provides a space to bring the collective strengths of partners together to identify shared opportunities, facilitate integration of services and align priorities, bringing added value wherever possible.

It also provides a platform to respond to major strategic interventions, for example [The Edinburgh Poverty Commission](#), and discuss and consider external factors such as Covid and Brexit impacts. It is also the main place to regularly update on the Scottish Government [No One Left Behind \(NOLB\)](#) activity and future direction.

The Local Employability Partners recognise the vital role that a range of organisations across the employability landscape play and are committed to protecting a diverse range of provision and ensuring that the right support is put into place for those who rely on these

services. While many partners will have their own organisational strategies and objectives, they recognise the benefit of a collective shared response and meeting point.

Membership

The LEP meets through the [Job Strategy Group](#). Membership is drawn from a wide range of stakeholders who are at the forefront of the employability landscape. Representation includes local authority, business, skills, further and higher education, health, third sector and national and regional bodies.

We have an established regular Chair but adopt a rolling format to encourage ownership across partners and for all voices to be heard. Secretariat is provided by [Capital City Partnership](#).

- **Core Chair:** Chief Executive Officer, Capital City Partnership LEP lead
- Head of Business and Inclusive Growth, City of Edinburgh Council
- Head of Policy and Innovation, Edinburgh Chamber of Commerce (also representing Developing Young Workforce)
- District Manager East and South-East Scotland, Department of Work and Pensions
- Vice Principal, Edinburgh College
- Employability Lead, NHS Lothian
- Regional Manager, Skills Development Scotland
- Vice Principal Careers Service, Edinburgh University
- Chief Executive Officer, Edinburgh Voluntary Organisations Council
- Programme Manager, IRES Programme, Edinburgh and South-East Scotland City Region Deal

Governance and Reporting

The LEP meets quarterly at a minimum but during times of pressure or particular need this can increase to monthly or bi-monthly as required. All meetings have an agenda with set and added items, and all meetings have minutes taken and presented for approval to the group. Actions are discussed and resolved at each meeting. A risk register is discussed and updated as a standard agenda item.

The Local Employability Partnership activity is reported back to the board of Capital City Partnership as an ALEO of The City of Edinburgh Council for briefing of elected members who also sit on the committee that approves No One Left Behind recommendations under the Housing, Homelessness, and Fair Work committee. The SLAED employability lead within The City of Edinburgh Council presents all the committee recommendations for approval.

The LEP is part of The Edinburgh Partnership, which is the community planning partnership for the city. The Edinburgh Partnership brings together public agencies, third and private sectors with local communities to improve the city, its services and the lives of people who live and work here. This forum provides a wider governance and support infrastructure with links to other strategic areas and a place where interlinked priorities and larger issues can be presented and discussed. The input and updates from these meetings is a standing agenda item on the Local Employability Partnership Job Strategy Group meetings.

The Edinburgh Partnership meets quarterly and reports and focused items from the Local Employability Partnership via the Local Outcome Improvement Plan are routinely elevated for discussion and noting.

Strengthening Local Partnership Actions/Self-Assessment

The Local Employability Partnership and its wide-ranging membership of critical stakeholders ensures employability and skills is deeply embedded within local partnership actions. The core Chair of the Local Employability Partnership is also the Chair of the Local Outcome Improvement Plan *Priority 2: Access to Work, Learning and Training opportunities* to ensure synergy and avoid unnecessary duplication of time and resources, using this forum for larger pressing priorities requiring additional reports, actions and support. The LEP is also linked into the other two Local Outcome Improvement Plan priority areas for wider influence, including supporting development of affordable credit, and review of advice centres.

The Local Outcome Improvement Plan (LOIP) has three focus priority areas

- Priority 1: Enough Money to Live On
- **Priority 2: Access to Work, Learning and Training opportunities**
- Priority 3: A Good Place to Live

The LEP is also represented within The Edinburgh Partnerships Children's Partnership, informing the Child Poverty Action Plans and ensuring strategic links to poverty areas including the End Poverty networks. The LEP is also part of The Edinburgh Guarantee, representing employability alongside their focus on employers and education.

The LEP has a continual improvement plan which is monitored, reviewed and updated under the Job Strategy Group. This is attached as an appendix. Key areas covered include.



- Leadership and Relationships
- Governance
- Use of Evidence
- Community Engagement and Participation
- Focus on Outcomes
- Use of Resources
- Accountability
- Performance Management and Reporting
- Impact

A self-assessment satisfaction survey is completed annually by Capital City Partnership as part of their Service Level Agreement with the Council to cover all Local Employment Partnership areas. These are presented annually to the Housing, Homelessness and Fair Work committee.

2. VISION, MISSION, AIMS, OBJECTIVES, IMPACTS

Vision Statement

The Local Employability Partners recognise the vital role that a range of organisations across the employability landscape play and are committed to protecting a diverse range of provision and ensuring that the right support is put into place for those who rely on these services.

While many partners will have their own organisational strategies and objectives, they recognise the benefit of a collective shared response and meeting point to plan, share and implement that vision effectively.

Aims and Objectives

The aim of the Local Employability Partnership is to ensure that all citizens in Edinburgh get access to the service they require across the broad network of provision, offering a seamless No Wrong Door approach where services are developed in response to evidence based local economic information and where all services adopt the principles of No One Left Behind including Fair Work.

The LEP has a broad membership that represents public, third sector and private sector bodies. While there is a core focus around No One left Behind funding disseminated by COSLA via local authorities for LEP members to oversee, the members also represent a range

of other funding sources and interventions and provide a wider range of services and opportunities. One of the aims is to align these offers to add value and avoid duplication and displacement.

Success is recognised through the deployment and achievement of funding allocated, achieving targets, outcomes and uptakes related to these, and reporting to funders and investors. Collective success is gathered around the LOIP Priority 2 larger longer-term outcomes, which include the following targets within the performance framework document that all LEP members contribute to.

- Annual improvement of the School Leaver Destination report and Participation Measurement
- 50% decrease in Universal Claimant numbers (currently 18,000) by 2023/24. Baseline is 18,000 with new 50% target of 9,000 by 2023/4
- Youth claimant count target of 50% improvement from peak baseline 3,290 to new target of 1645 by 2023/24
- 50% increase in BAME citizens to a sustained positive destination and improved job outcomes by 2024/25
- 20% improvement of the number of care-experienced young people entering education, training, or work by 2024/25
- New Edinburgh Living Wage City Action target of 100 new employer accreditations per annum. 500 by 2026. 39,500 new living wage employees by 2026

Developing and Delivering the Plan

The Local Employability Partnership follows the [No One Left Behind \(NOLB\)](#) principles. This builds upon our already established No Wrong Door approach to work collectively to ensure each person gets quickly to the service they require, irrespective of their entry point.

No One Left Behind is the Scottish Government's most recent policy framework and approach to tackling employment challenges. No One Left Behind is supported through a [Partnership Working Agreement](#) which reflects shared principles and ambitions for improving outcomes for individuals between Scottish Government and local authority partners agreed with COSLA, with inputs and oversight through the Improvement Service, SLAED and SOLACE2.

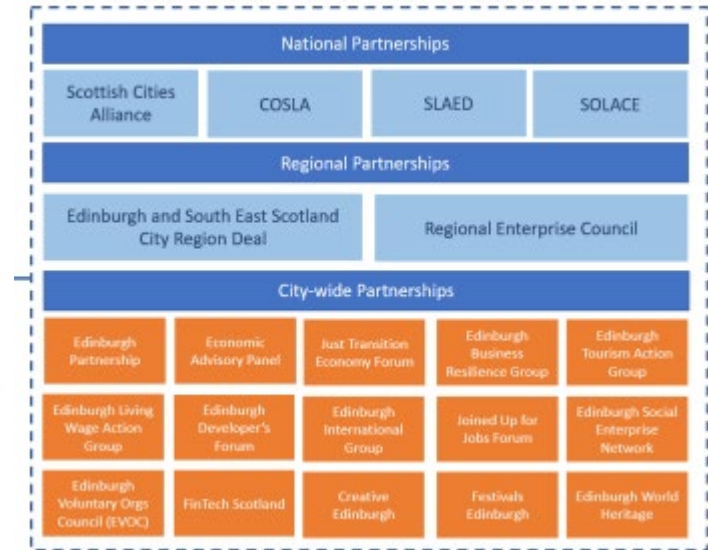
Scottish Government Guidance states that No One Left Behind funding should:

1. Treating people **with Dignity and respect**, fairness and equality and continuous improvement
2. Providing a flexible and **person-centred support – aspirations for all age, needs based**
3. Is **straightforward** for people to navigate – no wrong door
4. **Integrated and aligned** with other services – building on the Scottish Approach to service design with the user at the centre
5. Providing pathways into **sustainable and fair work**
6. Driven by **evidence** including data and the experience of users

7. Support more people to move into the **right job, at the right time**

The Edinburgh LEP is a mature model, deeply embedded within a national and local framework. It has been refined and reviewed continuously since 2008 when we first introduced the Job Strategy and co-developed the Joined up for Jobs branding. Openness and transparency has been at the heart of service design, review and implementation and is deeply embedded. Our approach in Edinburgh is heavily supported by the third sector, with over 80% of No One Left Behind funding placed within our third sector infrastructure and community organisations.

Within our commissioning process and specifications, we refer to the No One Left Behind principles and ask applicants to respond to them as part of evaluation. All LEP members are involved in the service design and scoring process, making best use of their knowledge, expertise and intelligence and ensuring we have the right mix of service model for the best outcomes.



We specifically respond to the Seven principles in the following ways

1. Treating people **with Dignity and respect**, fairness and equality and continuous improvement
 - a. We have a Charter for service standards that all funded provision must sign up to and adhere to which captures and reflects these principles
2. Providing a flexible and **person-centred support – aspirations for all age, needs based**
 - a. We undertake consistent mapping and evaluation of services and consult with service users on their experience of services with this as a main focus of discussion in both surveys and focus groups
3. Is **straightforward** for people to navigate – no wrong door
 - a. We have adopted the Edinburgh Guarantee as a single point of contact to ease navigation of services and have a friendly and recognisable door to all services. We also undertake regular training of frontline staff across all LEP partners to adopt a No Wrong Door Approach.
4. **Integrated and aligned** with other services – building on the Scottish Approach to Service Design with the user at the centre
 - a. All services are developed and commissioned using the Scottish Approach to Service Design approach and we use the Edinburgh Community Planning Partnership to undertake full alignment to complement the LEP for a full integration.
5. Providing pathways into **sustainable and fair work**
 - a. We have a well mapped Strategic Skills Pipeline and have invested significantly in management information systems to track referrals and have a triage of support for service users to produce the best outcome. We also have linked to the enhanced skills pipeline under the City Region Deal for longer term pathway development.
6. Driven by **evidence** including data and the experience of users
 - a. We routinely undertake consultation with employers, providers and service users on their experience, with a yearly report produced for stakeholders. We map this with our extensive MIS Helix CRM which holds all No One Left Behind data on service users.
7. Support more people to move into the **right job, at the right time**
 - a. We have clear evidenced based targets built into all our projects, contracts and grants and these are managed by a Contracts Manager and officer with routine check points to ensure every intervention is tailored to the individual and crafted to meet their needs at the pace they require.

Our Approach to Delivery

As part of our NOLB commitment, we have adopted the [Scottish Approach to Service Design](#) to ensure we capture the voices and input of services users and that approaches are evidence based. This builds on our established approach of informed engagement

We use well defined approaches when putting services in place including

- co-design and co-production principles shape the scope and nature of all offers
- using open and transparent procurement systems including Public Contract Scotland and local established grants commissioning measures
- co-commissioning between partners to bring added value around shared outcomes
- supporting third sector capacity building, including forming consortia and innovative partnerships for service delivery
- introducing new community empowerment approaches such as participatory budgeting
- supporting anchor institutions and strengthening the localities model
- supporting third sector interface and prioritising third sector delivery
- being at the forefront of investing in communities, including Community Wealth Building
- creating Citizen's Panel to influence strategy and delivery, with participants recompensed for their time and input
- providing management information system and data language consistency and data sharing principles

Customer Service Charter

We have had a Customer Service Charter in place since 2009 with a recent refresh and relaunch at the Scottish Parliament as an example of good practice. The charter outlines our expectations from funded provision and other delivery partners, maintaining a quality standard which is routinely audited and inspected as a measure of achievement. Currently, we have twenty organisations who have been accepted as meeting the credentials of the charter. This charter is undergoing a new refresh to further embed the seven principles of No One Left Behind and reflect the Scottish [Employability Service Standards](#).

The Customer Service Charter measures against the following areas:

- Accessibility
- Customer Focused
- Maintaining Partnerships
- Employer Engagement
- Privacy
- Fair Work

Delivery Infrastructure and Local Alignment

The Local Employability Partnership is structured around a core Job Strategy Group that oversees all provision and activity.

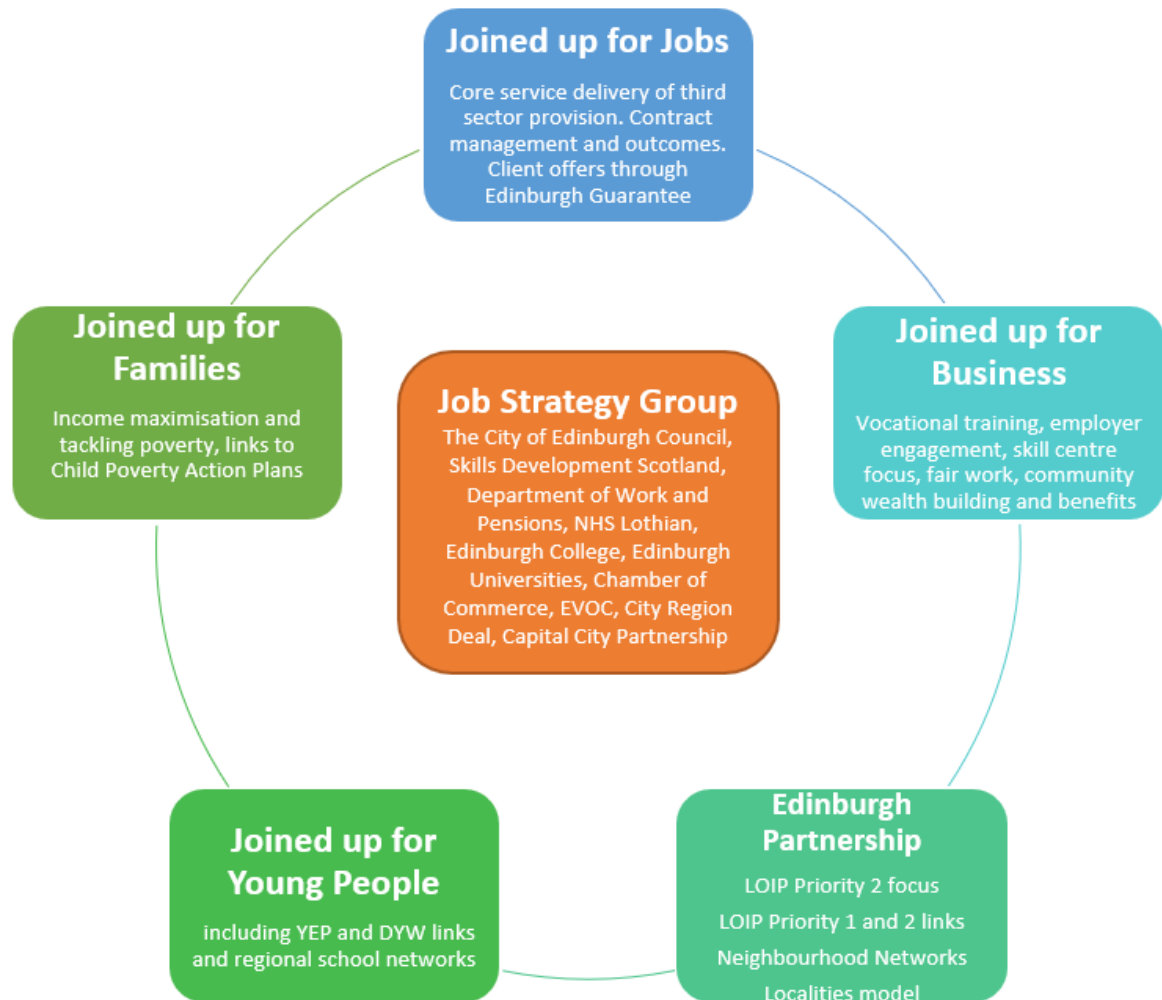
We then use our LEP branding of **Joined up for ...** to create an infrastructure to feed into for priority areas and where we can bring stakeholders together for more focused work. Opposite is an outline of this structure.

- **Joined up for Jobs**
- **Joined up for Business**
- **Joined up for Young People**
- **Joined up for Families**
- **Joined up for Integration (ended)**

We can bring in strategies as we require them and remove them if the purpose has been achieved. An example of this would be the two-year funded **Joined up for Integration** project which focused on integrating and aligning employability services better with areas such as housing, criminal justice and health.

We also link into other strategic groups through this infrastructure, inviting specialist groups to contribute more closely with more niche commissioning and procurement. An example of this would be under **Joined up for Families** when commissioning Parental Employment Support funding.

Edinburgh Local Employability Partnership



3. Economic Policy, Policy and Operational Context

Local Economic and Labour Market Profile

Edinburgh is a local authority and the capital city of Scotland with a population of circa 542,000 people. We use NOMIS claimant count figures to produce a monthly claimant count insight for our networks, tracking labour market trends. These are discussed and analysed as part of the Local Employability Partnership.

At the start of 2022, the local economy is still in recovery from Covid disruption.

Between February 2020 and Peak Month:	Between November 2021 and December 2021:
↑ UK Claimant Count increased by 114%	↓ UK Claimant Count decreased by 2%
↑ Scottish Claimant Count increased by 96%	↓ Scottish Claimant Count decreased 2%
↑ Edinburgh Claimant Count increased by 165%	↓ Edinburgh Claimant Count decreased by 4%
↑ City Region Claimant Count increased by 115%	↓ City Region Claimant Count decreased by 3%

NOMIS Edinburgh claimant count of 10,925 people, 54% higher than it was in February 2020 pre-pandemic

- 1,410 were 16–24-year-olds
- 6,905 were 25–49-year-olds
- 2,615 were 50 or older

14,217 working individuals claiming Universal Credit in Edinburgh






1 in 5 families are still classified as in poverty in Edinburgh



The Local Employability Partnership draws on local intelligence to inform understanding of the labour markets, with support from Skills Development Scotland as a critical partner for insights. The Skills Development Scotland Publications and Statistics illustrates areas such as [Sectoral Skills Assessments](#) and indicates we have growth areas around the following

- Health and Social Care
- Construction
- Digital and Data
- Wholesale and Retail
- Finance

Skills Development Scotland also provide analysis around key themes, for example with Green Skills, informing policy area with growth demand and feeding into procurement and commissioning across the LEP stakeholders to help inform curriculum, training and recruitment.

Opportunity Areas		Skills Supply	
<p>Construction</p> <ul style="list-style-type: none"> • New jobs e.g., retrofit co-ordinators and assessors • Retrofit and the component tasks and skills • Green enhanced jobs: <ul style="list-style-type: none"> • installing and maintaining low carbon heating systems • insulation • new construction techniques (e.g., green roofing and grey water systems, modular housing); managing construction waste • new build and retrofit 	<p>Over-arching skills – cross sectoral</p> <ul style="list-style-type: none">  Transport  Manufacturing  Environmental Science and Services  Finance and professional services  Food and Drink 	<p>College</p> <ul style="list-style-type: none"> • Fall in GS enrolments in ESES in 2019-20 following a rise between 2016-17 and 2018-19 • Reflects national GS enrolments • However, enrolments in all subjects remained higher in 2019-20 than in 2016-17, despite a fall during COVID • Strong increase in Edinburgh College (up 37% between 2016-17 and 2019-20); however, enrolments fell in Fife, West Lothian and Borders Colleges • Rise in Sciences and Mathematics and Construction and Property ESES enrolments, despite COVID (up 165% and 10% respectively between 2016-17 and 2019-20) • Fall in Environment Protection/Energy/Cleansing/Security and Engineering, reflecting national picture 	<p>Apprenticeships</p> <ul style="list-style-type: none"> • Increase in GS MA starts across all ESES local authorities (up 17%) • Fife, Edinburgh and West Lothian in top 10 LAs for GS starts • 76% achievement rate in 19-20, up 5p.p. since 15-16 • 505 GS Foundation Apprenticeship starts across Cohorts 1-4 (2016-18 to 2019-21) in ESES, 22% of all GS FA starts across Scotland • Minimum of 353 GS Graduate Apprenticeship starts from 2017 to 2019 in ESES, with an increase of 322% in starts across the period
<p>Energy</p> <ul style="list-style-type: none"> • Jobs associated with expansion and development of renewable energy – wave and tidal, floating offshore wind, bottom-fixed offshore wind • Decommissioning – oil, gas, and renewables e.g., turbines • Hydrogen engineers and technicians 			

We also link to the City Region Deal Dashboard for Power-bi presentation of live data round the Integrated Regional Employability and Skills programme and also the NOLB Data Toolkit. This allows a live check on local and regional activity.

In addition, The City of Edinburgh Council and Edinburgh Partnership have both made commitments to set a target to end poverty in Edinburgh by 2030. These commitments came in response to the work of the Edinburgh Poverty Commission and the findings from its two-year inquiry into the causes of and solutions to poverty across the city.

In meeting this priority, the Council Business Plan and End Poverty in Edinburgh Delivery Plan includes commitments to promote fair work practices, to expand and enhance support needed to help people into employment, and to ensure Edinburgh’s young people can achieve their potential in a way that makes them great employees for the future of the city.

The City of Edinburgh Council has also set out a refreshed **Edinburgh Economic Strategy** with three main areas of focus

- Work programme 1: **Stronger**
- Work programme 2: **Greener**
- Work programme 3: **Fairer**



Labour market shortages and skills challenges, low pay and low security jobs highlights from the Edinburgh Economic Strategy are

- Alongside high unemployment, Edinburgh businesses are also experiencing significant challenges in recruiting to key roles and filling much needed vacancies in some sectors.
- Monthly vacancy levels in Edinburgh and Lothians were up over 50% on pre-pandemic levels by Autumn 2021, compared to a 30% increase across Scotland
- 25% of businesses across Scotland were recruiting for roles in Autumn 2021, with 40% reporting that vacancies were more difficult to fill than normal for the time of year, putting upward pressure on wage costs
- Recruitment challenges are highest in key sectors for Edinburgh such as hospitality, arts and culture, and transport
- difficulties include a lack of suitable applicants, increased demand from competing sectors, applicants wage expectations, and loss of EU national workers.
- Pre Covid the majority (65%) of people in poverty in Edinburgh were in working household
- Around one in ten (9%) of all jobs were casual, temporary or noncontract
- In a survey of citizens ‘work does not pay enough’ was the single factor most commonly raised as a cause of poverty in Edinburgh – cited by 83% of all respondents
- 27% of Edinburgh jobs do not provide workers with ‘satisfactory’ pay, contracts, or hours

Actions for a fairer Edinburgh economy The City of Edinburgh Council will...	
a	Lead and deliver the Edinburgh Living Wage City Action Plan to promote adoption of real living wage and fair work practices among Edinburgh businesses
b	Support and advise Edinburgh businesses on how to adopt and implement fair work practices
c	Provide city leadership as a fair work employer in Edinburgh, through our post pandemic return to workplace plans and beyond.
d	Apply Fair Work First practices in all regulated Council procurement activities wherever relevant and proportionate
e	Maximise delivery of community benefit opportunities from Council purchasing, and promote Community Wealth Building practices across the city
f	Helps people of all ages and backgrounds to easily access and progress in fair work, training or further education through the Edinburgh Guarantee programme
g	Deliver a new blended employability programme with dedicated support for people with complex needs or from target groups
h	Work with city partners to develop the city’s skills system to maximise progression into employment in emerging sectors and technologies (data, digital, green industries)
i	Deliver a 20-minute Neighbourhood strategy that supports local economies and businesses to provide the daily needs of their communities and create local jobs
j	Work with city businesses and partners to influence Scottish Government for the local powers and responsibilities we need to ensure a fairer Edinburgh economy

- Approximately 37,000 Edinburgh workers are paid less than the current threshold set by the Living Wage Foundation.

Place Plan priorities

There are four locality community planning partnerships across the city:

- **North-East** (Craighentony/Duddingston, Leith, Leith Walk and Portobello/Craigmillar wards)
- **South-East** (City Centre, Morningside, Southside/Newington and Liberton/Gilmerton wards)
- **North-West** (Almond, Drumbrae/Gyle, Corstorphine/Murrayfield, Forth and Inverleith wards)
- **South-West** (Pentland Hills, Colinton/Fairmilehead, Sighthill/Gorgie and Fountainbridge/Craiglockhart wards)

Each locality has its own nominated LEP area lead and is further supported by the Edinburgh Partnership neighbourhood networks. Neighbourhood networks have the flexibility to develop their own operating model and wider membership to reflect their community.

A recent focus, and also a priority highlighted in the Edinburgh Poverty Commission, is the need for services to be commissioned through a place lens and structured around accessibility, known as a commitment to a 20-minute neighbourhood model.

The Local Employability Partnership has acknowledged this approach through all services, with a focus on making sure offers are in

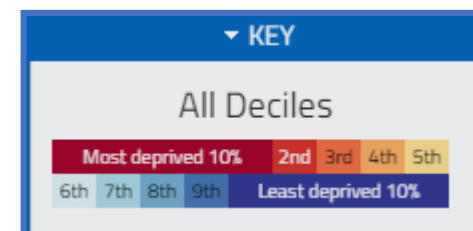
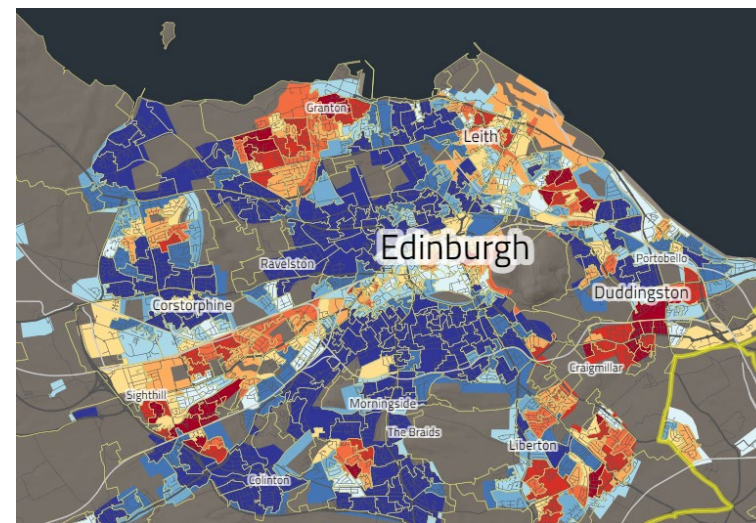
- well-connected local places
- builds new models of shared service delivery with partners including key role of the voluntary sector
- delivers synergies between services and 'serendipity' of finding out more from one visit
- takes our best assets and delivers more services from them, creating more fit for purpose, sustainable assets
- creates a strategic approach to the location of our services rather than the existing organic way buildings have grown up over the last century
- all key to supporting a growing city in a sustainable manner



Data analysis is used consistently under our Place model to understand the needs of each locality and ward and ensure we are responding adequately. We routinely use the Scottish Index of Multiple Deprivation to map against ward intelligence to adjust and inform strategic provision of services.

Table 7 Edinburgh Claimant Count by Ward December 2021

	All categories: Age 16+			Aged 16-24			Aged 25-49			Aged 50+		
	All	M	F	All	M	F	All	M	F	All	M	F
Almond	655	425	230	85	50	35	425	280	140	145	95	55
City Centre	805	565	245	105	65	40	525	365	160	180	130	45
Colinton/ Fairmilehead	285	185	100	55	35	20	155	90	60	75	55	20
Corstorphine/ Murrayfield	195	110	85	20	10	10	120	70	45	60	30	30
Craightinny/ Duddingston	810	515	300	100	70	30	535	325	210	180	120	60
Drum Brae/Gyle	395	245	155	50	30	20	240	150	90	105	60	45
Forth	1,050	635	415	140	95	50	670	395	275	240	150	95
Fountainbridge/ Craiglockhart	365	245	120	50	25	20	220	150	75	95	70	25
Inverleith	370	220	150	55	30	25	210	125	80	105	65	40
Leith	855	540	310	75	55	20	580	360	225	195	130	65
Leith Walk	885	550	335	70	40	30	595	370	230	220	145	75
Liberton/ Gilmerton	900	555	350	145	90	60	520	315	205	235	150	85
Morningside	260	160	100	40	25	10	160	100	60	60	35	25
Pentland Hills	835	520	320	125	85	40	515	310	205	195	125	70
Portobello/ Craigmillar	925	560	365	120	75	45	610	365	245	190	120	70
Sighthill/Gorgie	915	570	345	120	75	45	590	370	220	205	125	80
Southside/ Newington	415	295	125	55	35	20	235	170	70	130	90	40



Source: NOMIS 19/1/2022

4. Service Delivery

Supply and Demand Mapping

Supply and demand is continually mapped across the city and monitored to ensure it is fit for purpose. We do this through the Edinburgh Partnership as a starting point, so we have the full measure of services and additional value and then cross reference this with the Job Strategy Group under the Local Employability Partnership.

- We undertake a full quarterly audit of services for spaces and capacity, having a live understanding of availability and the need for any contract or grant adjustments due to economic factors.
- We do a yearly adjustment of client mapping and also pipeline provision to ensure we have full coverage and joined up pathways.
- Any new provision is evidence based and cross referenced with our Strategic Skills Pipeline to add value and avoid duplication.
- We commission with partners as part of our co-production strategy, ensuring best fit at all times and feeding this into the wider mapping of service provision.
- We also have all LEP members give updates on their proposed activity, including presentation on further and higher education curriculum and spaces and demand of services.
- We also cross reference activity with employer demand and recruiting sectors, so we are responding responsibility to need.
- We produce monthly reports on NOMIS for members to understand the national, regional and local landscape and also bring in expert speakers on specific prioritised groups.
- We have an understanding of investment and expectation of expenditure, and use a unit cost model to guide targets and adjustments for case loads to ensure good practice and quality of delivery.

Below is our current Strategic Skills Pipeline portfolio of services with pipeline stages and groups to indicate pathways to an employment outcome.

This is complemented by our Enhanced Strategic Skills Pipeline under the Edinburgh and South-East Scotland City Region Deal for higher skills progression.

Edinburgh Strategic Skills Pipeline Provision 2022-2025

Stage 1	Stage 2	Stage 3	Stage 4	Stage 5
REFERRAL, ENGAGEMENT AND ASSESSMENT	NEEDS ASSESSMENT AND BARRIER REMOVAL	VOCATIONAL ACTIVITY	EMPLOYER ENGAGEMENT AND JOB MATCHING	IN-WORK SUPPORT AND AFTERCARE

NEST Third Party Grants (Stage 1-5) Third sector led support for people requiring specific barrier removal or from area of multiple deprivation **600 places**

Young Person's Guarantee (Stage 1-5) Providing young people with individual support to increase progression along pathway to a positive destination **565 places**

NOLB Activity Agreements (Stage 1) Support for school leavers **180 places**

Next Step (Stage 2-4) Employability service, including specialist support for BAME and LGBT communities **360 places**

Advance (Stage 5) In-work employment support with income maximisation **180 places**

Intensive Family Support (NE/NW) (Stage 1-2) Poverty & social inclusion support for families in early years centres **55 families**

Subsidised Childcare for Working Parents (Stage 4-5) Provides subsidised places based on eligibility criteria with focus on regeneration areas communities **286 families**

Intensive Family Support (SE/SW) (Stage 1-2) Poverty & social inclusion support for families in early years centres **27 families**

Start Scotland (Stage 3-5) Employment service with in-work support built in **2400 places**

EnCompass (Stage 1-5) Support for people with a history of substance misuse, criminal justice, and homelessness **240 places**

Maximise (Stage 1-4) Targeted poverty and social inclusion support for low-income families in schools **120 places**

Parental Employment Support Fund (Stage 1-5) Providing intensive employability support to employed and unemployed parents from priority groups **125 places**

Whole Family Equality Project (Stage 1-5) Project for ethnic minority communities in aiming to address poverty and inequality within these communities **120 places**

All in Edinburgh (Stage 2-5) Supported Employment service for people with a disability or long-term health condition **425 places**

Integrated Employer Engagement (Stage 4-5) To maximise the benefits of employer engagement initiatives **200 places**



CEC Funded Provision:
3358 places



Externally Funded Provision:
2670 places



ESES City Region Deal Activity:
5637 places

New Futures Training (Stage 3-5) Sector-based training with guaranteed interview **250 places**

New Futures Advice (Stage 3-5) Career advice for those impacted by Covid employment **150 places**

IRES Skills Gateway (Stage 3-5) Higher skills gateway routes into construction (HCI) and data careers (DDI) across schools, further and higher education, and work **HCI 2120 places, DDI 3262 places**

Client Priority Groups and Needs

Through considerable client engagement, service mapping, interrogation of data and alignment with co-production and co-design, the LEP is able to clearly understand and demonstrate the needs of priority groups.

The employability landscape is developed and adjusted to take consideration of economic priorities but also the priority of the individual and more niche barrier removal informs service development

The full stakeholder network under the LEP is captured, recognising every member an expertise to bring to the wider co-ordinated offer.

Priorities that require a larger effort or resource are also flagged, tracked and monitored within the Edinburgh Partnership LOIP for longer term approaches with support from the LEP. Current priorities are:

- *Support the depth and breadth of work under the refreshed 'Edinburgh Guarantee for All' (EGFA), with ambassador support and stakeholder commitments.*
- *Improve support and outcomes of Care Experienced young people to be able to access work, learning, and training pathways*
- *Improve outcomes for BAME citizens, including better access to employment through leadership, senior visibility, and positive role models*
- *Develop improved coordination of support for prison leavers, bringing together services for a more joined up approach with clearer pathways*



Service Delivery Requirements and Approach

No One Left Behind places people at the centre of service delivery and services will be targeted at people with protected characteristics as defined by the Equality Act (Scotland) 2010 and those with certain life experiences who are significantly more likely to struggle to improve their employability and successfully gain and sustain employment.

- These characteristics and life experiences often interact with each other (also known as intersectionality) meaning that people are often affected by more than one issue at a time which can have a cumulative impact on person’s journey to work.
- People have to be able to find the service and be able to access it regardless of their circumstances. We aim for referral routes to be as seamless as possible.
- We aim that Local Employability Services will be designed and delivered in line with the principles set out in the Scottish Approach to Service Design. Using a 5 Stage Employability Pipeline approach as set out below.
- Each person can progress through the stages, reassured there will be a service tailored to their needs and with a No Wrong Door approach.
- We have developed a new region wide management information system, Helix, to capture all client data and record progressions and outcomes, this is linked to the on-going development of the Shared Development Framework.
- Most of our service requirements will be co-design and co-produced by stakeholders and the third sector, with 80% of our provision delivered by third sector agencies.
- We have adopted a blended employability approach, with an integrated combination of large contracts, NEST grants and vocational training, and niche wrap around provision with a trial and test innovation element.

STAGE 1	STAGE 2	STAGE 3	STAGE 4	STAGE 5
Engagement, Referral and Assessment	Needs Assessment and Barrier Removal	Vocational Activity	Employer Engagement and Job Matching	In Work Support and Aftercare
This stage is about reaching out and supporting people into regular activity, positive routines connecting them with others	Assessing needs of individuals and agreeing key activities to address any barriers to employment or training	Activities include delivering a range of accredited training, employability core skills, job search etc.	Activities such as work experience or volunteering placements with employers, assisting individuals to secure job vacancies.	Activities includes supporting individuals to maintain and progress within the workplace
End to End Continuous Case Management/Key Worker Support				

5. Resource Requirements

Edinburgh has a well-established and mature delivery landscape, comprising mostly of third sector provision and some social enterprises. We commissioned after an extended period of engagement underpinned by co-design and co-production to the [Scottish Approach to Service Design](#) standards. This also involves service user involvement, with Citizens Panels established around key areas, including recompense for the time and expertise service users bring. Services commissioned are overseen by Steering Groups to make the best use of investment and draw upon wider resources when required and to help identify co-commissioning opportunities.

- The Joined up for Jobs network and its workers are supported by a website with information, a noticeboard and directory for the employability network
- A quarterly Joined up for Jobs forum takes place for networking and sharing good practice
- There is a Joined up for Jobs Customer Charter for service standards that all funded, and non-funded network providers sign up to
- There is a Helix management information system for all data capture and tracking and data intelligence analysis with monthly NOMIS informed reports
- Helix also provides job portals for job matching to recruiting employers
- The Edinburgh Guarantee offers a single point of contact to support citizens of all ages to access work, training, volunteering, providing a seamless transition to get the right support from the network if required.



Page 146

JOINED UP FOR JOBS
Edinburgh's jobs Strategy

Log in Sign up

About Directory Noticeboard Events Service providers Employers Job seekers

Joined Up for Jobs is the jobs strategy for Edinburgh.

It sets out how a partnership of key agencies will help more people into employment.

Get help to work!

Need help to get your career back on track?

Whatever your circumstances, the Edinburgh Guarantee can help people of all ages to access work, training, volunteering, or education through our network of employers and partners.

Get the support you need to build on your skills, retrain for a new career, or find the right job for you. We're here for people of all ages and backgrounds.

Get your career back on track today
edinburghguarantee.org
0131 529 3525

The Edinburgh Guarantee
✓

Timeline of investment to date and future investments

FUND	Amount	Spend period	Purpose and Activities	LEP OVERSIGHT
NO ONE LEFT BEHIND PHASE 1	£496,311 £496,311 £496,311	2020 – 2021 2021 – 2022 2022 - 2023	Incumbent: Activity Agreements & Employer Recruitment Incentive – committed until March 2023	LEP members commissioned this using the same process as for NEST grants with a Steering Group assessing, scoring, and recommending.
Parental Employability Support Fund	£119,000 £282,000 £282,000 £467,225	2019 – 2020 2020 – 2021 2021 – 2022 2022 - 2023	Pre-employment and in-work support for parents in any of the 6 SG identified categories: 5 x small grants awarded x 18-month projects - £500,000. Specific development for parents with disabilities in 2022-23	LEP members commissioned this using the same process as for NEST grants with a Steering Group assessing, scoring, and recommending.
Parental Employability Support Fund Boost	£132,390.66	2020 - 2022	Pre-employment support for young parents - £19,717.76 Pre-employment support for parents - funded ELC - £56,336.45 Pre-employment support for disabled parents - £56,336.45	Given small amounts, we extended existing provision for Children 1st and All In Edinburgh (Enable), both working with these client groups, plus a competitive grant process, awarded Young Parents (Canongate)
Partnership Action for Continuing Employment	£199,840	2020 – 2022	Provision of Single Point of Contact as SG requirement – internal - £40,000 Additional Key Worker PACE Support – distributed through small grants - £159,840	LEP members commissioned this using the same process as for NEST grants with a Steering Group assessing, scoring, and recommending.
Young Person's Guarantee	£1,904,191 £2.9m £1m	2020 – 2022 2021 – 2022 2022 - 2023	YPG Team 5 staff - £280,000 for Youth Employability Partnership CEC internal staffing for co-ordination – £66,750 Additional NOLB Activity Agreement capacity - £100,000 Employer Recruitment Incentive - £400,000 boost Kickstart extension - £250,000 boost Funded public and third sector work placements - £800,000	Linked directly to LOIP objectives to address core issues with Youth Employability Partnership overseeing and using new resource to address priorities and concerns. Links to Edinburgh College and Volunteer Centre. Fund such as kickstart and ERI go direct to employers and/or to support participants.
NO ONE LEFT BEHIND PHASE 2	£824,685	2022-2023	Integrated with NEST grants as part of wider co-production process	LEP was involved in co-production and oversight with Steering Group. This was a small grants process capped at 75k as well as the creation of a Vocational Training Framework
Long term unemployed Job Creation Scheme	£1,900,000	2021 - 2023	Paid placements for those aged 25+ and unemployed more than 12 months. Placements are across public and third sector and paid at RLW.	
NO ONE LEFT BEHIND PHASE 3	TBC 2023 onwards			

Current provision with delivery partners (figures are for 22-23 and will be refreshed on an ongoing basis)

Target Group	Rationale for Intervention	Delivery Partners	Pipeline Stage	Budget	Source of Investment	Volumes	Outcome Expected	Policy Connection
People from black and minority ethnic communities	In Edinburgh 37% families within the minority ethnic community live in relative poverty; 16% of employability clients are non-white but only 12% of the outcomes were achieved by non-white people.	Capital City Partnership, CHAI, Children 1 st , Prespect, LinkNet	1/2/3/4	£900,000	The Robertson Trust, National Lottery, Scottish Government, Workplace Equality Fund, YPG	120 families and 80 young people offered a personalised service	50% into positive destination	Tackling Child Poverty. Addressing Race Employment Gap.
People with a disability or long-term health condition	There are currently 35.5 percentage points between the overall employment rate and that for disabled adults. The Supported employment model is the most effective method of helping disabled people into sustainable paid work	Enable, Forth Sector, Intowork, The Action Group	4/5	£1,360,000	The City of Edinburgh Council,	525	153 into jobs, 65% sustained to 6 months. Welfare Rights service included as part of the contract	Closing the Disability Employment Gap.
People affected by Covid who want to reskill and change careers	From the adult participation survey, over a third of adults (34%) are looking to change job or career in the next two years. However, two thirds (69%) of the people say they need to develop their skills to do so.	Capital City Partnership, Skills Development Scotland (Belfast, Cornwall, Teesside and Cardiff Councils)	5	£250,000	Covid 19 Support Fund	300	100 into new careers; 125 receive accredited training	Promoting and Embedding Fair Work; Addressing the Gender Pay Gap; Addressing Race Employment Gap
Skills Centre delivery matching local employers with candidates	Employers in key sectors (retail and hospitality) with skills shortages require a focussed skills package	Capital City Partnership	3/4/5	£80,000	British Land	120	80	Promoting and Embedding Fair Work; Supporting Place Based Approaches

Target Group	Rationale for Intervention	Delivery Partners	Pipeline Stage	Budget	Source of Investment	Volumes	Outcome Expected	Policy Connection
People with specific barriers to employment	Co-production with citizens shows there is a need for 'niche' provision around specific barriers/geographies/age groups	Capital City Partnership and third sector Joined up for Jobs partners	1/2/3, 5	£901,153	City of Edinburgh Council /NOLB Phase 2	729	138 into jobs; 46 in work progressions; 846 outcomes achieved (can be multiple per person)	Addressing the Gender Pay Gap; Closing the Disability Employment Gap; Addressing Race Employment Gap; Promoting and Embedding Fair Work; Delivering the Young Person's Guarantee; Supporting Place Based Approaches
Young people who leave school without a positive destination or who are unemployed up to age 25	Following the pandemic and rise in youth unemployment Edinburgh still has a significant number of young people who are not in positive destinations	Capital City Partnership, Joined up for Jobs partners, AA hubs, DYW, City of Edinburgh Council	1/2/3/4/5	£1,265,418	City of Edinburgh Council / NOLB / YPG	930 individuals	153 into jobs; 34 in work progressions; 939 outcomes achieved (can be multiple per person)	Young Person's Guarantee / Developing Scotland's Young Workforce
People requiring training to skill or reskill for specific growth sectors	Employer-led programme of training, equipping those in low-income employment and unemployed to access work	Capital City Partnership, commissioned training providers	4/5	£250,000+	City of Edinburgh Council / NOLB Phase 2	c.250 individuals	50% of participants enter and sustain employment	Promoting and Embedding Fair Work;
People who live in areas of deprivation who require additional support to access employment, training and education	A 20-minute neighbourhood approach to employability support, embedded with other locality service	Community Renewal, Dunedin Canmore HA	1/2	£360,000	City of Edinburgh Council	360 individuals	180 enter employment; 144 have welfare rights advice	Promoting and Embedding Fair Work; Supporting Place Based Approaches
People who have complex barriers to work (drugs, alcohol, criminal justice and homelessness)	Those with a history of complex barriers to work benefit from a holistic, structured support to progression	Access to Industry	1/2/3/4/5	£250,000	City of Edinburgh Council	240 individuals supported	70 progressions; 30 employment outcomes	Closing the Disability Employment Gap; Promoting and Embedding Fair Work; Delivering on The Promise

6. Performance Management and Reporting

Performance Monitoring

Contracts and Grants Management is undertaken by a dedicated team in Capital City Partnership. CCP follows the [IVAR](#) principles of open and trusting grant management, fostering supportive and mutually beneficial relationships with our third sector partners. Contracts and Grants are competitively procured or commissioned based on financial value and all bids are scored and moderated by LEP members or representatives.

- Our reporting framework is co-produced with partners and routinely reviewed and refreshed.
- Contracted providers are required to report quarterly, and satisfactory reports trigger a quarterly payment.
- A cumulative quarterly report detailing performance against target is prepared and discussed at CCP's Board with Elected Member oversight and a RAG rating given.
- A similar report is delivered to Scottish Government detailing NOLB outcomes.
- Client tracking and outcome information is input into our bespoke management information system (from April 2022, Helix) and specific reports on client characteristics, outcome type and trends are prepared for discussion.
- We have an escalation policy to address issues with performance and implement performance improvement where required.
- Contracts and grants are audited annually by CCP to ensure that data protection statements, action plans and outcome evidence is in place and compliant.
- Performance indicators are regularly compared to local and national indicators in the NOLB data toolkit to ensure that delivery is aligned to local need.



HELIX

Helix is the new management information and client tracking system for Edinburgh and South-East Scotland, funded via the City Region Deal. The system is a step change on previous MIS including new developments like bookable appointments for clients, talent portals for jobs, common data

language for analysis, and also comes with staff training on data analytics so everyone can also understand and interrogate their own data. It will also have a public facing landing page to navigate clients to local services. It also has rigorous data controls and GDPR and

offers the best level of protection for users and controllers. As part of Helix, we have increased personal identity security ten-fold, which was required due to the ever-increasing need for recording more sensitive data under No One Left Behind.

Continuous Improvement

Since 2009 we have expected our Joined up for Jobs providers to sign up and enact the principles of our Joined up for Jobs Customer Charter. The Joined Up for Jobs Customer Charter Award encourages providers to share best practice and work together to ensure the needs of all stakeholders are met and to a standard befitting Scotland's capital city.

The number and type of services in Edinburgh changes each year and as such, it is important that all services have a quality mark they should aim to achieve. The Customer Charter will ensure customers across all providers receive a good quality service, be that for those requiring short interventions to find work or longer-term support to remove barrier and progress along the Strategic Skills Pipeline.

The Charter is built on six key principles, which all providers are expected to consider when delivering their service to customers:

- Accessibility
- Being Customer Focused
- Maintaining Partnerships
- Employer Engagement
- Privacy
- Fair Work

Capital City Partnership also carries out an annual survey of clients to assess their satisfaction with the services provided. The 2020/21 recorded over 90% satisfaction. Individual projects carry out evaluations of projects and these are published to encourage best practice.

Delivery Plan Review

This plan will be reviewed and discussed quarterly as part of our regular Local Employability Partnership. Any adjustment will be made before the next meeting.

The full plan will be adapted and revised annually.

Appendix 1 – LEP Improvement Plan

Job Strategy Group Improvement Plan (May 2021 – reviewed September 2022)

Areas For Improvement	Priority Action	Timescale	Reviewed	Comments	RAG
Leaderships and Relationships	<ul style="list-style-type: none"> No issues identified. All on track. Could look to reinstate having a rotating chair to share out input Standing agenda item to review membership gaps and invite in guest speakers or projects 	June 2021	September 2022	Job Strategy Groups have focus on NOLB commissioning and which group are happy with at the moment	
Governance	<ul style="list-style-type: none"> Establish a risk register and have this as standing item on the agenda for discussion. Continue annual participation survey with LEP members Include how we resolve issue in TOR document 	September 2021	September 2022	Risk register established and reviewed at each LEP. Resolution added to TOR.	
Use of Evidence	<ul style="list-style-type: none"> Reintroduce reports with more focused themes Link to LOIP Priority 2 evidence mapping Ensure that any co-production has evidence-based papers to inform commissioning and decisions making 	September 2021	September 2022	New Shared Measurement Framework adopted on new Helix system. Links to UKSPF and LOIP 2	
Community Engagement and Participation	<ul style="list-style-type: none"> Improve use of lived experienced and voices of clients Map out what the LEP can offer and link to LOIP Ensure embedded in co-production and co-design 	September 2021	September 2022	NOLB Phase 2 co-production starting, Youth voice groups established for YPG, Citizen's Panel for BAME focus	

Focus on Outcomes	<ul style="list-style-type: none"> Review of collective outcomes to be undertaken and role of a Local Delivery Plan Refresh of link to LOIP outcomes and KPIs Widen links to JUFJ Charter status 	December 2021	September 2022	Updated LEP Delivery Plan in place to capture full NOLB investment and other related outcomes.	
Use of Resources	<ul style="list-style-type: none"> No overall issues identified. Resources in place. Partners to ensure sign up to the JUFJ bulletin in place 	On-going	September 2022	Additional resource developed through Helix.Scot and Edinburgh Guarantee refresh	
Accountability	<ul style="list-style-type: none"> Explore whether we need/want memorandum of Understanding Have LOIP updates as standing agenda item on JSG and vice versa 	June 2021	September 2022	New LEP Delivery Plan for 2022-25 developed. LOIP Tracker established and shared.	
Performance Management and Reporting	<ul style="list-style-type: none"> Review on how members can influence performance Understand where we come together for data sets Ensure we understand collective LOIP priorities and how we contribute to them from the JSG 	September 2021	September 2022	Link this to the use of evidence area and focus on outcomes for synergy. Look at how we can use Power Bi and learn from the City Region Deal model.	
Impact	<ul style="list-style-type: none"> Ensure links to wider strategy of Edinburgh Poverty Commission Links to Child Poverty Action Plans Connect work to Edinburgh Guarantee for All Consider LEP Annual Report 	September 2021	September 2022	Good links are in place and wider partnership influence. We perform well in this area. New LEP Delivery Plan captures the wider policy influence.	

This page is intentionally left blank

Housing, Homelessness and Fair Work Committee

10.00am, Thursday, 29 September 2022

Place/Homelessness Financial Monitoring

Executive/routine Wards Council Commitments	Executive All
---	------------------

1. Recommendations

- 1.1 It is recommended that the Housing, Homelessness and Fair Work Committee notes:
- 1.1.1 That the Housing Revenue Account (HRA) is forecasting a contribution of £5.794m to the Strategic Housing Investment Fund (SHIF) from revenue generated in 2022/23 as part of the capital investment programme funding strategy. The provisional 2021/22 out-turn returned a contribution of £8.653m to the SHIF;
 - 1.1.2 The Homelessness Service is projecting an overspend of £5.500m at month three in 2022/23. The provisional 2021/22 out-turn returned an overspend of £5.938m;
 - 1.1.3 The Place General Fund (GF) services within the remit of the Committee are forecasting a 'business as usual' overspend (excluding Covid-19 impact) of £0.528m in 2022/23 at month three. The provisional 2021/22 out-turn for same services returned a £0.351m overspend against budget; and
 - 1.1.4 The Place GF Covid-19 impact for services within the remit of the Committee is forecast at a cost of £0.148m in 2022/23 which can be met within the earmarked budget provision. The provisional 2021/22 out-turn returned a £0.590m cost attributable to the impact of Covid-19.

Paul Lawrence

Executive Director of Place

Contact: Susan Hamilton, Principal Accountant

E-mail: susan.hamilton@edinburgh.gov.uk | Tel: 0131 469 3718

Place Directorate - Revenue Monitoring - 2021/22 provisional out-turn and 2022/23 month three forecast

2. Executive Summary

- 2.1 This report sets out the provisional out-turn for financial year 2021/22 and the month three 2022/23 revenue monitoring position for the HRA, Homelessness Services and Place Directorate GF focusing on services within the scope of this Committee.
- 2.2 The month three forecast for the HRA in 2022/23 is a balanced position after transferring £5.794m from revenue to the SHIF for planned capital investment in forthcoming years. In line with the longer term financial strategy £8.653m was provided in 2021/22, albeit this was less than the budget of £9.941m. In 2020/21 the budgeted transfer for this purpose was exceeded and this was built into the regular reviews of the medium to longer term strategies in the HRA Business Plan.
- 2.3 The Homelessness service month three forecast in 2022/23 is an overspend of £5.500m and the service returned a provisional out-turn overspend in 2021/22 of £5.938m.
- 2.4 The month three GF 'business as usual' revenue forecast for services within the remit of this Committee is an overspend of £0.528m which is reflective of inflationary pressures on stair lighting costs within communal stairwells of housing blocks. The 2021/22 provisional out-turn returned an overspend of £0.351m which was attributable to the same cost driver.
- 2.5 The GF Covid-19 impact for services within the remit of this Committee is forecast to be a net cost of £0.148m. This forms part of the overall Place forecast of £8.131m in respect of the cost of the Covid-19 impact and is within the provision provided for within the Council's 2022/23 approved budget. This represents the impact on GF Housing related services from continuing adherence with public health guidance to protect staff, tenants and customers; including reduced income generated by Housing Operations resulting from changes to working practices. The 2021/22 provisional out-turn equivalent cost for services within the remit of the Committee was £0.590m.

3. Background

- 3.1 The HRA is a ring-fenced statutory account. The HRA is funded from rents for Council housing and related assets and is used to fund the provision of Council housing in line with tenants' priorities. The annual approved HRA budget is derived from the longer-term strategy approved by Council.
- 3.2 Responsibility for Homelessness has recently transferred from the Education and Children's Services directorate to the Housing, Family Support and Fair Work service area within the Place directorate.
- 3.3 The 2022/23 net budget for Homelessness Services is £50.5m and, such is the extent of budget pressures, the approved budget for 2022/23 contains £17.6m of additional investment relative to the equivalent budget for 2020/21.
- 3.4 For presentational purposes, Homelessness Services is reported separately in reports to Finance and Resources and this Committee and is not implicit within the Place (GF) grouping. The Place (GF) services within the remit of this Committee refers to Housing Operations, Business Growth and Inclusion, Shared Repairs Service, Mixed Tenure Investment Service and all other Housing activity which is not exclusively for the benefit of Council tenants such as stair cleaning services and garage rentals.
- 3.5 The 2021/22 audited accounts will be considered initially by the Governance, Risk and Best Value Committee and subsequently presented to the Finance and Resources Committee for approval in October 2022. Until this point, the audited accounts will be reported as the 'provisional out-turn'.

4. Main report

Housing Revenue Account (HRA) – 2021/22 provisional out-turn

- 4.1 The annual HRA budget is derived from the longer-term strategy, approved by Council. In 2021/22 it comprised a budgeted revenue income of £102.699m and costs of £92.758m; enabling a budgeted contribution of £9.941m to SHIF in accordance with the finance strategy for the capital investment programme and wider HRA business plan. The provisional out-turn shows a reduced contribution of £8.653m to the SHIF. The £1.288m variance can be attributed in the main to a slight reduction in income and increased repairs and maintenance costs arising from growth in non-urgent repairs undertaken following the relaxation of public health measures after taking into account the reduced debt charges which reflect the impact of slippage in capital investment and effective treasury management practices. The budget and variance analysis is shown in Appendix 1.

HRA – 2022/23 Month three forecast – variance and risk analysis

- 4.2 The summary variances and risks in respect of HRA income, costs and revenue contribution to SHIF are as follows:
- 4.2.1 **Income** – The income forecast at month three is £103.445m which when compared to the budget of £103.651m is an adverse variance of £0.206m. Favourable variances are forecast in several related areas including arrears and bad debts and income equal to the delivery costs incurred by the HRA from the handover of properties to Edinburgh Living. However, adverse variances persist in areas such as void rent loss;
- 4.2.2 **Costs** – Whilst there is a projected overspend in repairs and maintenance of £1.348m, this is not unexpected due to fewer jobs being undertaken whilst restrictions were in place following public health guidance to keep employees and tenants safe. The costs will require to be monitored going forward to ensure the efficiencies set out in the Housing Service Improvement Plan (HSIP) are met. The Housing Management favourable variance of £1.234m is in the main driven by projected underspends in staffing costs from recruitment delay and cost efficiencies driven out by and parallel to the HSIP process. Debt servicing costs are currently shown to be 'on budget', this will be kept under review and reported going forward to reflect the borrowing requirement in respect of spend in the capital investment programme and the borrowing rates which can be locked into; and
- 4.3 The impact of the above is that £5.794m is forecast to be transferred to the SHIF as part of the future capital investment programme and wider HRA Business Plan objectives. This is £0.336m less than the budgeted contribution, however both downside and upside risks will be actively monitored and managed wherever possible.
- 4.4 Risks, including the impact of Universal Credit and cost of living crisis on collection of rental income, the impact on repairs and maintenance services as public health guidance is relaxed and extraordinary Covid-19 related costs will be closely monitored and reported as appropriate moving forward. An element of contingency has been factored into the HRA Business Plan in respect of such risks and will be periodically assessed re adequacy.

Homelessness Services – 2021/22 Provisional Out-turn

- 4.5 The provisional out-turn for Homelessness Services was an overspend against budget of £5.938m.
- 4.6 The number of households in temporary accommodation increased from 4,431 in March 2021 to 4,722 in March 2022, an increase of 291 households across the year, resulting in a gross pressure of £2.9m once higher-than-forecast unit costs were also reflected.
- 4.7 As part of the year-end closure process, a re-assessment of the level of outstanding Housing Benefit income as of 31 March 2021 was undertaken. Previously year-end accruals had been based on the understanding that housing benefit was

received by the service 3 months in arrears on average. However, following liaison with the service on the timescales for claims the period of arrears was re-assessed as being 6 weeks on average, resulting in an adverse movement of £3m relative to the previously assumed level. Work is ongoing between the service and Digital Services to improve management information in this area..

Homelessness Services – 2022/23 Month three forecast – variance and risk analysis

- 4.8 The approved budget for 2022/23 contains £17.6m of additional investment relative to the equivalent budget for 2020/21. Despite this additional investment, further pressures totalling £5.5m are apparent in 2022/23. There are currently 262 households accommodated in temporary accommodation who have No Recourse to Public Funds (NRPF). The estimated annual full year costs of accommodating these households is approximately £5.6m. The cost of providing accommodation for those with NRPF represents a significant proportion of the services increased costs since the start of the Covid – 19 pandemic.
- 4.9 Based on expenditure for the April to June period, and assuming that households continue to increase at existing monthly levels for the remainder of the financial year, there is a forecast residual pressure of £5.5m. This figure takes account of expected increases in the unit costs of temporary accommodation due to the pass through of increased energy costs and increase in market rates.
- 4.10 The forecast for 2022/23 takes account of the costs from the Council taking on responsibility for Housing First from 1 October 2021. The cost for this financial year is estimated to be £0.756m with further increases in future years as the service scales up to target levels.
- 4.11 The forecast for 2022/23 also incorporates a cost of approximately £0.75m related to the provision of the Welcome Centre. This service was introduced during the pandemic to provide shelter for rough sleepers. In 2020/21 and 2021/22 the Council was provided with Scottish Government funding to address the specific impacts of the pandemic during the winter months and a proportion was allocated to meet the costs of the Welcome Centre. The Council does not currently assume that this funding will be provided for 2022/23 or future years with the full costs of providing the service included in the forecast.
- 4.12 The financial impact for the remainder of 2022/23 and future years will depend on a number of factors such as:
- 4.12.1 The number of homeless presentations following the end of Covid-19 restrictions and the challenging economic situation linked to rising inflation;
 - 4.12.2 How quickly allocations to permanent accommodation can be made;
 - 4.12.3 The implementation of new legislation relating to the removal of local connection which is expected to be implemented on 22 November 2022;
 - 4.12.4 Arrangements for households with NRPF;

- 4.12.5 Unit costs for temporary accommodation particularly in relation to the impact of rising energy costs;
 - 4.12.6 The rate at which changing the mix of temporary accommodation towards more efficient and suitable accommodation can be achieved;
 - 4.12.7 The impact of new preventative services; and
 - 4.12.8 The potential impact on homelessness services from Afghan and Ukrainian re-settlement programmes. Discussions are taking place with the Scottish and UK Governments to highlight the potential financial implications and funding provision.
- 4.13 Given these trends and the full-year effect of increases anticipated in the remainder of the current year, the revenue budget framework for 2023/24 now incorporates an additional £27.6m for homelessness-related expenditure relative to the equivalent budget for 2020/21.

General Fund – 2021/22 Provisional Out-turn

- 4.14 The 2021/22 GF provisional out-turn for ‘business as usual’ services within the remit of this Committee is an overspend of £0.351m. This in the main relates to an increase in utility costs to light the stairwells of circa 14,000 housing blocks. This is a legacy arrangement therefore the number of blocks does not increase but energy cost tariffs may vary.
- 4.15 Whilst the provisional out-turn for Business Inclusion and Growth services was budget neutral, it should be noted that accruals totalling circa £6m are included within the Council’s balance sheet in respect of prior year costs incurred by the Council in undertaking employability programmes as per European Social Fund funding arrangements. The service, similar to other Local Authorities, is in the process of submitting these claims to the Scottish Government for payment.
- 4.16 The cost of Covid-19 measures within Housing Operations reflecting a decrease in net income generated was returned at £0.590m and can be accommodated with the assumptions made in the 2021/22 budget in respect of the Covid-19 costs to the Council.

General Fund – 2022/23 month three forecast – ‘business as usual’

- 4.17 The 2022/23 GF forecast for ‘business as usual’ services within the remit of this Committee is an overspend against budget of £0.528m. This is based on the latest estimate of energy costs in terms of stair lighting as set out in 4.14.
- 4.18 The cost of Covid-19 measures within Housing Operations is forecast to be £0.148m at month three and this can be accommodated within the assumptions made in the 2022/23 budget in respect of the Covid-19 costs to the Council.

2022/23 Budget – Approved Budget Savings

- 4.19 There are no new approved savings to be delivered by services within the remit of this Committee as part of the 2022/23 budget motion.

2021/22 Budget – Approved Service Investment

- 4.20 As part of the decisions made by Council in setting the 2021/22 budget, Elected Members approved service investments of £0.525m for services within the remit of this Committee: £0.400m for Disability Employment Services; and £0.125m as year two of funding in respect of regulation of short term lets. The forecast assumes these budgets will be fully utilised.
- 4.21 The above 2022/23 month three forecasts form part of the overall Council position set out at Finance and Resources Committee on 8 September 2022.

5. Next Steps

- 5.1 The Place Directorate is committed to delivering mitigating management action to address identified budget pressures wherever possible. Progress will be reported to Committee at agreed frequencies. Work is regularly undertaken to identify and mitigate financial risks as part of a rolling process of budget management.
- 5.2 Risks to 2022/23 budget management strategy will be periodically reassessed based on post Covid-19 service resumption plans and other strategies within the operating context of this Committee and will be reported as part of the routine financial reporting.
- 5.3 In terms of Homelessness services identified pressures and risks, work is ongoing to identify mitigating measures and to change the current mix of temporary accommodation, reducing the reliance on expensive and unsuitable accommodation. The service is actively implementing additional preventative services to support households and avoid the need for them to enter temporary accommodation and to support people to move out of temporary accommodation and into settled accommodation as quickly as possible. The impact of these services will be actively monitored and reported to the Council Leadership Team on a regular basis. Officers will work with partners and landlords in the city to increase the amount of suitable temporary accommodation available.

6. Financial impact

- 6.1 The Council's Financial Regulations set out Executive Directors' responsibilities in respect of financial management, including regular consideration of their service budgets. The Executive Director of Place regularly reviews the directorate budget position alongside the identification and implementation of management actions to mitigate budget pressures.

7. Stakeholder/Community Impact

- 7.1 There is no direct relevance to the report's contents.

8. Background reading/external references

- 8.1 Revenue Monitoring 2021/22 outturn report – Finance and Resources Committee [8 September 2022](#)
- 8.2 Revenue Monitoring 2022/23 – month three position – Finance and Resources Committee [8 September 2022](#)

9. Appendices

- 9.1 Appendix 1 – Place Directorate – HRA Revenue Projection; 2021/22 – Month Eight position.
- 9.2 Appendix 2 – Place Directorate - HRA Revenue – 2022/23 Month Three Forecast.

Appendix 1 – Place Directorate - HRA Revenue – 2021/22 Provisional Out-turn

	2021/22 Budget £m	2021/22 Provisional Out-turn £m	2021/22 Provisional Out-turn Variance £m
Net Income	102.699	101.553	-1.146
Expenditure			
Housing Management	34.088	34.033	-0.055
Repairs and Maintenance	18.268	21.577	3.309
Environmental Maintenance	2.753	2.926	0.173
Covid-19 Specific Costs*	0.000	0.125	0.125
Debt Servicing	37.649	34.239	-3.410
Contribution to Strategic Housing Investment Fund	9.941	8.653	-1.288
Total Expenditure	102.699	101.553	-1.146

Notes:

The Strategic Housing Investment Fund is made up of the Repairs and Renewals Reserve and the Council Tax Discount Fund. It is an element of the funding strategy for the capital investment programme.

*Denotes additional costs attributable to ways of working which are compliant with public health guidance. This figure will form part of a submission made to the Convention of Scottish Local Authorities.

Appendix 2 – Place Directorate - HRA Revenue – 2022/23 Month Three Forecast

	2022/23 Budget £m	2022/23 Month Three Forecast £m	2022/23 Month Three Forecast Variance £m
Net Income	103.651	103.445	0.206
Expenditure			
Housing Management	37.689	35.455	-1.234
Repairs and Maintenance	20.247	21.595	1.348
Environmental Maintenance	2.625	2.641	0.016
Covid-19 Specific Costs*	0.000	0.000	0.000
Debt Servicing	36.960	36.960	0.000
Contribution to Strategic Housing Investment Fund	6.130	5.794	-0.336
Total Expenditure	103.651	103.445	-0.206

Housing, Homelessness and Fair Work Committee

10.00am, Thursday, 29 September 2022

Trade Unions in Communities

Executive/routine
Wards
Council Commitments

1. Recommendations

- 1.1 Committee is asked to:
 - 1.1.1 Note that officers will engage with the Trade Unions and community groups to identify what support the Council can offer to support the hub; and
 - 1.1.2 Agree that an update will be provided in December 2022.

Paul Lawrence

Executive Director of Place

Contact: Jill Thomson, (Interim) Head of Homelessness

E-mail: jill.thomson@edinburgh.gov.uk

Trade Unions in Communities

2. Executive Summary

- 2.1 This report responds to a motion agreed at Council on [30 June 2022](#) instructing officer to engage with the Trade Unions and community groups to see what support the Council can offer to create a hub in Craigmillar.
- 2.2 Officers have contacted the Trades Union representative to arrange to meet to discuss the support the Council can offer. Officers will continue to progress this and will provide an update report on the outcome of these discussions in December 2022.

3. Background

- 3.1 A motion was agreed at Council on [30 June 2022](#) instructing officers to engage with the Trades Unions and community groups to see what support the Council can offer to help create a hub in Craigmillar
- 3.2 Further to this a report seeking agreement for the lease of the property at Craigmillar to the Trades Unions was agreed at Finance and Resources Committee on [8 September 2022](#).

4. Main report

- 4.1 Further to Finance and Resources Committee agreement of the lease of the property officers have contacted the Trade Union Representative to arrange to meet to discuss the support the Council can offer.
- 4.2 This will link in with existing work of the Councils Poverty and Prevention Team who are working closely with the 20 Minute Neighbourhood Team who are developing ideas to ensure Edinburgh residents have their daily needs met within 20 minutes of their homes by walking, using public transport, wheeling, or cycling.
- 4.3 This includes finding ways for residents to access most of their daily services provided by the Council in a local, accessible, and sustainable way, along with those delivered by our partners in the public, voluntary and private sectors.
- 4.4 We will also discuss the support the Partnership and Prevention Officer from Homelessness Services can offer. Their role is to support partners to use their existing conversations with service users to identify where there may be a risk of homelessness and offer advice on how to refer to the Council.

- 4.5 There are homelessness services based in the Northeast Neighbourhood Centre which will be in very close proximity to the proposed hub. This will allow for a close working relationship between the Partnership and Prevention Officer and the volunteers working for the Trade Unions in Communities.
- 4.6 The Partnership and Prevention officer can offer training and support to enhance the work of the volunteers providing a service within the hub, this will include an Introduction to Homelessness Services session and a further Prevention of Homelessness session.
- 4.7 As the project will be staffed by volunteers from those branches, we can also offer to assist in the development of the induction and mentoring of the volunteers and share the City of Edinburgh existing framework for managing volunteers.

5. Next Steps

- 5.1 Officers will seek to engage with Trade Union and community groups to offer support with the development of the hub.
- 5.2 Should Committee agree, officers will provide Committee with an update on progress in December.

6. Financial impact

- 6.1 There are no financial implications as a result of this report.

7. Stakeholder/Community Impact

- 7.1 Officers will engage with Trade Union representatives and community groups.

8. Background reading/external references

- 8.1 Motion by Councillor Kate Campbell on [30 June 2022](#).

9. Appendices

- 9.1 None.

This page is intentionally left blank

Housing, Homelessness and Fair Work Committee

10.00am, Thursday, 29 September 2022

Affordable Housing Policy - Tenures Update – referral from the Planning Committee

Executive/routine
Wards
Council Commitments

1. For Decision/Action

- 1.1 The Planning Committee has referred a report on the Affordable Housing Policy - Tenures Update to the Housing, Homelessness and Fair Work Committee for information.

Richard Carr

Interim Executive Director of Corporate Services

Contact: Martin Scott, Committee Services
Legal and Assurance Division, Corporate Services
E-mail: martin.scott@edinburgh.gov.uk

Referral Report

Affordable Housing Policy - Tenures Update – referral from the Planning Committee

2. Terms of Referral

2.1 On 31 August 2022, the Planning Committee considered a report by the Executive Director of Place providing an assessment of the impact of affordable tenures including LCHO and Below Market Rent (MMR and IR) delivered through the Affordable Housing Policy.

2.3 Motion

- 1) To note the affordability of Mid Market Rent (MMR) and Intermediate Rent (IR) homes as set out at 4.10 and 4.11 of the report, and that the Golden Share (GS) tenure continued to assist households with average or below average household income to purchase homes.
- 2) To note that the affordability of GS homes would continue to be monitored as house price increases were outpacing increases in household income.
- 3) To agree the content of the report discharges the motion approved at Planning Committee on 1 December 2021 to report back in Summer 2022 with an assessment of the impact of Low Cost Home Ownership (LCHO) and Below Market Rent (MMR and IR).
- 4) To agree that an Affordable Housing Policy Update would be provided to Planning Committee in Spring 2023.
- 5) To refer this report to Housing, Homelessness and Fair Work Committee for information.

- moved by Councillor Dalglish seconded by Councillor Cameron

Amendment

- 1) To note the contents of the report.
- 2) To note the affordability of Mid Market Rent (MMR) and Intermediate Rent (IR) homes as set out at 4.10 and 4.11 of the report, further notes the council's affordable housing guidance sets out the affordable housing tenures in priority order, with social rented housing as the highest priority need, further notes that MMR and IR are used to cross subsidise social rent,

as set out in para 4.9 of the report; further notes that IR can sometimes be time-limited.

- 3) To note that the overwhelming need for affordable housing identified in both HoNDA2 and HoNDA3 was for affordable rented accommodation; notes the need for Low Cost Home Ownership (LCHO) was not addressed in HoNDA2; notes there were a number of other interventions, including the Scottish Government's Low-cost Initiative for First Time Buyers (LIFT) scheme, and the Access Ownership scheme by Horizon, to support LCHO.
- 4) Therefore agrees to receive a further report within two cycles on whether it would be practicable to remove the time-limited aspect of Intermediate Rent.
- 5) Further agrees that the Council's Affordable Housing Policy should focus on those tenures which contribute the most to meeting the housing demand of those on the lowest incomes; notes that PAN 2010 sets out the requirements on the council in amending its affordable housing policy, which must include a public consultation, and therefore agrees to receive a further report within 2 cycles setting out the terms of undertaking a public consultation on introducing a 2-year moratorium on the use of Golden Share to deliver a developer's obligation under the Affordable Housing Policy.
- 6) To agree the report discharges the motion approved by Planning Committee on 1 December 2021.
- 7) To agree that an Affordable Housing Policy Update would be provided to Planning Committee in Spring 2023.
- 8) To refer this report to Housing, Homelessness and Fair Work Committee for information.

- moved by Councillor Booth seconded by Councillor O'Neill

Voting

First Vote

For the Motion	-	6 votes
For the Amendment 1	-	5 votes

(For the Motion: Councillors Beal, Cameron, Dalgleish, Jones, Mowat and Osler.

For the Amendment: Councillors Booth, Gardiner, Hyslop, McNeese-Mechan and O'Neill)

Decision

To approve the motion by Councillor Dalgleish.

3. Background Reading/ External References

3.1 Minute of the Planning Committee – 31 August 2022

3.2 [Planning Committee – 31 August 2022 webcast](#)

4. Appendices

Appendix 1 – Report by the Executive Director of Place

Planning Committee

2.00pm, Wednesday, 31 August 2022

Affordable Housing Policy - Tenures Update

Executive/routine Wards Council Commitments	Executive All
---	------------------

1. Recommendations

- 1.1 It is recommended that Planning Committee:
 - 1.1.1 Notes the affordability of Mid Market Rent (MMR) and Intermediate Rent (IR) homes as set out at 4.10 and 4.11 of this report, and that the Golden Share (GS) tenure continues to assist households with average or below average household income to purchase homes;
 - 1.1.2 Note that the affordability of GS homes will continue to be monitored as house price increases are outpacing increases in household income;
 - 1.1.3 Agrees the content of this report discharges the motion approved at Planning Committee on 1 December 2021 to report back in Summer 2022 with an assessment of the impact of Low Cost Home Ownership (LCHO) and Below Market Rent (MMR and IR);
 - 1.1.4 Agrees that an Affordable Housing Policy Update will be provided to Planning Committee in Spring 2023; and
 - 1.1.5 Refers this report to Housing, Homelessness and Fair Work Committee for information.

Paul Lawrence

Executive Director of Place

Contact: Elaine Scott, Housing Services Manager

E-mail: elaine.scott@edinburgh.gov.uk | Tel: 0131 529 2277

Affordable Housing Policy - Tenures Update

2. Executive Summary

- 2.1 This report provides an assessment of the impact of affordable tenures including LCHO and Below Market Rent (MMR and IR) delivered through the Affordable Housing Policy.
- 2.2 Market rents average between £830 per month for a one-bedroom home and £1,611 per month for a three-bedroom home. This means that renting an MMR or IR home could save a household between £1,700 and £6,200 per year compared to renting on the private market.
- 2.3 New build affordable homes are energy efficient, low carbon homes that minimise carbon emissions and reduce energy demand, which can help tenants to save on energy costs compared to older homes. Affordable Housing providers are professional landlords and can offer security of tenure, affordable rents, efficient modern homes and well managed places.

3. Background

- 3.1 In 2000, Edinburgh was the first local authority to introduce an Affordable Housing Policy (AHP) in Scotland. The AHP is a planning policy which ensures that 25% of homes on all housing sites with 12 homes or more, are affordable. The policy requires private housing developers to transfer a proportion of a housing site/land to affordable housing providers to build affordable homes.
- 3.2 The AHP provides an important source of land to support the delivery of the new supply of affordable housing. AHP land can be used to deliver any of the affordable tenures set out in the [Council's Affordable Housing guidance](#). The guidance set out the affordable housing tenures in priority order; with social rented housing as the highest priority need.
- 3.3 On [19 May 2021](#), Planning Committee approved the recommendations of the AHP update report. The report set out that the AHP was enabling the delivery of affordable housing with nine out of ten planning applications of 20 or more homes resulting in delivery of on-site affordable homes. In addition to this, commuted sums had assisted the delivery of 195 affordable homes since March 2018. The majority of affordable homes provided through the AHP are for affordable rent, either social rent or mid market rent.

- 3.4 On [29 September 2021](#), Planning Committee approved the recommendations of the City Plan 2030 - Approval of Proposed Plan for Statutory Representation Period report. The proposed plan, which includes increasing the policy to a 35% affordable housing requirement as part of new residential developments, was approved for publication and the beginning of the representation period.
- 3.5 On [1 November 2021](#), Housing, Homelessness and Fair Work Committee approved the recommendations of the Strategic Housing Investment Plan (SHIP) 2022-27. The SHIP set out a programme of 11,188 affordable homes that could be approved for site start and 10,124 that could be completed over the five-year period.
- 3.6 On [1 December 2021](#), Planning Committee approved a motion that: *“Agrees that an assessment of the impact of Low Cost Home Ownership (LCHO) and Below Market Rent (Mid Market Rent and Intermediate Rent) will be carried out; informal engagement will take place with private developers, Registered Social Landlords and Scottish Government regarding the Golden Share tenure, support for LCHO and Below Market Rent options, and a further report will be presented to committee in Summer 2022”*.

4. Main report

Edinburgh Housing Market Context

- 4.1 The second “SESplan Housing Need and Demand Assessment” (HoNDA2) was given “robust and credible” status by Scottish Government in 2015. It set out that between 67,996 and 96,394 homes of all tenures would be required in Edinburgh between 2012 to 2032. It was estimated that around 60% of homes would need to be affordable. The third “SESplan Housing Need and Demand Assessment” was given “robust and credible” status by Scottish Government in July 2022 and gives a forward projection of affordable housing need. An article on HNDA3 is included in the Business Bulletin for this Committee. However, the figures in this report come from HoNDA2 as that covers the 2017-2021 period.
- 4.2 [Citylets Quarterly Report Q1 2022](#) sets out that average rent in Edinburgh is £1,214 per calendar month, ranging from £830 a month for a one bedroom home to £2,211 a month for a four bedroom home. Rents for all property sizes have increased by more than 50% in the last ten years. The majority of properties advertised are let within a month and 40% of one and two bedroom homes are let within a week.
- 4.3 The average Edinburgh house price, as set out in [ESPC’s House Price Report June 2022](#), is £302,699. However, prices across the city vary and in some areas average price is in excess of £400,000. Buyers pay on average 8% over the Home Report value.
- 4.4 Average household income in Edinburgh is around £45,000 per annum. Both [Scottish Government](#) and [Shelter Scotland](#) research states that paying more than 30% to 40% of household income on housing is considered unaffordable; although affordability does vary depending on personal circumstances.
- 4.5 The average cost of building an affordable home increased from just under £120,000 in 2012 to just under £160,000 in 2020. In 2021, the cost of building an

affordable home rose to almost £190,000. Construction prices have increased globally and costs of construction materials such as timber, steel and particleboard have increased by more than 40% in the last year due to increased demand, rising energy prices, post Covid-19 pandemic, and reduced supply, due in part to the war in Ukraine.

The Impact of Low Cost Home Ownership and Below Market Rent

- 4.6 The impact of these tenures can be measured in terms of affordability for “Priority Clients”(as defined in Section 6 of the [Affordable Housing Policy guidance](#)). Priority Clients are those people earning average household income or less, who are likely to find themselves in affordable housing need and will need some support to be able to afford a home.
- 4.7 MMR and IR offer below market rent housing options to households with average or below average household income. Private Residential Tenancies are the tenancy agreements used for both tenures. MMR is provided by Registered Social Landlords (RSLs) with grant subsidy. IR is used as an affordable tenure in Build To Rent (BTR) developments, where the affordable housing is provided by BTR developers and operators with no grant funding required.
- 4.8 MMR rents are set below [Local Housing Allowance](#), which is published by Scottish Government each year. There are different rates for each “broad rental market area”, usually covering one or more connected local authority areas. Intermediate Rents, an unsubsidised tenure which receives no grant funding, will tend to have higher rents than mid market rents, which can be subsidised and are set by RSLs to be below Local Housing Allowance. Intermediate rents cannot, however, exceed the Broad Rental Market Area 30th Percentile for the Lothians; the lower third of the rental market in the area. 30th Percentile rent figures are published annually by Scottish Government.
- 4.9 RSLs use MMR to cross subsidise social rent, enabling onsite affordable housing where this may not be feasible if only social rent could be provided. Because rents for MMR are higher, this enables more borrowing, which in turn can help deliver onsite affordable housing where social rent alone would not be viable. A mix of social rent and MMR can help support onsite delivery, minimise the need for offsite affordable housing contributions, and help deliver the Council’s aspiration for mixed tenures. Affordable Housing providers are professional landlords and can offer security of tenure, affordable rents, energy efficient homes and well managed places. Mid rent housing providers; including Edinburgh Living (the Council’s Limited Liability Partnership) are providing permanent housing for working homeless households. Since 2020, at least 163 households have been helped to move into mid rent homes as a result of joint working between the Council’s private rented team, other agencies and the mid rent landlords.

- 4.10 The table over compares MMR and IR rents with average market rents and shows the amount a household could save each year by renting through MMR or IR.

Table 1: Monthly Rents and Annual Saving

Monthly Rent Comparison	Mid Market Rent - Local Housing Allowance	Intermediate Rent – Broad Rental Market 30 th Percentile	Average Market Rent	Annual Household Saving
1 Bedroom	£688	£688	£830	£1,703
2 Bedroom	£823	£823	£1,121	£3,579
3 Bedroom	£1,097	£1,097	£1,611	£6,168
4 Bedroom	£1,690	£1,695	£2,211	£6,191

- 4.11 Rents below Local Housing Allowance are likely to be affordable to a family earning average income or less. Using 35% of income as an affordability marker, rents at Local Housing Allowance would be likely to be affordable to households with incomes of over £23,600 per annum. A household renting an MMR or IR home could save between £1,700 to almost £6,200 per year compared to average market rents.
- 4.12 The number of below market rent (MMR and IR) homes required in the HoNDA2 is noted as being between 9,590 and 12,944 over a 20 year period. This equates to between 434 and 606 below market rent homes between 2017- 2021. 689 MMR homes (enabled by the AHP) were completed during that period. A strong pipeline of IR homes has been identified and over 700 have been approved, the first of which was in 2019. We continue to work with affordable partners and BTR developers to build the pipeline.

Low Cost Home Ownership (LCHO)

- 4.13 With current average house prices in the city continuing to rise, LCHO can assist people on low and below average incomes to afford to purchase a home. The need for LCHO is not addressed in HoNDA2 and figures are not provided in the housing need estimates. The prior Housing Need and Demand Study set out that 27% of people in housing need may be able to afford LCHO. However, LCHO only makes up a small percentage of the homes delivered through the AHP. Between 2017/18 and 2021/22 there were 1,681 affordable homes delivered through the AHP; 18% (303 homes) were for LCHO.
- 4.14 Restrictions on LCHO introduced in the latest Affordable Housing Policy guidance ensure that the majority of affordable housing delivered through the AHP is for affordable rent; *“LCHO tenures should not normally exceed 20% of the overall affordable housing provision, or 12 units, whichever is the lesser”*.
- 4.15 The Scottish Government’s Low-cost Initiative for First Time Buyers (LIFT) scheme is a LCHO shared equity scheme that has helped over 1,000 people in Edinburgh to purchase their first home in the last five years. Scottish Government commit funding for this scheme annually and can help buyers by covering between 10% to 40% of the value of the home.

- 4.16 GS is a LCHO tenure where the purchase price is fixed at 80% of market value, and this is restricted in the title deeds in order that homes may remain affordable on resale. GS homes are made available by housebuilders to people who could not afford to purchase the property at full market value.
- 4.17 Of the 303 LCHO homes completed between 2017/18 and 2021/22, 256 were GS. No grant funding is required for GS, however, GS values are increasing as market values increase. GS is still providing assistance for people on below average incomes; the average income of a GS purchaser in 2022 is £41,000 per annum and the average GS home value is almost £202,000. Affordable Housing Guidance states that properties can have a GS value of up to £214,796, which was around 80% of average market value in 2021.
- 4.18 The Office of National Statistics estimates that household income increased on average by around 1% each year between 2011 and 2020. ESPC data estimates that house prices in Edinburgh increased by 5% between 2021 and 2022, and by 4% each year on average from 2014 to 2021. As average market values (and GS values) increase more than household incomes, they become less accessible to people in affordable housing need.
- 4.19 As household incomes have not increased as much as house prices, we do not recommend any increase to the maximum GS value in 2022/23 so that GS homes can continue to be affordable to people on average and below average incomes. If house prices continue to increase faster than household income, then 20% discount on market values secured by GS may soon be insufficient to ensure that GS homes are affordable to people on average and below average incomes.

Informal Engagement

- 4.20 Informal engagement regarding Below Market Rent and LCHO has taken place with developers, RSLs and Scottish Government. The Council held one to one discussions with six national housebuilders (responsible for delivering over 85% of the Golden share homes in the city to date) and nine RSLs and affordable housing providers (at its regular affordable development forum) who are actively developing affordable homes, or seeking to develop affordable homes, in Edinburgh.
- 4.21 MMR and IR are recognised affordable housing tenures that can provide affordable homes to people in housing need. RSLs and Scottish Government recognise the need for a range of affordable rent options to enable viable affordable housing on as many developments as possible.
- 4.22 IR is widely supported by Build To Rent developers and has enabled the approval of over 700 affordable homes within wider BTR developments, with no grant funding. The same number of affordable homes delivered by a RSL would require around £56 million of grant funding.
- 4.23 House builders have expressed a preference for LCHO tenures to continue and highlighted “Golden Share” can act as a viable option for larger properties (three bedrooms or more) which are prohibitively expensive for RSLs due to build costs. Developer-led LCHO also has no grant requirement.

5. Next Steps

- 5.1 House prices and incomes will continue to be monitored to ensure current LCHO options remain sufficient to ensure that homes are affordable to people on average and below average incomes. Provision of LCHO homes will continue to be monitored and will be reported in the Affordable Housing Policy Update to Planning Committee in spring 2023.
- 5.2 Further changes to AHP may be considered as part of future guidance to support relevant policies in the City Plan 2030.

6. Financial impact

- 6.1 MMR homes are affordable to households on below average incomes, saving them up to £6,000 a year in comparison to average market rents.
- 6.2 Over 700 IR homes have been approved. The same number of RSL homes would require grant funding in the region of £56 million.

7. Stakeholder/Community Impact

- 7.1 Homes secured through the AHP increase access to affordable housing and well designed, energy efficient, safer and cleaner communities. This contributes to improved health by increasing the supply of good quality homes, reducing fuel poverty and providing homes which are physically accessible.
- 7.2 The majority of new build properties delivered by the Council and its housing association partners are accessible for people of limited mobility, meaning particular needs housing requirements can often be met through allocation of a standard general needs property.

8. Background reading/external references

- 8.1 [Annual Review of Guidance](#), Planning Committee, 3 February 2021.
- 8.2 [Affordable Housing Policy Update](#), Planning Committee, 19 May 2021.
- 8.3 [Affordable Housing Tenures](#), Planning Committee, 1 December 2021.

9. Appendices

- 9.1 None.

This page is intentionally left blank

by virtue of paragraph(s) 12 of Part 1 of Schedule 7A
of the Local Government(Scotland) Act 1973.

Document is Restricted

This page is intentionally left blank