

A meeting of the Policy & Resources Executive Sub-Committee will be held on Tuesday 28 July 2020 at 3.00pm.

This meeting is by remote online access only through the videoconferencing facilities which are available to Members and relevant Officers. The joining details will be sent to Members and Officers prior to the meeting.

Please note this meeting will be recorded.

GERARD MALONE
Head of Legal & Property Services

BUSINESS

1. **Apologies, Substitutions and Declarations of Interest**
2. **COVID-19 (Coronavirus): Scrutiny Report**
Report by Chief Executive
3. **Disasters Emergency Committee Scotland: COVID-19 Pandemic – Request by Councillor McCabe**
Report by Head of Legal & Property Services
4. **Early Learning and Childcare Expansion – Infrastructure Update and Project Approvals**
Report by Corporate Director Education, Communities & Organisational Development
5. **Report on the Annual Return on Charter to the Scottish Housing Regulator**
Report by Corporate Director Environment, Regeneration & Resources

The documentation relative to the following items has been treated as exempt information in terms of the Local Government (Scotland) Act 1973 as amended, the nature of the exempt information being that set out in paragraphs 2, 6 & 9 of Part I of Schedule 7(A) of the Act.

6. **Property Assets Management Report**
Report by Corporate Director Environment, Regeneration & Resources making recommendations in respect of property assets

Please note that because of the current COVID-19 (Coronavirus) emergency, this meeting will not be open to members of the public.

The reports are available publicly on the Council's website. The actions and decisions taken at the meeting will be published on the website as soon as possible.

In terms of Section 50A(3A) of the Local Government (Scotland) Act 1973, as introduced by Schedule 6, Paragraph 13 of the Coronavirus (Scotland) Act 2020, it is necessary to exclude the public from the meetings of the Executive Sub-Committee on public health grounds. The Council considers that, if members of the public were to be present, this would create a real or substantial risk to public health, specifically relating to infection or contamination by Coronavirus.

Enquiries to – **Rona McGhee** – Tel 01475 712113

| | | | |
|-------------------------|---|--------------------|---------------------|
| Report To: | Policy & Resources Executive Sub-Committee | Date: | 28 July 2020 |
| Report By: | Chief Executive | Report No: | LP/079/20 |
| Contact Officer: | Aubrey Fawcett | Contact No: | 01475 712701 |
| Subject: | COVID-19 (Coronavirus): Scrutiny Report | | |

1.0 PURPOSE

- 1.1 This report updates the Sub-Committee on actions taken by officers of the Council in order to address and mitigate the risks arising from the COVID-19 emergency.

2.0 SUMMARY

- 2.1 As approved at the Executive Sub- committee's previous meeting, this report ensures there is Elected Member oversight and scrutiny of all actions implemented by officers in the COVID-19 emergency. Officers have taken actions based upon the principles that essential services continue to be delivered to the public, wherever possible, and the core business of the Council is maintained with key regard to the safety of its workforce.
- 2.2 The Policy & Resources Committee at its meeting on 24 March 2020 authorised the suspension of all Council, Committee and Sub-Committee meetings for the duration of the emergency and delegated full powers in the emergency to this Executive Sub-Committee. This report ensures that Members have clear oversight of all actions taken by relevant officers and with particular regard to service impact.
- 2.3 This report identifies key issues for Member decision and scrutiny. The items identified in **Appendix 1** are updates of any actions taken since the previous meeting in response to the emergency. These items, if any, are identified to Members for their assessment of how the operational aims of maintaining crucial public services whilst safeguarding the workforce were achieved. The log of actions is indicative of the position on Wednesday 22 July 2020 and reflects the changing circumstances and decreased need, at this point, for urgent business decisions.
- 2.4 Reports in this format with relevant updates are being made to each meeting of the Executive Sub-Committee.

3.0 RECOMMENDATIONS

That the Sub-Committee:

- 3.1 notes the actions taken to date to mitigate the effects of the COVID-19 emergency in Inverclyde;
- 3.2 notes that further reports will be submitted regularly for Members' scrutiny and review;
- 3.3 grants authority to the Head of Legal and Property Services to accept the most economically advantageous tender for the Family Support worker Tender notwithstanding the terms of paragraph 17.3 9(ii) of the Standing Orders relating to Contracts;
- 3.4 agrees that the costs of preparing to re-tender the Greenock Ocean Terminal building contract will be funded from the City Deal Earmarked Reserve in the first instance;

- 3.5 agrees that the Chief Financial Officer provides Inverclyde Leisure with a letter of comfort regarding the Council's financial support during 2020/21;
- 3.6 agrees to fund the opening of Gourrock Pool for the period to the end of October with the costs added to the Covid costs budget;
- 3.7 confirms that its regular schedule of meetings will cease as at 28 July 2020 pending resumption of the ordinary cycle of Committees on 11 August 2020, subject to any emergency re-convening of the Sub Committee, if determined necessary in consultation with the Convener;
- 3.8 notes the Leader of the Council's letter to the Scottish Government relative to the Newly Self Employed Hardship Fund;
- 3.9 notes the response of the First Minister relative to the campaign to support families in poverty in Inverclyde; and
- 3.10 notes the response of the Cabinet Secretary for Health and Sport on the level of COVID-19 deaths in Inverclyde.

Aubrey Fawcett
Chief Executive

4.0 BACKGROUND

- 4.1 The Council and its partners have been working to implement arrangements to deal with the ongoing response to the COVID-19 emergency. These arrangements are based upon an established corporate and incident response structure. Staff are able, by virtue of their roles and responsibilities, to deal with the emergency and it is recognised that the challenges posed by the current circumstances are profound and will require a continuous process of planning and preparation until its conclusion.
- 4.2 Internal and external communications, all decision-making by officers and the response arrangements are already firmly established through existing strategic and tactical meeting structures. The Corporate Management Team (CMT) is responsible for the strategic response and the tactical arrangements are discussed and proposed through the Council's Resilience Management Team (CRMT) (which also incorporates the Inverclyde Health & Social Care Partnership (H&SCP)). Additionally, the HSCP has activated its Local Management Resilience Team (LMRT) in which the Council has a number of representatives and this ensures that the Council and the HSCP are entirely joined up in decision-making. From a multi-agency perspective, the LMRT contributes to a Greater Glasgow & Clyde Health Board-wide gold command structure which covers acute, primary and social care. The Council is meeting weekly with multi-agency partners through the West Local Resilience Partnership (WLRP). At a strategic level LRP is also now operating at the level of the Health Board and this incorporates the six constituent Councils and appropriate multi-agency partners.

5.0 CURRENT ISSUES

- 5.1 Any decisions noted in **Appendix 1** have been taken by the CMT on the basis of tactical updates provided by the CRMT and, also, assessment by the relative Corporate Directors and their teams. Notwithstanding the developing situation, a clear audit trail of all decisions has been maintained with relevant but brief, focused backing papers being circulated for consideration and decision at the CMT daily meetings. The log of actions is indicative of the position on Wednesday 22 July 2020 and reflects the changing circumstances and decreased need, at this point, for urgent business decisions.
- 5.2 In addition to the daily briefings which have been immediately implemented by the CMT to ensure that all Members of the Council had advance notice of any service impact decisions, there continues to be constant dialogue and contact with relevant Conveners and, where appropriate, Minority Group spokespersons/contacts on key issues.
- 5.3 It has to be noted that there continues to be many operational demands on the Council by reason of the emergency, but as the situation to an extent stabilises in part in relation to workforce issues, it is the intention to continue to report in this format to the Executive Sub-Committee for purposes of scrutiny and review of all decisions.
- 5.4 Although a significant number of decisions have been taken across the range of Council services, the following key issues are identified and summarised as ongoing items for Members' information and for future business-planning:

HSCP

- 5.5 **Older People and Adult Care Home Support**:- The Scottish Government issued new guidance around support and governance of care homes in May 2020. The letter emphasised the need to monitor and support care homes around 3 key areas:

- Ensure support around workforce to maintain safe staffing levels
- Infection control
- Supply of Personal Protective Equipment (PPE).

NHS Boards and Councils have direct oversight of care home standards of care with scheduled meetings to be led by the Nursing Director, Chief Social Work Officer and Chief

Officer. IHSCP has in place:

- Daily Care Home Safety Huddle
 - Representative from Care Homes on the LRMT
 - Weekly meeting with Care Home Managers
 - Series of governance meetings in place with Care Home Companies
 - Weekly Multi-Disciplinary Public Health Meeting
- 5.6 Inverclyde HSCP has completed all assurance visits and has in place action plans for any Care Home not ascribed as Green in terms of risk. There is full involvement in the Greater Glasgow and Clyde Care Home Assurance & Governance Group (Chaired by Chief Officer for IHSCP).
- 5.7 Inverclyde HSCP has developed a Care Home resource pack for all care homes across NHSGGC and a programme of webinars to share good practice.
- 5.8 IHSCP has agreed to a funding package to help sustain Care Homes through the current pandemic.
- 5.9 **Staff Testing**:- Due to declining numbers of symptomatic staff requesting tests, NHSGG&C has taken the decision to discontinue staff testing across all sites from Tuesday 14 July. Health and social care staff should now use NHS inform to request a test and will be directed via the UKGOV testing process to attend Glasgow Airport, Port Glasgow Health Centre or if not able to travel, to request a home test kit. Numbers for staff testing in Inverclyde have declined with around 16 of an available 550 appointments used in the past fortnight. We will retain the ability to restart this service if required in future.
- 5.10 As staff testing is currently carried out within the Greenock HC Assessment Centre, this now means that the site will be completely closed each morning allowing the corridor to be re-opened for access to the podiatry area. Increased Podiatry appointments will be available until 12pm each day from w/c 20 July.
- 5.11 **Assessment Centre**:- A second review on the future of the assessment centres across NHSGG&C is underway to determine current and future capacity and demand. Over the past fortnight 34 out of 100 appointments have been used with 27 of these being made directly by GPs and 7 being made by the hub at NHS24. Last week only 11 patients were seen (22% of the CAC capacity) with no positive covid tests carried out for some time. This is a positive indication of the low levels of covid circulating within the community at the present time. Given low usage consideration of different options/models are being developed.

Education and Communities

- 5.12 **School Transport**:- On 16 July the COVID-19 advisory sub-group issued guidance on school transport. The key messages of the advice are listed below.
- As far as it is safe to do so, children and their parents/carers should be encouraged to travel to school on foot, bike or scooter.
 - Dedicated school transport should be regarded as an extension of the school estate and physical distancing measures between pupils are not necessary (subject to continued low levels of infection within Scotland). We recognise that school transport will involve mixed age groups of pupils, but still consider the risk of transmission to be acceptably low when mitigations are in place.
 - Important mitigations include: hygiene, ventilation, improved cleaning regimes including regular and thorough cleaning of surfaces, and regular handwashing. Hand sanitising should be required for everyone on every entry to dedicated school transport.
 - Where public transport (including buses, taxi, trams, subway, trains, ferries and air) is required for school-aged children to attend school, the general advice and guidance

from the Scottish Government and Transport Scotland should be followed. This currently includes the mandatory use of face coverings and physical distancing where possible.

- Drivers and staff on public transport, and to a lesser extent on school transport, are at relatively higher risk of exposure and particular attention should be paid to ensuring that they are protected from airborne and surface transmission.
- Local authorities should continue to work with public transport providers to increase capacity as far as is reasonably possible and consider the introduction of staggered start/finish times.
- The advice that follows is contingent on there being low levels of infection in the Scottish population and on systems being in place for close monitoring, rapid testing and tracing of suspected cases.
- Measures put in place as precautions may become more relaxed as the prevalence and incidence of Covid-19 in Scotland reduce. Conversely, measures may need to be strengthened or reintroduced if there is evidence of a resurgence, or in the light of localised outbreaks. Where other relevant new evidence has implications for this advice, it will also need to be taken into account.
- This advice is based on a balance of evidence, bringing evidence specifically about Covid-19 together with evidence relating to the wider wellbeing of children and benefits of education.

5.13 Inverclyde Education Services are working with SPT to ensure that transport is in place for those who are entitled. The planned provision of bus passes for pupils living in the Kingston Dock area to use public transport to the Community Campus instead of a school bus has been delayed and a school bus will be provided. The subsidised bus to St. Columba's High School will still go ahead as planned. The guidance only applies to school transport and not to public transport and this may be an issue for some families, especially if buses and trains are full. No pupils who are entitled to transport to school in Inverclyde currently use public transport.

5.14 **Physical distancing in schools**:- On 16 July the COVID-19 advisory sub-group issued guidance on physical distancing in schools. The key messages of the advice are listed below.

5.14.1 Key messages

- Subject to continued suppression of the virus, and to surveillance and mitigations being in place, the balance of the evidence suggests that no distancing should be required between children in primary schools. The evidence is less clear for older pupils but at present we support the same approach being taken in secondary schools on the basis of the balance of known risks, the effectiveness of mitigations and the benefits to young people of being able to attend school.
- Two metre distancing should remain in place wherever possible between adults, and between adults and children who are not from the same household.
- Face coverings are not required for most children (those clinically advised to wear a covering would be an exception). Adults in schools do not need to wear face coverings as long as they can retain two metre distancing. Where adults cannot keep two metre distance, are interacting face-to-face and for about 15 minutes or more, face coverings should be worn.
- No additional general protections are proposed for particular categories of children or staff, such as those with underlying health conditions. Instead, requirements should be put in place to reflect individual circumstances in line with any specific clinical advice.
- The concerns within BAME communities must be recognised and individual requests for additional protections should be supported where possible. Care should be taken to ensure that BAME staff, pupils and families are involved in decisions about additional protections.

- Teachers should be provided with support and back-up in how to assess and meet the needs of children who have experienced neglect during the period of school closures.
- 5.14.2 A package of measures must be put in place to reduce the risk of transmission of the virus:
- There should be an increased emphasis on hand hygiene and surface cleaning. Hand washing/sanitising should be required for everyone on every entry to the school.
 - As close as possible to zero tolerance of symptoms should be in place, and strict compliance with the Test and Protect system.
 - In both primary and secondary settings, the preference should be to avoid large gatherings and crowded spaces and, as much as possible, to keep pupils within the same groups for the duration of the school day.
 - Sharing of equipment/utensils/toys/books should be minimised; and smaller groups and more outdoor activities put in place.
 - Movement between schools - of children, and of temporary/ supply/peripatetic staff etc. - should be kept to an absolute minimum.
- 5.14.3 Co-ordination with wider easing is vital, and the approach needs to feel coherent to children and adults. The sub-group emphasises that connectivity with transport issues will be critical.
- 5.15 Inverclyde education services are working with health and safety to ensure that risk assessments are revised in line with the new guidance and that schools are supported when they return. Hand sanitiser stations are in schools and a system has been set up for the ordering of PPE. Extra cleaning has been put into all schools.
- 5.16 **Reopening of schools**:- Final guidance for reopening of schools will be issued at the end of July. It is fully expected that the guidance will be supported by a continuity direction from the Scottish Government giving a legal basis for the implementation of the guidance.
- 5.17 Whilst the guidance is not yet available it may be that if schools do open to all of their pupils in August then it could be appropriate to have a phased start during the first week from 12 August – 14 August with all pupils returning on 17 August. There are advantages and disadvantages to a phased start which need to be taken into consideration.
- 5.18 The advantages of a phased start are that it allows schools to welcome pupils in smaller groups to establish routines taking into account extra hygiene measures etc. It would also allow new starts to the school and anybody who required additional support a chance to get to know their new environment in a less stressful situation. The first day of school is a milestone moment and we want this to be a positive experience for our young people. This will be the first time that many of our young people will have been in school for 4 months and parents and the young people themselves are naturally apprehensive about this prospect. A phased start with smaller groups allows fears to be allayed and allows schools to test the systems they have in place with smaller groupings.
- 5.19 The disadvantages of a phased start are that parents may need childcare for those days and also it makes the start of the school year more complex for attendance and transport arrangements.
- 5.20 If the guidance allows for a phased start then Education Services would propose to allow schools in Inverclyde to phase the start of term for pupils over the first week. The guidance education services will give to schools is to open up for P1 and S1 pupils on Wednesday 12 August and any child who requires additional support. On Thursday 13th and Friday 14 schools may choose to open the schools for half of the school (using the initial groupings from the 50% opening). The arrangements will depend on the size and complexity of the school and local solutions can be put in place if the school can accept more pupils. All pupils should have attended school at least once during the first week. Individual arrangements will be put in place for Craigmarloch School and those attending support bases.
- 5.21 Schools will be advised that if any parent requires childcare between 12 and 14 August then this should be made available. These arrangements will hopefully allow everyone to feel safe, allow schools to explain new regimes to pupils and minimise disruption to parents.

When the national guidance is issued schools will communicate directly with parents.

- 5.22 **Arrangements for 1140 hours Early Learning and Childcare:-** The guidance for opening Early Years and Childcare settings was issued on 15 June. <https://www.gov.scot/publications/coronavirus-covid-19-phase-3-guidance-on-reopening-early-learning-and-childcare-services/>. Bespoke guidance for childminders and completely outdoor setting is also available.
- 5.23 Although the Scottish Government relieved the statutory requirement to do this, Inverclyde is able to offer 1140 hours for early years for academic year 2020/21 providing schools and early years establishments are safe to open. Parents have been informed of their allocated place. As previously reported to committee it has not been possible to allocate every family their preferred place with their preferred pattern, although for the majority of places we have been able to meet parental requests. There is still some ongoing discussion about the funding for cross boundary placements. Because not all authorities were in a position to deliver 1140 hours, the agreement in the west partnership was to fund the statutory requirement of 600 hours for cross boundary placements. This will be considered and reviewed at the beginning of August and will be reported to the Education and Communities Committee along with any financial implications.
- 5.24 The process for the commissioning of funded providers concluded at the end of June. After careful scrutiny in relation to operational, quality and financial processes 4 nursery settings and 19 childminders were awarded funded provider status as of August 2020. This is a significant increase in the number of funded providers in Inverclyde.
- 5.25 **Additional funding for the opening of schools:-** £100 million has been made available to support the reopening of schools. Up to half of this will be allocated to education authorities to employ additional staff to support the recovery curriculum. Whilst this funding was initially announced as being ring-fenced for newly qualified teachers, it is anticipated that this will not remain the case when the guidance is issued. The distribution of the funding is still to be decided. Inverclyde Education Services are working with teaching unions and head teachers to start the recruitment process for additional staff that will be required.
- 5.26 **Digital inclusion funding:-** On 9 July 2020 the Council applied for funding to provide 1200 digitally excluded students with laptops and 350 with Wi-Fi. This programme will equip every student with an entitlement to free school meals in secondary education with access to a device with appropriate connectivity as required. Further details of the arrangements in place to administer the distribution of the laptops will be taken to the September Education and Communities Committee.
- 5.27 **Delegated Approval to Award - Family Support Worker Tender:-** In line with the Council's Contract Standing Orders 17.3 (ii) delegated approval to award the tender for the Provision of a Family Support Worker Service is required. The total value of this tender exercise is £900,000. The contract period is 1 October 2020 until 30 September 2021 with an option to extend for a further 6 months until 31 March 2022.
- 5.28 In order to ensure quality the tender comprises of a 2 stage process, this includes a pass/fail section as part of the selection criteria. This section requires bidders to confirm they have the relevant experience and qualifications to deliver the Family Support Worker Service. If the bidder demonstrates they have the relevant experience and qualifications to deliver the Family Support Worker Service they are then taken forward to the evaluation and award criteria section of the process. This section of tender is weighted at 60% Price and 40% Quality.
- 5.29 In order to progress, delegated approval to award is required from committee. Following any approval a request will be sent to Legal Services to prepare and issue the standstill letters and subject to no challenges being made within the standstill period the contract will be formally awarded in time for the contract start date of 1 October 2020.
- 5.30 **Inverclyde Leisure:-** Officers are in regular discussion with Inverclyde Leisure (IL) regarding their financial position following the loss of almost all income since March. Based on latest

figures reported to the IL Board then if the Council were to request immediate repayment of unreimbursed payroll costs then there could be implications for IL's ongoing business as an independent organisation.

It is therefore recommended that the Sub-Committee agree that the Chief Financial officer write a letter of comfort to IL advising that the Council will continue to fund IL and will make a decision on increased funding in coming months. This will provide the IL Auditors and OSCR with reassurance.

- 5.31 It is anticipated that an announcement will be made soon by the Scottish Government regarding the opening of leisure facilities. A specific issue related to this is the potential extended opening of the Gourrock Pool. Based on opening the pool by the end of August, keeping the pool open until the end of October will cost approximately £36,000.

Environment, Regeneration and Resources

- 5.32 **Council Tax**:- After having been suspended since mid-March Council Tax follow up processes have been restarted. An initial letter has been issued to individuals currently in arrears encouraging people to get in touch with the Council for support or to make arrangements to catch up with payments. Officers intend to commence the more formal recovery processes in September but this will be refined to try and ensure that those in a more financially vulnerable situation are excluded at this time.

- 5.33 **Business Grants**:- The Business Grants scheme is now closed to new applications and officers are working their way through outstanding cases with the aim of completing the bulk of this by the end of July. As at 22 July 978 grants totalling £10.80million have been paid. As the Council has now utilised the initial £10.56million grant payment, the Scottish Government have paid a further £440,000 to the Council giving a total budget of £11.0million.

- 5.34 **Greenock Ocean Terminal**:- An update was provided to the Sub-Committee on 16 June 2020 which set out the contractual position for the Council following Central Building Contractors (Glasgow) Limited, the main contractor for the Greenock Ocean Terminal Building, entering administration. It was agreed prudent to carry out a high level options appraisal prior to committing to retender.

- 5.35 The options appraisal has been carried out however in order to fully understand the implications on the viability of the project there will be additional costs associated with the re-tender, and COVID-19 restrictions. It is estimated to prepare for a retender, costs will be £54k and this will initially met from the earmarked reserve pending inclusion in a revised City Deal Grant claim. Further discussion requires to be held with the interested parties for the project which may result in a change in the business model and recognition has to be given that these re-tender costs are being carried out at risk.

- 5.36 **Cruise Ships**:- Stuart McMillan MSP has forwarded a copy of the reply he received from the Scottish Government in respect of his letter to them of 11 May concerning the berthing of cruise ships in the Clyde. A copy is attached as **Appendix 2**.

- 5.37 **Committee cycle**:- it was the decision of the Executive Sub Committee at its 2 June 2020 meeting to approve the resumption of the meetings of the Council's committees as from 11 August 2020 on a remote online- only basis for that whole cycle. This report formalises the arrangements for the cessation of the Executive Sub Committee's powers at this point in the emergency.

6.0 COVID-19 TESTING

- 6.1 **Covid 19 Testing**:- At the Policy & Resources Executive Sub-Committee meeting on the 19 May it was requested that an update on key issues relating to testing be submitted to each future meeting of the Executive Sub-Committee.

- 6.2 The HSCP update on testing is provided in paragraphs 5.9 to 5.11.

6.3 Testing is accessed via the government website:

- Citizen Portal <https://www.nhs.uk/ask-for-a-coronavirus-test>
- Essential Workers self-referral <https://www.gov.uk/apply-coronavirus-test-essential-workers>
- Employers Portal <https://coronavirus-invite-testing.service.gov.uk/DaraTestDemand/Login>

6.4 **Testing for Council Employees and the Wider Community**:- The Council is continuing to publicise and promote testing amongst Inverclyde Council staff including HSCP and the community. Testing referrals can be made more than once daily and will be accepted between 8am and 6pm. This has assisted in speeding up the referral process.

6.5 Since 1 May there have been fourteen referrals for Council staff and one for a household member for testing. Of the 15 results received so far all have been negative. Three of the referrals were self-referrals, two of which were inconclusive and resulted in another referral via the Council. Eight of the tests have been related to staff working in Education. Five have been for staff in Regeneration and Planning, one for Environmental and Protective Services two for HSCP.

6.6 **Staff Testing**:- Due to declining numbers of symptomatic staff requesting tests, NHSGG&C has taken the decision to discontinue staff testing across sites from Tuesday 14 July. Health and social Care staff should now use NHS inform to request a test and will be directed via the UKGOV testing process to attend Glasgow Airport, Port Glasgow Health Centre or if not able to travel, to request a home test kit. Numbers for staff testing in Inverclyde have declined with around 16 of an available 550 appointments used in the past fortnight. We will retain the ability to restart this service if required in future.

6.7 As staff testing is currently carried out within the Greenock Health Centre Assessment Centre, this now means that the site will be completely closed each morning allowing the corridor to be re-opened for access to the podiatry area. Increased Podiatry appointments will be available until 12pm each day from w/c 20th.

6.8 **Assessment Centre**:- A second review on the future of the assessment centres across NHSGG&C is underway to determine current and future capacity and demand. Over the past fortnight 34 out of 100 appointments have been used with 27 of these being made directly by GPs and 7 being made by the hub at NHS24. Last week only 11 patients were seen (22% of the CAC capacity) with no positive Covid tests carried out for some time. This is a positive indication of the low levels of Covid circulating within the community at the present time.

7.0 CORRESPONDENCE WITH SCOTTISH GOVERNMENT

7.1 **Cabinet Secretary for Economy, Fair Work and Culture**:- following upon the review of this item at the 30 June 2020 meeting, the Executive Sub Committee agreed that the Leader of the Council should write to the Scottish Government with the Council's representations on the Newly Self Employed Hardship Fund and this is attached as **Appendix 3**.

7.2 **First Minister**:- The Chief Executive was requested at the meeting of the Policy & Resources Executive Sub-Committee on 2 June 2020 to write to the First Minister to seek support for families in Inverclyde and to request direct financial assistance for this campaign. The Chief Executive's letter and the response from the First Minister dated 16 July 2020 is **Appendix 4**.

7.3 **Cabinet Secretary for Health and Sport**:- The Chief Executive was requested at the Policy and Resources Executive Sub-Committee on 30 June to write to the Cabinet Secretary for Health and Sport, advising her that Members remain concerned about the level of Covid deaths in Inverclyde and wished answers in relation to how the virus came into Inverclyde at the outset of the pandemic and how was it transmitted. The Chief Executive's letter and the Cabinet Secretary's response dated 9 July 2020 is **Appendix 5**.

8.0 WORKFORCE ISSUES

- 8.1 **Workforce issues:** The issues in terms of workforce availability and confidence are crucial. Officers from Organisational Development, Policy & Communications are in contact with COSLA colleagues relative to workforce statistics, illness/absence rates, working from home, etc. This information is being collated at a national level and is helping to inform discussions between senior leaders in SOLACE, COSLA and the Scottish Government regarding the impact of COVID-19 on service provision, and the key staffing issues that require some form of national consideration.
- 8.2 **Employee attendance:** Information is being gathered on a daily basis by managers across the Council. This allows managers to assess resource implications for delivering essential services and also to maintain contact and support those unable to attend work.
- 8.3 The table below provides approximate absence levels council wide and within some of our key essential service areas, as at 16 July 2020:-

| | |
|---|--|
| Council | |
| Historic average absence rate (%) (Pre Covid-19 to give a baseline comparator.) | 4.3% |
| Absence rate on 16 July 2020 (%) (This includes all those employees reporting sick, those isolating, those absent with caring responsibilities and those non-essential employees at home unable to work from home). Please note that this excludes employees working from home. | <p>Council Wide 7.5%</p> <p><u>Essential Services Breakdown (% of Service Area)</u></p> <p>Home Care 7.8%</p> <p>Other HSCP 6.3%</p> <p>Waste Management 9%</p> <p>Facilities 4.5%</p> |

- 8.4 The table below provides a comparison of absence levels across the Council over the past few weeks which have been reported to this Committee (the breakdown of absence levels amongst essential services is not available for the 1st and 14th April dates):

| | 01.04.20 | 14.04.20 | 28.04.20 | 12.05.20 | 26.05.20 | 09.06.20 | 16.07.20 |
|-------------------|----------|----------|----------|----------|----------|----------|----------|
| Council | 19.0% | 19.3% | 18.5% | 17.5% | 17.6% | 16.9% | 7.5% |
| Home Care | N/A | N/A | 27.3% | 19.2% | 20.2% | 18.5% | 7.8% |
| Other HSCP | N/A | N/A | 21.87% | 14.2% | 17.3% | 11.22% | 6.3% |
| Waste Mgt | N/A | N/A | 29.5% | 24.3% | 24.0% | 23.9% | 9% |
| Facilities | N/A | N/A | 23.0% | 26.1% | 22.2% | 14.6% | 4.5% |

There has been a significant reduction in absence levels in some areas as Scottish Government advice has been updated and employees are supported back to work following periods of self-isolation.

- 8.5 From this, the Executive Sub-Committee should note that it is essential for all officers to focus all efforts and available resources on addressing the Council's response to the emergency and, for that key reason, the support of all Members is requested in circumstances where the expectations of routine enquiries or normal timescales for operational response to Councillors cannot be met. The emergency will involve delays to otherwise usual Council business and recognition of this impact is needed and officers will, of course, continue to focus service support on the vulnerable in the community.

8.6 **Recovery plans:-** Recovery groups have been set up Council wide to plan how we resume services and support employees back into the workplace. A Checklist for Managers has been developed which will support recovery plans and will cover areas such as: communication and consultation, continuation of homeworking, returning employees to work on a phased basis, workforce planning, and health and wellbeing. The Health & Safety team continue to provide risk assessments, advice on appropriate PPE, are working in close liaison with property services to ensure buildings are ready so that employees and visitors can safely undertake the correct social distancing and hygiene behaviours, as well as developing guidance on 'social distancing in offices'. HR Policies around home and flexible working will be reviewed in light of the ongoing crisis and lessons learned. All work to date and in the future will involve full engagement with our trade union colleagues.

9.0 IMPLICATIONS

9.1 Finance

Financial Implications:

One off Costs

| Cost Centre | Budget Heading | Budget Years | Proposed Spend this Report | Virement From | Other Comments |
|-------------------------|--------------------|--------------|----------------------------|---------------|-----------------------|
| Greenock Ocean Terminal | Building Contract | 2020/21 | £54,000 | n/a | Earmarked reserve |
| Leisure | Inverclyde Leisure | 2020/21 | £36,000 | | Fund from Covid Costs |

Annually Recurring Costs/ (Savings)

| Cost Centre | Budget Heading | With Effect from | Annual Net Impact | Virement From (If Applicable) | Other Comments |
|-------------|----------------|------------------|-------------------|-------------------------------|----------------|
| | | | | | |

9.2 Legal

There are no Legal implications other than as noted within this report.

9.3 Human Resources

There are no Human Resources implications other than as noted within this report.

9.4 Equalities

Equalities

(a) Has an Equality Impact Assessment been carried out?

| | |
|---|--|
| X | NO – This report does not introduce a new policy, function or strategy or recommend a substantive change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required |
|---|--|

(b) Fairer Scotland Duty

If this report affects or proposes any major strategic decision:-

Has there been active consideration of how this report's recommendations reduce inequalities of outcome?

| | |
|---|--|
| | YES – A written statement showing how this report's recommendations reduce inequalities of outcome caused by socio-economic disadvantage has been completed. |
| X | NO |

(c) Data Protection

Has a Data Protection Impact Assessment been carried out?

| | |
|---|---|
| | YES – This report involves data processing which may result in a high risk to the rights and freedoms of individuals. |
| X | NO |

9.5 Repopulation

All of the steps undertaken by Officers seek to support the long-term interests of the Inverclyde economy and to provide a secure and safe environment for its workforce.

10.0 CONSULTATIONS

10.1 The Corporate Management Team endorses this report.

11.0 BACKGROUND PAPERS

11.1 None

Policy & Resources Executive Sub-Committee
Weekly Update on Operational Decision Log
From Thursday 25 June 2020 to Wednesday 1 July 2020

Head of Legal & Property Services
GM/KB
2 July 2020

| Service Impact | Reason | Reported to CMT | Supporting Report Yes – N/A | Implemented | Officer |
|---|---|-----------------|--------------------------------|-------------|---------|
| Environment, Regeneration & Resources Directorate | | | | | |
| <u>Legal and Property Services</u> | | | | | |
| 65. Postpone commencement of taxi fare scale review from June 2020 to November 2020. | To take account of COVID -19 impact on the Inverclyde community in consultation with taxi trade and as statutory review timescales permit completion no later than May 2021 | Yes | Yes | 25.06.20 | GM |
| <u>Environmental & Public Protection</u> | | | | | |
| 66. Progressively re-open Play Areas, subject to Scottish Government guidance | To restore service provision to communities | Yes | N/A | 25.06.20 | GMacF |
| 67. Review the charging policy for multiple burials and multiple interments of ashes and assess multiple cremation charges. | To recognise COVID-19 impact and to take account of all other occurrences of multiple deaths | Chief Executive | N/A | 28.06.20 | GMacF |
| Health and Social Care Partnership | | | | | |
| 68. Restore centre based Learning Disability Care Services at the Fitzgerald Centre for 20% of service users by 11 August 2020. | To support service users and their carers as soon as possible with an incremental approach to embed social distancing and respiratory hygiene processes and taking account of PPE and transport requirements. | Yes | Yes | 30.06.20 | LL |
| 69. Older persons' care services- review after 31 July 2020 | Day centres provision for older people will be reviewed once shielding restrictions relaxed | Yes | Yes | 30.06.20 | LL |

Policy & Resources Executive Sub-Committee

Weekly Update on Operational Decision Log

From Thursday 2 July 2020 to Wednesday 8 July 2020

Head of Legal & Property Services

GM/KB

9 July 2020

| Service Impact | Reason | Reported to CMT | Supporting Report Yes – N/A | Implemented | Officer |
|---|--|-----------------|--|-------------|---------|
| ALL DIRECTORATES | | | | | |
| 70. All Offices and Depots to have phased re-opening in period 20 to 31 July 2020, subject to Scottish Government advice, with opening to the public at CSC and at HSCP offices on an appointment-only basis from the 15 July; access to Museum and Greenock, Gourock and Port Glasgow Libraries on limited pilot scheme basis from that date | To plan for Scottish Government possible announcement on phased progression of the Route Map and to restore, within social distancing and health restriction criteria, access to all operational locations safe access to relevant staff and the public. | Yes | As per Recovery Plan and Scottish Govt. guidance | 02.07 2020 | CMT |
| HEALTH AND SOCIAL CARE PARTNERSHIP | | | | | |
| 71. Revision: Restore centre based Learning Disability Care Services at the Fitzgerald Centre for 20% of service users on dates and schedule conform to Scottish Government guidance | To support service users and their carers with an incremental approach to embed social distancing and respiratory hygiene processes and taking account of PPE and transport requirements | Yes | As per Recovery Plan and Scottish Govt. guidance | 07.07.20 | LL |

Policy & Resources Executive Sub-Committee

Weekly Update on Operational Decision Log

From Thursday 9 July 2020 to Wednesday 15 July 2020

Head of Legal & Property Services

GM/KB

16 July 2020

| Service Impact | Reason | Reported to CMT | Supporting Report Yes – N/A | Implemented | Officer |
|---|---|-----------------|--|-------------|---------|
| EDUCATION, COMMUNITIES AND ORGANISATIONAL DEVELOPMENT | | | | | |
| 72. Use of Emergency Powers sought and obtained for School Trips - Refunds to parents for up to £75,000 relative to payments currently unrecovered or uninsured for cancellation of school trips due to COVID-19 | To deal equitably with the case-by-case arrangements for school trips and reimburse parents whilst schools pursue insurance claims. The unrecovered costs to be funded from the Schools' Budget and, where possible, from within the individual school resources. | Yes | Yes- Emergency Powers report submitted to Members | 09.07 2020 | RB |
| ENVIRONMENT, REGENERATION AND RESOURCES | | | | | |
| 73. Prioritised and phased re-opening of public toilets as from 20.07.20 commencing with Inverkip, Fore St, Port Glasgow, Ashton Prom, Gourrock, Esplanade, Greenock (and working with Clyde Muirshiel re Lunderston and Cornalees) | To restore public services to the Inverclyde public and to visitors and to provide for suitable cleaning and hygiene processes within the facilities | Yes | Yes | 09.07.20 | MMcN |

Policy & Resources Executive Sub-Committee
Weekly Update on Operational Decision Log
From Thursday 16 July 2020 to Wednesday 22 July 2020

Head of Legal & Property Services
GM/KB
23 July 2020

| Service Impact | Reason | Reported to CMT | Supporting Report Yes – N/A | Implemented | Officer |
|---|--|-----------------|--------------------------------|-------------|---------|
| H S C P | | | | | |
| | | | | | |
| 74. Make provision for sustainability payments to Older People Care Homes for those adversely impacted by COVID-19 | To provide additional financial assurance and support to the care home sector taking into account the Joint CoSLA and Health & Care Scotland Guidance. | Yes | Yes | 16.07 2020 | LL |
| ENVIRONMENT, REGENERATION AND RESOURCES | | | | | |
| Environment and Public Protection | | | | | |
| 75. Recommence Taxi / Private Hire testing as from 3 August 2020 in accordance with Driver and Vehicle Standards Agency guidance. | To support and maintain standards of vehicle roadworthiness for public safety and in consultation with the taxi trade. | Yes | Yes | 21.07.20 | KL |



T : 0300 244 4000
E : scottish.ministers@gov.scot

Stuart McMillan MSP
Stuart.McMillan.msp@parliament.scot

APPENDIX 2

Our Reference: 202000036693

21 July 2020

Dear Stuart,

Thank you for your email of 11 May about the proposed disembarking of crew from certain ships berthing at Greenock. I note the points that you raise, especially in light of concerns expressed by councillors and the local population about the impact COVID-19 is having in your constituency. I am sorry for the delay in my reply.

As you say, the legislative context within which we operate is that Border control is reserved to the UK Government while Port Health is devolved to Scotland. The Local Authority and the local NHS Board have statutory responsibility for port health. We are therefore working closely with Health Protection Scotland, Inverclyde Council and NHS Greater Glasgow and Clyde on this matter.

Schedule 21 Part 3 of the Coronavirus Act 2020 provides powers to require people to be detained for testing and assessment, and for requirements such as quarantining or restrictions of movement to be made.

We understand that the proposal in this instance was for a small number of vessels to arrive with only crew on board, some of whom may require to be repatriated. This would be carried out in line with health protection advice. Vessels would then take on stores and be anchored with a skeleton crew staying on board. This has occurred already in other ports around the UK including the Firth of Forth. Well established protocol exists to allow local councils, who are responsible for port health incidents, to effectively prevent any spread of COVID-19. There are procedures on declarations of health for ships arriving in Scottish ports and also procedures to be followed in the case of disembarkation being required from the ships. We understand that ships have now docked in Glasgow with a skeleton crew and no passengers on board. We will continue to liaise with the local authority on this and understand meantime that the ship has advised there are no instances of COVID-19 on board.

I hope that this provides some reassurance to you that authorities at both national and local levels take our responsibilities seriously when it comes to the health and wellbeing of all of those living and



working around our ports.

Yours sincerely,

GRAEME DEY



APPENDIX 3

Leader of the Council

Fiona Hyslop MSP
Cabinet Secretary for Economy, Fair Work and Culture
T3.26
The Scottish Parliament
Edinburgh
EH99 1SP

Fiona.Hyslop.msp@parliament.scot

Direct Line: 01475 712727
Email: stephen.mccabe@inverclyde.gov.uk
Our Ref: SMCc/
Your Ref:
Date: 14th July 2020

Dear Ms Hyslop,

I write to advise you that Inverclyde Council's Policy and Resources Executive Sub-Committee on the 30th June 2020 discussed the plight of some of our local businesses who are failing to access support from the various Government schemes to assist companies during the current pandemic.

Whilst I appreciate that business support interventions from both the United Kingdom and Scottish Governments for businesses affected by COVID-19 have provided significant support for many businesses both in Inverclyde and across Scotland I am writing to you on behalf of a number of Inverclyde business owners who find themselves ineligible for business support during these very challenging times.

I am deeply concerned that despite officers engaging with both representative bodies and directly with your officers, local businesses have, and still are "falling through the cracks" Whether it be a limited companies with a sole director as the employee or newly self-employed individuals who have had part year PAYE income or those who claimed universal credit, the lack of eligibility to access mainstream COVID-19 funds has been very damaging to their small businesses. I would therefore urge you to give consideration to those businesses / individuals who have not been able to access funds and seek a special intervention to remedy this unfortunate situation.

Members of Inverclyde Council and our local businesses look forward to hearing from you on what assistance the Scottish Government can provide.

Yours sincerely


Stephen McCabe
Leader of Inverclyde Council

APPENDIX 3

Cabinet Secretary for the Economy, Fair Work and Culture
Fiona Hyslop MSP



Scottish Government
Riaghaltas na h-Alba
gov.scot

T: 0300 244 4000
E: scottish.ministers@gov.scot

Councillor Stephen McCabe
Email: Jackie.McLaren@inverclyde.gov.uk

Our ref: 202000061441
23 July 2020

Dear Stephen,

Thank you for your letter of 14 July regarding the support provided to business affected by COVID-19.

Recognising the challenges faced by individuals and businesses caused by the Coronavirus (COVID-19) pandemic the Scottish Government acted quickly to put in place a package of support for business.

We have committed over £2.3 billion of business support measures, tailored to the particular needs of the Scottish economy. This support includes extra rates reliefs for non-domestic properties, the coronavirus business support fund and a £185 million package of targeted support for SMEs and the self-employed.

We are passing on every penny of the consequential funding received from the UK Government for business support, and more, directly to businesses, and more businesses in Scotland were made eligible through our decisions than would have been under the UK Government approach. We have also aimed to plug the gaps in existing UK-wide schemes.

We recognise that, as referred to in your letter, some businesses may not meet the eligibility criteria for our support schemes. You will appreciate that in offering support we have had to make difficult decisions and balance helping as many businesses as possible against affordability.

I would assure you that we continue to listen to the needs of businesses across Scotland to ensure they are receiving the maximum possible help and support during this unprecedented economic challenge. To ensure funds do not sit for too long in schemes that are attracting few applications, we recently closed the coronavirus business support fund to new applications. This will enable us to ensure that any remaining resources can be used to help business in other ways, as we have already started to do for the Pivotal Enterprise Resilience Fund. We will be actively considering how any remaining money will be re-routed to support business where it is most required.

You also highlight the particular examples of limited companies with a sole director, and newly self-employed individuals. Although we welcome the UK Government's Self-Employment Income Support Scheme because it provides much needed support for many self-employed

Scottish Ministers, special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. See www.lobbying.scot

St Andrew's House, Regent Road, Edinburgh EH1 3DG
www.gov.scot



INVESTORS
IN PEOPLE

Accredited
Until 2020

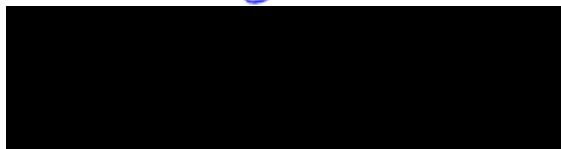


people in Scotland, we recognise that some self-employed people will fall outside of the eligibility of the scheme, including sole directors and those whose income from their self-employment comprised less than 50% of their total income for the 2018/19 tax year. As you will appreciate the scheme and the rules regarding its administration are reserved matters. However, the Cabinet Secretary for Finance wrote to the UK Government on 9 April to state our reservations to the Self-Employment Support Scheme being a blanket response to be applied to all self-employed individuals regardless of their differing financial situations and legal status.

The Scottish Government's Newly Self-Employed Hardship Fund was targeted at those people who were ineligible for the UK scheme, and was intended to provide a limited amount of support to people who had recently become self-employed and were experiencing hardship. We have called on the UK Government to provide additional funding for people who became self-employed in the 2019-20 financial year.

The Scottish Government is determined to help keep companies in business and we have worked tirelessly to keep business afloat. The package of business support remains under regular review and we will continue to work with the UK Government and consider any further support which may be required to fill the gaps or for the specific needs of Scotland's business community.

Kind regards



FIONA HYSLOP

Scottish Ministers, special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. See www.lobbying.scot

St Andrew's House, Regent Road, Edinburgh EH1 3DG
www.gov.scot



INVESTORS
IN PEOPLE

Accredited
Until 2020



APPENDIX 4

Our Ref: AF/JMcL

Date: 9th June 2020

Ms Nicola Sturgeon MSP
The First Minister
The Scottish Government
St. Andrew's House
Regent Road
Edinburgh
EH1 3DG

scottish.ministers@gov.scot

Aubrey Fawcett
BSc(Hons), DAAS, DipTP, RIBA, ARIAS, MRTPI
Chief Executive
Municipal Buildings
Clyde Square
Greenock
PA15 1LY
Tel: 01475 712701
Chief.executive@inverclyde.gov.uk

Dear First Minister

On 2 June 2020, Inverclyde Council's Policy and Resources Executive Sub-committee, in its capacity as the emergency committee for the Council during the COVID-19 pandemic, met and reviewed a motion about a campaign to support families in poverty in Inverclyde.

That support was agreed and consequently I am writing to you on behalf of the Council to seek support for the motion, the campaign behind it and action to deliver direct financial support to families in poverty.

While poverty in families transcends the current coronavirus pandemic all evidence shows that those living in poverty are among the worst affected by the virus.

The motion, which was proposed by Councillor Colin Jackson is attached in full, notes that a study by think tank, The Institute for Public Policy Research found that nearly half of families with children in Scotland are struggling to make ends meet through the current Covid-19 crisis.

The report states that 300,000 households with children in Scotland (49%) are struggling to make ends meet or are in serious financial difficulty and that the coronavirus pandemic is having a devastating impact on family finances.

Here in Inverclyde you will have seen we have been one of the worst affected areas by covid-19 with the highest death rates in the country. This year, Inverclyde has also become the area with the highest levels of deprivation in the Scottish Index of Multiple Deprivation (SIMD) statistics. In Inverclyde 7,886 people are in receipt of Universal Credit (April 2020 figures), the highest level since recording began.

According to the SIMD figures levels of acute deprivation in Inverclyde have almost doubled between 2016 and 2020. Data zone S01010891 in Greenock town centre is the most deprived data zone in Scotland. Also, there are 21 data zones within Inverclyde within the 5% most deprived in Scotland. Income and employment deprivation are highly significant issues for the whole of Inverclyde. The area has the second highest level of income deprivation in Scotland and the highest level of employment deprivation in Scotland.



13,945 (17.7%) of the local population is income deprived, compared to 12% in Scotland, but levels rise dramatically in our most deprived data zones. There are 7,126 people in Inverclyde that are employment deprived. This is 14.3% of the population and is higher than the Scottish average of 9%. Families have lost income due to covid-19 whether being furloughed or losing their jobs resulting in lack of income.

During this crisis, there has been a great deal of support from both the Scottish and UK Governments, local councils and other public services and the wider community to support families and individuals particularly geared towards helping them adhere to the lockdown rules.

As the country moves towards more normality the poverty gap and growing financial hardship will be more exposed.

As a step towards helping to alleviate the devastation caused in families in poverty the council is seeking Scottish Government support for the wider campaign and a direct payment of £250 to every child in a family in serious financial difficulty as an emergency package.

Yours sincerely



Aubrey Fawcett
Chief Executive



APPENDIX for letter to First Minister

Emergency Package to Prevent Child Poverty Crisis – Notice of Motion by Councillor Jackson

“(i) A study by IPPR (Scotland) has reported that nearly half of families with children in Scotland are struggling to make ends meet through the current Covid-19 crisis. The report states that 300,000 households with children in Scotland (49%) are struggling to make ends meet or in serious financial difficulty, that the coronavirus pandemic is having a devastating impact on family finances.

(ii) Over 100 children’s charities, faith groups, academics, think tanks, poverty campaigners and trade unions support a direct financial boost for all families living on low incomes to support them through the coronavirus crisis. Signatories include the STUC, Scottish Women’s Aid, Scottish Association for Mental Health, Joseph Rowntree Foundation, IPPR, Barnardo’s, Poverty Alliance, Child Poverty Action Group in Scotland and One Parent Families Scotland.

(iii) The latest Scottish index of multiple deprivation (SIMD) ranked Greenock town centre and east central the most deprived part of the country and the latest figures from the National Records of Scotland ranked Inverclyde local authority as having the highest Covid-19 death rate in the country.

(iv) Inverclyde families are at a higher risk of falling into financial hardship. Inverclyde Council ask that the Scottish Government support calls to step in to provide new payments to financially starved households, that in addition to support provided by the UK Government, through the powers already available to the Scottish Government, the First Minister fund an emergency package to prevent a child poverty crisis, to provide a new payment of £250 to every child in families in serious financial difficulty.”

APPENDIX 4

DIRECTORATE FOR HOUSING AND SOCIAL JUSTICE
DHSJ : Social Justice and Regeneration



Scottish Government
Riaghaltas na h-Alba
gov.scot

Aubrey Fawcett
Jackie.McLaren@inverclyde.gov.uk

Our Reference: 202000054724

16 July 2020

Dear Aubrey Fawcett,

Thank you for your correspondence of 9 June to the First Minister, Nicola Sturgeon MSP, seeking support for additional financial measures for families in poverty and advising of research undertaken by IPPR Scotland. The First Minister has asked me to respond as a policy officer in the Social Justice Strategy Unit.

We are aware of the acute strain that the coronavirus pandemic is putting on individuals and communities across Scotland, compounding the issues that children and families in poverty face. At times such as these, the urgent need to tackle poverty and inequality comes into ever sharper focus.

At the outset of the pandemic, we committed to meeting the scale of the challenge head on and have committed billions in additional investment to do just that. This includes over £2.3 billion in support for businesses enabling them to keep people, including parents, employed. In addition we have targeted specific intervention for self-employed individuals experiencing hardship so we can ensure people, regardless of their employment status are supported.

For our communities, we committed £350 million of new funding to support those most at risk and ensure that public services, third sector and community organisations are able to step up and meet the needs of people across the country. This includes more than doubling the resource available for the Scottish Welfare Fund to a total of £80.5 million, providing support to individuals in financial crisis. We have, to date, allocated over £100 million of new funding to local authorities from this package, with £50 million of flexible hardship funding to meet local needs and £30 million of initial investment targeted at food insecurity.

Scottish Ministers, special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. See www.lobbying.scot

St Andrew's House, Regent Road, Edinburgh EH1 3DG
www.gov.scot



**INVESTORS
IN PEOPLE**

Accredited
Until 2020



Beyond the scope of the communities funding package we recently committed a further £27.6 million to local authorities to tackle food insecurity and support individuals at risk. This includes the extension of Free School Meal provision until schools start back on 11 August, benefitting around 175,000 children and young people across Scotland. An additional £155 million of consequentials were announced for local authorities on 26 May and paid in June.

Through this unprecedented package of support, we have committed £125 million of funding to support third sector and community efforts across Scotland to ensure they can provide tailored support for those in need through our Wellbeing and Supporting Communities Funds, from which Inverclyde is benefitting. For example, from our Supporting Communities Fund we awarded £40,000 to Inverclyde Community Development Trust and £140,000 to Oak Tree Housing Association, helping them respond to community needs. We have published a Communities funding [mapping tool](#) which highlights investment by local authority, and details of individual organisations receiving funding can be found on the [SCVO website](#).

As we progress through the routemap and towards our new normal, we are working to repair the social and economic damage wrought by the pandemic. The IPPR campaign you cite is right to note that there are certain powers available to us to take further action but these are limited, just as resources are finite, and we must prioritise. That is why in June we announced a further boost to the support available to carers – many of whom are women and are facing additional financial pressures. Thanks to the successful passage of our second Covid-19 Bill on 26 May, around 83,000 eligible carers received an extra £230.10 through a special one-off payment in June - backed by investment of £19.2 million. We have also confirmed delivery of the Scottish Child Payment as a priority to make this new payment available to low income families as soon as practicable in the current circumstances.

We are taking significant steps to support individuals and communities across Scotland and remain firmly committed to working together to tackle poverty and inequality and deliver a fairer, greener and more prosperous Scotland.

Yours sincerely

Christine Gilmore
SJR : Social Justice Strategy Unit

Scottish Ministers, special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. See www.lobbying.scot

St Andrew's House, Regent Road, Edinburgh EH1 3DG
www.gov.scot



INVESTORS
IN PEOPLE

Accredited
Until 2020



APPENDIX 5

Our Ref: AF/JMcL

Date: 2nd July 2020

Jeane Freeman MSP
Cabinet Secretary for Health and Sport
T3.23
The Scottish Parliament
Edinburgh
EH99 1SP

Jeane.Freeman.msp@parliament.scot

Aubrey Fawcett
BSc(Hons), DAAS, DipTP, RIBA, ARIAS, MRTPI
Chief Executive
Municipal Buildings
Clyde Square
Greenock
PA15 1LY
Tel: 01475 712701
Chief.executive@inverclyde.gov.uk

Dear Ms Freeman,

Covid-19 Mortality Rates in Inverclyde

I refer to our telecom meeting on the 19th June 2020.

Can I first of all thank you for taking time to discuss with me the concerns of Members about the level of Covid-19 and excess deaths in Inverclyde. In this regard I have informed our Policy and Resources Executive Sub – Committee on 30th June about our discussions and it was agreed that I write to you again advising that Members remain concerned about Inverclyde having the highest level of recorded Covid-19 deaths per head of population in Scotland and are asking for a specific research to provide answers to the following:

- How did the coronavirus come into Inverclyde?
- How was it transmitted?
- What action could be taken to avoid such a high death rate in future?

You indicated in our meeting on the 19th June that Public Health Scotland was undertaking research work in collaboration with the University of Glasgow and it may of benefit to extend the University's commission to include a specific study of what happened in Inverclyde. The Council is willing to contribute to the costs for this additional work and would ask that this study is commenced and completed as soon as possible.

For your information, I intend updating Members on progress of this request at our next Committee meeting on the 28th July 2020.

I look forward to hearing from you and specifically what contribution may be required to enable this study to be progressed with some urgency.

Yours sincerely



Aubrey Fawcett
Chief Executive



Cabinet Secretary for Health and Sport
Jeane Freeman MSP



Scottish Government
Riaghaltas na h-Alba
gov.scot

T: 0300 244 4000
E: scottish.ministers@gov.scot

Aubrey Fawcett
Inverclyde Council

By email: Chief.executive@inverclyde.gov.uk

Cc: Angela.Leitch@nhs.net

Your ref: AF/JMcL

9 July 2020

Thank you for your letter of 2 July 2020 raising the continued concerns of your Members.

Given the seriousness of this matter, I have spoken with colleagues at Public Health Scotland and they have agreed to look into this issue further. PHS are able to look at the data for Inverclyde and compare with data from other areas of Scotland to find out how Covid-19 was transmitted in Inverclyde. This would include looking at the first cases with Inverclyde post codes and the temporal relationship with other causes.

Once that work is complete, PHS have offered to engage directly with NHS Greater Glasgow and Clyde to discuss their findings. They can then explore if there were any specific events in Inverclyde during the period in question that could be the subject of further investigation, including potential for genomic sequencing.

We do know that the pandemic is impacting differently on different parts of the country and different population groups. Deprivation profile is a significant contributor to this, which will be of particular significance in Inverclyde. PHS has published a number of papers specifically associated with deprivation and more information can be found on their website: <https://beta.isdscotland.org/find-publications-and-data/population-health/covid-19/covid-19-weekly-excess-deaths/>.

There is also a wider body of work on the impact of poverty and inequality on health in the West of Scotland. PHS published a report last week with the Glasgow Centre for Population Health, which looks at pre-COVID progress around the actions set out in the 2016 report [History, politics and vulnerability: explaining excess mortality in Scotland and Glasgow](#).

Scottish Ministers, special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. See www.lobbying.scot



The original report reviewed the evidence for the likely causes of the high levels of excess mortality seen in Scotland and Glasgow compared with elsewhere in the UK and made 26 specific policy recommendations aimed primarily at Scottish Government and local government. The new report [Policy recommendations for population health: progress and challenges](#), finds a mixed picture with several positive developments in relation to national and local policy, but also a number of areas where there has been little progress.

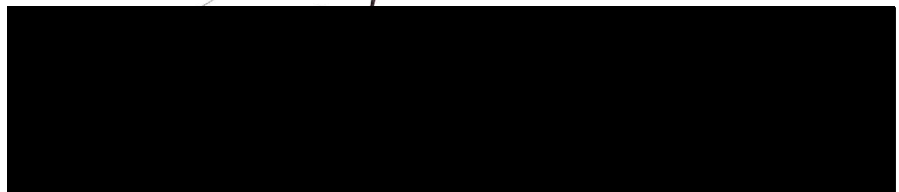
As you mentioned in your letter, research is about to commence with the Universities of Glasgow and Edinburgh and the Poverty Alliance to understand how to mitigate the medium to long term impacts of the pandemic.

Hopefully this research can help inform future actions to prevent this from happening again in the future in Inverclyde. As the Health Secretary, I have taken a number of steps to control the spread of the virus across Scotland and prevent this rise in the R number. Most notably, our Test & Protect programme, launched on 28 May, is specifically designed to break chains of transmission in the community. Our expert contact tracers will support the management of outbreaks by identifying anyone who the tested individual has had close contact with. Those close contacts will then be asked to self-isolate for 14 days.

As agreed with COSLA and SOLACE, support will be made available to local authorities via the National Assistance helpline for people who are at risk and do not have people near them who are able to help.

I hope you find this letter useful. I have copied my response to Angela Leitch, Chief Executive of PHS, and I would encourage you to contact her regarding the data study and the Poverty Alliance work.

Kind regards



JEANE FREEMAN

Scottish Ministers, special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. See www.lobbying.scot

St Andrew's House, Regent Road, Edinburgh EH1 3DG
www.gov.scot



INVESTORS
IN PEOPLE

Accredited
Until 2020



| | | | |
|-------------------------|---|--------------------|---------------------|
| Report To: | Policy & Resources Executive Sub-Committee | Date: | 28 July 2020 |
| Report By: | Corporate Director Environment, Regeneration & Resources | Report No: | LP/073/20 |
| Contact Officer: | Diane Sweeney | Contact No: | 01475 712147 |
| Subject: | Disasters Emergency Committee Scotland: COVID-19 Pandemic – Request by Councillor McCabe | | |

1.0 PURPOSE

- 1.1 The purpose of this report is to advise the Executive Sub-Committee of a request received from Councillor McCabe that the Council considers supporting the Disasters Emergency Committee (DEC) appeal for the world's most vulnerable countries facing Coronavirus.

2.0 SUMMARY

- 2.1 Oxfam has contacted Councillor McCabe on behalf of the DEC Scotland seeking support for an urgent appeal launched on 14 July 2020, as described in the appendix.
- 2.2 The appeal will help protect the poorest and most vulnerable communities living in refugee and internal displacement camps in the world's most fragile places: Yemen, Syria, Somalia, South Sudan, Democratic Republic of Congo, Afghanistan and Bangladesh, as the COVID-19 pandemic hits.
- 2.3 Donations will be used to provide families with clean water, soap and safety information, frontline medical and aid workers with equipment and supplies to care for the vulnerable and sick and ensure that families get enough food to prevent malnutrition.
- 2.4 The DEC is seeking support for the appeal from Councils in Scotland by means of financial donation and support for promotional activities.
- 2.5 The Council has previously made the following donations to the DEC and Oxfam:
DEC - 18 November 2014 – Ebola (£10,000)
DEC - 19 May 2015 – Nepal Earthquake Appeal (£10,000)
Oxfam – 20 September 2016 – Malawi Food Crisis (£10,000)
DEC - 16 February 2017 – Yemen Crisis (£10,000)
Oxfam – 6 April 2017 – East Africa Food Crisis (£20,000)
DEC – 1 November 2017 – People Fleeing Myanmar (£10,000)
DEC - 26 March 2019 – Cyclone Idai (£10,000)

3.0 RECOMMENDATION

- 3.1 It is recommended that the Sub-Committee considers the request by Councillor McCabe.

APPENDIX

From: Kenneth.Watt@my-communications.com [<mailto:Kenneth.Watt@my-communications.com>]
Sent: 14 July 2020 16:33
To: Cllr Stephen McCabe <Stephen.McCabe@inverclyde.gov.uk>
Subject: Disasters Emergency Committee - Scotland appeal launch

Dear Councillor

Today, the Disasters Emergency Committee - made up of the UK's leading aid agencies - has launched an urgent appeal for the world's most vulnerable countries facing coronavirus.

Millions of lives are at stake as the Covid-19 pandemic hits the world's most fragile places - countries suffering conflict. Families who have been forced to flee their homes and lost everything in places like Yemen, Syria and Somalia face a deadly new threat.

The appeal will help protect the poorest and most vulnerable communities living in refugee and internal displacement camps in the world's most fragile places: Yemen and Syria in the Middle East; Somalia, South Sudan and Democratic Republic of Congo (DRC) in Africa, as well as Afghanistan and the Rohingya refugee camps in Bangladesh. There are 24 million internally displaced people in total in these fragile states, and an additional 850,000 Rohingya people living in the world's biggest refugee camp in Bangladesh.

Donations will be used to provide families with clean water, soap and information on keeping themselves safe, frontline medical and aid workers with equipment and supplies to care for the vulnerable and sick and ensure families get enough food to prevent malnutrition, particularly amongst children.

We are pleased to have the support of the Scottish Government which is releasing £240,000 from its Humanitarian Emergency Fund to give directly to DEC charities and other Scottish aid agencies who are now responding to the crisis, and the UK government has promised to match fund up to £10 million.

However, the success of this appeal will come from the support of individuals and we would really appreciate your support to raise its profile and to raise vital funds:

1. Share [our appeal video from Annie Lennox on your Twitter](#) and [download this for your Facebook](#) profiles
2. Share [these strong images and suggested posts for social media](#)
3. Include a message of support in a press release or your local news paper column, with suggested wording below
4. Print or hold up on a screen [this graphic](#) and take a selfie with it to encourage your followers to text to donate.

Suggested newspaper column

[Insert sentence acknowledging local challenges, communities coming together, the dedication of the NHS, Social care and the support played by volunteers, acknowledging that everyone will have been affected by this pandemic, whether through people who are no longer with us or from changes in the way we live – this is best coming in your words]

As lockdown measures slowly lift here in Scotland, elsewhere refugees and families who have fled violence and hunger in countries suffering conflict need our help.

Many are now living in crowded refugee and displacement camps with little access to medical care,

APPENDIX

clean water or enough food, making them extremely vulnerable to coronavirus. In these places, the virus is likely to be even more deadly than it has been here.

Imagine having to leave everything behind to keep your family safe, only to face a new, silent threat: Covid-19. This is the reality for people living in tents and makeshift shelters without running water in places like Yemen, Syria, Somalia, South Sudan, Democratic Republic of Congo, Afghanistan and the Rohingya refugee camps in Bangladesh.

There are not enough hospital beds or supplies to treat those who fall ill. But, as we have seen in the UK, simple measures can make a huge difference. If we act now to protect millions of vulnerable people, many lives can be saved.

We know that the virus spreads more easily in crowded places. These camps are some of the most densely populated places on the planet – for example, the Rohingya refugee camps in Bangladesh are one and a half times more densely populated than New York City, without any multi-story buildings. In Idlib province, Syria, families displaced by the war are sharing tents due to lack of space, elderly or vulnerable relatives included.

Basic handwashing facilities are often either unavailable or shared between many people. In displacement camps in Somalia, it is common for people to wash their hands with ashes due to a lack of soap. This is not an effective way to prevent the spread of the virus, which is likely to quickly infect a high proportion of the population in such crowded conditions if it goes unchecked.

These are places without any strong health and economic systems to deal effectively with the devastating effects of this deadly virus, this is why the Disaster Emergency Committee appeal now deserves our attention and our support.

The seven DEC member charities in Scotland need your help to provide families with clean water, soap and information on keeping themselves safe; provide frontline medical and aid workers with equipment and supplies to care for the vulnerable and sick; and ensure families get enough food to prevent malnutrition, particularly amongst children.

People who have suffered so much need your help now more than ever to face this new threat. Please join me and donate at dec.org.uk

Please include the following donation information in any onward communication:

Donations can be made: online? www.dec.org.uk; via the 24 hour hotline on 0370 60 60 610. People can also donate £5 by texting the word SUPPORT to 70000.

Thank you again for any support you can give, it will help us save and rebuild so many lives, we do really appreciate it.

If you would like any further information, please do not hesitate to get in touch.

Kenneth Watt
On behalf of the Disasters Emergency Committee Scotland

Kenneth Watt
Campaigns Manager, Oxfam Scotland
07411 884887
kwatt1@oxfam.org.uk

| | | | |
|-------------------------|---|--------------------|---------------------|
| Report To: | Policy & Resources Executive Sub-Committee | Date: | 28 July 2020 |
| Report By: | Corporate Director Education, Communities & Organisational Development | Report | LP/076/20/EM |
| Contact Officer: | Eddie Montgomery | Contact No: | 01475 712472 |
| Subject: | Early Learning and Childcare Expansion – Infrastructure Update and Project Approvals | | |

1.0 PURPOSE

- 1.1 The purpose of the report is to update the Sub-Committee in respect of the status of the two remaining major capital projects within the 1140 Hours infrastructure expansion plan and obtain delegated authority to progress the formal legal process for acceptance of the construction contracts.

2.0 SUMMARY

- 2.1 This report advises the Sub-Committee in respect of the progress and financial status of the two remaining key infrastructure projects within the Council's Early Learning & Childcare Expansion Plan at Larkfield Children's Centre and the Park Farm (Rainbow Family Centre).
- 2.2 The projects have progressed to a stage where approval is required to progress the formal legal agreements for the construction of the facilities. The report confirms the overall financial position and budget availability within which the project costs will be contained.

3.0 RECOMMENDATIONS

- 3.1 That the Sub-Committee notes the progress on the projects.
- 3.2 That the Sub-Committee approves delegated authority to the Head of Legal and Property Services to agree, execute and deliver the Design and Build Development Agreements for the Larkfield and Park Farm (Rainbow Family Centre) projects as detailed in 7.1 provided the cost is within the available budget for the projects.

Ruth Binks
**Corporate Director Education,
Communities & Organisational
Development**

4.0 BACKGROUND

- 4.1 The Scottish Government's plan to increase the entitlement of early learning and childcare from 600 hours to 1140 hours by 2020 requires substantial levels of investment in workforce and infrastructure to support the expansion. Inverclyde Council submitted its initial expansion plan to the Scottish Government on 29th September 2017 on how it intended to deliver this expansion and this was reported to the October 2017 Education & Communities Committee. A full reworking of the plan was undertaken with submission of a revised financial template in March 2018 with the revised plan reported to the special Education & Communities Committee in June 2018. The most recent update on progress was provided to the Policy & Resources Executive Sub-Committee of 16 June 2020.
- 4.2 Regular reports on progress have been included in the capital programme progress reports to the Education & Communities Committee covering the infrastructure and capital funded elements of the expansion plan. The current position on the two final key infrastructure projects within the plan is outlined in the sections below.

5.0 LARKFIELD CHILDREN'S CENTRE

- 5.1 The proposals involve the provision of a new build replacement for an expanded service at Larkfield Children's Centre which currently operates from a wing of the former Sacred Heart Primary School building scheduled to become surplus following the current use by St Mary's Primary School. This project is being progressed via hub West Scotland and, prior to the COVID-19 lock down restrictions, was approaching the end of hub stage 2 in preparation for financial close.
- 5.2 Following Scottish Government direction, and in accordance with the phased recovery plan for construction activity restart, the activities around concluding the market testing and Stage 2 report have recommenced with the return from furlough of consultant and contractor staff. It is anticipated that the formal Stage 2 report will be approved via the hub West Scotland board in July. Formal Planning approval for the project was granted at the March Planning Board. Building Warrant approval is based on a staged application with the first stage approval agreed.
- 5.3 It should be noted that the project progress and ability to commence on site is also dependent on the completion of the St Mary's Primary School project which restarted on site on 22nd June and is currently projecting completion in early October. The project also requires the purchase of the Stafford Road site from River Clyde Homes and Scottish Ministers approval in relation to the conditions of the previous stock transfer agreement. This process is now at an advanced stage with conclusion anticipated in August. Subject to the satisfactory conclusion of the items above the current programme anticipates financial close in early September with a start on site mid-October and completion of phase 1 (new Larkfield building) in July 2021 and completion of phase 2 (demolition of the existing Sacred Heart building) by the end of 2021.

6.0 PARK FARM (RAINBOW FAMILY CENTRE)

- 6.1 The proposals involve the provision of a new build expansion / extension which will operate in tandem with the existing Rainbow Family Centre. This project is being progressed via hub West Scotland and, prior to the COVID-19 lock down restrictions, was approaching the end of hub stage 2 in preparation for financial close.

- 6.2 Following Scottish Government direction, and in accordance with the phased recovery plan for construction activity restart, the activities around concluding the market testing and Stage 2 report have recommenced with the return from furlough of consultant and contractor staff. It is anticipated that the formal Stage 2 report will be approved via the hub West Scotland board in July. Formal Planning approval for the project is imminent with report currently being put forward for determination under delegated powers. Building Warrant approval is based on a staged application with the first stage approval agreed and a separate warrant in place for the demolition of the existing community centre building.
- 6.3 Subject to the satisfactory conclusion of the items above the current programme anticipates financial close in early August with a start on site in September and completion in May/June 2021.

7.0 PROJECT APPROVALS

7.1 As outlined in sections 5.0 and 6.0 above the Larkfield Children's Centre and Park Farm (Rainbow Family Centre) projects are currently progressing towards completion of hub stage 2 and financial close following conclusion of the market testing stage. Approval to sign up as participants in hub West Scotland was obtained at the Policy and Resources Committee of March 2013. Subsequent to that approval the Council signed the Territory Partnering Agreement (TPA) and the Participants Agreement. The Education & Communities Committee has been provided with regular updates on the progress of the project through the hub delivery model stages. The current programme for the projects now requires approval to move to financial close and enter into a Design and Build Development Agreements with hub West Scotland Ltd. (and related documents) for the design and construction of the new Larkfield Children's Centre / Extension of the Existing Rainbow Family Centre. The Sub-Committee is requested to:

- Approve the execution, delivery and performance of the Design and Build Development Agreements with hub West Scotland Ltd. (and any documents incidental and/or relative thereto) in respect of the Larkfield Children's Centre Project and the Rainbow Family Centre Project ; and
- Grant delegated authority to the Head of Legal and Property Services to agree, execute and deliver the Design and Build Development Agreements (and any documents incidental and/or relative thereto) in respect of these projects.

8.0 IMPLICATIONS

8.1 Finance

The Scottish Government confirmed a total Capital grant of £5.98m to Inverclyde Council as part of the overall 1140 hours funding. The capital allocation for the two projects above within this total Capital grant is £4.65m.

It should also be noted that the March Education & Communities Committee supported the creation of a £600K earmarked reserve to allow a carry forward of underspend in the 2019/20 Early Learning and Childcare revenue budget to support the capital infrastructure projects and projected pressure on the 1140 Hrs Capital grant allocation. This was subsequently approved by the March Policy & Resources Committee. An update on the projected underspend was provided to the Policy & Resources Executive Sub-Committee of 16 June 2020 which added a further £78K to the figure earmarked to support infrastructure developments.

The Education capital programme also includes £366K for the demolition of the former Sacred Heart Primary School facility. This work is included in the Larkfield project due to its direct link with the relocation of the existing Larkfield facility with both elements considered together as part of the formal planning approval process.

One off Costs

| Cost Centre | Budget Heading | With Effect from | Annual Net Impact £000 | Virement From (if Applicable) | Other Comments |
|---------------|-------------------|------------------|------------------------|-------------------------------|--------------------------------------|
| 82970 / 82971 | ELC Capital | 2018-22 | 4,650 | | Funding for the 2 new build projects |
| 00408 | ELC CFCR | 2020-21 | 678 | | |
| 82957 | Education Capital | 2021-22 | 366 | | Sacred Heart Demolition |
| | | | 5,694 | | |

The project costs are subject to conclusion of the processes outlined in sections 5 and 6 and will be contained within the available budget in the table above. It should be noted that this includes the impact of COVID-19 restricted working practices and adjusted working methods / programme to align with the Scottish Government phased recovery plan for the construction sector.

8.2 **Legal**

There are no legal issues.

8.3 **Human Resources**

There are no human resources issues.

8.4 **Equalities**

(a) Has an Equality Impact Assessment been carried out?

| | |
|---|---|
| | YES |
| X | NO - This report does not introduce a new policy, function or strategy or recommend a substantive change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required. |

(b) Fairer Scotland Duty

If this report affects or proposes any major strategic decision:-

Has there been active consideration of how this report's recommendations reduce inequalities of outcome?

| | |
|---|--|
| | YES – A written statement showing how this report's recommendations reduce inequalities of outcome caused by socio-economic disadvantage has been completed. |
| X | NO |

(c) Data Protection

Has a Data Protection Impact Assessment been carried out?

| |
|---|
| |
| X |

YES – This report involves data processing which may result in a high risk to the rights and freedoms of individuals.

NO

8.5 Repopulation

The regeneration works outlined in this report should contribute to retaining and increasing the population within the area. There are no repopulation issues.

9.0 CONSULTATION

9.1 There are no direct staffing implications in respect of the report and as such the Head of Organisational Development, Policy and Communications has not been consulted.

9.2 There are no legal issues arising from the content of this report. The Head of Legal and Property Services has been consulted in respect of the requirement as authorised signatory as part of the hub process and in respect of the on-going land transaction for Stafford Road site.

9.3 The Chief Financial Officer has been consulted on this report.

10.0 LIST OF BACKGROUND PAPERS

10.1 None.

| | | | |
|-------------------------|---|--------------------|---------------------|
| Report To: | Policy & Resources Executive Sub-Committee | Date: | 28 July 2020 |
| Report By: | Corporate Director Environment, Regeneration & Resources | Report No: | LP/077/20 |
| Contact Officer: | Audrey Galloway | Contact No: | 01475 712102 |
| Subject: | Report on the Annual Return on Charter to the Scottish Housing Regulator | | |

1.0 PURPOSE

The purpose of this report is to:-

- 1.1 Advise the Sub-Committee that the 2019/20 Annual Return On Charter (ARC) to the Scottish Housing Regulator has now been completed. A copy of the report is attached at Appendix 1. This is an annual submission which requires sign off by Committee.

2.0 SUMMARY

Annual Return on Charter (ARC)

- 2.1 The Scottish Housing Regulator requires Social Landlords, including Local Authorities, to complete the ARC each year. This return measures and assesses the landlord's performance in progressing towards or achieving the Charter Outcomes and Standards through the provision of key performance information. This year the ARC must be signed off and returned to the Regulator by the 31st July 2020.
- 2.2 The Council has ten tenants who occupy their house on the basis of a Scottish Secure Tenancy (SST) and therefore the ARC must be completed taking into account the views of these ten tenants. The Council has two further housing tenants who do not have a SST and there is one vacant house, there is no requirement to report to the Regulator on these.

3.0 RECOMMENDATIONS

Annual Return on Charter (ARC)

- 3.1 It is recommended that the Sub-Committee considers the Annual Return on the Charter prepared on behalf of Inverclyde Council and if satisfied, signs the document, where indicated, following which it will be returned to the Scottish Housing Regulator for publication on the Regulator's webpage.

Gerard Malone
Head of Legal and Property Services

4.0 BACKGROUND

Annual Return on Charter (ARC)

- 4.1 The Housing (Scotland) Act 2010 (The Act) required Scottish Ministers to set standards and outcomes which social landlords should aim to achieve, and to publish these in a Scottish Social Housing Charter. It is the responsibility of each landlord to meet these outcomes and standards and report this information to tenants, homeless people and other service users.
- 4.2 The Council has thirteen houses, ten of which are occupied on Scottish Secure Tenancies, as such, the Council is considered a social landlord and must therefore complete the ARC. In order to answer the questions within the ARC a survey was sent out electronically to all tenants. The ARC was completed based on the survey returns and on other technical information, where necessary, provided by officers with the appropriate knowledge.
- 4.3 Although initial surveys, plus several reminders were sent out, only 5 returns were received, one of which was from a tenant who does not have a SST. This is a response rate of 40%. The Regulator has been made aware of the response rate and has confirmed that the ARC should be completed on the basis of submissions received.
- 4.4 In addition to the survey returns, other technical and financial questions in the ARC were completed with information which was received from officers within property, finance and the homelessness section of the HSCP, who all have the appropriate knowledge of these houses.
- 4.5 Once the ARC is formally signed off this will be returned to the Scottish Housing Regulator and will be published on the Regulator's webpage.

5.0 IMPLICATIONS

5.1 Finance

Financial Implications:

One off Costs (Savings)

| Cost Centre | Budget Heading | Budget Years | Proposed Spend this Report | Virement From | Other Comments |
|-------------|----------------|--------------|----------------------------|---------------|----------------|
| | | | | | |

Annually Recurring Costs/ (Savings)

| Cost Centre | Budget Heading | With Effect from | Annual Net Impact | Virement From (If Applicable) | Other Comments |
|-------------|----------------|------------------|-------------------|-------------------------------|----------------|
| | | | | | |

5.2 Legal

No implications

5.3 Human Resources

No implications.

5.4 Equalities

(a) Has an Equality Impact Assessment been carried out?

| | |
|---|--|
| | YES |
| X | NO – This report does not introduce a new policy, function or strategy or recommend a substantive change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required |

(b) Fairer Scotland Duty

If this report affects or proposes any major strategic decision:-

Has there been active consideration of how this report's recommendations reduce inequalities of outcome?

| | |
|---|--|
| | YES – A written statement showing how this report's recommendations reduce inequalities of outcome caused by socio-economic disadvantage has been completed. |
| X | NO |

(c) Data Protection

Has a Data Protection Impact Assessment been carried out?

| | |
|---|---|
| | YES – This report involves data processing which may result in a high risk to the rights and freedoms of individuals. |
| X | NO |

Repopulation

5.5 No implications.

6.0 CONSULTATIONS

6.1 The Chief Financial Officer has been consulted on the contents of this report.

6.2 The Head of Regeneration & Planning has been consulted on this report.

7.0 BACKGROUND PAPERS

7.1 None



APPENDIX

Landlord name: Inverclyde Council

RSL Reg. No.: 1,016

Report generated date: 20/07/2020 14:48:15

Approval

| | | |
|------|--------------------|--|
| A1.1 | Date approved | |
| A1.2 | Approver | |
| A1.3 | Approver job title | |
| A1.4 | Comments | |

**Social landlord contextual information****Lets**

| | | |
|--|--|--|
| Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3) | | |
|--|--|--|

| | | |
|--------------|--|---|
| C3.1 | The number of 'general needs' lets during the reporting year | 0 |
| C3.2 | The number of 'supported housing' lets during the reporting year | 0 |
| Indicator C3 | | 0 |



| The number of lets during the reporting year by source of let (Indicator C2) | | |
|--|---|---|
| C2.1 | The number of lets to existing tenants | 0 |
| C2.2 | The number of lets to housing list applicants | 0 |
| C2.3 | The number of mutual exchanges | 0 |
| C2.4 | The number of lets from other sources | 0 |
| C2.5 | The number of lets to homeless applicants. | 0 |
| C2.6 | Total number of lets excluding exchanges | 0 |

Annual Return on the Charter (ARC) 2019-2020

Comments (Social landlord contextual information)

All tenants have been in occupation of their houses for a number of years.

**Overall satisfaction****All outcomes**

| |
|---|
| Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1) |
|---|

| | | |
|-------|---|-------------------------------------|
| 1.1.1 | 1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed | 4 |
| 1.1.2 | the fieldwork dates of the survey | 04/2020 |
| 1.1.3 | The method(s) of administering the survey: | |
| | Post | <input type="checkbox"/> |
| 1.1.4 | Telephone | <input type="checkbox"/> |
| 1.1.5 | Face-to-face | <input type="checkbox"/> |
| 1.1.6 | Online | <input checked="" type="checkbox"/> |
| 1.2.1 | 1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded: | 3 |
| | very satisfied | |
| 1.2.2 | fairly satisfied | 0 |
| 1.2.3 | neither satisfied nor dissatisfied | 0 |
| 1.2.4 | fairly dissatisfied | 1 |
| 1.2.5 | very dissatisfied | 0 |
| 1.2.6 | no opinion | 0 |
| 1.2.7 | Total | 4 |

| | |
|-------------|--------|
| Indicator 1 | 75.00% |
|-------------|--------|

Annual Return on the Charter (ARC) 2019-2020

Comments (Overall satisfaction)

Surveys were sent to all tenants, only 4 responded.



The customer / landlord relationship

Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

| | | |
|-------|--|---|
| 2.1 | How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?" | 4 |
| 2.2.1 | 2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed | 2 |
| 2.2.2 | fairly good at keeping them informed | 1 |
| 2.2.3 | neither good nor poor at keeping them informed | 1 |
| 2.2.4 | fairly poor at keeping them informed | 0 |
| 2.2.5 | very poor at keeping them informed | 0 |
| 2.2.6 | Total | 4 |

| | | |
|--|-------------|--------|
| | Indicator 2 | 75.00% |
|--|-------------|--------|



Participation

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

| | | |
|-------|---|---|
| 5.1 | How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?" | 4 |
| 5.2.1 | 5.2 Of the tenants who answered, how many said that they were: very satisfied | 0 |
| 5.2.2 | fairly satisfied | 1 |
| 5.2.3 | neither satisfied nor dissatisfied | 3 |
| 5.2.4 | fairly dissatisfied | 0 |
| 5.2.5 | very dissatisfied | 0 |
| 5.2.6 | Total | 4 |

| | | |
|--|-------------|--------|
| | Indicator 5 | 25.00% |
|--|-------------|--------|

Annual Return on the Charter (ARC) 2019-2020

Comments (The customer / landlord relationship)

Council has a one to one relationship with all its tenants.



Housing quality and maintenance

Quality of housing

| |
|--|
| Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8) |
|--|

| | | |
|---------------------------------------|--|---------|
| C8.1 | The date your organisation's stock was last surveyed or assessed for compliance with the SHQS | 05/2016 |
| C8.2 | What percentage of stock did your organisation fully assess for compliance in the last five years? | 100.00 |
| C8.3 | The date of your next scheduled stock condition survey or assessment | 05/2021 |
| C8.4 | What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance | 100.00 |
| C8.5 | Comments on method of assessing SHQS compliance. | |
| Survey by external building surveyors | | |



| |
|---|
| Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9) |
|---|

| | | End of the reporting year | End of the next reporting year |
|--------|--|---------------------------|--------------------------------|
| C9.1 | Total self-contained stock | 10 | 10 |
| C9.2 | Self-contained stock exempt from SHQS | 0 | 0 |
| C9.3 | Self-contained stock in abeyance from SHQS | 0 | 0 |
| C9.4.1 | Self-contained stock failing SHQS for one criterion | 0 | 0 |
| C9.4.2 | Self-contained stock failing SHQS for two or more criteria | 0 | 0 |
| C9.4.3 | Total self-contained stock failing SHQS | 0 | 0 |
| C9.5 | Stock meeting the SHQS | 10 | 10 |



| |
|--|
| Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6) |
|--|

| | | |
|-------|--|----|
| 6.1.1 | The total number of properties within scope of the SHQS: at the end of the reporting year | 10 |
| 6.1.2 | projected to the end of the next reporting year | 10 |
| 6.2.1 | The number of properties meeting the SHQS: at the end of the reporting year | 10 |
| 6.2.2 | projected to the end of the next reporting year | 10 |

| | |
|--|---------|
| Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year | 100.00% |
| Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year | 100.00% |



Percentage of tenants satisfied with the quality of their home (Indicator 7)

| | | |
|-------|--|---|
| 7.1 | How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?" | 4 |
| 7.2.1 | 7.2 Of the tenants who answered, how many said that they were: very satisfied | 2 |
| 7.2.2 | fairly satisfied | 0 |
| 7.2.3 | neither satisfied nor dissatisfied | 0 |
| 7.2.4 | fairly dissatisfied | 2 |
| 7.2.5 | very dissatisfied | 0 |
| 7.3 | Total | 4 |

| | | |
|--|-------------|--------|
| | Indicator 7 | 50.00% |
|--|-------------|--------|

**Repairs, maintenance & improvements**

| | | |
|--|--|--|
| Average length of time taken to complete emergency repairs (Indicator 8) | | |
|--|--|--|

| | | |
|-----|---|----|
| 8.1 | The number of emergency repairs completed in the reporting year | 8 |
| 8.2 | The total number of hours taken to complete emergency repairs | 32 |

| | | |
|-------------|--|------|
| Indicator 8 | | 4.00 |
|-------------|--|------|



Average length of time taken to complete non-emergency repairs (Indicator 9)

| | | |
|-----|---|----|
| 9.1 | The total number of non-emergency repairs completed in the reporting year | 17 |
| 9.2 | The total number of working days taken to complete non-emergency repairs | 34 |

| | | |
|--|-------------|------|
| | Indicator 9 | 2.00 |
|--|-------------|------|



| |
|---|
| Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10) |
|---|

| | | |
|------|---|----|
| 10.1 | The number of reactive repairs completed right first time during the reporting year | 17 |
| 10.2 | The total number of reactive repairs completed during the reporting year | 17 |

| | | |
|--|--------------|---------|
| | Indicator 10 | 100.00% |
|--|--------------|---------|



How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

| | | |
|------|---|---|
| 11.1 | The number of times you did not meet your statutory duty to complete a gas safety check. | 0 |
| 11.2 | if you did not meet your statutory duty to complete a gas safety check add a note in the comments field | |
| | | |

| | |
|--------------|---|
| Indicator 11 | 0 |
|--------------|---|



Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

| | | |
|--------|--|---|
| 12.1 | Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?" | 2 |
| | 12.2 Of the tenants who answered, how many said that they were: | 1 |
| 12.2.1 | very satisfied | 1 |
| 12.2.2 | fairly satisfied | 0 |
| 12.2.3 | neither satisfied nor dissatisfied | 1 |
| 12.2.4 | fairly dissatisfied | 0 |
| 12.2.5 | very dissatisfied | 0 |
| 12.2.6 | Total | 2 |

| | | |
|--|--------------|--------|
| | Indicator 12 | 50.00% |
|--|--------------|--------|



EESH

Percentage of properties meeting the EESH (Indicator C10)

| C10.1 | Number of self contained properties | | | |
|------------------------------|-------------------------------------|----------|-------------|-----------|
| | Gas | Electric | Other fuels | Total |
| Flats | 0 | 0 | 0 | 0 |
| Four-in-a-block | 0 | 0 | 0 | 0 |
| Houses (other than detached) | 4 | 0 | 0 | 4 |
| Detached houses | 6 | 0 | 0 | 6 |
| Total | 10 | 0 | 0 | 10 |

| C10.2 | Number of self contained properties not in scope of the EESH | | | |
|------------------------------|--|----------|-------------|----------|
| | Gas | Electric | Other fuels | Total |
| Flats | 0 | 0 | 0 | 0 |
| Four-in-a-block | 0 | 0 | 0 | 0 |
| Houses (other than detached) | 0 | 0 | 0 | 0 |
| Detached houses | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 |

| C10.3 | Number of self contained properties in scope of the EESH | | | |
|------------------------------|--|----------|-------------|-----------|
| | Gas | Electric | Other fuels | Total |
| Flats | 0 | 0 | 0 | 0 |
| Four-in-a-block | 0 | 0 | 0 | 0 |
| Houses (other than detached) | 4 | 0 | 0 | 4 |
| Detached houses | 6 | 0 | 0 | 6 |
| Total | 10 | 0 | 0 | 10 |

| C10.4 | Number of properties in scope of the EESH where compliance is unknown | | | |
|------------------------------|---|----------|-------------|----------|
| | Gas | Electric | Other fuels | Total |
| Flats | 0 | 0 | 0 | 0 |
| Four-in-a-block | 0 | 0 | 0 | 0 |
| Houses (other than detached) | 0 | 0 | 0 | 0 |
| Detached houses | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 |



| | |
|----------|--|
| C10.4.21 | Where EESSH compliance is unknown for any properties, please explain why |
| | |

| | | | | |
|------------------------------|--|----------|-------------|--------------|
| C10.5 | Number of properties in scope of the EESSH that do not meet the standard | | | |
| | Gas | Electric | Other fuels | Total |
| Flats | 0 | 0 | 0 | 0 |
| Four-in-a-block | 0 | 0 | 0 | 0 |
| Houses (other than detached) | 4 | 0 | 0 | 4 |
| Detached houses | 0 | 0 | 0 | 0 |
| Total | 4 | 0 | 0 | 4 |

| | | | | |
|------------------------------|---|----------|-------------|--------------|
| C10.6 | Number of properties in scope of the EESSH that are exempt the standard | | | |
| | Gas | Electric | Other fuels | Total |
| Flats | 0 | 0 | 0 | 0 |
| Four-in-a-block | 0 | 0 | 0 | 0 |
| Houses (other than detached) | 0 | 0 | 0 | 0 |
| Detached houses | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 |

| | | | | |
|------------------------------|---|----------|-------------|--------------|
| C10.7 | Number of properties in scope of the EESSH that meet the standard | | | |
| | Gas | Electric | Other fuels | Total |
| Flats | 0 | 0 | 0 | 0 |
| Four-in-a-block | 0 | 0 | 0 | 0 |
| Houses (other than detached) | 0 | 0 | 0 | 0 |
| Detached houses | 6 | 0 | 0 | 6 |
| Total | 6 | 0 | 0 | 6 |

| | | |
|--|-----|-------|
| | C10 | 60.0% |
|--|-----|-------|



Anticipated exemptions from the EESSH (Indicator C11)

| C11.1 | Number of properties anticipated to require an exemption from the first EESSH milestone in the next reporting year | | | |
|------------------------------|--|----------|-------------|----------|
| | Gas | Electric | Other fuels | Total |
| Flats | 0 | 0 | 0 | 0 |
| Four-in-a-block | 0 | 0 | 0 | 0 |
| Houses (other than detached) | 1 | 0 | 0 | 1 |
| Detached houses | 0 | 0 | 0 | 0 |
| Total | 1 | 0 | 0 | 1 |

| C11.2 | The reasons properties anticipated to require an exemption | |
|--------------------------|--|----------------------|
| | | Number of Properties |
| Technical | | 0 |
| Social | | 0 |
| Excessive cost | | 0 |
| New technology | | 0 |
| Legal | | 0 |
| Disposal | | 0 |
| Long term voids | | 0 |
| Unable to secure funding | | 0 |
| Other reason / unknown | | 1 |
| Total | | 1 |

C11.3 If other reason or unknown, please explain

Moorfoot Primary School Janitors House - Cannot install external wall insulation without agreement of privately owned adjoining property.



Energy Performance Certificates (EPCs) (Indicator C12)

| C12.1 | EPC rating | |
|--------------|---|---|
| | The number of properties with a valid EPC | The number of EPCs lodged in the reporting year |
| A | 0 | 0 |
| B | 0 | 0 |
| C | 0 | 0 |
| D | 0 | 0 |
| E | 0 | 0 |
| F | 0 | 0 |
| G | 0 | 0 |
| Total | 0 | 0 |

| C12.2 | Of the properties with a valid EPC, please state which version of the SAP was used for generating the EPCs | |
|---------------------------|--|--|
| | Number of Properties | |
| SAP 2001 | 0 | |
| SAP 2005 | 0 | |
| SAP 2009 | 0 | |
| SAP 2012 | 0 | |
| Other procedure / unknown | 0 | |
| Total | 0 | |

C12.3 If other procedure or unknown, please explain

| |
|--|
| |
|--|

Indicator C12

0.0%



Investment in the EESSH (Indicator C13)

| | | |
|---------|--|----|
| C13.1 | The total number of properties brought up to the EESSH during the reporting year | 0 |
| C13.2 | Of the total amount invested in bringing properties up to the EESSH, please state how much came from | |
| C13.2.1 | Subsidy | £0 |
| C13.2.2 | The landlord's own financial resource | £0 |
| C13.2.3 | Another source | £0 |
| C13.2.4 | Total amount invested in bringing properties up to the EESSH | £0 |

C13.3 Please give reasons for any investment which came from another source

Annual Return on the Charter (ARC) 2019-2020

Comments (Housing quality and maintenance)



Neighbourhood & community

Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

| | 1st stage | 2nd stage |
|---|-----------|-----------|
| Complaints received in the reporting year | 0 | 0 |
| Complaints carried forward from previous reporting year | 0 | 0 |
| All complaints received and carried forward | 0 | 0 |
| Number of complaints responded to in full by the landlord in the reporting year | 0 | 0 |
| Time taken in working days to provide a full response | 0 | 0 |

| | |
|---|--|
| Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1 | |
| Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2 | |
| Indicators 3 & 4 - The average time in working days for a full response at Stage 1 | |
| Indicators 3 & 4 - The average time in working days for a full response at Stage 2 | |



Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

| | | |
|--------|---|---|
| 13.1 | How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?" | 2 |
| 13.2.1 | 13.2 Of the tenants who answered, how many said that they were: very satisfied | 2 |
| 13.2.2 | fairly satisfied | 0 |
| 13.2.3 | neither satisfied nor dissatisfied | 0 |
| 13.2.4 | fairly dissatisfied | 0 |
| 13.2.5 | very dissatisfied | 0 |
| 13.2.6 | Total | 2 |

| | | |
|--|--------------|---------|
| | Indicator 13 | 100.00% |
|--|--------------|---------|



| | | |
|---|--|--|
| Percentage of tenancy offers refused during the year (Indicator 14) | | |
|---|--|--|

| | | |
|------|---|---|
| 14.1 | The number of tenancy offers made during the reporting year | 0 |
| 14.2 | The number of tenancy offers that were refused | 0 |

| | |
|--------------|--|
| Indicator 14 | |
|--------------|--|



| | | |
|--|--|--|
| Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15) | | |
|--|--|--|

| | | |
|------|--|---|
| 15.1 | The number of cases of anti-social behaviour reported in the last year | 0 |
| 15.2 | Of those at 15.1, the number of cases resolved in the last year | 0 |

| | |
|--------------|--|
| Indicator 15 | |
|--------------|--|



| |
|--------------------------------|
| Abandoned homes (Indicator C4) |
|--------------------------------|

| | | |
|------|--|---|
| C4.1 | The number of properties abandoned during the reporting year | 0 |
|------|--|---|



Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

| | | |
|--------|--|---|
| 22.1 | The total number of court actions initiated during the reporting year | 0 |
| 22.2.1 | 22.2 The number of properties recovered: because rent had not been paid | 0 |
| 22.2.2 | because of anti-social behaviour | 0 |
| 22.2.3 | for other reasons | 0 |

| | |
|--|--|
| Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid | |
| Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour | |
| Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons | |
| Indicator 22 - Percentage of the court actions initiated which resulted in eviction | |

Annual Return on the Charter (ARC) 2019-2020

Comments (Neighbourhood & community)

Empty box for comments.



Access to housing and support

Housing options and access to social housing

| |
|--|
| Percentage of lettable houses that became vacant in the last year (Indicator 17) |
|--|

| | | |
|------|---|----|
| 17.1 | The total number of lettable self-contained stock | 10 |
| 17.2 | The number of empty dwellings that arose during the reporting year in self-contained lettable stock | 0 |

| | | |
|--|--------------|-------|
| | Indicator 17 | 0.00% |
|--|--------------|-------|



| |
|---|
| Number of households currently waiting for adaptations to their home (Indicator 19) |
|---|

| | | |
|------|--|---|
| 19.1 | The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year. | 0 |
| 19.2 | The number of approved applications completed between the start and end of the reporting year | 0 |
| 19.3 | The total number of households waiting for applications to be completed at the end of the reporting year. | 0 |
| 19.4 | if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field. | |
| | | |

| | |
|--------------|---|
| Indicator 19 | 0 |
|--------------|---|



| | | |
|---|--|--|
| Total cost of adaptations completed in the year by source of funding (£) (Indicator 20) | | |
|---|--|--|

| | | |
|------|--|----|
| 20.1 | The cost (£) that was landlord funded; | £0 |
| 20.2 | The cost (£) that was grant funded | £0 |
| 20.3 | The cost (£) that was funded by other sources. | £0 |

| | | |
|--------------|--|----|
| Indicator 20 | | £0 |
|--------------|--|----|



| | | |
|---|--|--|
| The average time to complete adaptations (Indicator 21) | | |
|---|--|--|

| | | |
|------|--|---|
| 21.1 | The total number of working days taken to complete all adaptations. | 0 |
| 21.2 | The total number of adaptations completed during the reporting year. | 0 |

| | |
|--------------|--|
| Indicator 21 | |
|--------------|--|



Homelessness – the percentage of homeless households referred to RSLs under section 5 and through other referral routes (Indicator 24).

| | | |
|------|---|-----|
| 24.1 | The total number of individual homeless households referred to RSLs under section 5. | 115 |
| 24.2 | The total number of individual homeless households referred to RSLs under other referral routes. | 0 |
| 24.3 | The total number of individual homeless households referred to RSLs under section 5 and other referral routes. | 115 |
| 24.4 | The total number of homeless households to whom the local authority has a statutory duty to secure permanent accommodation. | 165 |

| | | |
|--|---------------|--------|
| | Indicator 24. | 69.70% |
|--|---------------|--------|



| | | |
|---|--|--|
| Average length of time to re-let properties in the last year (Indicator 30) | | |
|---|--|--|

| | | |
|------|---|---|
| 30.1 | The total number of properties re-let in the reporting year | 0 |
| 30.2 | The total number of calendar days properties were empty | 0 |

| | |
|--------------|--|
| Indicator 30 | |
|--------------|--|

**Tenancy sustainment**

| |
|---|
| Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16) |
|---|

| | | |
|--------|---|---|
| 16.1.1 | The number of tenancies which began in the previous reporting year by: existing tenants | 0 |
| 16.1.2 | applicants who were assessed as statutory homeless by the local authority | 0 |
| 16.1.3 | applicants from your organisation's housing list | 0 |
| 16.1.4 | other | 0 |
| 16.2.1 | The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants | 0 |
| 16.2.2 | applicants who were assessed as statutory homeless by the local authority | 0 |
| 16.2.3 | applicants from your organisation's housing list | 0 |
| 16.2.4 | other | 0 |

| | |
|--|--|
| Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year | |
| Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year | |
| Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year | |
| Indicator 16 - Percentage of new tenancies to others sustained for more than a year | |

Annual Return on the Charter (ARC) 2019-2020

Comments (Access to housing and support)

All tenants have been in occupation of their homes for a number of years.



Getting good value from rents and service charges

Rents and service charges

| | |
|---|--|
| Rent collected as percentage of total rent due in the reporting year (Indicator 26) | |
|---|--|

| | | |
|------|--|---------|
| 26.1 | The total amount of rent collected in the reporting year | £46,615 |
| 26.2 | The total amount of rent due to be collected in the reporting year (annual rent debit) | £46,920 |

| | | |
|--------------|--|--------|
| Indicator 26 | | 99.35% |
|--------------|--|--------|



Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 27)

| | | |
|------|---|---------|
| 27.1 | The total value (£) of gross rent arrears as at the end of the reporting year | £305 |
| 27.2 | The total rent due for the reporting year | £46,920 |

| | | |
|--------------|--|-------|
| Indicator 27 | | 0.65% |
|--------------|--|-------|



| | | |
|--|--|--|
| Average annual management fee per factored property (Indicator 28) | | |
|--|--|--|

| | | |
|------|--|---|
| 28.1 | The number of residential properties factored | 0 |
| 28.2 | The total value of management fees invoiced to factored owners in the reporting year | |

| | | |
|--------------|--|--|
| Indicator 28 | | |
|--------------|--|--|



Percentage of rent due lost through properties being empty during the last year (Indicator 18)

| | | |
|------|--|--------|
| 18.1 | The total amount of rent due for the reporting year | 46,920 |
| 18.2 | The total amount of rent lost through properties being empty during the reporting year | 0 |

| | | |
|--------------|--|-------|
| Indicator 18 | | 0.00% |
|--------------|--|-------|



Rent increase (Indicator C5)

| | | |
|------|--|-------|
| C5.1 | The percentage average weekly rent increase to be applied in the next reporting year | 3.00% |
|------|--|-------|



The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

| | | |
|------|---|----|
| C6.1 | The number of households the landlord received housing costs directly for during the reporting year | 0 |
| C6.2 | The value of direct housing cost payments received during the reporting year | £0 |



Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)

| | | |
|------|--|-----|
| C7.1 | The total value of former tenant arrears at year end | £68 |
| C7.2 | The total value of former tenant arrears written off at year end | £0 |

| | | |
|--------------|--|-------|
| Indicator C7 | | 0.00% |
|--------------|--|-------|



Value for money

| |
|--|
| Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25) |
|--|

| | | |
|--------|--|---|
| 25.1 | How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?" | 4 |
| 25.2.1 | 25.2 Of the tenants who answered, how many said that their rent represented: very good value for money | 1 |
| 25.2.2 | fairly good value for money | 3 |
| 25.2.3 | neither good nor poor value for money | 0 |
| 25.2.4 | fairly poor value for money | 0 |
| 25.2.5 | very poor value for money | 0 |
| 25.3 | Total | 4 |

| | |
|--------------|---------|
| Indicator 25 | 100.00% |
|--------------|---------|



Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

| | | |
|--------|---|--|
| 29.1 | How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?" | |
| 29.2.1 | 29.2 Of the factored owners who answered, how many said that they were: very satisfied | |
| 29.2.2 | fairly satisfied | |
| 29.2.3 | neither satisfied nor dissatisfied | |
| 29.2.4 | fairly dissatisfied | |
| 29.2.5 | very dissatisfied | |
| 29.3 | Total | |

Indicator 29

Annual Return on the Charter (ARC) 2019-2020

Comments (Getting good value from rents and service charges)

Annual rent increase is in line with the annual rent increase of the largest RSL in Inverclyde.



Other customers

Gypsies / Travellers

| |
|---|
| For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31) |
|---|

| | | |
|------|--|---|
| 31.1 | The total number of pitches | 0 |
| 31.2 | The total amount of rent set for all pitches during the reporting year | |

| |
|--------------|
| Indicator 31 |
|--------------|



For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord’s management of the site (Indicator 32)

| | | |
|--------|---|--|
| 32.1 | How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?" | |
| 32.2.1 | 32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied | |
| 32.2.2 | fairly satisfied | |
| 32.2.3 | neither satisfied nor dissatisfied | |
| 32.2.4 | fairly dissatisfied | |
| 32.2.5 | very dissatisfied | |
| 32.2.6 | Total | |

| | |
|--------------|--|
| Indicator 32 | |
|--------------|--|

Annual Return on the Charter (ARC) 2019-2020

Comments (Other customers)