



DUNEDIN CANMORE HOUSING

BOARD MEETING

**5.30pm on Thursday 23rd September 2021
New Mart Road, Edinburgh**

AGENDA

1. Apologies for Absence
2. Declarations of Interest
3. Minute of 19 August 2021 and matters arising
4. a) NETs mobile working (presentation)
b) Keep Scotland Beautiful
5. Revive project (Presentation)
6. New build: Roslin phase 2
7. [redacted]
8. AOCB

Report

To:- Dunedin Canmore Housing Board

By:- Hazel Young, Managing Director

Approved by:- Olga Clayton, Group Director of Housing and Care

Subject:- Keep Scotland Beautiful

Date of Meeting: - 23 September 2021

1. Purpose

1.1 To update the Board on the outcome of a recent Wheatley Group Environmental Quality Standards Audit carried out on our developments by Keep Scotland Beautiful (KSB). The audit supports the performance monitoring of our approach to making the most of our homes and assets – a key theme of our 2021-2026 strategy, Your Home, Your Community, Your Future.

2. Authorising and strategic context

2.1 Under the Group Authorise, Manage, Monitor Matrix, the Board is responsible for monitoring our operational performance and progress towards achieving our strategy.

3. Risk appetite and assessment

3.1 The Group's risk appetite relating to operating models and modernising of services is hungry: eager to be innovative and to choose options offering potentially higher business rewards.

4. Background

4.1 We know that the quality of the living environment is hugely important to existing and prospective customers and is a key influencer on feelings of overall safety and satisfaction. By delivering consistently outstanding living environments we will help ensure our properties remain in high demand as well as promoting tenancy sustainment.

4.2 A key performance indicator in our 2021 – 2026 strategy is to achieve 85% satisfaction with our Environmental Services.

4.3 Our environmental services are provided by our in-house Neighbourhood Environmental Team (NETs) under Wheatley 360.

- 4.4 NETs carry out a range of environmental tasks including stair cleaning, open space maintenance and the removal of bulk items deemed to cause a fire risk.
- 4.5 Wheatley 360 created a partnership with KSB to independently assess the environmental quality standards within Wheatley communities. This forms part of a continuous rolling assessment across different stock types and focusses on five key elements which are then graded to provide an overall Star Rating.

5. Customer engagement

- 5.1 Customers are encouraged to take an active part in assessing the environment in which they live and to make suggestions on improvements.
- 5.2 Opportunities available include the neighbourhood walkabouts being carried out including those which determine Customer Voice investment priorities across our communities. The You Choose Challenge recently conducted in Whitburn also encouraged engagement from customers in both suggesting and voting on local improvement priorities.
- 5.3 KSB also offer a programme to train customers as KSB assessors. Customers, Housing and Environmental staff can then collaborate on identifying issues within developments and co-create appropriate solutions outwith the formal arrangement of KSB assessments.

6. Discussion

Part 1: Process

- 6.1 KSB is the charity that provides advice and support to help create and maintain cleaner, safer and healthier local environments where people and communities can thrive.
- 6.2 The recent You Choose Challenge conducted in our Whitburn community saw a majority vote to implement a community garden.
- 6.3 Recognition of the support given to projects like community gardens is referred to in the submission and considered under the scoring of Community Participation.

Part 2: Action points

- 6.4 The first KSB audit carried out within Dunedin Canmore stock in 2018 returned an overall 5 Star Rating. The audit looks at the wider environment and therefore includes areas managed by Lowther as well as directly by Dunedin Canmore.
- 6.5 The most recent report saw this rating retained with an improved performance of +4.3%. Internal cleanliness was reported to be of a high standard as were surrounding grassed and garden areas, back courts and recycling provision. Our aim is to maintain this level of service for both the customer and the look of the wider environment.
- 6.6 The report highlights areas of minor repair required to enhance areas which will be actioned. The NETs team will develop an action plan to ensure all points are addressed.

7. Digital transformation alignment

7.1 Aligning with our digital strategy the environmental team are developing a mobile working solution, details of which will be shared under a separate agenda item.

7.2 This new way of working will look to bring continued efficiencies in service, providing real-time information and the ability to deploy resources into areas where customers need them most.

8. Financial and value for money implications

8.1 In accordance with the Group's Value for Money statement the effective maintenance of our environments will deliver value in a number of ways including:

- **Meeting customer aspirations** – customers should feel pride in the area in which they live. The better an area looks, the more invested our customers will be in maintaining this;
- **Environmental maintenance** - Our approach to the delivery of environmental improvements, designed with input from our NETS service, will help to build capacity by reducing the maintenance burden on this service, enabling resources to be focussed on other key service priorities; and
- **Tenancy sustainability** - By continuing to deliver investment in our environmental areas our developments will be appealing areas to live; both for existing and prospective tenants.

9. Legal, regulatory and charitable implications

9.1 There are no specific legal implications arising from this report.

10. Equalities implications

10.1 There are no specific equalities implications arising from this report.

11. Environmental and sustainability implications

11.1 There are no specific environmental and sustainability implications arising from this report.

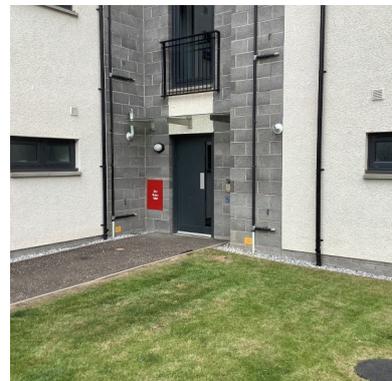
12. Recommendation

12.1 The Board is asked to note the contents of the Keep Scotland Beautiful Report at Appendix 1.

List of Appendices

Appendix 1 – Environmental Quality Standards Report, Keep Scotland Beautiful, Dunedin Canmore 2021

Environmental Quality Standards Dunedin Canmore 2021



For Wheatley Group
Commercial in confidence

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Introduction

As part of the Wheatley Group Environmental Quality Standards audit, this report relates to Dunedin Canmore An audit and report on the environmental quality of 15 tenement properties and the corresponding street assessment was undertaken in June 2021. This is part of a continuous rolling programme where different stock types and Local Housing Office areas will be assessed by Keep Scotland Beautiful within the overall group housing stock.

This Environmental Quality Standard focuses on five elements against which a site or sites needs to achieve the minimum score to gain an award.

The levels are:

- | | |
|-------------|----------|
| ■ Under 50% | No award |
| ■ 50% - 60% | 3 Star |
| ■ 61% - 80% | 4 Star |
| ■ Over 80% | 5 Star |

The tenement properties selected were:-

- | | |
|--------------------------|-----------------------|
| ■ Little Road | Cathay Court |
| ■ 26 Kayne Wynd | 27 Kayne Wynd |
| ■ 16-20 Oxfangs Avenue | 4 Port Hamilton |
| ■ 7 New Mart Gardens | 17 Burndale Place |
| ■ 21 Wardieburn Road | 26 Broomhouse Square |
| ■ 38-40 Balcarres Street | 40 Pilton Drive North |
| ■ 47 Falcon Gardens | 52 Nichollfield |
| ■ 99 Milton Road East | |

The area was visited and assessed through a range of criteria including verbally asked questions to staff and management, visual assessment of sites and desktop assessment of policies, procedures and plans in relation to environmental improvements and aspirations and community relations.

Executive Summary

Overall scoring summary Tenement Properties			
	Points weighting	Points scored	Scoring range
1 Administration	1350	1215	90.0%
2 Environmental - External	4200	3758	89.5%
3 Environmental - Internal	4650	4120	88.6%
4 Waste Management	2700	2305	85.4%
5 Community Participation	2100	1860	88.6%
Total points available	15000	13258	88.4%
Percentage difference from previous assessment			+4.3%

Summary of Findings

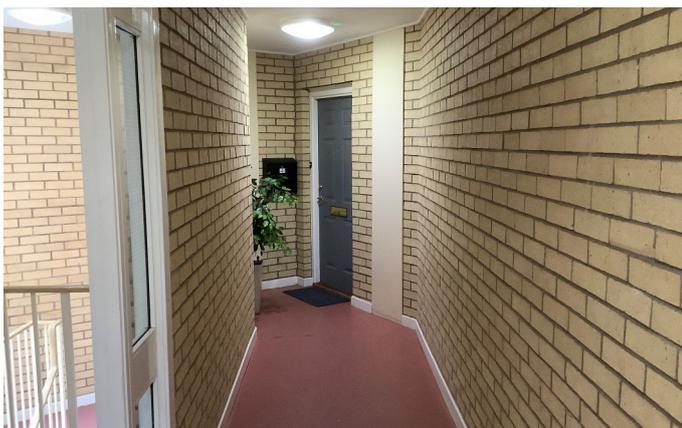
The high standards set for the Dunedin Canmore properties in the initial assessment have been improved upon, resulting in the 5 star rating being maintained. It is notable that all properties achieved over the 80% mark with the scoring range being **91.4%** to **82.9%**.

The area very much benefited from the newness and appearance of modern construction. Internal cleanliness, surrounding grassed and garden areas, back courts and comprehensive recycling provision were all of a high standard. As a result, there is a negligible amount of recommendations made for improvements, as evidenced in the action plan summaries. Conversely, there is an extensive list and examples of good practice, reinforcing the merit of the scoring achieved.

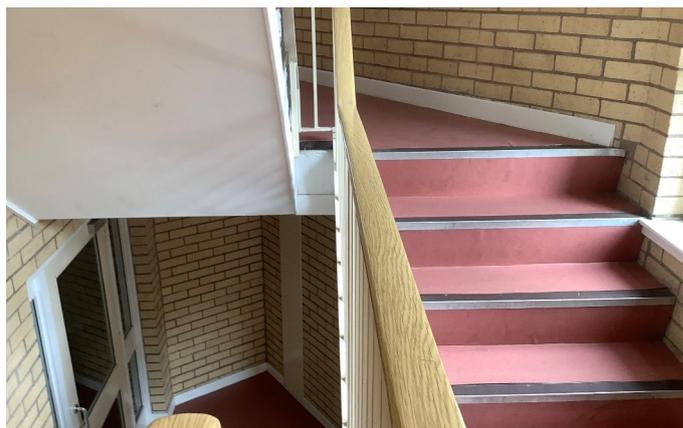
As the overall scoring summary table shows, a total score of **88.4%** was achieved, based on the core criteria at all sites, incorporating the administration, in house waste management and community participation already assessed. All staff concerned are commended accordingly for the high levels of maintenance and appearance of the stock assessed.

Good Practice

During the audit, a number of good factors and practices were noted. These included:



4 Port Hamilton landings



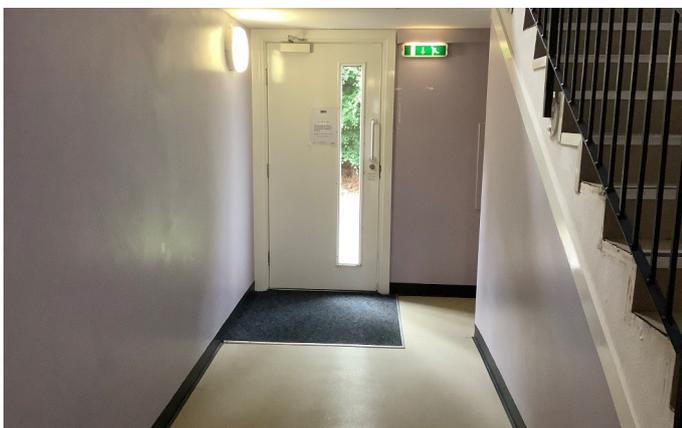
4 Port Hamilton stairwells



7 New Mart stairs



7 New Mart recycling signage



7 New Mart ground floor



16-20 Oxgangs Avenue landscaped areas



16-20 Oxgangs Avenue back court



16-20 Oxgangs Avenue stairwells

Good Practice

Continued:-



16-20 Oxfangs Avenue landings



17 Burdale Place back court



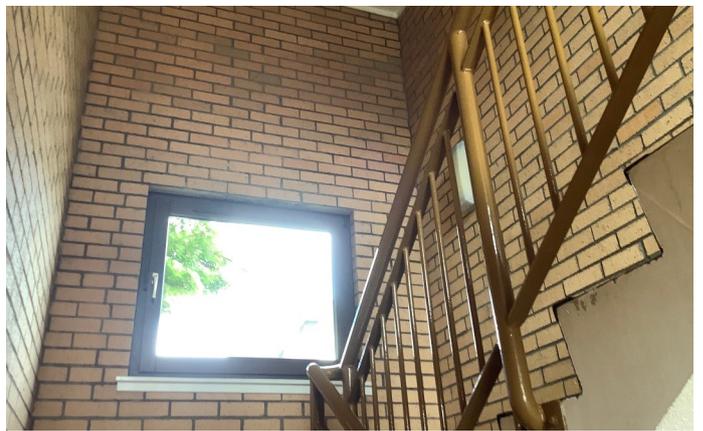
17 Burdale Place foyer



17 Burdale Place flooring



21 Wardieburn Road entrance



21 Wardieburn Road internal appearance



21 Wardieburn Road bin set area



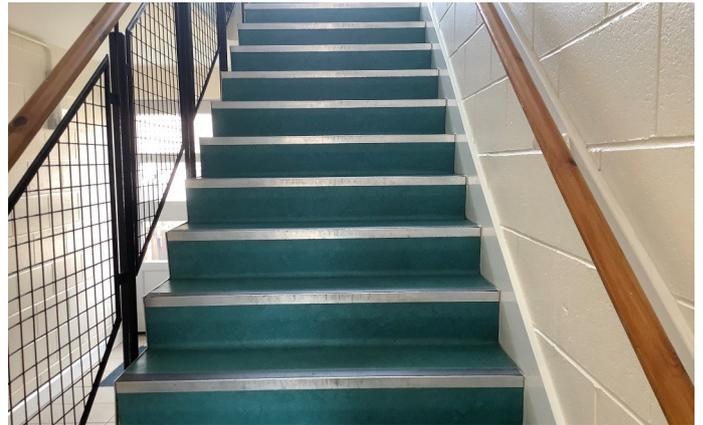
21 Wardieburn Road surrounding grassed areas

Good Practice

Continued:-



26 Broomhouse Square foyer



26 Broomhouse Square stairwell



26 Broomhouse Square back court



26 Kayne Wynd entrance



26 Kayne Wind stairs



26 Kayne Wynd landings



Kayne Wynd bin set area



KayneWynd surrounding landscaped areas

Good Practice

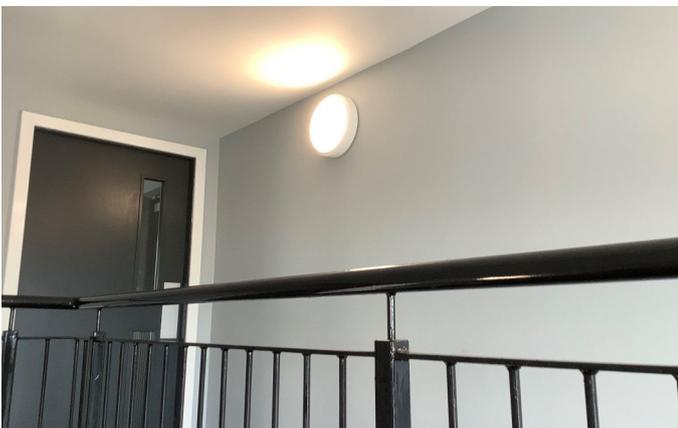
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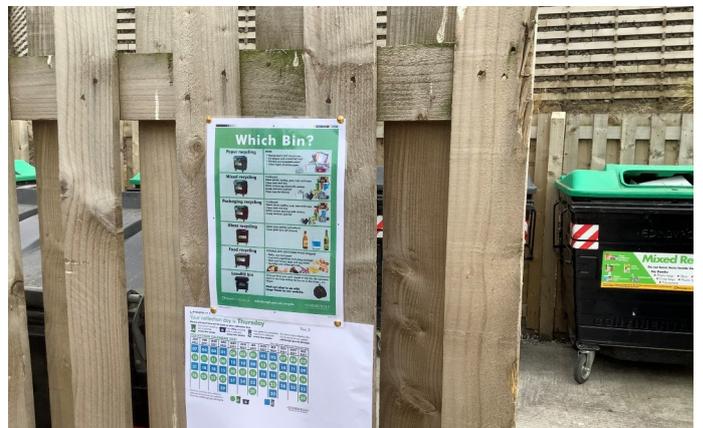
27 Kayne Wynd surrounds



27 Kayne Wynd stairs



27 Kayne Wynd landings



Kayne Wynd recycling signage



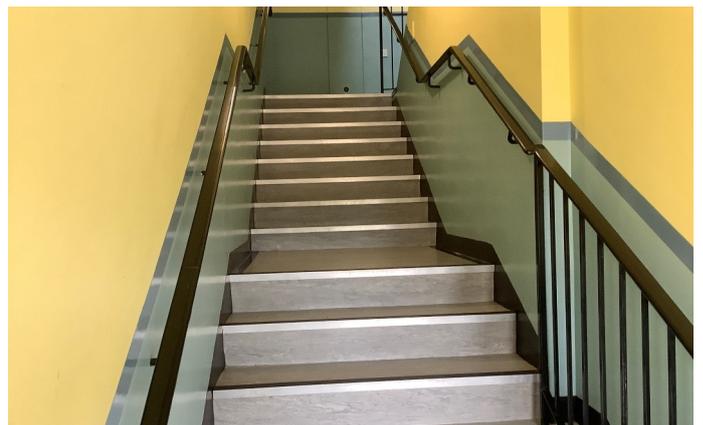
38-40 Balcaress Street garden



38-40 Balcaress Street stairs



40 Pilton Rd. North landings and lighting



40 Pilton Rd. North stairs

Good Practice

Continued:-



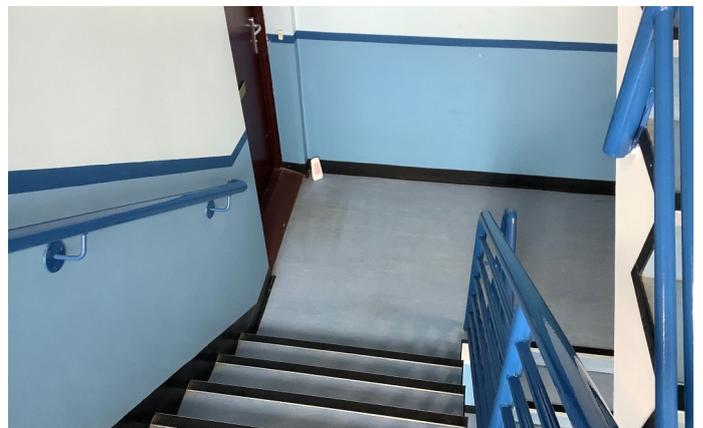
47 Falcon Gardens internal appearance



47 Falcon Gardens back court



52 Nichollfield stairwell



52 Nichollfield landings



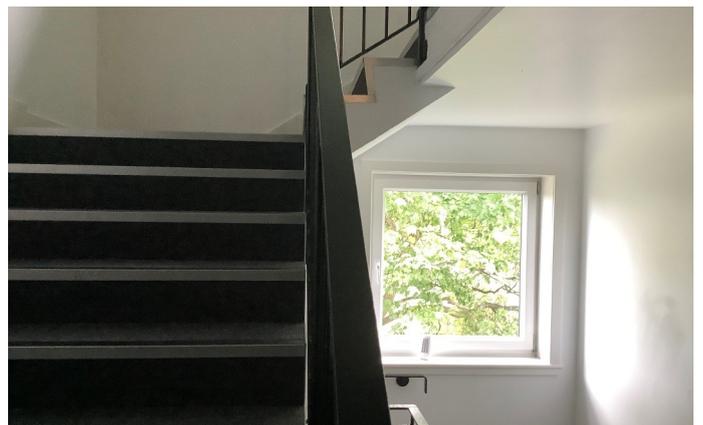
52 Nichollfield back court



52 Nichollfield lighting



99 Milton Road East landings



99 Milton Road East stairs

Good Practice

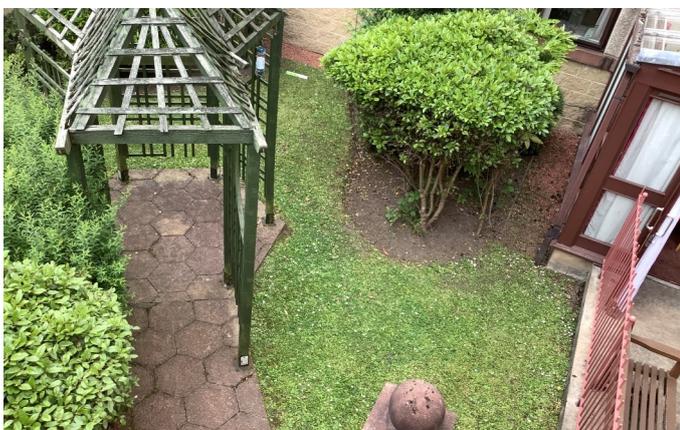
Continued:-



99 Milton Road East surrounding gardens



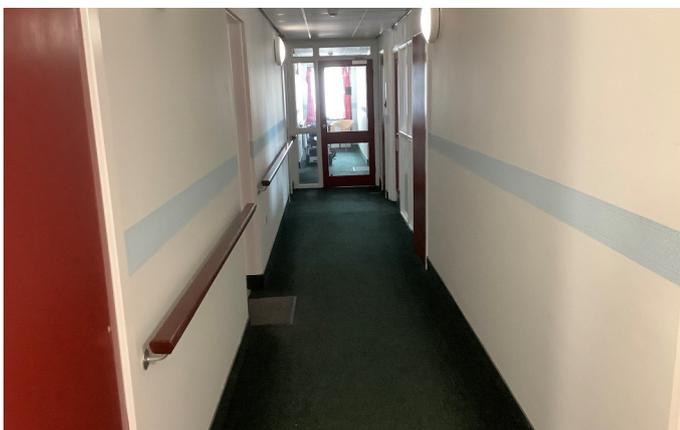
99 Milton Road East recycling signage



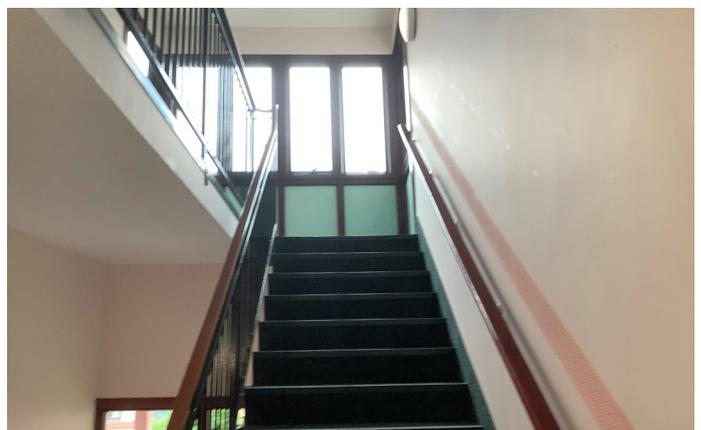
Cathay Court surrounding landscaped areas



Cathay Court surrounding landscaped areas



Cathay Court landings



Cathay Court stairs



Little Road internal appearance



Little Road landscaped areas

Overall Tenement Site Summary

Tenement Sites							
Site Name	Admin.	Environmental - External	Environmental - Internal	Waste Management	Community Participation	Points scored	Overall %
Little Road	90.0%	91.4%	97.4%	85.0%	88.6%	916	91.6%
27 Kayne Wynd	90.0%	93.9%	93.9%	86.1%	88.6%	914	91.4%
16-20 Oxfangs Ave	90.0%	92.9%	91.3%	87.2%	88.6%	905	90.5%
17 Burndale Place	90.0%	91.1%	92.3%	87.2%	88.6%	903	90.3%
38-40 Balcaress St	90.0%	91.8%	91.0%	86.7%	88.6%	900	90.0%
40 Pilton Drive North	90.0%	87.9%	93.9%	85.0%	88.6%	895	89.5%
26 Broomhouse Square	90.0%	91.4%	89.4%	86.1%	88.6%	892	89.2%
52 Nichollfield	90.0%	91.4%	87.1%	85.6%	88.6%	885	88.5%
26 Kayne Wynd	90.0%	93.9%	83.2%	86.1%	88.6%	881	88.1%
7 New Mart Gardens	90.0%	88.2%	87.7%	86.7%	88.6%	880	88.0%
Cathay Court	90.0%	85.4%	89.7%	84.4%	88.6%	874	87.4%
99 Milton Road East	90.0%	86.4%	85.5%	86.7%	88.6%	868	86.8%
21 Wardieburn Road	90.0%	85.7%	85.5%	83.3%	88.6%	860	86.0%
4 Port Hamilton	90.0%	85.7%	83.9%	83.9%	88.6%	856	85.6%
47 Falcon Gardens	90.0%	85.4%	77.4%	80.6%	88.6%	829	82.9%
Overall Site	90.0%	89.5%	88.6%	85.4%	88.6%	13258	88.4%

Benchmarking Statement

The table below shows the Dunedin Canmore area score in comparison to other areas already assessed. As each LHO is assessed the scoring will be added to the list accordingly. The same principle applies to the scoring for that of street cleanliness. It should be noted that street scoring provided does not form part of the award.

Benchmark For Overall LHO Score	
Area	Score
Dunedin Canmore	884
WLHP/Barony	903
Garscadden Spiers LHO	803
Cairnbrook LHO	819
Great Western LHO	807
TCH LHO	803
Pollok LHO	817
North Pollok LHO	785
Royston LHO	780
South West	817
Knightswood LHO	782
Cube Wyndford	771
Castlemilk LHO	845
Clydeside LHO	801
Milton LHO	768

Benchmarking Statement

Benchmark For Open Spaces	
Area	Score
Dunedin Canmore	N/A
WLHP/Barony	95
Garscadden Spiers LHO	N/A
Cairnbrook LHO	86
Great Western LHO	N/A
TCH LHO	N/A
Pollok LHO	74
North Pollok LHO	68
Royston LHO	N/A
South West LHO	N/A
Knightswood	N/A
CUBE Wyndford	88
Castlemilk LHO	71
Clydeside LHO	N/A
Milton LHO	90

Benchmarking Statement

Benchmark For Street Cleanliness	
Area	Score
Recognised national acceptable score	67
Dunedin Canmore	78
WLHP/Barony	90
Garscadden Spiers LHO	67
Cairnbrook LHO	77
Great Western LHO	67
TCH LHO	67
Pollok LHO	60
North Pollok LHO	67
South West LHO	71
Royston LHO	67
Knightswood LHO	67
CUBE Wyndford	71
Castlemilk LHO	71
Clydeside LHO	70
Milton LHO	67

Individual Site Information

The following section breaks down the individual tenement properties within the LHO and shows the scoring percentage as well as an action plan for each.

The action plans provided are intended to show the main areas where improvement can be made in each specific block and site. Actions highlighted are mainly the lowest scoring criteria noted at each site and, in general, where a score of 5 and below is recorded, or below half of the points on offer.

Please note that sections 1 (Administration) and 5 (Community Participation) of the assessment process are desktop assessment and therefore the scoring in these sections is applicable across all sites.

Tenements

Little Road			
	Points Weighting	Points Scored	Scoring Range
1. Administration	90	81	90.0%
2. Environmental - External	280	256	91.4%
3. Environmental - Internal	310	302	97.4%
4. Waste Management	180	153	85.0%
5. Community Participation	140	124	88.6%
Total Points Available	1000	916	91.6%

Little Road Action Plan			
	Criteria Reference	Points Available	Current Points
Suggested Improvements			
There were no areas of scoring under 50% or that resulted in suggested improvements.			

Tenements

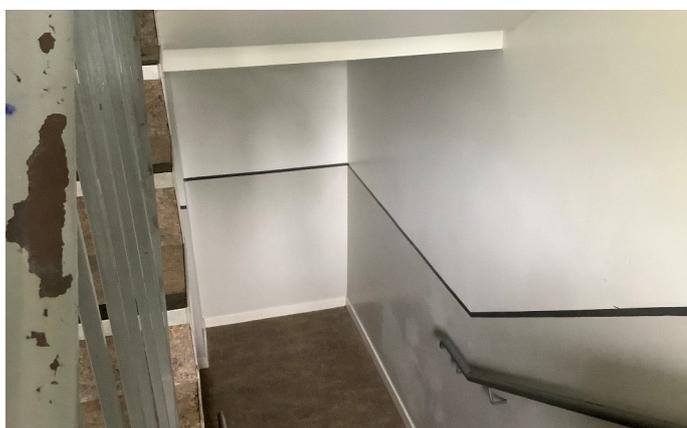
27 Kayne Wynd			
Scoring Summary			
	Points Weighting	Points Scored	Scoring Range
1. Administration	90	81	90.0%
2. Environmental - External	280	263	93.9%
3. Environmental - Internal	310	291	93.9%
4. Waste Management	180	155	86.1%
5. Community Participation	140	124	88.6%
Total Points Available	1000	914	91.4%

27 Kayne Wynd			
Action Plan			
	Criteria Reference	Points Available	Current Points
Suggested Improvements			
There were no areas of scoring under 50% or that resulted in suggested improvements.			

Tenements

16-20 Oxfangs Avenue			
Scoring Summary			
	Points Weighting	Points Scored	Scoring Range
1. Administration	90	81	90.0%
2. Environmental - External	280	260	92.9%
3. Environmental - Internal	310	283	91.3%
4. Waste Management	180	157	87.2%
5. Community Participation	140	124	88.6%
Total Points Available	1000	914	91.4%

16-20 Oxfangs Avenue			
Action Plan			
	Criteria Reference	Points Available	Current Points
Suggested Improvements			
Bannister painting	3d	10	5



Tenements

17 Burndale Place Scoring Summary			
	Points Weighting	Points Scored	Scoring Range
1. Administration	90	81	90.0%
2. Environmental - External	280	255	91.1%
3. Environmental - Internal	310	286	92.3%
4. Waste Management	180	157	87.2%
5. Community Participation	140	124	88.6%
Total Points Available	1000	903	90.3%

17 Burndale Place Action Plan			
	Criteria Reference	Points Available	Current Points
Suggested Improvements			
Path staining removal	2b	10	5



Tenements

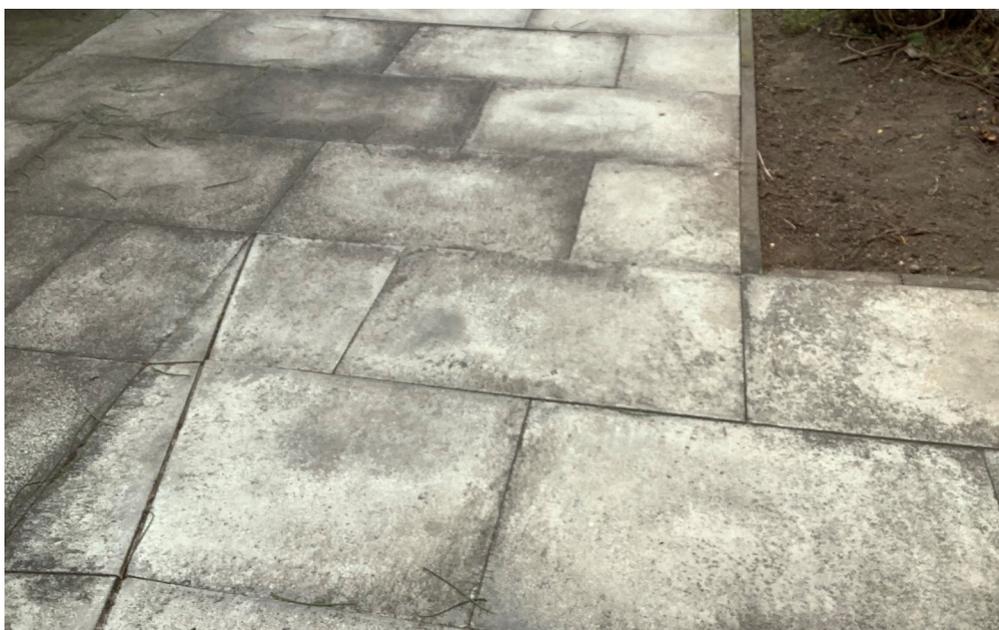
38-40 Balcaress Street			
Scoring Summary			
	Points Weighting	Points Scored	Scoring Range
1. Administration	90	81	90.0%
2. Environmental - External	280	257	91.8%
3. Environmental - Internal	310	282	91.0%
4. Waste Management	180	157	86.7%
5. Community Participation	140	124	88.6%
Total Points Available	1000	900	90.0%

38-40 Balcaress Street			
Action Plan			
	Criteria Reference	Points Available	Current Points
Suggested Improvements			
There were no areas of scoring under 50% or that resulted in suggested improvements.			

Tenements

40 Pilton Drive North			
Scoring Summary			
	Points Weighting	Points Scored	Scoring Range
1. Administration	90	81	90.0%
2. Environmental - External	280	246	87.9%
3. Environmental - Internal	310	291	93.9%
4. Waste Management	180	153	85.0%
5. Community Participation	140	124	88.6%
Total Points Available	1000	895	89.5%

40 Pilton Drive North			
Action Plan			
	Criteria Reference	Points Available	Current Points
Suggested Improvements			
Path staining removal	2b	10	5



Tenements

26 Broomhouse Square			
Scoring Summary			
	Points Weighting	Points Scored	Scoring Range
1. Administration	90	81	90.0%
2. Environmental - External	280	255	91.4%
3. Environmental - Internal	310	277	89.4%
4. Waste Management	180	155	86.1%
5. Community Participation	140	124	88.6%
Total Points Available	1000	892	89.2%

26 Broomhouse Square			
Action Plan			
	Criteria Reference	Points Available	Current Points
Suggested Improvements			
There were no areas of scoring under 50% or that resulted in suggested improvements.			

Tenements

52 Nichollfield			
Scoring Summary			
	Points Weighting	Points Scored	Scoring Range
1. Administration	90	81	90.0%
2. Environmental - External	280	256	91.4%
3. Environmental - Internal	310	270	87.1%
4. Waste Management	180	154	85.6%
5. Community Participation	140	124	88.6%
Total Points Available	1000	885	88.5%

52 Nichollfield			
Action Plan			
	Criteria Reference	Points Available	Current Points
Suggested Improvements			
There were no areas of scoring under 50% or that resulted in suggested improvements.			

Tenements

26 Kayne Wynd			
Scoring Summary			
	Points Weighting	Points Scored	Scoring Range
1. Administration	90	81	90.0%
2. Environmental - External	280	263	93.9%
3. Environmental - Internal	310	258	83.2%
4. Waste Management	180	155	86.1%
5. Community Participation	140	124	88.6%
Total Points Available	1000	885	88.5%

26 Kayne Wynd			
Action Plan			
	Criteria Reference	Points Available	Current Points
Suggested Improvements			
Landing flooring cleaning	3c	20	12
Landing wall cleaning/painting	3d	20	12



Tenements

7 New Mart Gardens			
Scoring Summary			
	Points Weighting	Points Scored	Scoring Range
1. Administration	90	81	90.0%
2. Environmental - External	280	247	88.2%
3. Environmental - Internal	310	272	87.7%
4. Waste Management	180	156	86.1%
5. Community Participation	140	124	88.6%
Total Points Available	1000	880	88.0%

7 New Mart Gardens			
Action Plan			
	Criteria Reference	Points Available	Current Points
Suggested Improvements			
There were no areas of scoring under 50% or that resulted in suggested improvements.			

Tenements

Cathay Court			
Scoring Summary			
	Points Weighting	Points Scored	Scoring Range
1. Administration	90	81	90.0%
2. Environmental - External	280	239	85.4%
3. Environmental - Internal	310	278	89.7%
4. Waste Management	180	152	84.4%
5. Community Participation	140	124	88.6%
Total Points Available	1000	874	87.4%

Cathay Court			
Action Plan			
	Criteria Reference	Points Available	Current Points
Suggested Improvements			
There were no areas of scoring under 50% or that resulted in suggested improvements.			

Tenements

99 Milton Road East			
Scoring Summary			
	Points Weighting	Points Scored	Scoring Range
1. Administration	90	81	90.0%
2. Environmental - External	280	242	86.4%
3. Environmental - Internal	310	265	85.5%
4. Waste Management	180	156	86.7%
5. Community Participation	140	124	88.6%
Total Points Available	1000	880	86.8%

99 Milton Road East			
Action Plan			
	Criteria Reference	Points Available	Current Points
Suggested Improvements			
Facia cleaning	2a	10	5



Tenements

21 Wardieburn Road			
Scoring Summary			
	Points Weighting	Points Scored	Scoring Range
1. Administration	90	81	90.0%
2. Environmental - External	280	240	85.7%
3. Environmental - Internal	310	265	85.5%
4. Waste Management	180	150	83.3%
5. Community Participation	140	124	88.6%
Total Points Available	1000	860	86.0%

21 Wardieburn Road			
Action Plan			
	Criteria Reference	Points Available	Current Points
Suggested Improvements			
There were no areas of scoring under 50% or that resulted in suggested improvements.			

Tenements

4 Port Hamilton Scoring Summary			
	Points Weighting	Points Scored	Scoring Range
1. Administration	90	81	90.0%
2. Environmental - External	280	240	85.7%
3. Environmental - Internal	310	260	83.9%
4. Waste Management	180	151	83.9%
5. Community Participation	140	124	88.6%
Total Points Available	1000	856	85.6%

4 Port Hamilton Action Plan			
	Criteria Reference	Points Available	Current Points
Suggested Improvements			
Landing flooring upgrade	3d	20	12
Window sill cleaning/painting	3d	10	5
Stairwell ceiling cleaning/painting	3d	10	5



Tenements

47 Falcon Gardens Scoring Summary			
	Points Weighting	Points Scored	Scoring Range
1. Administration	90	81	90.0%
2. Environmental - External	280	239	85.4%
3. Environmental - Internal	310	240	77.4%
4. Waste Management	180	145	80.6%
5. Community Participation	140	124	88.6%
Total Points Available	1000	829	82.9%

47 Falcon Gardens Action Plan			
	Criteria Reference	Points Available	Current Points
Suggested Improvements			
Entrance path upgrade	2b	10	5
Ground floor painting upgrade	3b	20	5
Utility encasement	3b	10	5



Open Space Summary

Stand Alone Open Spaces

Where the particular area of the Wheatley Group has the responsibility to maintain stand alone spaces, these areas are assessed for aesthetic condition, grass cutting, maintenance and surface condition, arisings, littering, dog fouling and fly tipping.

There were no stand alone spaces in the area suitable for assessment.

Street Scoring

<u>Address</u>	<u>Grade</u>
Little Road	B+
27 Kayne Wynd	B+
16-20 Oxfangs Avenue	B+
17 Burndale Place	B
38-40 Balcaress Street	B
40 Pilton Drive North	B
26 Broomhouse Square	B
52 Nichollfield	B+
26 Kayne Wynd	B+
7 New Mart Gardens	B+
Cathay Court	B
99 Milton Road East	B+
21 Wardieburn Road	B
4 Port Hamilton	B
Falcon Gardens	B

The street survey has resulted in the findings that all areas achieved a grading above the recognised minimum acceptable standard of B and therefore attained a Street Cleanliness Index Score of **78**. This is 11 points above the national recognised minimum standard of 67.

Question	Overall total Number of responses - 16				
	The customer satisfaction score has reduced from 100% to 85% compared to the response in the previous assessment.				
	(1) Very dissatisfied	(2) Fairly dissatisfied	(3) Neither/ Unsure	(4) Fairly satisfied	(5) Very satisfied
Are you satisfied with the management of the neighbourhood you live in?		1 (6%)		4 (25%)	11 (69%)
How satisfied are you with the grounds maintenance such as grass cutting in your area?			1 (6%)	4 (25%)	11 (69%)
Are you satisfied with the standard of cleaning in landings, stairwells and other areas?		1 (6%)	2 (12%)	3 (18%)	10 (64%)
Are you happy with the services provided for disposing of waste and recycling?	1 (6%)	1 (6%)	3 (18%)	2 (12%)	9 (58%)
Do you feel safe and secure in your building?	1 (6%)	1 (6%)	2 (12%)	2 (12%)	10 (64%)
Do you feel well informed about things that might affect you as a resident?	1 (6%)	1 (6%)	1 (6%)	3 (18%)	10 (64%)
	Yes	No	Unsure	-	
In your opinion is there an issue with dog fouling in the area?	1 (6%)	14 (88%)	1 (6%)	-	
In your opinion is there an issue with littering in the area?	2 (12%)	14 (88%)		-	
In your opinion is there an issue with graffiti in the area?		15 (94%)	1 (6%)	-	

Methodology

Multi Storey and Tenement Property

The Keep Scotland Beautiful Environmental Quality Standard for Housing consists of two main areas of activity;

On-site activity - survey, visual inspection and face-to-face questioning and feedback, photographic evidence, note taking, initial scoring against criteria by site.

Off-site activity – desk research, analysis of findings, scoring and report writing.

All properties were visited by Keep Scotland Beautiful staff, accompanied by Wheatley Group members of staff. This ensured that any issues highlighted during each visit could be acted upon immediately. Questions about the site and block could be addressed there and then, allowing a training element for both the assessor and Wheatley staff on standards looked for and address any security and access issues.

When on site each, tenement property was assessed from top to bottom of the block including all landings, stairwells, chute areas, foyers and entrances. The cleanliness of these areas was assessed along with any anti-social incivilities, aesthetic issues and any waste issues in the block. The lift casings were also assessed in each block as well as the foyers in terms of look, feel and welcoming nature. The immediate surrounds of each block were then assessed and any issues noted including graffiti, paintwork issues and aesthetics of building. Finally any storage areas were assessed for upkeep and management and bin storage areas in terms of cleanliness, upkeep and maintenance.

The external environment of each site was assessed in terms of the grounds maintenance and upkeep of both hard and soft standing areas. Any car parks were looked at and any issues noted with regards to surface, cleansing, lining etc. All grassed areas were monitored for sufficient grass cutting frequency, management of area and litter removal. Any hard standing public areas were looked at and landscaped/shrub areas in terms of management, litter removal. Any other issues were recorded including any dog fouling, flytipping and graffiti. The external appeal of the areas was also assessed and any play areas, floral displays, trees/shrubs and recreational grounds were noted.

All policies, procedures, statements and general public information are assessed in terms of being appropriate for the organisation. This involves gathering all relevant information and carrying out desktop evaluation of the documentation. Company website information is also assessed where appropriate.

As regards the tenement properties, a street assessment of the corresponding area was undertaken, measured against the standards outlined in the code of Practice on Litter and Refuse (Scotland) 2006, in order to ascertain acceptance levels or otherwise of littering.

Street Scoring Methodology

Allocating a grade

Each site is graded according to the standards outlined in the code of practice on Litter and refuse (Scotland) 2006. This grading is based on research into standards of cleanliness which most people regard as being acceptable or unacceptable.

Grade A: No litter or refuse

Grade B: Predominately free of litter and refuse apart from some small items

Grade C: Widespread distribution of litter and/or refuse with minor accumulations

Grade D: Heavily affected by litter and/or refuse with significant accumulations

Allocating a score

Cleanliness indices (CI)

The method of measurement for monitoring litter in this survey is the Cleanliness Index Measurement System, developed by KSB and used widely by local authorities throughout the UK to monitor their performance and set targets for improving services. The Cleanliness Index (CI) indicates the standards of cleanliness achieved in an area. Total counts of grades A, B+, B, C, and D sites achieved throughout an area are used to calculate a CI between 0 and 100. An area with a CI of 0 would consist of all heavily littered (grade D) sites, whereas a CI of 100 would represent an area completely free of litter or refuse (all grade A sites).

Points are awarded as follows for each cleanliness grade: **A=3; B+=2.7; B=2; C=1; D=0**

It should be noted that there is an additional grade of **B+** to provide extra management information. This level of grading is not included in the code of practice and is designed to help distinguish the almost litter free streets from the standard B grade.

Calculate the **actual points** scored:

(Count of grade A) x 3.0 +

(Count of grade B+) x 2.7 +

(Count of grade B) x 2.0 +

(Count of grade C) x 1.0 +

(Count of grade D) x 0

Calculate the **maximum score** possible
(i.e. if all sites are grade A):

(Number of sites surveyed) x 3

Cleanliness Index Calculation = actual points/maximum points x 100

The minimum acceptable standard of cleanliness adopted by local authorities in Scotland is **67**.

Overall Award Score and Weighting

Each area audited has a total scoring of 1000 points, measured against the 5 elements of the award, administration, external environment, internal environment, waste management and community participation. As the administration and community participation are not site specific and applicable to the organisation in its entirety, and already assessed in the pilot exercise, the scoring in these sections are constants when arriving at a total score for each site. In addition, part of the waste management section is also applicable to the organisation as regards head office policy and this is also a constant in scoring methodology. Allocation of points are weighted towards external and internal environmental elements and it should be noted that there are differences in the environmental elements scoring (external and internal) of multi storey and tenements to account for the configuration of the properties.

MSF Score Weighting

Element	No of criteria	Weighting	Points available
Administration	7	9%	90
Environmental - External	21	27%	270
Environmental Internal	35	35%	350
Waste Management	11	15%	150
Community Participation	14	14%	140
	88	100%	1000

Tenement Score Weighting

Element	No of criteria	Weighting	Points available
Administration	7	9%	90
Environmental - External	25	28%	280
Environmental Internal	21	32%	320
Waste Management	11	17%	170
Community Participation	14	14%	140
	78	100%	1000

Score Weighting Guide Head Office Administration, Waste Management and Community participation

The following constant elements of administration, part of waste management and community participation outline the score weighting system applicable to each.

	Administration (Head Office)	Element 1	Score Weighting
1a	Corporate Social Responsibility	Strategy and policy	30
1d	Policy, Plans & Procedures	Health and Safety	10
1e		Environmental	10
1f		Litter Prevention	10
1g		Waste prevention	10
1h		Training for staff	10
1j		Tenant engagement	10
Total			90

	Waste Management (Head Office)	Element 4	Score Weighting
4a	Waste Management Policy	Appropriate for organisation	20
4b	Waste Management Practices	Staff provided with guidance and support to manage waste	20
4c		Waste streams separated and stored, collected regularly	20
4d		Tenants provided with guidance and support to manage waste	20
Total			80

**Score Weighting Guide Head Office
Administration, Waste Management and
Community participation
(Continued)**

	Community Participation	Element 5	Score Weighting
5a	Community Engagement Policy	Appropriate for, driven by tenants, e.g. local primary, nursery schools	10
5b		Reviewed in past 12 months	10
5c	Tenant Engagement	Resident groups are encouraged and supported	10
5d		Resident disputes are managed quickly and effectively	10
5e		Tenant satisfaction surveys set and achieve targets	10
5f		Regular tenant meetings	10
5g		Tenant Committee in place	10
5h		Support provided to tenants to manage meetings and take ownership of plans	10
5j		Tenants have right to have their say in decisions	10
5k		Targets for engagement set and achieved	10
5l	Complaints Process	Clear process in place	10
5m		Complaints are acted upon and feedback given	10
5n	Locality Activity	Community gardens encouraged	10
5o		Food production, edible borders	10
Total			140

Score Weighting Guide—MSF'S

Environmental External On Site

	Environmental - External (On Site Assessment)	Element 2	Score Weighting
2a	Safety features	Emergency Services Block Information (Yellow Sign)	10
2b	Car Park	Staining	10
		Weeds	10
		Detritus	10
		Surface	10
		Litter/Dog fouling	10
		Lining	10
2c	External Appeal - Overall	Overall impression	30
		Floral displays	Yes/No
		Trees	Yes/No
		Shrubs	Yes/No
		Play area	Yes/No
		Recreational Grounds	Yes/No
2d	Safety Features - Impression of safety	Overall impression	10
		CCTV	10
2e	External Lighting	Appropriate for site	10
		Working order	Yes / No
		Vandalised	Yes / No
2f	External Walls	Clean/free of graffiti/paintwork in order	10
2g	Visual indicators	Gum	10
		Graffiti	10
		Dog fouling	20
		Flytipping/bulk waste	10
		Other issues	10
2h	Overall External Littering Score	Grade A (30)	30
		Grade B (20)	20
		Grade C (10)	10
		Grade D (0)	0
	Grassed Areas	Cut appropriately	10
		Maintained	10
		Litter	20
Total			270

Score Weighting Guide—MSF'S

Environmental Internal On Site

	Environmental - Internal (On Site Assessment)	Element 3	Score Weighting
3a	Main Entrance	Secure & Welcoming	10
		Operational	10
		Clean & litter free	10
		Lighting	10
		Graffiti	10
3b	Foyer	Lighting	10
		Notice Boards	10
		Walls & Ceilings	10
		Flooring	10
		Clean & litter free	10
		Graffiti	10
3c	Lifts	Walls / Ceilings & Architraves	10
		Flooring	10
		Clean & litter free	10
		Odour	10
		Graffiti	10
		Functional	10
3d	Landings	Lighting	10
		Walls & Ceilings	10
		Flooring	10
		Clean & litter free	10
		Graffiti	10
		Windows	10
		Bulk items	10
3e	Stairwells	Banisters	10
		Lighting	10
		Walls & Ceilings	10
		Flooring	10
		Clean & litter free	10
		Graffiti	10
		Windows	10
		Bulk items	10
3f	Internal Signage	Fire exits/waste chute/no entry/electrics	10
		Overall impression	10
3g	Facilities Areas	Overall impression	10
		Drying Areas	Yes / No
		Laundry Room	Yes / No
		Storage / Bulk Items Storage	Yes / No
Total			350

Score Weighting Guide—MSF'S

Waste Management On Site

	Waste Management (On Site Assessment)	Element 4	Score Weighting
4e	Waste Management Areas	Size & Volume of allocated bins appropriate for area	10
		Recycling Facility offered and appropriate for area	10
		Correctly labelled bins (General, Recycling, Food etc)	10
4f	Waste Area	Clean/condition	10
4g		Secure	10
		Signage and Positioning appropriate for site	10
4h		Waste and recycling schedules are clear	10
Total			70

Score Weighting Guide Tenements

Environmental External On Site

	Environmental - External (On Site Assessment)	Element 2	Score Weighting
2a	Fencing/hedging	Condition/maintained	10
	Building condition/frontage	Facia	10
		Guttering/downpipes	10
		Graffiti free	10
2b	Access Path	Surface	10
		Staining	10
		Litter/waste and dog fouling free	20
2c	Address locators	Clear signage	10
2d	Entrance	Secure	10
		Graffiti and etching free	10
		Intercom operational	10
2e	Front garden areas	Litter, waste, dog fouling	20
2f	Back Court / Drying Area	Facilities appropriate for site	10
		Rear facia condition	10
		Rear guttering condition	10
		Surface area maintained	10
		Litter/waste and dog fouling free	20
		Weed growth	10
		Grass	10
2g	Back entrance	Secure	10
		Graffiti and etching free	10
		Operational	10
2h	External lighting	Appropriate for site	10
		Working order	10
		Condition	10
Total			280

Score Weighting Guide Tenements

Environmental Internal On Site

	Environmental - Internal (On Site Assessment)		Score Weighting
3a	Internal Signage	Customer engagement	10
3b	Ground floor landing, walls and ceilings	Paintwork	20
		Utility condition	10
		clean & cobweb free	10
		lighting	10
		Graffiti free	10
3c	Ground floor landing, Flooring	Condition	20
		Litter & waste free	10
		Clean	20
3d	Stairwells, Landings	Flooring cleanliness	20
		Condition	20
		Paintwork	20
		Walls and ceilings cleanliness	20
		Utility condition	10
		Lighting	10
		Litter & waste free	10
		Graffiti free	10
		Bannisters secure and clean	10
		Window cleaned	10
		Window sills clean	10
	Window condition	20	
3e	Overall	Impression	20
Total			310

Score Weighting Guide— Tenement

Waste Management On Site

	Waste Management (On Site Assessment)	Element 4 Continued	Score Weighting
4a	Waste Management Areas	Size & Volume of allocated bins appropriate for area	10
		Recycling offered and appropriate for area	20
		Correctly labelled bins (General, Recycling, Food etc)	10
		Clean	20
		Condition/fit for purpose	20
		Secure	10
		waste Signage provided	10
Total			

Open Spaces Methodology and Score Weighting

Methodology

Stand alone open spaces are assessed for aesthetic condition, grass cutting, maintenance and surface condition, arisings, litter and dog fouling. It should be noted that stand alone open space scoring does not form part of the overall assessment award and is provided separately to enable benchmarking with other LHO's where such areas are maintained.

Score Weighting

Stand alone open spaces		Score Weighting
	Grass cutting	10
	Aesthetic condition	10
	Maintenance/surface condition/edging	10
	Arisings	10
	Littering	10
	Dog fouling	10
	Fly Tipping/bulk waste	10

Keep Scotland Beautiful is the charity that provides advice and support to help create and maintain cleaner, safer and healthier local environments where people and communities can thrive. It's part of our work to make Scotland clean, green and sustainable.



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ISO 14001:2015 Certification No.208826

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Report

To: Dunedin Canmore Housing Board

By: Elspeth Lang, Development Manager

Approved by: Tom Barclay, Group Director of Property and Development

Subject: New Build Project Approval: Roslin Phase 2

Date of Meeting: 23 September 2021

1. Purpose

1.1 To seek approval to add 24 social rent properties and 14 mid-market rent properties at Roslin Phase 2, Midlothian to our 5-year development programme.

2. Authorising and strategic context

2.1 Our development governance arrangements establish that this Board has a strategic programme role, approving our rolling 5-year development programme. In agreeing the programme, the Board also agree parameters which must be met for each individual project.

2.2 The Group Development Committee is thereafter responsible for the implementation via the detailed scrutiny and project approvals where the proposed development is in the 5-year programme and meets the criteria.

2.3 Any additions to the 5-year programme must be agreed by this Board and are also subject to the normal project approval process via the Group Development Committee. Roslin Phase 2 is a new opportunity and is not contained in our 5-year RSL development programme approved by the Board on 11 February 2021.

2.4 Due to the nature of the timing of this Board and Committee meeting cycle, the project approval is being considered in parallel by the Group Development Committee at its meeting on 23rd September 2021. Any approval by the Group Development Committee is subject to this Board agreeing that it be added to our 5-year programme.

2.5 This report relates to DCH's 2021-2016 Strategy in particular to the strategic theme 'making the most of our homes and assets' as follows:

- The properties developed at Roslin Phase 2 will be warm, safe and energy efficient homes, meeting Aspects 1 and 2 of Silver Sustainability Standards.

- The 38 units at Roslin Phase 2 will contribute to the target of 960 new affordable homes during the plan period.
- Work to place the customer at the heart of how we plan and design our new build developments has commenced. We will work with Housing Management colleagues to establish opportunities to link the homes built at Roslin Phase 2 to prospective customers, at an early enough date to be consulted and to enable decisions on kitchen preferences and finishes to interior décor.

2.6 Against the strategic theme of ‘changing lives and communities’, Roslin Phase 2 will deliver opportunities for training and employment through the building contract. Through negotiation with Taylor Wimpey we have agreed a community benefit contribution of £250 per unit to the Wheatley Foundation is included in the contract. While this falls short of the £750 target, it is the first occasion that Taylor Wimpey has contributed a financial contribution towards Community Benefits in a contract and is a new addition to the terms agreed for Phase 1.

3. Risk appetite and assessment

- 3.1 The risk appetite for DCH was agreed as open; *“willing to choose the one that is most likely to result in successful delivery while also providing an acceptable level of reward (and value for money etc.)”*
- 3.2 The developer, Taylor Wimpey UK Limited has borne the risk, and cost, of obtaining all statutory consents, and will be responsible for planning gain payments (Section 75) to Midlothian Council (MLC). A full counterparty risk assessment is undertaken as standard as part of the project approval by the Group Development Committee.

4. Background

- 4.1 Roslin is a small settlement in Midlothian located close to the boundary with the City of Edinburgh. The village is famous for the Roslin Institute, previously located on the proposed site. Roslin has a rich cultural heritage and the world-famous Rosslyn Chapel is located close by. Amenities local to the site include a health centre, small library, two local supermarkets and a Country Park. Further retail amenities are located at the Straiton Retail Park. Roslin is two miles from the DCH Repairs and Maintenance Depot at Bilston, and is close to existing DCH stock in Bilston and Rosewell. A plan showing site information including its location in relation to the wider area is attached at Appendix 1.
- 4.2 The units proposed in this report form part of a wider new build development named Sinclair Park which consists of 228 for sale units and 76 affordable units. DCH is already on site with Taylor Wimpey at Roslin Phase 1 which also consists of 38 units and is due for completion in November 2022.

- 4.3 The project was originally included in the MLC Strategic Housing Investment Plan for grant approval for Places for People (PfP) in 2022/23. Due to shifting internal priorities PfP notified MLC and Taylor Wimpey that they were withdrawing their interest in the project. This enabled us to step in. We agreed with MLC and the Scottish Government that the tender approval for the project can be accelerated to 2021/22. Some front funding of grant may be required in 2021/22 although the Scottish Government has confirmed that slippage has been incurred in the MLC programme and as a result the likelihood of front funding has reduced. The financial appraisal has been run on the basis that no grant will be available until 2022/23.
- 4.4 As we are currently developing 38 social rented units with Taylor Wimpey on this site (Roslin Phase1) the opportunity to develop a further 38 affordable units which combines social rent and mid-market rent will provide a wider tenure balance and choice for customers on the site. Similar house types and contractual agreements will carry forward from Phase 1 to Phase 2 and we will be working with the same consultants, which will assist in expediting the project. Increasing the number of units on the site will also provide some economies of scale for future management and maintenance of the housing units.
- 4.5 As a windfall opportunity, the site at Roslin Phase2 does not currently feature in our 5-year Business Plan. It is therefore proposed as an alternative to the Craighall Phase 2 project in East Lothian. Unlike Roslin Phase 2, the Craighall project carries a degree of uncertainty as to which provider (council or RSL) will develop the site and, while construction in the development area is already underway, any movement with the project as regards our involvement is now unlikely to progress until 2023/24 at the earliest. East Lothian Council are seeking to develop the first phase of affordable units as part of the council's own new build development programme.

5. Customer engagement

- 5.1 The proposed housing and tenure mix has been agreed with MLC and is based on housing needs and desired tenure mix in the area.
- 5.2 The views of MLC, our Housing Management Team and Lowther Homes have been sought. Housing waiting lists for social rented accommodation are high, as confirmed by the council. Lowther colleagues anticipate a high demand for high quality houses for mid-market rent due to the current lack of supply in the area. Lowther recognise the current drive to move out of the city and into larger accommodation driven by lifestyle changes as a result of the pandemic.

6. Discussion

- 6.1 There is high demand for affordable housing in Roslin. Pressure analysis information show that there are only 47 council homes remaining in the area and a waiting list of 1,288 households identified by MLC. The housing need is primarily for smaller properties.

6.2 Currently, we have no mid-market rent properties in the town, however it is anticipated that demand for mid-market rent properties will be high in Roslin due to its close proximity to Edinburgh. Lowther Homes colleagues have been consulted on the proposals and are supportive. Market evidence obtained from Retties in 2021 for the nearby Midlothian town of Bonnyrigg confirms that demand for mid-market rent is high in Midlothian.

6.3 The units in Roslin Phase 2 will be a mix of semi-detached and terraced housing. The housing mix in Roslin Phase 1 contained common access flats, cottage flats and a smaller number of houses. Roslin Phase 2 therefore complements the Phase 1 mix and offers the opportunity to increase the number of houses at the location.

6.4 The composition of the 24 social rent properties are summarised below:

Type	Accommodation	Tenure	No of B/room	No of B/space	No
House	3a/4p house	Social	2	4	6
House	4a/4p house	Social	3	4	18
Total SR units					24

6.5 The composition of the 14 mid-market rent units are summarised below:

Type	Accommodation	Tenure	No of B/room	No of B/space	No
House	3a/4p house	MMR	2	4	8
House	4a/4p house	MMR	3	4	6
Total MMR units					14

6.6 The proposed social rents for Roslin Phase 2 will be consistent with the rents to be charged for Phase 1, as well as rents for our comparably sized new build projects. The rents for the mid-market rent units will be in line with Scottish Government funding criteria and have been set at a level that is appropriate for the local market.

6.7 The design meets both our design standards including Housing for Varying Needs compliance and the Greener Standard. Fit out costs for mid-market rent are included in the contract cost. We will ensure that our Build to Secure requirements will be satisfied.

6.8 Subject to approval, the Roslin Phase 2 project is planned to start on site in November 2021, and a build programme of 30 months has been agreed bringing us to a completion in May 2024. The site will lend itself to phased handovers of completed units and based on the current build out route planned by Taylor Wimpey, it is anticipated that the first units will be handed over in advance of the 30-month period.

7. Digital transformation alignment

- 7.1 BT Fibre will be delivered free to the customer in the completed units to meet our Group Strategy objectives to facilitate the aim of developing digital neighbourhoods and creating the digital infrastructure that may assist customers to work from home or live independently for longer.
- 7.2 Thereafter, our customers will be free to choose their intranet supplier of choice from a range of companies including Sky, Talk Talk and Vodafone etc.

8. Financial and value for money implications

- 8.1 The individual project approval is subject to a full financial review against the criteria agreed as part of the project approval review to confirm that it provides value for money.

9. Legal, regulatory and charitable implications

- 9.1 Legal support for this project will be provided by our Property Legal Team and Shepherd and Wedderburn LLP. The contractual position achieved at Roslin Phase 1 will be replicated.

10. Equalities implications

- 10.1 The properties have been designed to meet requirements of Part 1 of Housing for Varying Need.

11. Environmental and sustainability implications

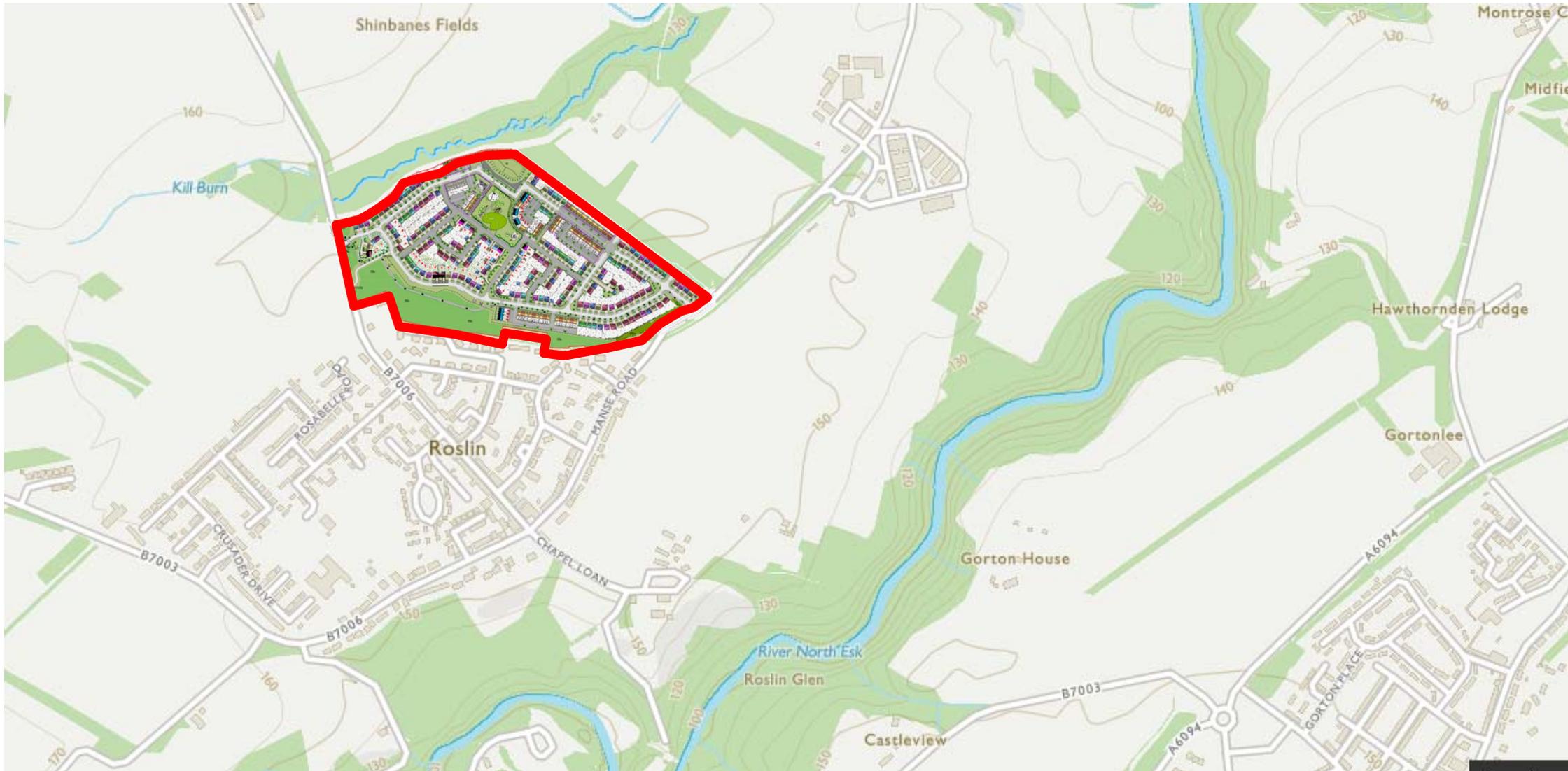
- 11.1 The properties will be developed to meet Aspects 1 and 2 of the Silver Sustainability Standards which covers reduction in carbon dioxide emissions and energy use for space heating. The EPC level of this development will be Band B.
- 11.2 The properties also feature photovoltaic panels that convert sunlight into electricity. Along with a highly efficient thermal specification these solar generation systems help the project exceed the target emission rates required by building standards. Taken as a whole, the specification helps customers reduce their energy bills.

12. Recommendations

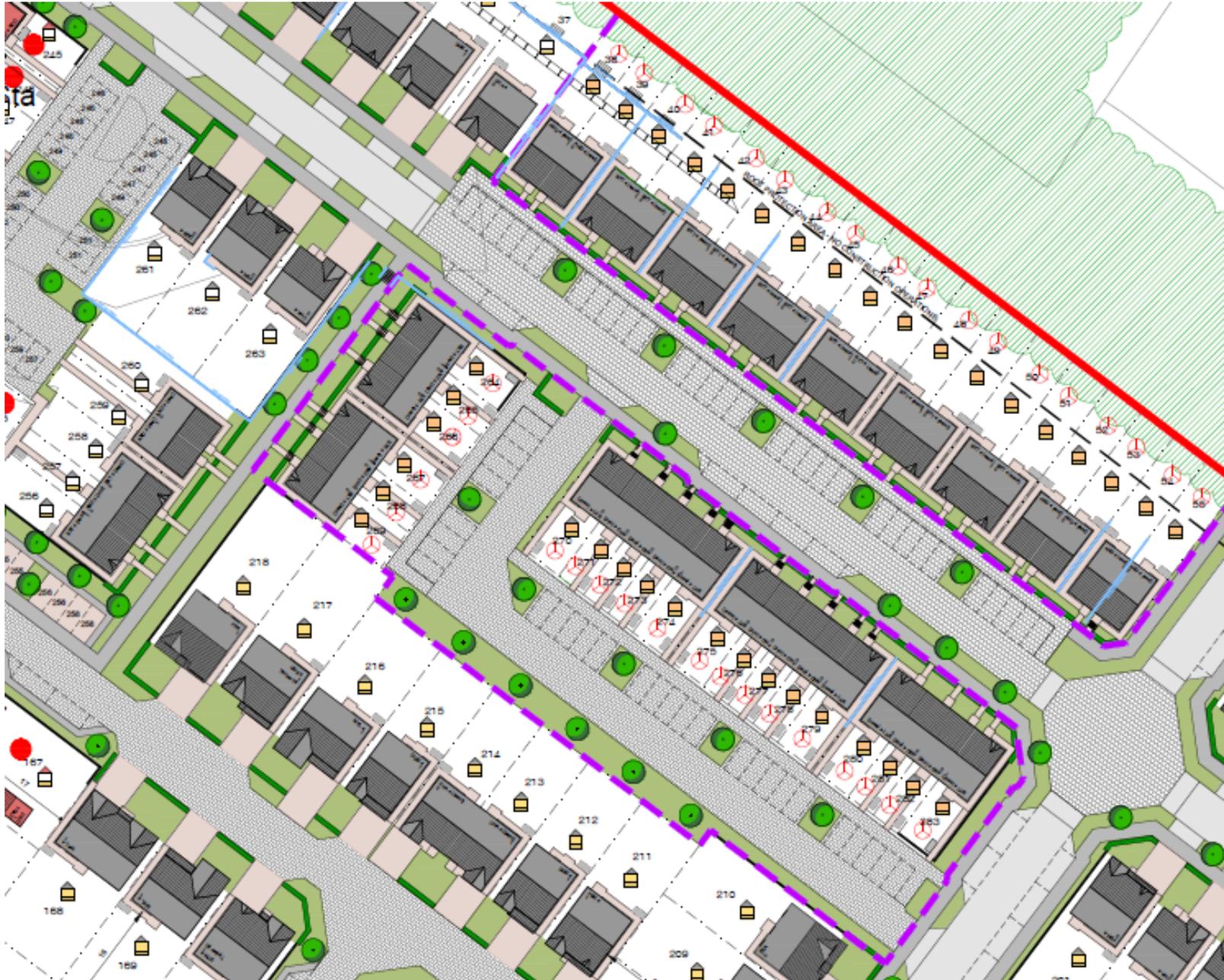
- 12.1 The Board is invited to:
 - 1) Agree that the Roslin Phase 2 project be added to our 5-year development programme; and
 - 2) Note that the project is also subject to the Group Development Committee project approval process.

List of Appendices: Appendix 1: Location Plan and visuals for the site.











FRONT ELEVATION



FRONT ELEVATION



An example of a 2 bed Andrew home

