

PERTH AND KINROSS COUNCIL

Housing and Health Committee

29 October 2014

Perth and Kinross Local Housing Strategy 2011-2016 Progress Report 2014

Executive Director (Housing and Community Care)

PURPOSE OF REPORT

This report provides an update on the progress of the Perth and Kinross Local Housing Strategy (LHS) 2011-2016 and summarises a number of significant achievements since the strategy was approved by Committee in 2011.

1. BACKGROUND / MAIN ISSUES

- 1.1 The Local Housing Strategy (LHS) is the main strategic document which sets out how Perth and Kinross Council and its partners will address key housing issues in the area over a five year period.
- 1.2 The Housing (Scotland) Act 2001 requires local authorities to undertake a comprehensive assessment of housing needs and conditions and to produce local housing strategies to tackle the housing problems in their areas. The Housing and Health Committee approved the Perth and Kinross Local Housing Strategy 2011-2016 in November 2011 (Report 11/539).
- 1.3 Under section 89 of the Housing (Scotland) 2001 Act, the local authority is required to keep its strategy under review. The Housing and Health Committee approved the 2012 Progress Report in October 2012 (Report 12/478) and the 2013 Progress Report in November 2013 (Report 13/513).
- 1.4 The Strategy sets out four main priorities for investment. These are:
 - **Addressing Housing Requirements** to enable housing supply in the size and type people need, in the areas they want to live and that they can afford.
 - Developing appropriate housing and related services to **Promote Sustainable and Mixed Communities**.
 - **Improving Stock Conditions and Energy Efficiency** helping to reduce fuel poverty.
 - **Assisting People with Particular Needs** to ensure there is a range of house sizes and types available with appropriate support to meet the needs of people with particular needs.

2. PROPOSALS

2.1 It is proposed that Committee note the 2014 Progress Report on the Perth and Kinross Local Housing Strategy 2011-16 (Appendix 1) which:

- Shows how the four priority investment areas have progressed over the past year
- Identifies progress against key objectives and actions.

2.2 It is also proposed that Committee note the following significant successes since the 2011-2016 strategy was approved in November 2011:

Addressing Housing Requirements

- 418 publicly subsidised affordable housing units developed.
- 682 people supported through Rent Bond Guarantee Scheme.

Promoting Sustainable and Mixed Communities

- Resident satisfaction with their area/neighbourhood has consistently been rated above the target of 90% since 2011.
- A total of 67 mixed tenure houses have been completed through the Muirton Master Plan.
- The opportunities for tenants and other residents to influence decision making have been increased through Registered Tenants Organisations (RTO) involvement, resident academy trainee programmes and the introduction of an Interested Persons' Consultation Database, as well as the establishment of a SURE Team (Service User Review and Evaluation) who work with services to scrutinise their performance
- Council housing management has continued to meet the requirements of the Scottish Housing Regulator in areas such as:
 - The average time to re-let non difficult to let properties has decreased from 34 days in 2011, to 29 days in March 2014 and 23 days in Aug 2014.

Improving Stock Conditions and Energy Efficiency

- The Scottish House Condition Survey (SHCS) reported 39% of households were living in fuel poverty in 2008/2010. This reduced to 28% in 2010/2012 (latest figures available).
- 10% of properties were living in extreme fuel poverty (SHCS, 2008/2010), compared to 8% in 2010/2012.
- The percentage of dwellings with a NHER energy efficiency rating of 7 or above increased from 41% in 2008/2010, to 50% in 2010/2012 (SHCS).
- The number of properties improved through the Council's Scottish Housing Quality Standard (SHQS) delivery plan has reached 2,616 and the compliance rate has increased from 50.3% in March 2011, to 84% in 2014.
- The percentage of all houses compliant with the requirements of the SHQS rose from 39% in 2008/10, to 45% in 2010/12 (SHCS).

Assisting People with Particular Needs

- Sheltered and very sheltered housing complexes have been identified to pilot 'housing with additional support' during 2014.
- The number of people receiving a community alarm in Perth & Kinross increased from 3,271 in 2011, to 3,275 in 2014.
- The number of people receiving telecare packages increased from 610 in 2013, to 698 in 2014.
- The number of adapted properties in Perth & Kinross has consistently exceeded the target of 250 per year since 2011.
- 43,873 items of aids and/or equipment have been supplied since 2011 to physically disabled people.
- Supported accommodation places have been created for people with mental health issues and for people with learning disabilities.
- The number of homeless presentations has been decreasing since 2011 through the introduction of Housing Options.
- The average number of days spent in temporary accommodation has reduced within Greyfriars, B&B's and Rio Satellite properties.

- 2.5 Committee is asked to instruct the Executive Director (Housing and Community Care) to bring forward future Local Housing Strategy progress reports to future meetings of this committee.

3. CONCLUSION AND RECOMMENDATIONS

- 3.1 This report provides information on the progress of the Perth and Kinross Local Housing Strategy 2011-2016.

- 3.2 It is recommended that Housing and Health Committee:

- (i) Note the Perth and Kinross Local Housing Strategy 2011-2016 Progress Report 2014 (Appendix 1).
- (ii) Instruct the Executive Director (Housing and Community Care) to bring future Local Housing Strategy progress reports to future meetings of the Housing and Health Committee.

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1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

Strategic Implications	Yes / None
Community Plan / Single Outcome Agreement	Yes
Corporate Plan	Yes
Resource Implications	
Financial	Yes
Workforce	None
Asset Management (land, property, IST)	Yes
Assessments	
Equality Impact Assessment	Yes
Strategic Environmental Assessment	Yes
Sustainability (community, economic, environmental)	Yes
Legal and Governance	None
Risk	Yes
Consultation	
Internal	Yes
External	Yes
Communication	
Communications Plan	None

1. Strategic Implications

Community Plan / Single Outcome Agreement

1.1 The outcomes of the Community Plan/Single Outcome Agreement 2013-2023 are all relevant to this report:

- (i) Giving every child the best start in life
- (ii) Developing educated, responsible and informed citizens
- (iii) Promoting a prosperous, inclusive and sustainable economy
- (iv) Supporting people to lead independent, healthy and active lives
- (v) Creating a safe *and sustainable place for future generations*

Corporate Plan

1.2 The outcomes of the Council's Corporate Plan are all relevant to this report:

- (i) Giving every child the best start in life;
- (ii) Developing educated, responsible and informed citizens;
- (iii) Promoting a prosperous, inclusive and sustainable economy;
- (iv) Supporting people to lead independent, healthy and active lives;
- (v) Creating a safe and sustainable place for future generations.

2. Resource Implications

Financial

- 2.1 Funding for the developments in this reports come from the Council's new-build housing programme, use of the second home Council Tax Fund and Developer Contributions for affordable housing.
- 2.2 The core activities and priorities identified in this report have been incorporated into the Perth and Kinross Council Revenue Budget 2014/15 and 2015/16 following approval at full Council on 13 February 2014 (Report 14-44) and the Housing Revenue Account (HRA) Strategic Financial Plan Incorporating the 5 Year Capital Investment Programme and Rent Strategy to 2018/19, Reserves Strategy and Other Housing Charges for 2014/15 approved at Housing and Health Committee on 29 January 2014 (Report 14-18). The report is also influenced by the Empty Properties – Council Tax Changes Report approved at full Council on 26 June 2013 (Report 13/338). This policy aims to encourage empty properties to be brought back into use and therefore improve the level of affordable housing within the Perth & Kinross area.
- 2.3 Detailed future resource implications will be reported to relevant Council committees.

Workforce

- 2.4 None arising from this report.

Asset Management (land, property, IT)

- 2.5 Resource implications of this report relate to the local authority new build housing programme and the use of land currently in Council ownership.

3. Assessments

Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.

The proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

- (i) Services that are the focus of this report provide positive outcomes through care, support and assistance to a range of individuals.

Strategic Environmental Assessment

- 3.2 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.
- 3.3 No further action is required as this does not qualify as a Planning Policy Statement as defined by the Act and is therefore exempt.

Sustainability

- 3.4 Under the provisions of the Local Government in Scotland Act 2003 the Council has to discharge its duties in a way which contributes to the achievement of sustainable development. Under the Climate Change (Scotland) Act 2009 the Council also has a duty relating to climate change and, in exercising its functions must act:
- in the way best calculated to delivery of the Act's emissions reduction targets;
 - in the way best calculated to deliver any statutory adaptation programmes; and
 - in a way that it considers most sustainable.
- 3.5 These proposals meet the following sustainability criteria:
- Where possible, using materials from sustainable sources.
 - Energy conservation through improved insulation measures.
 - More efficient heating systems.
 - More efficient lighting systems.

Legal and Governance

- 3.6 The Head of Legal Services has been consulted and there are no direct legal implications in this report.

Risk

- 3.7 The Housing and Community Care Senior Management Team regularly review capital monitoring reports that highlight individual project progress and risk.

4. Consultation

Internal

- 4.1 The Heads of Finance, Legal Services and the Deputy Director of The Environment Service have been consulted on this report.

External

- 4.2 The Local Housing Strategy (LHS) 2011-2016 was developed through detailed inter-agency working and consultation. Achieving LHS objectives is progressed through successful joint working with partner agencies including Registered Social Landlords, Homes for Scotland, Private Developers and Rural Landlords through groups such as the Housing Forum.
- 4.3 The Tenant Committee Report Panel were consulted on this report. They noted that it was a thorough, well laid out report and that the Outcome Monitoring Framework is a good tool for measuring performance and comparing performance to previous years.

5. Communication

- 5.1 There are no direct communication issues with regard to this report.

2. BACKGROUND PAPERS

No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 were used other than those referred to and referenced in the report.

3. APPENDICES

Appendix 1 - Perth and Kinross Local Housing Strategy 2011-2016 Progress Report 2014.



PERTH AND KINROSS

LOCAL HOUSING STRATEGY

2011-2016

Progress Report

October 2014

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Glossary of Terms

ARC	Annual Return on the Charter
CTB	Council Tax Benefit
DHP	Discretionary Housing Payments
DWP	Department of Work and Pensions
ECO	Energy Company Obligation
EESHS	Energy Efficiency Standard for Social Housing
HEAT	Home Energy Advice Team
HES	Home Energy Scotland
HEEPS-ABS	Home Energy Efficiency Programmes Scotland – Area Based Schemes
HMO	Houses in Multiple Occupation
HRA	Housing Revenue Account
LDP	Local Development Plan
LHS	Local Housing Strategy
NHER	National Home Energy Rating
PRS	Private Rented Sector
RBGS	Rent Bond Guarantee Scheme
RICS	Royal Institute of Chartered Surveyors
RSL	Registered Social Landlords
RTB	Right to Buy
RTO	Registered Tenants Organisations
SCARF	Social Enterprise operating HEAT and HES
SDP	Strategic Development Plan
SGN	Scottish Gas Network
SHCS	Scottish House Condition Survey
SHIP	Strategic Housing Investment Plan
SHQS	Scottish Housing Quality Standard
SHS	Scottish Household Survey
SLP	Strategic Local Programme
SPP	Scottish Planning Policy
SSE	Scottish and Southern Energy
TAYplan	Strategic Development Planning Authority for Dundee, Angus, Perth and North Fife

1. Introduction

Delivering high quality housing in safe and secure neighbourhoods and ensuring that Perth and Kinross is a place where everyone enjoys good quality housing in a pleasant and safe environment is a key priority for the Perth and Kinross Community Planning Partnership and Perth and Kinross Council. The Local Housing Strategy (LHS):

- Provides the strategic framework for the future development of the local housing system, through which housing providers and investors can operate, so that needs and demands can be met more effectively with available resources.
- Establishes a shared understanding of the issues and priorities where some form of intervention is required and sets out actions on how these issues and priorities will be addressed by the Council and its partners.
- Sets objectives and targets, and shows how progress will be monitored and impact evaluated.
- Identifies how the Strategy contributes to the achievement of the national housing priorities and the wider social objectives as identified in the Community Plan and Single Outcome Agreement.

The Strategy sets out four main investment priority themes. These are:

- **Addressing Housing Requirements** to enable housing supply in the size and type people need, in the areas they want to live, and that they can afford.
- Developing appropriate housing and related services to **Promote Sustainable and Mixed Communities**.
- **Improving Stock Conditions and Energy Efficiency** helping to reduce fuel poverty.
- **Assisting People with Particular Needs** to make sure there is a range of house sizes and types available with appropriate support to meet the needs of people with particular needs.

This is the Perth and Kinross Local Housing Strategy 2011–2016 Progress Report for 2014. Each section highlights the progress made over the last year in each of the four main investment priority themes, including legislative and policy updates and service developments that have taken place in Perth and Kinross. Sections 6 and 7 highlight key achievements and show how Perth and Kinross Council will continue to meet its aims through the updated outcome monitoring framework.

2. Addressing Housing Requirements

2.1 Our Intended Outcome

That there is sufficient supply of houses of the size and type people need, in the areas they want to live, and that they can afford.

2.2 Our Strategic Objectives

1. Help address the shortfall of affordable housing by enabling the development of at least 100 new supply publicly subsidised affordable housing units, on average each year, until 2016 including the delivery of an average of 25 local authority new build units in priority areas each year until 2016.
2. Increase the effective housing land supply, year on year, with the aim of maintaining an effective seven year housing land supply.
3. Facilitate improved access, each year to private rented housing for households that would normally be excluded from this sector due to their low income or reliance on benefits.

2.3 National Legislation and Service Developments since 2013 Progress Report

The following legislation and service developments have been introduced since the last Progress Report was approved in November 2013. These changes show the work undertaken to meet the strategic objectives listed above and achieve the intended outcome for the 'Addressing Housing Requirements' theme.

2.3.1 A Scottish Housing Guide for People Leaving the Armed Forces and Ex-Service Personnel

This leaflet was published in April 2013 and provides information on the housing options available for people leaving the armed forces and ex-service personnel in Scotland. It includes renting a property in the private sector, social sector or an ex-service charity, or buying a property¹. This information is passed on to customers through the Housing Options service in Perth and Kinross.

2.3.2 Tenant Information Packs

From 1 May 2013, landlords have a legal duty to provide new tenants with a tenant information pack. The pack is for tenants who rent their homes privately. The pack is not part of the tenancy agreement but sets out important information that is relevant to tenants and their landlord. It also contains a summary of legislation relevant to private tenants². Perth and Kinross Council provides the tenant information pack to all tenants involved with Private Sector Landlords through our Rent Bond Guarantee Scheme and PKC Lets (although this is actually a requirement placed on the Private Landlord).

2.3.3 A Place to Stay, A Place to Call Home: A Strategy for the Private Rented Sector in Scotland

¹ <http://www.scotland.gov.uk/Publications/2013/04/3247>

² <http://www.scotland.gov.uk/Topics/Built-Environment/Housing/privaterent/tenants/tip>

This strategy was published in May 2013 and sets out the Scottish Government's vision for “a private rented sector that provides good quality homes and high management standards, inspires consumer confidence, and encourages growth through attracting increased investment”³.

Perth and Kinross Council engages with private landlords and letting agents in a number of ways. This engagement has a dual purpose. Firstly, to influence improvements in the private rented sector in terms of property conditions and management standards. This approach has involved the delivery of training courses, engagement through the operation of a Landlords' Forum and the provision of specialist advice through a number of platforms including the Council website which contains extensive information and advice for private sector landlords.

The second aim of our interaction with the private rented sector is to gain access to properties for use as affordable housing for our customers. We do this through the operation of the Rent Bond Guarantee Scheme, PKC Lets agency and the Empty Homes Initiative. To date, we have successfully accommodated more than 850 households in the private rented sector through these initiatives.

The Private Landlord Registration Team within Perth and Kinross Council also works to make sure that Landlords register, and that they comply with legislation. The team works closely with local agents and media to ensure compliance around advertising and continue to liaise with other partners in relation to enforcement and dealing with complaints about individual landlords.

2.3.4 A Guide for Mobile Home Owners in Scotland

From 1 September 2013, mobile home owners who live permanently in their homes on mobile sites were awarded new rights and responsibilities. The changes do not apply to people who own mobile holiday homes or mobile homes that can only be occupied for part of the year. The new rights can be viewed at the link below⁴.

Perth and Kinross Council does not currently operate any sites affected by this legislation. Caravans and mobile homes are not covered by Houses in Multiple Occupation (HMO) legislation, and private landlords who rent out caravans do not need to register with Perth and Kinross Council.

2.3.5 Scottish Planning Policy

This Policy was published in June 2014. Scottish Planning Policy sets out national planning policies which reflect Scottish Ministers' priorities for operating the planning system and for developing and using land. It promotes

³<http://www.scotland.gov.uk/Publications/2013/05/5877>

⁴<http://www.scotland.gov.uk/Publications/2013/08/9282/downloads#res432389>

consistency in the application of policy across Scotland, while giving sufficient flexibility to reflect local circumstances⁵. It directly relates to:

- The preparation of development plans
- The design of development, from initial concept through to delivery
- The determination of planning applications and appeals

TAYplan published the approved Strategic Development Plan (SDP) in June 2012. This replaced the Perth and Kinross, Dundee, Angus and Fife (north part within the TAYplan boundary) Structure Plans. It sets out a development strategy over the next 20 years of where new development should be located and a policy framework to help shape good quality places and enhance the quality of life in the city region.

Work has started on preparing the next Strategic Development Plan and the Main Issues Report was published for consultation between 15 April and 27 June 2014. A Proposed Plan and related documents will be published ahead of a period of Representations from April–June 2015 with a view to submitting a Proposed Plan to Scottish Ministers by June 2016. The Plan will focus on growing the city region's economy in a sustainable manner and will set out a planning framework which positively encourages investment within Dundee, Perth, other principal settlements and within rural communities.

The Perth and Kinross Local Development Plan (LDP) was adopted on 3 February 2014. This was a result of an Examination carried out by the Scottish Government's Directorate for Planning and Environmental Appeals which produced recommendations that were incorporated before the LDP being adopted. The LDP is now a statutory document providing policy guidance on all types of development within Perth and Kinross. To support the LDP, an additional 25 areas of statutory Supplementary Guidance were submitted to Scottish Ministers and have recently been adopted by Perth and Kinross Council on 3 September 2014.

2.3.6 Local Housing Strategy Guidance

Local Authorities are required by law to prepare local housing strategies supported by an assessment of housing demand, setting out their plans for the delivery of housing and housing related services locally.

Revised guidance for Local Authorities to help them prepare their Local Housing Strategies was published in August 2014 and sets out the key considerations for Local Authorities, including national policy direction and links to other strategic plans and processes⁶.

Preparation of the Perth and Kinross Local Housing Strategy for 2016–2021 is about to commence and the aim is to bring this to Committee in spring 2016.

⁵ <http://www.scotland.gov.uk/Publications/2014/06/5823>

⁶ <http://www.scotland.gov.uk/Publications/2014/08/3070>

2.3.7 Strategic Housing Investment Plan (SHIP)/Strategic Local Programme (SLP)

In July 2014 the Scottish Government issued new Guidance on preparing Strategic Housing Investment Plans (SHIPs) confirming that their core purpose is to set out the strategic investment priorities for affordable housing over a five year period to achieve the outcomes set out in the LHS. Local Authorities are required to prepare their next SHIP covering the period 2015/16–2019/20 for submission to local Scottish Government Area Teams by 28 November 2014. SHIPs will then be reviewed by local Area Teams and feedback provided in order that the Strategic Local Programme Agreements (SLPAs) can be finalised by the end of March 2015.

2.3.8 Bringing Private Sector Empty Homes and Vacant Properties back into use

Innovative work is being carried out across Perth and Kinross, primarily in Perth City, to bring vacant properties back into residential or commercial use, providing much needed housing and development to the city centre and the city's shops and businesses.

Several initiatives have been developed to support this work:

- Scheme of Assistance
- Flatmate Scheme (Rooms@PKC)
- Vacant Properties initiative

The initiatives are designed for specific purposes. These include bringing private properties into use for social rent, through the Rent Bond Guarantee Scheme and developing a flat-sharing scheme to support those aged 35 years or under who are affected by welfare reform. They also offer assistance to owners of vacant residential and commercial properties to bring them back into use, thereby supporting more private sector housing in the heart of Perth and increasing the amount of expenditure in city shops and businesses.

Five grants have been approved for 2014-15 amounting to £90,344 which will provide 15 bed spaces with a further 5 grants in the pipeline amounting to £70,000 which will provide a further 16 bed spaces. In addition, a total of 10 vacant property feasibility grants have been approved amounting to £40,151 for 4 residential properties and 6 commercial properties.

Perth and Kinross Council was announced as the winner of the Best Empty Homes Project award at the Camelot Empty Homes Champion of the Year Awards in 2013.

From April 2013 new legislative changes were put in place to allow local authorities the discretionary power to remove the empty properties discount or set a council tax increase of 100% on certain properties which had been empty for one year or more. It only applied to long term empty properties and

not second homes. The Council therefore reviewed the policy in relation to long term empty properties and an amendment to the policy was approved at a meeting of the full Council on 26 June 2013 (Report 13/338). This amendment introduced surcharges on long term empty properties in future financial years and where a property remains empty beyond 12 months the dwelling will become subject to 100% surcharge (i.e. double the annual amount), rather than being eligible for a 10% discount previously, if there is no evidence that the property is being marketed for sale or let. Charges for empty properties will be increased on a phased basis over a three year period from 1 April 2015 to 1 April 2017.

3. Promoting Sustainable and Mixed Communities

3.1 Our Intended Outcome

Develop appropriate housing and related services, through partnership working, that promotes and maintains sustainable and mixed communities.

3.2 Our Strategic Objectives

1. By 2016 improve the overall positive experiences of tenants living in social rented housing and of all residents' experiences of their homes and neighbourhoods.
2. To deliver a programme of development of mixed tenure houses in Muirton to complete the regeneration of the area in line with the Muirton Master Plan by 2016.
3. Increase the opportunities for tenants and other residents to influence decision making in local services by maintaining, at least, the number of registered tenant organisations (RTO) by 2016.
4. Continue to develop and improve, year on year, council housing management services that meet the requirements of the Scottish Housing Regulator.
5. Improve satisfaction levels of service users, year on year, with service delivery in relation to tackling anti-social behaviour.
6. Improve the percentage of adults who rate their neighbourhood as a very or fairly good place to live.

3.3 National Legislation and Service Developments since 2013 Progress Report

The following legislation and service developments have taken place since the last Progress Report was approved in November 2013. These changes show the work undertaken to meet the strategic objectives listed above and achieve the intended outcome for the 'Promoting Sustainable and Mixed Communities' theme.

3.3.1 Scotland's People Annual Report: Results from 2013 Scottish Household Survey

The Scottish Household Survey (SHS) is designed to provide reliable and up-to-date information on the composition, characteristics, attitudes and behaviour of Scottish households and individuals, nationally and at a sub-national level. It covers a wide range of topics to allow links to be made between different policy areas⁷. This National Statistics publication for Scotland was released in August 2014.

Further information at a local level is obtained through Local surveys, such as the Housing Needs and Demand Assessment which is due to be carried out within the next year and our Local House Condition Survey which is currently being carried out by David Adamson and Partners.

3.3.2 Housing (Scotland) Act

The Housing (Scotland) Bill received Royal Assent on 1 August 2014. The Housing (Scotland) Act will end the Right to Buy in Scotland, give Social Landlords more flexibility in the allocation and management of their housing stock, introduce a First Tier Tribunal to deal with disputes in the private rented sector, give Local Authorities new discretionary powers to tackle disrepair in the private rented sector. It will also introduce a new regulatory framework for letting agents in Scotland, modernise the site licensing regime for mobile home sites with permanent residents, place new requirements on private sector landlords to fit carbon monoxide detectors in properties that have carbon emitting appliances and to carry out electrical safety checks every five years⁸. The first provisions will come into force in November 2014. Further reports will be brought to Committee in due course.

3.3.3 Implementation of the Scottish Social Housing Charter

The Housing (Scotland) Act 2010 created an independent Scottish Housing Regulator to monitor the interests of tenants, homeless people and others who use the services that social landlords provide.

The Act asked Ministers to consult on a set of outcomes that social landlords should achieve and the Social Housing Charter is the document which contains these outcomes. The Charter came into effect on 1 April 2012 and will run for five years. The areas covered by the indicators include:

- Equalities
- Communication
- Participation
- Quality of Housing
- Repairs, Maintenance and Improvement
- Estate Management, Anti-Social Behaviour etc
- Housing Options and Access to Social Housing
- Tenancy Sustainment
- Homeless People

⁷ <http://www.scotland.gov.uk/Publications/2014/08/7973>

⁸ <http://www.scotland.gov.uk/Topics/Built-Environment/Housing>

- Value for Money, Rents and Service Charges
- Gypsies/Travellers

In 2014, a new web based system was introduced for submitting the Annual Return on the Charter (ARC). This was the first year both RSL's and LA's provided the information in the same way. The results of this return are now available to view at the following link:

<http://www.scottishhousingregulator.gov.uk/find-and-compare-landlords/perth-kinross-council>

3.3.4 Perth and Kinross Tenant Participation Strategy 2014-2017

The involvement of tenants and others are central to the achievement of all the Scottish Social Housing Charter Outcomes.

The Perth and Kinross Tenant Participation Strategy for 2014-17 was approved by Housing and Health Committee on 12 March 2014 (Report 14/113).

The new focus areas of development within the strategy include:

- Targeted engagement with young people
- Developing thematic forums for older tenants and gypsy travellers
- Developing a tenant ePanel
- Agreeing an annual programme of scrutiny with tenants and other people who use our services
- Deliver Resident Academies based on agreed learning needs
- Support the development and build the capacity of aspiring RTO's and thematic groups
- Develop tenant approved process for design of new information materials
- Test other uses of the texting service and explore the use of social media in Tenant Participation

3.3.5 Policy for Tackling Tenancy Fraud

This report, which was presented to Housing and Health Committee in January 2014, presents a new policy for tackling tenancy fraud.

Tenancy fraud presents a significant challenge to social housing providers and preventing it an increasing priority for landlords. The aim of the policy is to eliminate any misuse of the Council's housing supply arising from tenancy fraud, where people live in Council housing to which they are not entitled, or obtain council housing which they do not use as their sole or principal home.

The policy will be effective from April 2014 and will be reviewed in March 2015.

4. Improving Stock Conditions and Energy Efficiency

4.1 Our Intended Outcome

That all houses in Perth and Kinross are in a good state of repair, well maintained and energy efficient.

4.2 Our Strategic Objectives

1. Minimise proportion of households living in fuel poverty by 2016.
2. Increase proportion of dwellings with a NHER energy efficiency rating of 7 or above by 2016.
3. Increase the proportion of dwellings meeting the Scottish Housing Quality Standard, year on year.
4. Implement the Scheme of Assistance.

4.3 National Legislation and Service Developments since 2013 Progress Report

The following legislation and service developments have been introduced since the last Progress Report was approved in November 2013. These changes highlight the work being carried out to meet the strategic objectives listed above and achieve the intended outcome for the 'Improving Stock Conditions and Energy Efficiency' theme.

4.3.1 Scotland's Sustainable Housing Strategy

Scotland's Sustainable Housing Strategy sets out the Scottish Government's vision for a future of warm, high quality, affordable, low carbon homes and a housing sector that helps to establish a successful low carbon economy across Scotland. It follows a consultation document 'Homes that don't cost the earth' which was developed with the Sustainable Housing Strategy Group.

In this strategy the focus is on the energy efficiency aspects of sustainability, while recognising the wider aspects of this agenda, and in particular the importance of house condition.

In March 2014, background and guidance for social landlords on the Energy Efficiency Standard for Social Housing (EESH) was released. The aim of this is to encourage landlords to improve the energy efficiency of social housing and supports the Scottish Government's vision as set out within the Sustainable Housing Strategy.

A wide range of energy saving measures have already been carried out as part of the Council's work to improve the energy efficiency of its housing stock and achieve compliance with the Scottish Housing Quality Standard by March 2015.

In the period since March 2012, a total of 2,111 Council houses have received upgraded central heating systems. Most of these systems include high efficiency gas condensing combination boilers with high output radiators and thermostatic controls. Around 165 houses located outwith the mains gas network have been fitted with new heating that incorporates supplementary energy saving measures like solar water heating, high efficiency 'quantum' electric heaters or air-sourced heat-pumps. New gas connections have been

commissioned for 1,227 homes, attracting subsidies of £1,424,986 through the Scottish Gas Network's (SGN) Assisted Connection Scheme.

Since 2012, basic insulation improvements, such as loft top-ups and pipe/tank lagging have been completed in 1,155 Council houses. Detailed insulation checks were also done in a further 2,550 homes, where no additional work were found to be necessary. 134 flat roofed houses in the Letham area of Perth have also benefitted from insulation upgrades as part of planned re-roofing works.

During the past two years, new triple glazed windows have been fitted in 251 homes, along with insulated exterior doors. The enclosure of communal stairways and landings in 269 houses has also helped reduce draughts and improve comfort levels within flatted blocks. New low energy LED light fittings are also helping to reduce energy consumption whilst improving lighting levels in communal areas.

The ECO/HEEP-ABS programme started in July 2013 and has specifically targeted 'hard to treat' houses of non-traditional construction. This programme is continuing to progress well and more than 1,000 homes (509 Council and 525 privately owned or privately rented) have already benefitted from this work.

External wall insulation works have been completed to 120 maisonette flats and 126 terraced houses in the Hillyland area of Perth. A further 63 houses have also been finished in Stanley, Methven, Invergowrie and Comrie, along with 677 houses in North Muirton. In addition to improving the thermal performance of these houses, their visual appearance has in most cases been significantly enhanced by the newly applied rendering. To supplement the external wall insulation works, basic energy saving measures such as loft insulation and new boilers have been, or are being, provided for home-owners/private landlords.

An allocation of the Scottish government's HEEPS-ABS funding amounting to £1,891,921 has been awarded to Perth and Kinross in 2014/2015 which adds to the £3,954,075 already awarded in 2013/14. Changes were announced to ECO funding rules during December 2013 in the Chancellor's Autumn Statement, which has resulted in a reduction in the availability of funding for energy saving measures such as external wall insulation. However, it is hoped that there will be opportunities to extend the programme even further during 2014/15, so that more houses can be improved.

SSE will continue to provide sufficient funding to enable the original planned 2014/15 programme of work to be completed under the existing contractual arrangement. The agreements with SSE have, to date, provided a commitment to contribute ECO funding totalling £3,451,212.

By using the funding awards from HEEPS-ABS, ECO and contributions from the Council's HRA Capital Investment Programme (for Council houses only), it is anticipated that External Wall Insulation works will be completed to many

more 'hard to treat' houses during 2014/15. Owner occupiers and private landlords will continue to receive subsidies from HEEP-ABS and ECO which will enable works to be carried out at a very low or even free of cost.

All work is completed to the recognised industry standard - PAS 2030 and include the cost of ancillary works, such as access scaffolding and moving/relocating satellite dishes. The work is also covered by a 25 year guarantee.

The Council's Energy Advice Project which is delivered by SCARF (previously Save Cash and Reduce Fuel but now the social enterprise operating HEAT and HES), continues to provide advice and guidance to all residents within Perth and Kinross. The range of services offered by SCARF includes advice and help in ensuring householders are on the most beneficial tariff from their energy supplier. The Warm Homes Discount Scheme operated by energy companies is not automatically given to their customers (even though they may qualify) and usually relies upon annual applications being made to continue receiving the discount. The exception to this is people who receive Pension Credit and the discount is automatically renewed in their circumstances.

The importance of making sure householders are on the correct fuel tariff is of significant value and the Council will continue to work with SCARF and the Energy Suppliers to maximise tariff savings.

4.3.2 Scottish House Conditions Survey 2012 – Key findings

This publication was released in December 2013⁹. It provides statistics from a national survey of the housing stock which is part of the Scottish Household Survey (SHS). Until 2012, this was known as the Scottish House Condition Survey (SHCS). Following the review of the large scale Scottish population surveys, the SHCS was incorporated within the SHS.

The report covers the following topics:

- Key attributes of the Scottish housing stock
- Energy efficiency of housing
- Fuel poverty
- Housing quality

These national surveys allow Local Authorities to assess progress in relation to the condition of properties in the period between Local House Condition Surveys. Perth and Kinross Council has commissioned David Adamson and Partners to carry out a Local House Condition Survey during 2014 and results are expected in early 2015.

4.3.3 Scheme of Assistance

⁹ <http://www.scotland.gov.uk/Publications/2013/12/3017>

The Housing (Scotland) Act 2006 introduced a new Scheme of Assistance, which replaced the previous system of private sector home improvement grants. The scheme also aims to encourage home owners to take more responsibility for the condition of their homes, to make sure private housing in Scotland is kept in a decent state of repair.

Home owners are primarily responsible for their own property under their title deeds, but local authorities have statutory powers to maintain and improve the general condition of private sector housing in their area. If an owner needs help to look after their home, the Scheme of Assistance allows local authorities broad discretionary powers to provide assistance. This assistance can be provided through advice and guidance, practical help, or through financial assistance by way of grants or loans. But it is for the local authority to determine what kinds of assistance are made available on the basis of local priorities and budgets.

Local authorities must provide assistance to owners who have been served a statutory work notice requiring them to bring a house into a reasonable state of repair. Local authorities must provide assistance by way of grant for most work to adapt homes to meet the needs of disabled people, other than for home extensions. All other assistance is discretionary. Under the Scheme of Assistance local authorities must prepare a statement providing information about the assistance that is available locally.

The Perth and Kinross Scheme of Assistance was approved by Committee on 10 March 2010 (Report 10/145). It is currently being reviewed and updated.

5. Assisting People with Particular Needs

5.1 Our Intended Outcome

Provision of a range of accommodation and support, appropriate to the needs of individuals and their carers, to enable them to receive the support and care they need within their own home and local community.

5.2 Our Strategic Objectives

1. Increase the supply of new build housing suitable for people with 'varying and particular needs'.
2. Develop appropriate housing with support for frail older people including the provision of housing with care and support places by 2016.
3. Increase the availability, year on year, of tele care packages for frail and vulnerable people.
4. Meet the need for housing suitable for people with mobility problems by providing support and advice to owners, (e.g. through Care and Repair) and adapting at least 250 dwellings across all tenures each year.
5. Provide at least 3,000 items of aids and/or equipment for households with a disability assessed as requiring them per year.
6. Complete planned re-settlement programmes as scheduled by supporting individuals in their own home or in a homely setting.

7. Minimise numbers of homeless presentations as percentage of total households by 2012.
8. Minimise numbers of homeless re-assessed as homeless or potentially homeless within 12 months of previous case completed by 2012.
9. Improve the range and number of temporary accommodation options, for homeless households, by 2012.
10. Reduce the average time spent in temporary accommodation by homeless households by 2012.

5.3 National Legislation and Service Developments since 2013 Progress Report

The following legislation and service developments have been introduced since the last Progress Report was approved in November 2013. These changes show the work carried out to meet the strategic objectives listed above and achieve the intended outcome for the 'Assisting People with Particular Needs' theme.

5.3.1 Housing Benefit Reform

From April 2013, the Welfare Reform Act 2012 reduced the amount of Housing Benefit that people living in the social rented sector can get if they are deemed to have one or more spare bedrooms: 14% for one bedroom too many and by 25% for two or more bedrooms too many. This is commonly referred to as the "bedroom tax".

This measure does not apply to claimants who have reached state pension credit age or certain claimants in supported or sheltered housing. An additional room is allowed for overnight carers, however it will still affect:

- Separated families where the parent without care requires a spare room for the child to visit or stay at weekends
- The parents of foster children
- Disabled tenants – including where the property has been adapted or purpose built
- Tenants who are waiting to move to a smaller property¹⁰

In the Perth and Kinross Council area, as at 26 September 2014, there were 724 known households affected by this change (447 PKC under occupied properties and 277 RSL under occupied properties).

It is proposed that this Council continues to take a pro-active and preventative approach to assisting those households affected by both this change and the other Welfare Reform measures. Examples of the type of advice and assistance which is being provided to help minimise/mitigate the impact on people are as follows:

- Moving to a smaller property (e.g. downsize via mutual exchange)
- Free advertising on the Housing Portal
- Renting out a spare room

¹⁰ http://www.cih.org/publication-free/display/vpathDCR/templatedata/cih/publication-free/data/Scotland/Preparing_for_the_Bedroom_Tax_and_Beyond_-_Practice_Guidance_from_CIH_Scotland

- Finding work/increasing hours of work
- Reviewing household budgets
- Having family members contribute more
- Making sure all relevant benefits are being claimed
- Energy Efficiency referrals
- The Welfare Rights Team has some online information which provides advice and guidance for people affected by the social size criteria. This can be found at www.pkc.gov.uk/welfarereform.

Discretionary Housing Payments is a Department for Work and Pensions Fund which was introduced in July 2001. The Fund is administered by Local Authorities to provide financial assistance to claimants in receipt of housing benefit and council tax benefit, when it is considered additional help is required with housing costs.

From April 2013, Discretionary Housing Payments were extended to people receiving universal credit, providing they have a rental liability and are eligible for support towards housing costs. As a result of UK Government Welfare Reform and the abolition of Council Tax Benefit in its existing form, Discretionary Housing Payments will no longer be payable to help meet council tax liabilities.

Further legislation around the DHP cap is expected in late autumn 2014.

5.3.2 Council Tax Reduction

From 1 April 2013 Council Tax Benefit was replaced by Council Tax Reduction which is a reduction on the council tax people may be entitled to if they are on a low income. Responsibility for assisting those who need help to pay their Council Tax in Scotland is with the Scottish Government and Scottish Local Authorities¹¹.

5.3.3 Housing Support Duty to Homeless Households

Guidance for local authorities was released in June 2013 relating to the Housing Support Duty to Homeless Households that came into force in June 2013. Local authorities have a legal duty to provide housing support to those assessed as unintentionally homeless and in need of that support. This follows the achievement of the 2012 target that all unintentionally homeless households in Scotland are entitled to settled accommodation.

The guidance also includes a section on the practical implementation of the Duty for local authorities including the assessment process and issues such as discharge of the duty¹². Perth and Kinross Council and its partners provide a range of support services and work closely with individuals and households facing homelessness to rebuild their lives and move on to settled and sustainable accommodation.

¹¹ <http://www.scotland.gov.uk/Topics/Government/local-government/17999/counciltax/CTR>

¹² <http://www.scotland.gov.uk/Publications/2013/06/3279>

During 2013 - 2014 significant improvements were achieved in the delivery of homeless support and outcomes as a result of the quality of support arranged and provided.

Most notably, the results of an unannounced inspection of the Homeless Support Service in July 2013 by the Care Inspectorate provided the Council with external verification of the high quality services being delivered. The Council was graded as Excellent and Very Good for the areas inspected – Quality of Care and Support, Quality of Staffing and Quality of Management and Leadership, with no requirements or recommendations.

The homeless support team has been recognised for its delivery of excellent and innovative services and received a number of the Council's Securing the Future Awards in recent years and in June 2013, the team were also awarded a Care Accolade for the delivery of their move on support for homeless customers from the Care Inspectorate.

5.3.4 Integration of Health and Social Care

The Public Bodies (Joint Working) (Scotland) Act sets out the legislative framework for integrating health and social care, requiring local authorities and health boards to establish integrated partnership arrangements. It will facilitate the integration of budgets for adult services in such a way that 'where money comes from, be it health or social care, will no longer be of consequence'. The Act, from April 2015, will transfer responsibility for the delivery of some adaptations, referring to those which are needed to make a house suitable for a disabled person in relation to accommodation, welfare or employment.

Although the services to be included in integration are still to be finalised, housing representatives are fully involved in the integration process, emphasising the critical role of housing in delivering effective health and social care integration¹³.

Perth and Kinross Council is working closely with NHS Tayside in preparation for an Integrated Joint Board to be established in October 2015. Work on an integration scheme is underway which will lay out the scope and governance arrangements for the Integration Joint Board.

5.3.5 Sheltered Housing Review

The review of sheltered housing in 2012 examined the Service's strategic relevance and demand, its capacity, quality, performance and value for money. The review's recommendations were approved by Housing and Health Committee in March 2013 (Report 13/120). The specific recommendations were to:

- Maintain 116 units of RSL very sheltered housing

¹³ <http://www.scotland.gov.uk/Topics/Health/Policy/Adult-Health-SocialCare-Integration>

- Maintain 194 units of PKC sheltered housing and change the access criteria to give priority to older people who would otherwise move into residential care and/or who have assessed housing support needs. In addition, to maintain 440 units of RSL sheltered housing subject to individual RSL's reviewing this provision
- Convert 90 units of PKC sheltered housing to retirement housing with intensive package of tenancy and property management services
- Decommission 200 'street linked' PKC sheltered housing units. 114 units will become amenity and 86 units shall become mainstream housing

The recommendations of the review were implemented from 1 April 2014. Perth and Kinross Council now gives older people access to a range of housing options, namely, very sheltered, sheltered, retirement and amenity housing. Very sheltered and sheltered housing is targeted at those in most need of on-site housing support who would otherwise have to move into residential care. Retirement and amenity housing provides safe and suitable accommodation for older people who just want the benefit of an on-site housing management service or a community alarm.

In addition, in August 2014, Housing and Health Committee approved the development of a 'housing with additional support' model based around selected very sheltered or sheltered housing schemes in key locations. The individual core care and support components of this model include:

- An average individual Home Care package of 15 hours per week – the precise level reflecting the needs of each individual
- An overnight care service provided from within the facility or very close by
- A full tele care package reflecting the needs of each individual

The Council is also investing in the communal areas of the very sheltered and sheltered complexes to enable the development of housing with additional support and to support older people to remain in the local communities with appropriate support..

5.3.6 Gypsy/Traveller Strategy for Perth & Kinross

The Gypsy/Traveller Strategy for Perth and Kinross was approved by the Strategic Policy and Resources Committee in February 2014 and the Community Planning Partnership in May 2014.

A progress report was provided at the Equality and Diversity Member Officer Working Group in August 2014 and included some of the following highlights:

- Funding for the MECOPP had been continued until 31 March 2016
- During the school year 2013/14, 6 primary schools across Perth and Kinross received 9 'Out of Site' workshops focussing on racism towards Gypsy/Roma/Travellers with 202 pupils attending these sessions
- The Annual Gypsy/Traveller Get Together event has been successfully held for the last 3 years and most recently as part of the Council's multi-cultural events programme won a 'Gold Securing the Future' award in the

Equalities Category. This year for the first time 3 events are planned in October in different parts of Perth and Kinross.

- Funding has been provided for MEAD and MECOPP to research the future needs of the ageing minority ethnic population in Perth and Kinross (which would include Gypsy/Traveller community members). This is a Change Fund project and is scheduled to conclude in October this year and findings will feed into the future Joint Commissioning Strategy for Older People.

5.3.7 Establishing a Food Bank in Perth & Kinross

Housing and Health Committee were advised in August 2013 of the requirement for, and the development of, a food bank within Perth and Kinross (Report No 13/378).

Professionals from statutory and voluntary organisations, such as doctors, health visitors, social workers, welfare officers, the police and probation officers, identify people in crisis and issue them with a food bank voucher. The organisations listed below are currently able to issue vouchers for Perth and Kinross food bank:

- Anchor House (Crieff Road)
- Anchor House (Rannoch)
- Atholl Centre
- Cath Day Centre
- Cath Floating Support
- Central Healthcare
- CJ Social Work Team
- Community School of Auchterarder
- Crieff Community Mental Health Team
- Gowans Family Centre
- Hillcrest Housing Association
- Letham St Marks Church Centre
- Navigate
- North Church
- People with a Mission Ministries
- Perth High School Community Link
- Perth Prison Visitors Centre
- PKAVS
- PKC Drug and Alcohol Team
- PKC Greyfriars Hostel
- PKC Homeless Advice Centre
- PKC Homeless Support Team
- PKC Welfare Rights Team
- PKC Youth Services
- Rio House
- Salvation Army Perth Corps
- Salvation Army Skinnergate

- Shelter Scotland
- St Vincent de Paul Society
- Tayside Arrest Referral Service
- Tayside Intensive Support Service
- Young People's Health Team

There are currently food bank distribution centres in Perth, Blairgowrie, Crieff, Kinross and Pitlochry. While their food is being packed, food bank volunteers engage with individuals over tea or a hot meal and are able to hear of their experiences and signpost them to agencies who can offer additional help.

Between October 2013 and March 2014, Perth and Kinross food bank provided 3 days of food sufficient to feed a total of 1,413 people, of whom 369 were children.

Further information on the Perth and Kinross food bank can be obtained at the following link:

<http://perthkinross.foodbank.org.uk/>

5.3.8 Neighbourhood Services and Homelessness Strategy

In August 2014, Perth and Kinross Council's Housing and Health Committee approved a new combined Neighbourhood Services and Homelessness Strategy (Report 14/335).

The strategy is structured around five main themes namely:

- Housing options and access/homeless prevention
- Providing temporary, resettled and permanent accommodation for homeless people
- Managing and sustaining tenancies
- Safe and secure communities
- Involving and empowering our communities

Within each theme a number of related outcomes have been identified, each of which corresponds to the relevant Scottish Social Housing Charter outcomes.

Through the actions in this strategy the service will continue to work with tenants and residents and other partners to achieve our vision 'for people to have access to suitable, good quality, affordable accommodation with the necessary support to prevent them from becoming homeless and to sustain them in their own homes. We want our neighbourhoods to be vibrant, successful places where people can enjoy a safe, secure and healthy environment.'

Homeless presentations reduced by 9% in 2013-14, including a reduction in those aged between 16 to 25 years. This reduction in presentations is clearly a welcome development and can be attributed to preventative work in schools, partnership working with Education and Children's Services and

greater levels of support being given to young people in their accommodation. The reduction in overall presentations is largely due to the introduction of housing options and a range of initiatives, such as flat sharing and better access to the private sector.

Local Authorities across Scotland have been developing and implementing Housing Options services as a key way of preventing homelessness, improving tenancy sustainment and delivering best practice for people in housing need. The Scottish Government's priority need 2012 target has meant that Local Authorities have been required to take a much more proactive approach to homelessness prevention and housing options has been recognized as a key tool to meeting the Government's target.

6. Progress against Performance Indicators

The Local Housing Strategy is monitored and its impact measured through a set of 42 indicators which are outlined in Section 7. Some key points include:

6.1 Addressing Housing Requirements

- In 2013/14 there were 67 new properties completed by the Council and local Housing Associations. During this time there was a change in the funding procedures which affected Registered Social Landlords (RSLs) and meant that they were unable to proceed with many projects until funding had been confirmed which had an impact on projects planned for subsequent years.
- The completions due for 2014/15 will be similar to the previous year, with improvements and increases anticipated for 2015/16 with 257 houses due to complete (84 Council, 173 Housing Association).
- The number of people supported through the Rent Bond Scheme in 2013/14 continued to exceed the target at 176 (table ref 4).

6.2 Promote Sustainable and Mixed Communities

- Resident satisfaction with area/neighbourhood in Perth & Kinross (all tenures) exceeded the target of 90% satisfaction at 94% (table ref 10). – source: Scottish House Condition Survey
- The number of Registered Tenant Organisations has increased from 6 in October 2013, to 7 in September 2014 and the number of interested persons has risen from 47 in March 2013, to 68 in March 2014 (table ref.12 and 14).
- In total 39 resident academy trainees have completed the programme, with 36 trainees passing the course at March 2014 (table ref. 13).
- In relation to repairs, 92% of urgent repairs were completed within their target time, just below the 95% target; and 86% of routine repairs were completed within target, compared to the 90% target. This target is being reviewed, in line with the development of the planned maintenance programme. Emergency repairs met their target of 97% (table ref.15 to 17).

- The percentage of rent lost due to voids at 0.69% was on target (table ref. 19).
- There was a drop in the satisfaction rate of the delivery of service in relation to anti-social behaviour to 77% from 82% (table ref. 22).

6.3 Improving Stock Conditions and Energy Efficiency

- The Scottish House Condition Survey 2010/12 highlighted a lower proportion of households living in fuel poverty (28% from 34%) and extreme fuel poverty (8% from 9%), along with a higher proportion of all dwellings with NHER energy efficiency rating of 7 or above (50% from 46%) compared with the previous year's report (table ref 23 to 25).
- The number of properties improved through the Council's Scottish Housing Quality Standards' (SHQS) delivery plan exceeded the target of 496 (at 561), resulting in an increase of the Council properties compliant with the requirements of the SHQS (84% compared to 76% in 2013) (table ref. 28 and 29)

6.4 Assisting People with Particular Needs

- The number of people receiving community alarms reduced slightly from 3,282 in 2013 to 3,275 in 2014, with 698 receiving telecare, an increase on the previous year (table ref.33 and 34).
- The number of houses (318) adapted in Perth & Kinross exceeded the target of 250 in 2013/14 (table ref. 35).
- The number of aids and/or equipment provided in 2013/14 was above the target of 3,000 per year, at 16,029 (table ref 36) although changes to recording procedures suggest that the target of 3,000 needs to be updated.
- There was a reduction of 9% in the number of people presenting as homeless, compared to 2012/2013 (table ref.39).
- The percentage of cases reassessed as homeless or potentially homeless within 12 months of the previous case being completed remained the same, 1.1% in 2013/14 (table ref. 40).

7. Outcome Monitoring Framework

7.1 Addressing Housing Requirements

That there is sufficient supply of houses of the size and type people need, in the areas they want to live, and that they can afford.

No.	Objective	Indicator	Target	Baseline/Progress
1	Help address the shortfall of affordable housing by enabling the development of at least 100 new supply publicly subsidised affordable housing units on average each year until 2016 including the delivery of an average of 25 local authority new build units in priority areas each year until 2016.	Number of RSL houses	75 per year	44 (2013/2014) 48 (2012/2013) 101 (2011/2012) 115 (2010/2011)
2		Number of Council houses	25 per year	23 (2013/2014) 31 (2012/2013) 56 (2011/2012) 0 (2010/2011)
3	Increase the total effective housing land supply year on year with the aim of maintaining an effective 7 year housing land supply.	Housing land supply numbers (This is the hypothetical number of units which could be accommodated on the sites, either with consent or in the Local Devt Plan (LDP) which do not have unsurmountable constraints)	6,370 by 2013/14 6,300 by 2012/13	14,512 (Mar 14) draft figure 17,471 (Mar 13) 10,623 (Mar 12) 5,879 (Mar 11) The figure for March 2014 is a reduction on March 2013 as there have been changes to the Adopted LDP. In 2013 it also included proposed LDP sites.
4	Facilitate improved access, year on year, to private rented housing for households that would normally be excluded from this sector due to their low income or reliance on benefits.	Number of people supported through the Rent Bond Scheme	150 tenancies 2013/14 150 tenancies 2012/13 150 tenancies 2011/12 150 tenancies 2010/11	176 (2013/14) 131 (2012/13)* 175 (2011/12)* 200 (2010/11)* *These figures were updated at 20.10.14 and include amendments taking place after figures for previous years were submitted.

7.2 Promoting Sustainable and Mixed Communities

Develop appropriate housing and related services, through partnership working, that promotes and maintains sustainable and mixed communities.

No.	Objective	Indicator	Target	Baseline/ Progress
5	By 2016 improve the overall social tenant satisfaction and cross tenure satisfaction levels with the home and the neighbourhood.	Percent proportion of transfer requests for Council stock	Reduction on baseline (17.7% - Mar 10)	16.5% (Mar 14) 14.9% (Mar 13) 14.5% (Mar 12) 14.5% (Aug 11) NB. The actual no. tenants requesting transfer reduced from 721 in Mar 2013, to 667 in Mar 2014. The % increase is due to a reduction in no. people on the waiting list due to housing options, from 4,851 in Mar 2013, to 4,050 in Mar 2014.
6		Turnover percent levels in Council stock	Maintain baseline (7.3% - 2009/2010)	8.0% (2013/14) 8.3% (2012/13) 8.2% (2011/12) 6.4% (2010/11) Baseline figure prior to addition of Council new-build and changing stock levels.
7		PKC tenant satisfaction percent with house	90%	83.4% (2014) Tenant and Rent Satisfaction Survey 2014 84.7% (Jul 13) 90.4% (Jul 11) 89.8% (Sep 09)
8		PKC tenant satisfaction percent with area	90%	85.4% (Jul 13) – latest figure available 86.8% (Jul 11) 92.4% (Sep 09)

No.	Objective	Indicator	Target	Baseline/ Progress
9		All resident satisfaction percent with house	90%	This information is no longer collected as part of the Scottish House Condition Survey (SHCS) 93% (SHCS 2009/11) 93% (SHCS 2008/10) 96.3% (LHCS Sep 09)
10		All resident satisfaction percent with area/ neighbourhood	90%	94.0% (SHS LA Tables 2012) 96.5% (SNS 2009/10) 96.6% (LHCS Sep 09)
11	Deliver a programme of development of mixed tenure houses in Muirton to complete the regeneration of the area in line with the Muirton Master Plan.	Number of houses	420 properties over 7 phases Phase 1 - 57 units (completed 07/08) Phase 2 – 70 units (completed 09/10)	20 (2013/14) Phase 4B 20 (2012/13) Phase 4A 27 (2011/12) Phase 3 0 (2010/11)
12	Increase the opportunities for tenants and other residents to influence decision making in local services by maintaining, at least, the number of tenant and resident organisations by 2016 (revised to 2018)	Numbers of Registered Tenant Organisations (RTOs)	Maintain baseline (10 RTO's at Sep 10)	7 (Sept 14) 6 (Oct 13) 9 (Jun 12) 9 (Jun 11)
13		Numbers of resident academy trainees	Improve on baseline (80% pass rate based on first Academy during March 2011)	12 passes (100%) (Mar 14) 6 passes (100%)(Mar 13) 10 passes (91%)(Aug 12) 8 passes (80%) (Mar 11)
14		Numbers on the Interested Persons Consultation Database (not including members of Tenant and Resident Associations)	Increase on baseline (33 at Mar 2011)	68 (Mar 2014) *NB. After the Annual Rents' Survey in Apr 14, a further 101 people asked to be added to the IPCD, taking total to 169 at April 2014. 47 (Mar 2013) 46 (Mar 2012) 33 (Mar 2011)
15	Continue to develop and improve, year on year, council housing management services that meet the	Percent of emergency repairs completed within 24 hours	2013/14 97% 2012/13 99% 2011/12 97%	96.9% (2013/14) 95.6% (2012/13) 95.4% (2011/12)

No.	Objective	Indicator	Target	Baseline/ Progress
	requirements of the Scottish Housing Regulator.		2010/11 96%	95.4% (2010/11)
16		Percent of urgent repairs completed within 7 days	2013/14 95% 2012/13 95% 2011/12 99% 2010/11 96%	92.3% (2013/14) 98.3% (2012/13) 98% (2011/12) 99.1% (2010/11)
17		Percent of routine repairs completed within 21 days	2013/14 90% 2012/13 90% 2011/12 99% 2010/11 96%	85.7% (2013/14) 89.2% (2012/13) 88% (2011/12) 98.0% (2010/11)
18		Average time recorded to re-let non difficult to let properties	2013/14 30 days 2012/13 29 days 2011/12 30 days	29 days (2013/14) 32 days (2012/13) 30 days (2011/12) 34 days (2010/11))
19		Tenancy changes - the percent of rent lost due to voids	2013/14 0.69% 2012/13 0.65% 2011/12 0.63% 2010/11 0.95%	0.69% (2013/14) 0.93% (2012/13) 0.72% (2011/12) 0.69% (2010/11)
20		Rent arrears - current tenant arrears as a percent of the net amount of rent due in the year	2013/14 8% 2012/13 6% 2011/12 6% 2010/11 6%	9.3% (2013/14) 8.4% (2012/13) 7.5% (2011/12) 7.2% (2010/11)
21		Rent arrears - the percent of current tenants owing more than 13 weeks' rent at the year end, excluding those owing less than £250	2013/14 7.0% 2012/13 to be confirmed 2011/12 4.0% 2010/11 4.5%	5.4% (2013/14) 7.0% (2012/13) 3.8% (2011/12) 3.5% (2010/11)
22	Improve satisfaction levels of service users, year on year, with service delivery in relation to tackling anti-social behaviour.	% service users satisfied with delivery of service in relation to Anti-Social Behaviour (based on all service users contacting Community Wardens or Safer Communities Team in year)	Improve on baseline (78.3% - 2009/10)	77.0% (2013/14) 82.0% (2012/13) 89.0% (2011/12) 88.1% (2010/11)

7.3 Improving Stock Conditions and Energy Efficiency

That all houses in Perth and Kinross are in a good state of repair, well maintained and energy efficient.

No.	Objective	Indicator	Target	Baseline/ Progress																	
23	Minimise proportion of households living in fuel poverty by 2012	Percent of households living in fuel poverty (including those in extreme fuel poverty)	Reduction on baseline (40% - SHCS 2007/09)	28% (SHCS 2010/12) 34% (SHCS 2009/11) 39% (SHCS 2008/10) 18.3% (LHCS Sep 09) * Figures adjusted for previous years by Scottish Government due to changes as part of SHS																	
24		Percent of households living in extreme fuel poverty (as percentage of those in fuel poverty)	Reduction on baseline (13% - SHCS 2007/09)	8% (SHCS 2010/12) 9% (SHCS 2009/11) 10% (SHCS 2008/10) 3% (LHCS Sep 09) * Figures adjusted for previous years by Scottish Government due to changes as part of SHS																	
25	Increase proportion of dwellings with a NHER energy efficiency rating of 7 or above by 2016	Percent of all dwellings with NHER of 7 or above	Increase on baseline (38% - SHCS 2007/09)	50% (SHCS 2010/12) 46% (SHCS 2009/11) 41% (SHCS 2008/10) 61.2% (LHCS Sep 09)																	
26		Percent of PKC and RSL dwellings with: LHCS - NHER of 7+ SHCS – NHER of 6-10	Increase on baseline (74% - SHCS 2007/09)	<table><tr><th></th><th>PKC</th><th>RSL</th></tr><tr><td>SHCS (2010/12)</td><td>86%</td><td>86%</td></tr><tr><td>SHCS (2009/11)</td><td>75%</td><td>75%</td></tr><tr><td>SHCS (2008/10)</td><td>69%</td><td>69%</td></tr><tr><td>LHCS Sep 09</td><td>67.1%</td><td>63.4%</td></tr></table>				PKC	RSL	SHCS (2010/12)	86%	86%	SHCS (2009/11)	75%	75%	SHCS (2008/10)	69%	69%	LHCS Sep 09	67.1%	63.4%
		PKC	RSL																		
SHCS (2010/12)		86%	86%																		
SHCS (2009/11)	75%	75%																			
SHCS (2008/10)	69%	69%																			
LHCS Sep 09	67.1%	63.4%																			
27	Percent of owner occupied (OO) and private rented (PR) dwellings with: LHCS - NHER of 7+ SHCS – NHER of 6-10	Increase on baseline (53% - SHCS 2007/09)	<table><tr><th></th><th>OO</th><th>PR</th></tr><tr><td>SHCS (2010/12)</td><td>63%</td><td>63%</td></tr><tr><td>SHCS (2009/11)</td><td>58%</td><td>58%</td></tr><tr><td>SHCS (2008/10)</td><td>57%</td><td>57%</td></tr><tr><td>LHCS Sep 09</td><td>65.1%</td><td>29.5%</td></tr></table>				OO	PR	SHCS (2010/12)	63%	63%	SHCS (2009/11)	58%	58%	SHCS (2008/10)	57%	57%	LHCS Sep 09	65.1%	29.5%	
	OO	PR																			
SHCS (2010/12)	63%	63%																			
SHCS (2009/11)	58%	58%																			
SHCS (2008/10)	57%	57%																			
LHCS Sep 09	65.1%	29.5%																			

No.	Objective	Indicator	Target	Baseline/ Progress
28	Increase the proportion of dwellings meeting the Scottish Housing Quality Standard year on year	Number of properties improved through the PKC SHQS delivery plan	496(2013/14) 798(2012/13) 680 (2011/12) 863 (2010/11)	561 (2013/14) 886 (2012/13) 631 (2011/12) 538 (2010/11)
29		Percent of PKC houses compliant with the requirements of the SHQS	Increase on baseline (50.3% at Mar 11)	84.0% (Mar 14) 76.0% (Mar 13) 59.0% (Mar 12) 50.3% (Mar 11)
30		Percent of all houses compliant with the requirements of the SHQS	Increase on baseline (37% - SHCS 2007/09)	45% (2010/12 SHCS) 40% (2009/11 SHCS) 39% (2008/10 SHCS) 37.4% (Sep 09 LHCS)

7.4 Assisting People with Particular Needs

Provision of a range of accommodation and support, appropriate to the needs of individuals and their carers, to enable them to receive the support and care they need within their own home and local community.

No.	Objective	Indicator	Target	Baseline/Progress
31	Increase the supply of new build housing suitable for people with 'varying and particular needs' year on year.	Number of houses	100 per year	67 (2013/14) 79 (2012/13) 157 (2011/12) 115 (2010/11)
32	Develop appropriate housing with support for frail older people including the provision of housing with additional support and support places by 2016.	Number of houses	Increase on baseline (0 at 2010/11)	0 (2013/14) 0 (2012/13) 0 (2011/12) 0 (2010/11) *sheltered and very sheltered housing complexes have been identified to pilot 'housing with additional support' during 2014. A progress report will be presented at Committee in Spring 2015.
33	Increase the availability, year on year, of telecare packages for frail and vulnerable people.	Number of clients receiving community alarm	Increase on baseline (3,199 clients in Mar 2010)	3,275 (Mar 2014) 3,282 (Mar 2013) 3,205 (Mar 2012) 3,271 (Mar 2011)
34		Number of clients receiving telecare	Increase on baseline (730 clients in Mar 2011)	698 (Mar 2014) 610 (Mar 2013)
35	Meet the need for housing suitable for people with mobility problems by providing support and advice to owners, (e.g. through Care and Repair), and adapting at least 250 dwellings across all tenures each year.	Number of houses adapted	250 per year	(10/11)(11/12)(12/13)(13/14) RSL 119 127 105 0 Private 238 175 266 218 PKC 395 369 363 100 *NB. Previous years have included some minor adaptations as well as major adaptations. This year, only major adaptations have been included as this is what the target relates to.

No.	Objective	Indicator	Target	Baseline/Progress
36	Provide at least 3,000 items of aids and/or equipment for households with a disability assessed as requiring them.	Number of aids and/or equipment	3,000 per year	16,029 (2013/14) 16,728 (2012/13) 6,007 (2011/12) 5,109 (2010/11) *Figures for 2012/13 and 2013/14 now include Community Nursing Equipment and Telecare Equipment which was not taken into account when the target of 3,000 per year was originally set when the strategy was written.
37	Complete planned re-settlement programmes as scheduled by supporting individuals in their own home or in a homely setting.	Number of persons resettled with appropriate package of support	Increase in baseline (5 Mental Health places at Nov 2010) (10 Learning Disability places at Apr 2010)	Mental Health Places 5 tenancies estimated for completion in September 2014. These tenancies will be allocated to people who have been in psychiatric care but who will manage with a high level of support in the community. Learning Disability 2 new build projects (8 tenancies) for completion in December 2016. This project is a specialist build being looked at by Caledonia Housing Association for people with profound learning and physical disabilities and also for people with autism who would otherwise require institutional care.

No.	Objective	Indicator	Target	Baseline/Progress																									
38	Minimise numbers of homelessness presentations as percentage of total households by 2012	Percent of all households presenting as homeless	Reduction in baseline (1.58% at 2009/10)	*This indicator was assessed as being inaccurate in 2013/14 as it is based on a percentage of households within PKC when people from out with the PKC boundary can present as homeless. It was agreed with the Homeless team that the indicator below (39) would be used in future (which is in line with Homeless Strategy) (2012/13) 1.39% (2011/12) 1.40% (2010/11) 1.74%																									
39	Minimise number of homeless presentations per year	Percent of all households presenting as homeless	Reduction on previous year: 909 (2012/13)	2013/14 -9.3% (824 presentations)																									
40	Minimise percentage of homelessness re-assessed as homeless or potentially homeless within 12 months of previous case completed by 2012	Percent of cases reassessed as homeless or potentially homeless within 12 months of the previous case being completed	Reduction in baseline (4.3% in 2009/10)	(2013/14) 1.1% (2012/13) 1.1% (2011/12) 2.0% (2010/11) 2.6%																									
41	Reduce the number of temporary accommodation options available for homeless households in private sector properties leased from the private sector for use as temporary accommodation.	Types and numbers	Increase in baseline in social rented sector - (Nov 10) PKC 148 HA 20 PSL 95 Total 263	<table> <tr> <td></td><td>Jul 11</td><td>Mar 12</td><td>Mar 13</td><td>Mar 14</td></tr> <tr> <td>PKC</td><td>175</td><td>207</td><td>188</td><td>186</td></tr> <tr> <td>HA</td><td>17</td><td>16</td><td>27</td><td>23</td></tr> <tr> <td>PSL</td><td>93</td><td>77</td><td>75</td><td>11</td></tr> <tr> <td>Total</td><td>285</td><td>300</td><td>290</td><td>220</td></tr> </table>		Jul 11	Mar 12	Mar 13	Mar 14	PKC	175	207	188	186	HA	17	16	27	23	PSL	93	77	75	11	Total	285	300	290	220
	Jul 11	Mar 12	Mar 13	Mar 14																									
PKC	175	207	188	186																									
HA	17	16	27	23																									
PSL	93	77	75	11																									
Total	285	300	290	220																									

No.	Objective	Indicator	Target	Baseline/Progress			
42	Reduce the average time spent in temporary accommodation by homeless households by 2012	Average time (days)	Reduction in baseline (Mar 09) B&B - 20 days PKC - 227 days Greyfriars - 54 days Non PKC - 199 days Private Sector - 179 days Rio Satellites - 71 days	(Jul 11) Days	(11/12) Days	(12/13) Days	(13/14) Days
			B&B - 35	19	3	4	
			PKC - 261	266	250	280	
			Greyfriars - 70	39	40	42	
			HA - 230	244	317	232	
			PSL - 207	310	289	329	
			Rio Sat - 164	331	n/a	n/a	

