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Council Building  
The Atrium  
137 Glover Street  
Perth  
PH2 0LQ

Thursday, 18 August 2016

A Meeting of the **Housing and Health Committee** will be held in the **Gannochy Suite, Dewars Centre, Glover Street, Perth, PH2 0TH** on **Wednesday, 24 August 2016** at **10:00**.

If you have any queries please contact Committee Services on (01738) 475000 or email [Committee@pkc.gov.uk](mailto:Committee@pkc.gov.uk).

**BERNADETTE MALONE**  
Chief Executive

***Those attending the meeting are requested to ensure that all mobile phones and other communication devices are in silent mode.***

**Members:**

Councillor Dave Doogan (Convener)  
Councillor Kate Howie (Vice-Convener)  
Councillor Henry Anderson  
Councillor Peter Barrett  
Councillor Ian Campbell  
Councillor Dave Cuthbert  
Councillor John Flynn  
Councillor Elspeth Maclachlan  
Councillor Dennis Melloy  
Councillor Willie Robertson  
Councillor Heather Stewart  
Councillor Gordon Walker  
Councillor Mike Williamson



**Housing and Health Committee**

**Wednesday, 24 August 2016**

**AGENDA**

***MEMBERS ARE REMINDED OF THEIR OBLIGATION TO DECLARE ANY FINANCIAL OR NON-FINANCIAL INTEREST WHICH THEY MAY HAVE IN ANY ITEM ON THIS AGENDA IN ACCORDANCE WITH THE COUNCILLORS' CODE OF CONDUCT.***

- 1 WELCOME AND APOLOGIES/SUBSTITUTES**
- 2 DECLARATIONS OF INTEREST**
- 3 MINUTE OF MEETING OF THE HOUSING AND HEALTH COMMITTEE OF 25 MAY 2016 FOR AUTHORISATION AND SIGNATURE 5 - 8**
- 4 PERTH AND KINROSS COMMUNITY PLANNING PARTNERSHIP - PERTH AND KINROSS INTEGRATION JOINT BOARD**
- (i) MINUTE OF MEETING OF THE PERTH AND KINROSS INTEGRATION JOINT BOARD OF 13 MAY 2016 FOR NOTING 9 - 12**
- 5 EMPLOYABILITY NETWORK 2015-2018 13 - 28**  
Report by Director (Housing and Social Work)(copy herewith 16/353)  
Note: Please note there will be a Presentation on the above item.
- 6 PERTH AND KINROSS JOINT STRATEGY TO SUPPORT INDEPENDENT LIVING & QUALITY OF LIFE FOR ADULTS WITH A PHYSICAL DISABILITY AND/OR SENSORY IMPAIRMENT 2014-2017 AND ASSOCIATED IMPLEMENTATION OF THE NATIONAL SEE HERE SENSORY IMPAIRMENT FRAMEWORK 2015-2018 29 - 82**  
Report by Director (Housing and Social Work)(copy herewith 16/354)
- 7 REVISED SCHEME OF ASSISTANCE FOR PRIVATE SECTOR HOUSING 83 - 108**  
Report by Director (Housing and Social Work)(copy herewith 16/355)

<b>8</b>	<b>HOUSING ESTATE-BASED INITIATIVES</b> Report by Director (Housing and Social Work)(copy herewith 16/356)	<b>109 - 120</b>
<b>9</b>	<b>IMPLEMENTING THE RESTRUCTURE OF COUNCIL HOUSE RENTS</b> Report by Director (Housing and Social Work 16/357)	<b>121 - 132</b>
<b>10</b>	<b>NATIONAL REPORT ON SCOTTISH SOCIAL HOUSING CHARTER AND PERTH AND KINROSS LOCAL SCRUTINY PLAN</b> Report by Director (Housing and Social Work)(copy herewith 16/358)	<b>133 - 144</b>
<b>11</b>	<b>HOME FIRST - RIO AND TAYVIEW HOUSE REVIEW</b> Report by Director (Housing and Social Work)(Copy herewith 16/359)	<b>145 - 154</b>
<b>4</b>	<b>PERTH AND KINROSS COMMUNITY PLANNING PARTNERSHIP - PERTH AND KINROSS INTEGRATION JOINT BOARD</b>	
<b>(ii)</b>	<b>BRIEFING PAPER BY EXECUTIVE LEAD OFFICER</b> Report by Depute Chief Executive, HCC (Corporate and Community Development Services) and Chief Operating Officer (copy herewith 16/352)	<b>155 - 156</b>

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## **HOUSING AND HEALTH COMMITTEE**

Minute of meeting of the Housing and Health Committee held in the Gannochy Suite, Dewar's Centre, Glover Street, Perth on Wednesday 25 May 2016 at 10.00am.

Present: Councillors D Doogan, K Howie, H Anderson, P Barrett, I Campbell, D Cuthbert, J Flynn, G Laing (substituting for Councillor M Williamson), E Maclachlan, D Melloy, W Robertson, H Stewart and G Walker.

In Attendance: Councillor M Roberts; Bill Atkinson, Director (Housing and Social Work); L Brady, L Cameron, M Dow, D Fraser, C Mailer, M McLay, E McMullan, R Pollock, S Rankin, N Robson, A Taylor and S Watson (all Housing and Community Care); C Flynn and H Rheinallt (both Corporate and Democratic Services).

Also in Attendance: L Dewar and C Stewart, Tenants' Representatives.

Apology for Absence: Councillor M Williamson.

Councillor D Doogan, Convener, Presiding.

### **390. WELCOME AND APOLOGIES/SUBSTITUTES**

The Convener welcomed all those present to the meeting. An apology and substitute was noted as above.

### **391. DECLARATIONS OF INTEREST**

There were no Declarations of Interest made in terms of the Councillors' Code of Conduct.

### **392. MINUTE**

The minute of meeting of the Housing and Health Committee of 9 March 2016 (Arts. 211-221) was submitted, approved as a correct record and authorised for signature.

### **393. PERTH AND KINROSS COMMUNITY PLANNING PARTNERSHIP – PERTH AND KINROSS INTEGRATION JOINT BOARD**

#### **(i) Minute of meeting of the Perth and Kinross Integration Joint Board of 15 January 2016**

The minute of meeting of the Perth and Kinross Integration Joint Board of 15 January 2015 was submitted and noted.

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**(ii) Minute of meeting of the Perth and Kinross Integration Joint Board of 26 February 2016**

The minute of meeting of the Perth and Kinross Integration Joint Board of 26 February 2016 was submitted and noted.

**(iii) Minute of meeting of the Perth and Kinross Integration Joint Board of 23 March 2016**

The minute of meeting of the Perth and Kinross Integration Joint Board of 23 March 2016 was submitted and noted.

**(iv) Briefing Paper by Executive Lead Officer**

There was submitted and noted a briefing paper by the Depute Chief Executive, HCC (Corporate and Community Development Services) and Chief Operating Officer (16/231), updating the Committee on the recent business and decisions of the Health and Social Care Integration Joint Board following its meeting on 23 March 2016.

**394. HOUSING AND COMMUNITY CARE JOINT BUSINESS MANAGEMENT AND IMPROVEMENT PLAN AND ANNUAL PERFORMANCE REPORT**

There was submitted a report by the Director (Housing and Social Work) (16/232), (1) presenting the Committee with the Joint Business Management and Improvement Plan 2016/17 and Annual Performance Report for Housing and Community Care; and (2) setting out the key strategic priorities and improvements.

**Resolved:**

- (i) The Housing and Community Care Joint Business Management and Improvement Plan 2016/17 and Annual Performance Report 2015/16, pertaining to the Housing and Health Committee's area of responsibility, as detailed in Appendix 1 to Report 16/232, be approved.
- (ii) It be noted that the Housing and Community Care Joint Business Management and Improvement Plan 2016/17 and Annual Performance Report 2015/16 would be submitted to the meetings of the Community Safety Committee on 8 June 2016 and Scrutiny Committee on 15 June 2016.
- (iii) The Director (Housing and Social Work) be requested to submit a report on the effects of improved insulation measures on fuel poverty to a future meeting of the Housing and Health Committee.

**395. RENT ARREARS – CASH COLLECTION WITHIN LOCALITIES**

There was submitted a report by the Director (Housing and Social Work) (16/233), seeking approval from the Committee for a cash collection pilot introduced in January 2016 to be extended for a further 12 months, in order to continue to collect Council house rents and reduce the current high level of rent arrears.

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25 MAY 2016

**Resolved:**

- (i) The proposal to extend the cash collection pilot for a further 12 months to May 2017, recognising that this is discrete work focused on collection of Council house rents and not for other services, be approved.
- (ii) The Director (Housing and Social Work) be required to submit an update report to the Housing and Health Committee on the impact of these arrangements in August 2017.

**396. PERTH AND KINROSS LOCAL HOUSING STRATEGY 2016-2021**

There was submitted a report by the Director (Housing and Social Work) (16/234), seeking approval from the Committee for the new Local Housing Strategy for Perth and Kinross which covers the period 2016-2021.

**Resolved:**

- (i) The Local Housing Strategy 2016-2021, as detailed in Appendix 1 of Report 16/234, be approved.
- (ii) The Director (Housing and Social Work) be required to provide annual updates on progress on the Local Housing Strategy 2016-2021.

**397. HEALTH AND SOCIAL CARE STRATEGIC COMMISSIONING PLAN**

There was submitted a joint report by the Director (Housing and Social Work) and the Depute Chief Executive, HCC (Corporate and Community Development Services) (16/235), asking the Committee to note the establishment of the Perth and Kinross Integration Joint Board from 1 April 2016 and the publication of its Strategic Commissioning Plan 2016-2019.

**Resolved:**

- (i) The publication of the first strategic plan for health and social care which was approved by the Integration Joint Board on 23 March 2016, as detailed in the Appendix to Report 16/235, be noted;
- (ii) The Depute Chief Executive, HCC (Corporate and Community Development Services) and the Director (Housing and Social Work) be required to provide regular updates on progress on the Strategic Commission Plan 2016-2019 to the Housing and Health Committee.

**398. UPDATE ON THE IMPLEMENTATION OF HOUSING WITH ADDITIONAL SUPPORT**

There was submitted a report by the Director (Housing and Social Work) (16/236), updating the Committee on the implementation of Housing with Additional Support across Perth and Kinross.

**Resolved:**

- (i) The developments with the implementation of Housing with Additional Support, as detailed in Section 2 of Report 16/236, be noted.
- (ii) It be noted that the developments are an important feature of the integration of health and social care services, supporting people to remain at home and avoiding hospital or care home admissions.

**399. PERTH AND KINROSS DRAFT HEALTH INEQUALITIES STRATEGY 2016**

There was submitted a report by the Director (Housing and Social Work) (16/237), (1) summarising the key health inequalities that exist in Perth and Kinross; and (2) identifying a number of current and future initiatives planned to address and reduce these.

**Resolved:**

- (i) The details and proposals of the draft Health Inequalities Strategy for Perth and Kinross which will be circulated for wider consultation in June, July and August 2016, as detailed in the Appendix to Report 16/237, be noted.
- (ii) The Director (Housing and Social Work) be instructed to update the Housing and Health Committee on the results of the consultation and bring a revised strategy and action plan to a future meeting of the Housing and Health Committee for approval.

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## PERTH AND KINROSS INTEGRATION JOINT BOARD

Minute of Meeting of the Perth and Kinross Integration Joint Board held in the Sandeman Room, AK Bell Library, York Place, Perth on Friday 13 May 2016 at 1.00pm.

**Present:** Councillor D Doogan, Perth and Kinross Council (Chair)  
 Councillor P Barrett, Perth and Kinross Council  
 Councillor K Howie, Perth and Kinross Council  
 L Dunion, Tayside NHS Board  
 S Hay, Tayside NHS Board (from Item 4 onwards)  
 S Tunstall-James, Tayside NHS Board  
 B Atkinson, Chief Social Work Officer, Perth and Kinross Council  
 R Packham, Chief Officer  
 J Smith, Chief Finance Officer  
 Dr M Martindale, Independent Contractor  
 J Foulis, NHS Tayside  
 Dr D Walker, NHS Tayside  
 Dr A Noble, External Advisor to Board  
 G Mackie, Staff Representative, Perth and Kinross Council  
 R Marshall, Staff Representative, NHS Tayside  
 H MacKinnon, PKAVS (Voluntary Action Perthshire) VAP

**In Attendance:** B Malone, Chief Executive, Perth and Kinross Council; G Taylor, S Hendry, S Rodger, R Fry and L Cameron (all Perth and Kinross Council); B Nicoll, V Aitken, J Dernie, K Wilson and E Devine (all NHS Tayside); N O'Connor, Audit Scotland; M Summers and B Campbell.

**Apologies:** Councillor I Campbell, Dr N Prentice and J Golden.

Councillor Doogan, Chair.

### 1. WELCOME AND INTRODUCTIONS

Councillor Doogan welcomed all those present to the meeting and apologies were noted as above.

### 2. DECLARATIONS OF INTEREST

There were no Declarations of Interest made in terms of the Model Code of Conduct for Members of Devolved Public Bodies.

### 3. MINUTE OF PREVIOUS MEETING

The minute of meeting of the Perth and Kinross Integration Joint Board of 23 March 2016 was submitted and approved as a correct record.

#### **4. MATTERS ARISING**

##### **(i) Financial Assurance (Item 10 refers)**

With reference to the indicative budget for Large Hospital set aside, J Smith confirmed that a report would be submitted to the next meeting on 1 July 2016.

##### **(ii) Joint Performance Framework (Item 15 refers)**

In relation to a proposed reporting cycle and core suit of indicators, it was noted that J Smith was working with colleagues from both Perth and Kinross Council and NHS Tayside with a report being submitted to the next meeting on 1 July 2016.

##### **(iii) Risk Management Register (Item 16 refers)**

It was noted that a comprehensive shared risk register would be submitted to a future meeting of the board in 2016.

##### **(iv) Budget Review (Item 10 refers)**

With reference to the possibility of setting up Budget Review Groups for the Integration Joint Board for future financial years, J Smith confirmed that she was meeting with the Council's Head of Finance in due course and would be reporting back to the next meeting of the Board on 1 July 2016.

#### **5. TEMPLATE CODE OF CONDUCT FOR THE INTEGRATION JOINT BOARD**

There was submitted a report by the Chief Officer (G/16/97) seeking approval from the Board to adopt a template Code of Conduct drafted by the Scottish Government.

##### **Resolved:**

- (i) The Code of Conduct as detailed in Appendix 1 of Report G/16/97 be formally adopted;
- (ii) It be agreed that Section 7 of the Board's Standing Order be amended to refer to the Perth and Kinross Integration Joint Board Code of Conduct;
- (iii) The Chief Officer be instructed to submit the Board's Code of Conduct to the Scottish Government for approval by 21 June 2016.

#### **6. STRATEGIC COMMISSIONING PLAN – UPDATE**

There was submitted a report by the Chief Officer (G/16/98) providing the Board with an update on the action plan of the Strategic Commissioning Plan 2016-2019, as part of the regular progress reports to the Board.

##### **Resolved:**

- (i) The actions as identified in the plan as high priority for 2016/17 be noted;

- (ii) The Chief Officer be required to submit progress reports on the strategic plan to each Integration Joint Board meeting.

## **7. DELAYED DISCHARGE PLAN 2016/17**

There was submitted a report by the Chief Officer (G/16/99) (1) informing the Board of the significant challenges facing the Perth and Kinross Health and Social Care Partnership in relation to delayed discharges; and (2) providing the Board with an outline of the improvement activities already undertaken in 2015/16 with proposals for urgent actions in 2016/17.

### **Resolved:**

- (i) The challenges facing the Integration Joint Board in relation to Delayed Discharges, as detailed in Report G/16/99, be acknowledged;
- (ii) The progress to date, as detailed in Report G/16/99, be noted;
- (iii) The future improvement activities contained within the Delayed Discharge Action Plan for 2016/17 be supported.

## **8. DRAFT COMMUNICATIONS STRATEGY**

There was submitted a report by the Chief Officer (G/16/100) (1) presenting the Draft Communications Strategy to the Integration Joint Board for approval; and (2) setting out the Health and Social Care Partnership's approach to ensuring stakeholders are informed about and engaged in Health and Social Care Integration.

### **Resolved:**

The Community Engagement, Communications and Organisational Development Steering Group be requested to revise the Draft Communications Strategy in consultation with Board members and bring a further version of the strategy to the next meeting on 1 July 2016.

## **9. APPOINTMENT OF STAKEHOLDER MEMBERS**

There was submitted a report by the Chief Officer (G/16/101) (1) providing the Board with a progress update on the appointment of stakeholder representatives for Carers and Service Users to be made to the Board; and (2) recommending named individuals for the Unpaid Carer representatives (main and substitute) and noting timescales for concluding the Service User appointment process.

### **Resolved:**

- (i) The named appointments for the Carer representatives, as detailed in Report G/16/101, be approved;
- (ii) The progress and expected completion date of the Service user appointments be noted;
- (iii) The commencement of the induction process with the identified representatives from May, with formal ratification at the July Board meeting, be supported;
- (iv) The proposed term of appointment, including the review point at six months, be approved;
- (v) The out-of-pocket expenses position to enable involvement, as detailed in Report G/16/101, be supported;

- (vi) The future referencing of Carer and Service User representatives as 'Public Partners' be endorsed.

## **10. FORECAST FINANCIAL POSITION 2015/16**

There was submitted a report by the Chief Finance Officer (G/16/102) (1) setting out the requirements in relation to the issuing of Directions to the Partners; and (2) asking the Board to approve the issuing of Directions to take effect from 1 April 2016.

### **Resolved:**

The updated year end forecast financial position be noted based on the year to date actual expenditure as at the end of February 2016.

## **11. AUDIT SCOTLAND REPORTS**

There was submitted a report by the Chief Officer (G/16/103) (1) considering the implications for the Perth and Kinross Integration Joint Board of two Audit Scotland reports, the opinion therein and recommendations; and (2) assessing the risks and opportunities laid out in the reports, benchmarking the progress made in Perth and Kinross and making recommendations for further action.

### **Resolved:**

- (i) The contents of the Audit Scotland report on Health and Social Care Integration, as detailed in Appendix 2 of Report G/16/103, be noted;
- (ii) The key messages and recommendations from the Audit Scotland report, highlighted at section 4.4 of Report G/16/103, be noted;
- (iii) The progress and development of key actions for the IJB to consider in order to mitigate the risks highlighted in Appendix 1 of Report G/16/103 be noted.

## **12. FUTURE MEETING DATES 2016**

Friday 1 July at 1.00pm (Dewar's Centre, Perth)  
Friday 26 August at 1.00pm (AK Bell Library, Perth)  
Friday 4 November at 1.00pm (Dewar's Centre, Perth)

**PERTH AND KINROSS COUNCIL****Housing and Health Committee****22 August 2016****Employability Network 2015 - 2018****Report by Executive Director (Housing and Community Care)****PURPOSE OF REPORT**

This report provides an update on the progress achieved during the Employability Network's fourth year of operation and now in its second phase of development. The report highlights some of the key developments and positive progressions within the past twelve months and provides illustrative examples of work undertaken by partner organisations.

**1. BACKGROUND/ MAIN ISSUES**

- 1.1 The establishment of the Employability Network was approved by the Housing and Health Committee at its meeting on 31<sup>st</sup> August 2011 (report 11/435). Committee received updates on the Network's progress during its first year of operation and on a regular basis since with the most recent update being submitted in August 2015.
- 1.2 The Network consists of representatives drawn from statutory, voluntary and 'not for profit' sectors. It was originally established to provide a co-ordinated and targeted support structure for people facing additional challenges to access employment training and opportunities. This is considered necessary because of the difficulties faced by these people even when market conditions are buoyant. These difficulties are more pronounced at times of economic downturn.
- 1.3 The work of the Network is underpinned by the nationally recognised 5 Stage Employability administration with support falling to the Governance Group. This was established in 2013, consists of partners across sectors and has now assumed responsibility for overseeing the 'management' of the Network's affairs. The Network has a Chair and Depute Chair. These roles are currently being undertaken by people working for either Perth and Kinross Council or NHS Tayside. It is the intention to move to a model where they are filled by people out-with statutory agencies. This would provide the possibility of accessing alternative sources of funding through national sources such as the National Lottery or via local links such as the Gannochy Trust.
- 1.4 The Development Plan 2011 – 2014 identified priority activities which have now been achieved. The Development Plan 2015 – 2018 is a live document with themes and work streams based on the outcomes of the 2014 and 2015 Network Member Surveys.

- 1.5 Central to the work undertaken by the Network, ongoing priority is given to improving communication both within the Network and with other stakeholders. This was reiterated through the 2014 Network Survey responses and has led to a number of key actions which are detailed in the Development Plan 2015 – 2018.
- 1.6 Perth College UHI and Perth & Kinross Council continue to manage the Network's website ensuring it remains current, relevant and beneficial to the 33 services and partner organisations which form the Network. The website is currently under redevelopment, this is to incorporate the change from an 8 stage pathway to a nationally recognised 5 stage pipeline. The website can be found at [www.pkemploy.net](http://www.pkemploy.net). There has been a significant increase in the total Network website sessions accessed through 2015/16, this now standing at 11,370 sessions in total compared to 4,874 website sessions throughout 2014/15. It should also be noted that 2,122 of these website sessions have been accessed via mobile devices such as mobile phones/tablets. As a result the Network website is progressing to become mobile device accessible by the end of 2016. This is in response to the increase in use of mobile devices (tablets and phones).
- 1.7 The Network uses social media in the form of twitter to communicate and share information with members, employers and its followers. The Network currently has 338 Twitter followers since the account was activated in January 2015, an increase of 112 followers (33%) in the previous 9 months.
- 1.8 The Network has finalised and shared a 'Network Members Directory' <http://www.pkemploy.net/attachments/Member%20Directory.pdf>. This informs all interested parties of the Network's aims, stages of the Employability Pipeline supported by the various members of the Network and their contact details and service information see Appendix 1 (sample).
- 1.9 Training and awareness sessions are now regularly delivered to Network members at quarterly meetings which are well attended. Topics covered include Self Directed Support, Welfare Reform and presentations from VisionPK, Deaf Action, and Job Centre Plus. The Network has now finalised and shared a directory of training available for members across 38 themes. Courses are detailed in a 'Training Directory' which has been hosted on the Network's website since December 2015; see Appendix 2 (sample).
- 1.10 As a Network there has been a significant increase in the number of individuals attaining paid work opportunities or supported to sustain paid employment. An increase from 191 to 376, a 97% increase from last year. It should be noted that an increase in the number of returns from members also contributes to the increase in the number of clients in work.

## **2. PERFORMANCE REVIEW 2014/15**

- 2.1 In line with the Network's commitment to support individuals through the Employability Pipeline, annual Performance Reviews are undertaken with key Network members. Reviews have been carried out annually from 2012/13.
- 2.2 Service User Feedback - The 2015/16 review had 20 returns from the 33 members (61% return rate, an increase in returns from 37% in 2014/15). To further develop the Employability Network and based on feedback from the 2015/16 performance review 100% of members are either Satisfied or Very Satisfied with the role and functions of the Employability Network and 71% wishing for the Network to continue with its current meeting format, Appendix 4.
- 2.3 The 2015/16 review detailed that there was a further increase in the total number of clients supported, 1815 compared to 1418 last year.
- 2.4 Employability activity by members remained the same and averaged at 62% of their total service delivery.
- 2.5 The review report also detailed that there was a 166% increase in the number of employers engaged compared with the 2014/15 performance review. This increasing from 212 employers to 565 employers.
- 2.6 The report also highlights that the employability activity undertaken by Network members (providers) across the 5 Stages of the Employability Pipeline is detailed as follows:
- Stage 1 - 27%
  - Stage 2 - 24%
  - Stage 3 - 20%
  - Stage 4 - 14%
  - Stage 5 - 15%
- 2.7 The Employability Network has also identified the ages of clients supported across 2015/16 as follows, 41% aged between 16 – 24 years and 59% aged 25+ years.

## **3. OUTCOMES ACHIEVED**

- 3.1 The 2015/16 return highlights a significant increase in the number of clients being supported during the Network's fourth year of operation. It should be noted that a number of clients may be receiving a service from more than one of the Network members demonstrating agility and collaborative working between members. As the Network matures the number of people working with more than one member at any one time should decrease as communication improves and duplication of services reduces.

- 3.2 It has also been clear from the returns that over the past year 62% of the total activity in organisations continues to be devoted to the provision of employability services. This is a very positive outcome for the Network in terms of providing an effective service across the stages of the Employability Pipeline in communities across Perth & Kinross.
- 3.3 When considering the beneficial impact of the member's work within the Network, account should be taken of the progress made by some of the individual clients. To illustrate the 'journeys' made by individuals often facing fairly severe challenges, five examples from across localities are attached at Appendix 3. For reasons of confidentiality, the client's details have been anonymized. Similarly, the partner organisations in the examples have not been identified.

#### **4. UPDATING OF DEVELOPMENT PLAN 2015 – 2018**

- 4.1 The Network Governance Group continues to update its Development Plan on a regular basis. This plan has been the subject of previous reports to this Committee.

#### **5. PROPOSALS**

- 5.1 It is intended that partners will continue to focus on the priorities outlined above and in the Network Development Plan for 2015 onwards. This allows for a more flexible and responsive approach, one which can provide support in the development of good practice across the Network.
- 5.2 The establishment of the Network's own infrastructure has given it a strong foundation from which to develop more effective links with other networks, partnerships and employers' organisations. This allows for further ongoing exploration of additional opportunities for clients throughout all stages of the Network's development.

#### **6. CONCLUSION AND RECOMMENDATIONS**

- 6.1 The Network's fourth year of operation has built significantly on the progress achieved during its first three years. The evolving working relationships between partner organisations has led to continued progress in supporting people into employment and training. In addition, the development of the Network's website, social media and progressive communication has contributed greatly to enhancing the Network's capacity to support partner organisations in the exchange of information and publicising opportunities for clients.
- 6.2 There is a significant increase in the number of clients moving on into work or supported in existing employment– this is a notable achievement for the Network.

- 6.3 The ongoing updates of the Network Development Plan reflect the agreed priorities and provide a practical and informed basis for continuing progress throughout 2016/17.
- 6.4 It is recommended that the Committee notes the progress made by the Employability Network over the past year.

### Author

| Name          | Designation                                                             | Contact Details                                                                    |
|---------------|-------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| Brian Kinnear | Community Support Manager /<br>PK Employability Network<br>Depute Chair | <a href="mailto:BSKinnear@pkc.gov.uk">BSKinnear@pkc.gov.uk</a><br><br>01738 628099 |
| Karyn Sharp   | Service Manager                                                         | <a href="mailto:KSharp@pkc.gov.uk">KSharp@pkc.gov.uk</a><br><br>01738 476738       |

### Approved

| Name          | Designation            | Date           |
|---------------|------------------------|----------------|
| Bill Atkinson | Director (Social Work) | 10 August 2016 |

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

- 1.1 The role of the Employability Network has particular relevance to the delivery of the Perth and Kinross Community/Single Outcome Agreement in respect of the following local outcomes:

- People are ready for life and work
- Employment opportunities for all

#### Corporate Plan

- 1.2 The work of the Employability Network has particular relevance for the following strategic objectives:

- Promoting a prosperous, inclusive and sustainable economy
- Supporting people to lead independent, healthy and active lives

## **2. Resource Implications**

### Financial

- 2.1 There are no new financial implications arising from this report. The service delivery across all partner organisations comes from within existing resources. A small annual budget for the Network Coordinator post of £15,000 is allocated from within current HCC budget allocations for employability. The role of the Network within the next 2 years is to look at a longer term cost free sustainable model in terms of Coordinator role and associated tasks.

### Workforce

- 2.2 There are no workforce implications arising from this report as partners' staffing commitments have been met from within existing resources.

### Asset Management (land, property, IT)

- 2.3 There are no asset management implications arising from within this report.

## **3. Assessments**

### Equality Impact Assessment

- 3.1 The report is relevant for the purposes of the EqIA as the work it describes seeks to address inequalities in access to employment and training opportunities experienced by the client groups identified within the report.

### Strategic Environmental Assessment

- 3.2 No action is required as the Act does not apply to the matters presented in this report. This is because the Committee are requested to note the contents of the report only and the Committee are not being requested to approve, adopt or agree to an action or to set the framework for future decisions.

### Sustainability

- 3.3 There are no issues in terms of sustainability

### Legal and Governance

- 3.4 The report contains no issues which would have a legal or governance impact on the Council.

### Risk

- 3.5 There are no issues of risk arising from the proposals in this report.

#### **4. Consultation**

- 4.1 Network members, across all sectors, have been engaged in all stages of the Network's work throughout the past year. This includes, in particular, the development of both the website and communications as well as the updating of the Network Development Plan.

#### **5. Communication**

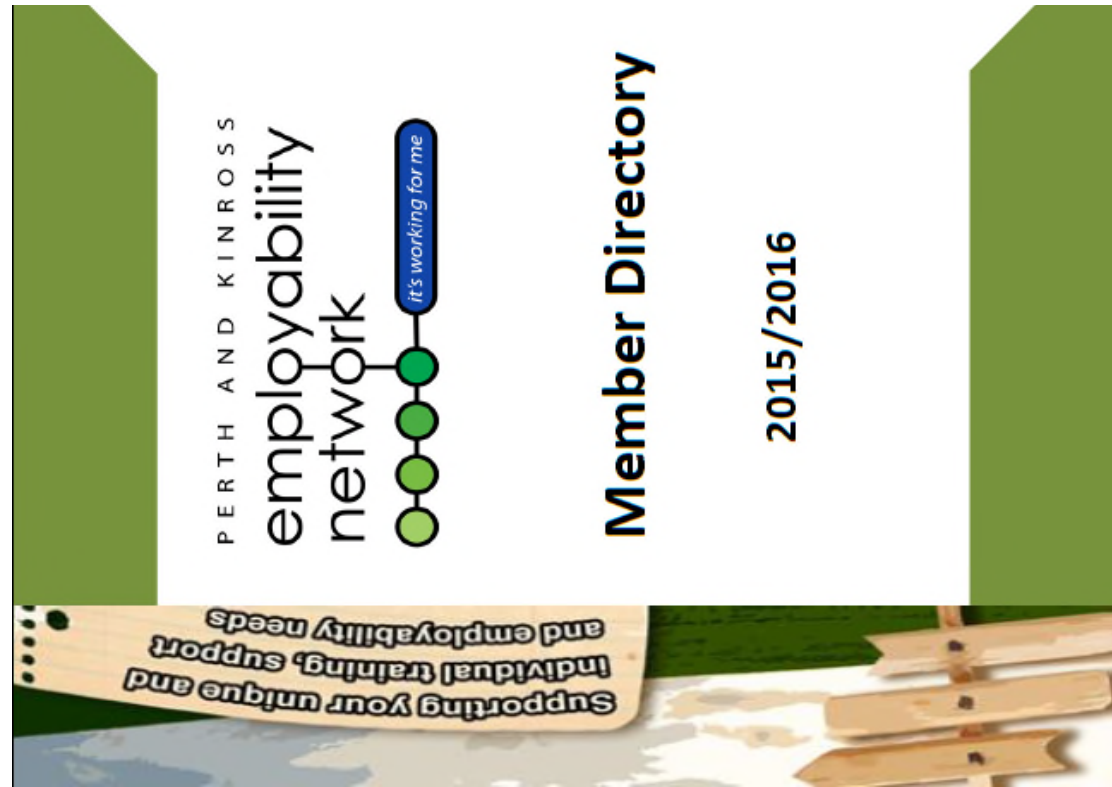
- 5.1 The Network has agreed that the principal means of communication of progress achieved will be via the Network's website [www.pkemploy.net/](http://www.pkemploy.net/)

#### **6. BACKGROUND PAPERS**

Housing and Health Committee reports 11/435, 13/57, and 14/15.

#### **7. APPENDICES**

|                    |                                                   |
|--------------------|---------------------------------------------------|
| <b>Appendix 1:</b> | Employability Network Members Directory (sample)  |
| <b>Appendix 2:</b> | Employability Network Training Directory (sample) |
| <b>Appendix 3:</b> | Client Journeys                                   |
| <b>Appendix 4:</b> | Employability Network Performance Review Extracts |

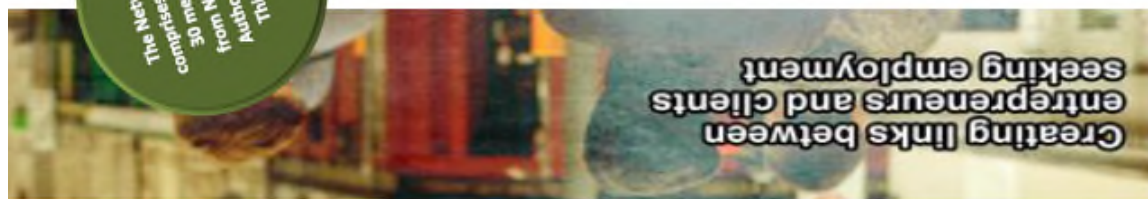


## Welcome to the Perth & Kinross Employability Network

### What We Do

The Perth & Kinross Employability Network was formed in August 2011 to improve employability services for young people and adults with additional challenges such as disability, illness or a history of offending. The Network provides a wide range of support, opportunities and volunteering or work experience placements to help people achieve their personal goals.

In 2013 the Employability Network Governance Group was set up to sustain the network and support partnership working. The group comprises of members from statutory and third sector organisations, representing the wide spectrum of employability services and social enterprise. It works to improve prospects for our job seekers, our collective performance and individual member outcomes through coordination of partnership effort, shared resources and knowledge.



The Network comprises of over 30 members from NHS, Local Authority & the Third Sector

## The Perth & Kinross Pathway to Employment

The Perth & Kinross Employability Network works in line with the national 5 stage employability pipeline as shown below. Each member supports individuals throughout the stages of this pipeline which are listed on their individual member pages in this booklet.



3

| Page | Member                                                              | Stages Provided |
|------|---------------------------------------------------------------------|-----------------|
| 5    | PUSH<br>Activity Agreements PKC Youth Services                      | 1,2,3,4,5       |
| 6    | Barnardos<br>CATH                                                   | 1,2,3,4,5       |
| 7    | Check-in/Giraffe<br>NHS CMHS                                        | 1,2,3,4,5       |
| 8    | Perth UHI<br>Drugs & Alcohol                                        | 1,2,3           |
| 9    | CAIR Scotland ECLIPS Recovery & Moving on Service<br>APEX Tayside   | 1,2,3,4         |
| 10   | Capability Scotland<br>PKC Employment Support Team                  | 1,2,3,4,5       |
| 11   | YMCA<br>NHS Growing Capability                                      | 1,2,3,4,5       |
| 12   | Job Centre Plus<br>Mental Health Day Services                       | 3,4             |
| 13   | Mindspace Recovery College<br>Health & Social Care Academy          | 1,2,3           |
| 14   | Minority Ethnic Development Project<br>Perth Six Circle Project     | 1,2,3           |
| 15   | Autism Initiatives<br>PLUS Mental Health                            | 3,5             |
| 16   | Skills Development Scotland<br>PKAVS Voluntary Action Perthshire    | 1,2,3,4,5       |
| 17   | Tayside Forensic Voices TFV<br>PKC Welfare Rights                   | 1,3             |
| 18   | Employment Connections The Hub<br>Shaw Trust – Westbank Enterprises | 1,2,3,4,5       |
| 19   | Autism Support<br>Vision PK                                         | 1,2,3,4,5       |
| 20   | PKAVS Mental Wellbeing Services<br>The Princes Trust                | 1,3             |

**Push** – Unsure and unclear about what to do regarding work, it is a difficult decision! PUSH can help you make decisions and support you to find your direction through a variety of Person Centred Planning methods so that you can be all you can be in the workplace!

- We will explore and provide you with knowledge and a level of understanding with regards what you see as your role in the workplace, so that you are more prepared when you move to the next stage.
- We will provide onsite and practical skill development within a retail setting as well as providing opportunities to develop your creative skills (part of our recycling project), IT Skills, working in an office environment and in social care.
- We will work with you to create a measurable action plan so that your progression is challenging, yet achievable.
- We will explore where your interests lie, what skills you have and how this can be developed so that you will reach your potential.
- You will be ready to make plans for your future employment, training, education or volunteer position.



**Contact:** Catriona Palombo  
Stephen Murray

**Address:** 55 South  
Methven Street  
Perth  
PH1 5NX

**Tel:** 01738 621929  
**Email:**

[Stephen@pushinfo.org](mailto:Stephen@pushinfo.org)

**Website:**

[www.pushinfo.org](http://www.pushinfo.org)

**F/Book:**  
4R's Project on Facebook  
**Opening times:** 10-4



**Address:** 68-86 Scott Street  
Perth  
PH2 8JW  
**Tel:** 01738 474592

**Website:**

[www.pkrc.gov.uk/article/2743/Youth-services](http://www.pkrc.gov.uk/article/2743/Youth-services)

**Opening times:**

Mon – Fri 8.45am-5pm  
08:45 – 17:00

#### ACTIVITY AGREEMENT'S

An agreement between a young person and a worker, that the young person will take part in a programme of learning and activity that helps them get ready for formal learning or employment. Activity Agreements help young people to progress into, and sustain, more formal learning or employment. The content of the agreement between the young person and the worker can be very varied – it is unique to that young person. There is usually a focus on employability. Where an Activity Agreement includes group work, this is often done as part of the LINC programmes. An Education Maintenance Allowance of £30 per week is available for eligible young people on Activity Agreements. (Eligibility depends on household income and personal circumstances.)

Activity Agreements are for young people aged between 16 and 19 (up to the 20th birthday) who are not in education, employment or training and who need support to overcome barriers to learning and employment. They are co-ordinated through Perth & Kinross Council Youth Services, but Activity Agreement coaches in Perth & Kinross come from a range of agencies, including:

PKC Youth Services  
Skills Development Scotland  
LOGOS (Cniff)  
YMCA Perth  
SCYD (Blairgowrie)  
Breathe (Aberfeldy)

5

#### Capability Scotland Employment Services

Our team of expert staff will help you develop the skills and confidence you need to find the work you like.

Your Employment Services Officer will give you all the practical support and advice you need to make your move into employment a success. Regular one to one meetings will ensure you are fully supported including help to manage your health condition or disability.

**What can we do for you?**

- CV & Interview Preparation
- Job Matching
- Assistance with your search for employment
- Employability Workshops (Confidence Building, Setting Goals)
- Job Coaching
- The services of an experienced Employment Services Officer
- Limited financial assistance for travel, interview clothes etc.
- Detailed Action and Development Plan



**Contact:** Sandra Tucker

**Address:** Unit 1  
Kingseat Road  
Dunfermline  
KY11 8RV

**Tel:** 01383720613 – 3  
or 07984102543

**Email:**

[Sandra.tucker@capability-scotland.org.uk](mailto:Sandra.tucker@capability-scotland.org.uk)

**Website:**

[www.capability-scotland.org.uk](http://www.capability-scotland.org.uk)



**Contact:** Jackie Scrimgeour

**Address:**  
Employment Support  
Team  
41D St Catherine's  
Road  
Perth  
PH1 5SJ

**Tel:** 01738 477638

**Email:**

[HCEE.malayentSupport@pkrc.gov.uk](mailto:HCEE.malayentSupport@pkrc.gov.uk)

**Website:**

[www.pkrc.gov.uk/esit](http://www.pkrc.gov.uk/esit)

#### Employment Support Team

##### 'Working Together for Everyone's Future'

The Employment Support Team offer a range of employability services to people with mental health difficulties, acquired brain injury, autism, spectrum diagnosis or learning disabilities from localities throughout Perth and Kinross.

The Team use a person centred approach to help people prepare for, find, access and maintain work. A vocational profile is compiled through meetings and discussions with a team member and the individual;

- Specialist supported employment service provided by the team
- Delivery of Work Skills Training
- Offering Accredited Employability training through recycling
- Setting up work experience opportunities in a wide variety of sectors
- Liaising with and supporting employers to offer paid work opportunities
- Job retention through job coaching and regular workplace appraisals

While in work, ongoing support is offered to individuals and employers in the form of advice, reviewing and monitoring.  
The Team works in partnership with other professionals in an advisory role relating to supported employment issues. This includes Employability Network members and Employers to break down barriers of stigma and discrimination. This helps widen the local job market for people who face additional challenges.

10



## Employability Network Training Matrix

| Training Course            | Course Content                                                                                                                                          | Date           | Time        | Location                                                       | Cost                                         | Provider                                                       | Details                                                                                                                                                                              |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-------------|----------------------------------------------------------------|----------------------------------------------|----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Adult Support & Protection | Online Awareness                                                                                                                                        | As Required    | 1 Hours     | Online                                                         | Free                                         | Perth & Kinross Council                                        | Lesley Sindair<br><a href="mailto:L.Sindair@pkc.gov.uk">L.Sindair@pkc.gov.uk</a>                                                                                                     |
| Anxiety Management         | As Required                                                                                                                                             | As Required    | 2 hours     | Loch Leven Community Campus KINROSS                            | FREE                                         | Perth & Kinross Council Wellbeing Support Team<br>01577 867320 | A 6 session Course looking at the reasons we become anxious as well as offering a variety of options in coping and ways to alleviate our anxieties                                   |
| ASDAN Short Course         | <ul style="list-style-type: none"> <li>Foodwise</li> <li>Volunteering</li> <li>Environment</li> </ul>                                                   | As Arrangement |             | TBC                                                            | Free (Jobseeker or Volunteer) £80.00pp other | Check In Works                                                 | Anthea Coulter & Sarah Bradley<br><a href="mailto:anthea@checkin-giraffe.uk">anthea@checkin-giraffe.uk</a><br><a href="mailto:sarah@checkin-giraffe.uk">sarah@checkin-giraffe.uk</a> |
| Assertiveness              | As Required                                                                                                                                             | As Required    | 2 hours     | Loch Leven Community Campus KINROSS                            | FREE                                         | Perth & Kinross Council Wellbeing Support Team<br>01577 867320 | A 4 session Course looking at the reasons we have difficulty asserting ourselves as well as offering a variety of options in developing our skills                                   |
| Autism Awareness           | A full or half day course (depending on requirements) detailing <ul style="list-style-type: none"> <li>"What is Autism / Asperger Syndrome?"</li> </ul> | As Required    | As Required | Number 3 One Stop Shop or at location agreed with participants | Free                                         | Autism Initiatives                                             | Please contact Jill Murdoch to discuss.<br><a href="mailto:jill.murdoch@aiscotland.org.uk">jill.murdoch@aiscotland.org.uk</a><br>01738 449327                                        |
| Autism & Employment        | The purpose of this half day session is to give employers, HR personnel and managers some understanding of                                              | As Required    | As Required | Number 3 One Stop Shop or at location agreed with participants | Free                                         | Autism Initiatives                                             | Please contact Jill Murdoch to discuss.<br><a href="mailto:jill.murdoch@aiscotland.org.uk">jill.murdoch@aiscotland.org.uk</a>                                                        |

## Appendix 3

### **Journey 1 - moved through pipeline stages 2,3,4,5**

Miss A met and had occupational therapy support to understand how her recent experience of illness affected her at work. As part of her support she was supported to link in with relevant voluntary experience in Miss A's locality and then when ready, moved onto a course run by another educational organisation. With ongoing 1:1 support Miss A managed to build her work stamina and last week succeeded in securing part time work.

### **Journey 2 – 2, 3, 4, 5**

Mr B was initially involved with the Network Member as a client and then moved onto training in peer support work. Mr B was recently employed locally for a short placement as the first Peer Support Worker on a Perth & Kinross NHS Community Mental Health Team.

### **Journey 3 – 1, 3, 4, 5**

Mr C was imprisoned for a long period and he was quite insular and blinkered in his thinking, with input from the Network member he developed to such a degree that he became a huge support to other peers within the groups. Through participating in the project programmes Mr C has learned the required practical skills and enhanced his knowledge to help him reintegrate into his local community and to then gain employment.

### **Journey 4 – 1, 2, 3, 4, 5**

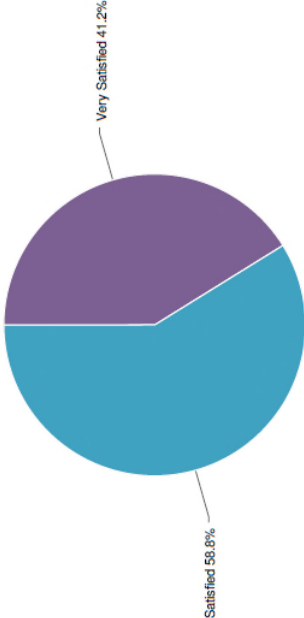
Mr D joined our service at the end of 2012. He was extremely withdrawn but expressed his wish to help out in our café. After months of struggle he began to build his confidence and self-esteem and we recognised that not only had he become very competent in his café work but also that he was naturally caring and supportive. We put Mr D through his SVQ level 2 in Customer service and then through Jobcentre Plus he secured 2 x 6 month placements with Capability Scotland. He is now a permanent member of their relief staff getting regular part time work and has progressed into a volunteering role with us where he supports new and existing clients in the café.

### **Journey 5 – 3, 4, 5**

Through partnership working with the Homeless Voice Association five clients supported by the Boxing Project have gained full-time employment. Another five clients completed an ASDAN award with Perth College. Two further clients are now in volunteering roles.

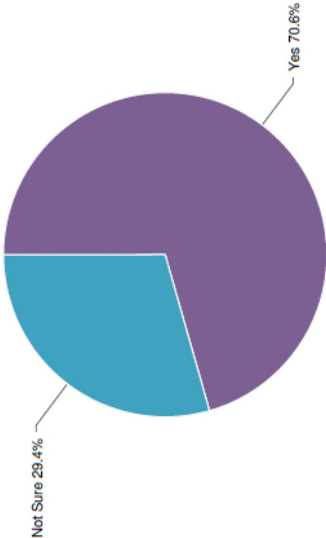
Appendix 4

9. How do you rate the role and functions of the Employability Network?



| Value            | Percent | Count |
|------------------|---------|-------|
| Very Satisfied   | 41.2%   | 7     |
| Satisfied        | 58.8%   | 10    |
| Disatisfied      | 0.0%    | 0     |
| Very Disatisfied | 0.0%    | 0     |
| Total            |         | 17    |

11. Do you want the Employability Network to continue with its current meeting format?



| Value    | Percent | Count |
|----------|---------|-------|
| Yes      | 70.6%   | 12    |
| Not Sure | 29.4%   | 5     |
| No       | 0.0%    | 0     |
| Total    |         | 17    |



**PERTH AND KINROSS COUNCIL**

**Housing and Health Committee**

**24 August 2016**

**Perth and Kinross Joint Strategy to Support Independent Living & Quality of Life for Adults with a Physical Disability and/or Sensory Impairment 2014 – 2017 and associated implementation of the national See Hear Sensory Impairment Framework 2015 – 2018**

**Report by Director (Housing and Social Work)**

**PURPOSE OF REPORT**

To update Committee on the progress of actions contained within the Joint Strategy to Support Independent Living and Quality of Life for Adults with a Physical Disability and/or Sensory Impairment

Also to update Housing and Health Committee on local implementation of the national 'See Hear' Sensory Impairment Framework.

**1. BACKGROUND / MAIN ISSUES**

- 1.1 The Joint Strategy to Support Independent Living & Quality of Life for Adults with a Physical Disability and/or Sensory Impairment (2014 – 2017) (subsequently referred to as the Joint Strategy) was approved by Housing and Health Committee in August 2014 (Report 14/353).
- 1.2 The Joint Strategy continues to support actions to ensure people living in Perth and Kinross with a physical disability and/or sensory impairment are able to live as independent members of the community. A range of actions have been developed which support individuals to have choice and control over any support and /or equipment they may need for daily living and maintaining a healthy lifestyle and improve access to housing, transport, employment, education and training.
- 1.3 Following publication of See Hear: A National Framework for Sensory Impairment in April 2014, a local See Hear Steering Group was established and a lead officer identified. The national recommendations are focussed around ensuring people with a sensory impairment have access to assessments, care and support which is delivered seamlessly. It also aims to ensure that people living with a sensory impairment have the same access to employment, education, leisure, healthcare and social care as everyone else.

1.4 The action plan for the Joint Strategy (attached at appendix 1) contains ten priority actions areas:

1. Housing – which is accessible and adapted to meet individuals' requirements
2. Information- which is accessible and useful in assisting individuals to fully participate in all aspects of life
3. Communication – support to allow individuals to communicate effectively
4. Employment – access to meaningful employment, training and further education
5. Health – support physical and mental well-being and encourage healthy lifestyles
6. Accessible Environment –access to all local amenities and buildings
7. Accessible Transport – affordable, flexible travel options across all modes of transport
8. Personalised Support – self-directed support to help individuals achieve their desired outcomes
9. See Hear – improve support for people with a sensory impairment
10. Equalities – increase awareness and reduce inequalities

## **2. PROGRESS TO DATE**

2.1 In the past twelve months progress has been made and the following examples illustrate the positive impact the Joint Strategy continues to make (for full details please see the associated action plan, updated June 2016, at appendix 1).

### **2.2 Adapted Housing**

The online assessment system for small equipment [www.abilityoptionsperth.org.uk](http://www.abilityoptionsperth.org.uk) was launched during June 2015. This allows quicker access to small items of equipment or minor adaptations which will assist people with a physical disability and/or sensory impairment in activities of daily living.

### **2.3 Information and Communication**

The See Hear Steering Group allocated a small amount of See Hear funding to Action on Hearing Loss who will work alongside Culture Perth staff to audit hearing loops in twenty public buildings in Perth and Kinross during 2016, starting with public libraries.

### **2.4 Employment**

Employment workshops for people living with a sensory impairment have been provided during 2015 by VisionPK in partnership with RNIB. The workshops were positively evaluated and a pilot Employment Hub supported by VisionPK and RNIB now runs fortnightly where individuals can drop in for advice and support in relation to issues around employment.

## **2.5 Health**

Sensory loss is one of the most prevalent, chronic conditions affecting older adults. It is associated with decreased functional and cognitive ability, increased social isolation and loneliness, depression, falls and an overall reduced quality of life. The majority of residents within care settings have some degree of sensory loss, with many requiring additional support.

- 2.6 Action on Hearing Loss along with VisionPK have developed a volunteer lead programme of staff training and mentoring which provides hearing aid and vision aid maintenance in care settings. The See Hear Steering Group agreed to fund a pilot project offered to all Care Homes in Perth and Kinross which will run until March 2017. This piece of work has been well received by members of the Care Home Network and early indications are that thirty two care homes will take part.

## **2.7 Accessible Environment**

The Safe Place Scheme has been running in Perth and Kinross for the past three years, supporting people with a disability who may have difficulties accessing assistance or advice whilst in the city centre. In early 2016 a national scheme called Keep Safe was launched and all the venues involved in the Perth and Kinross Safe Place Scheme have been re branded and included in the Keep Safe scheme.

- 2.8 The Centre for Inclusive Living Perth and Kinross (CILPK) work with Perth and Kinross Council to co-ordinate and administer the scheme and currently 16 venues and over 50 individuals have signed up.

## **2.9 Accessible Transport**

Perth and Kinross Council Licensing Committee approved changes to the Licensing of Wheelchair Accessible Vehicles (WAV) in December 2015. This has led to CILPK offering training to all taxi operators with WAV. The uptake has been good with 30 drivers receiving training in the period up to May 2016. The CILPK website now provides information on which local taxi firms can provide a WAV and which have trained drivers.

## **2.10 Local Delivery of See Hear**

During late 2015 and early 2016 a See Hear consultation exercise was carried out to find out views of those who live with a sensory impairment, their families, carers and agencies that provide a service to support them. A range of methods were used including focus groups, telephone interviews as well as questionnaires in paper and electronic format. Three main areas for improvement were identified from the responses:

- The need for ongoing sensory impairment awareness
- Improved accessibility of information and support
- Mobility and transport challenges

- 2.11 Following the consultation exercise four pieces of work were funded by the See Hear Steering Group. These include the hearing loop audit and residential care home project already mentioned. The two remaining projects are:
- VisionPK are working with partners to produce a pocket resource with 'top tips' for engaging with and supporting people who live with a sensory impairment as well as where to access specialist support. Production and distribution is scheduled for October 2016
  - PKC Hearing Support Service will work with secondary pupils who are deaf (deaf is used to define all levels of deafness from mild to profound) to create an engaging short film / DVD which will be used to inform and support school and youth work staff to better understand the impact deafness has on a young person and how to ensure their teaching strategies are inclusive and supportive to deaf pupils. Production and distribution is expected by March 2017. The DVD is targeted at school and youth work staff but will be suitable for anyone who has contact with young people who are deaf.
- 2.12 As training and awareness raising was highlighted by so many people a multi-agency training sub group has been established, reporting to the See Hear Steering Group. During summer 2016 an audit of all sensory impairment training available across Perth and Kinross will be carried out. The training sub group then aim to identify where gaps exist and develop a training plan for Perth and Kinross.
- 2.13 The See Hear Steering group continue to work in partnership to affect positive changes for people with a sensory impairment in Perth and Kinross. For example NHS Tayside Audiology Service is now working with Culture Perth libraries to distribute replacement batteries for NHS Hearing Aids using the mobile library vans. This has allowed easier access to replacement batteries for those living in the outlying areas of Perth and Kinross.

### **3. MONITORING AND REPORTING**

- 3.1 The Joint Strategy Group and the See Hear Steering Group meet quarterly. The action plan is reviewed at each meeting with two to three sections being discussed to ensure each area is reviewed at least annually. The See Hear Steering Group also received six monthly updates on the progress of the four projects which received See Hear funding.
- 3.2 Overall progress is reported annually to the Perth and Kinross Council Housing and Health Committee. The Perth and Kinross Equalities Member Officer Working Group are interested in projects within the Joint Strategy and periodically request updates.

### **4. NEXT STEPS**

- 4.1 As work continues to develop locality plans for Perth City, North Perthshire and South Perthshire, as well as the five local Community Planning Partnership areas, the Joint Strategy Group and the See Hear Steering Group

are considering how to influence the development of locality planning in Perth and Kinross. The groups will try and ensure outcomes for those who have a physical disability and/or sensory impairment are prioritised across the three localities.

- 4.2 As from October 2016 a new statutory provider for services for people with a sensory impairment will be in place. VisionPK will be the lead agency working alongside Action on Hearing Loss. The Joint Strategy Group will provide a multi-agency forum for the new providers to engage with a range of partners. This will improve the coordination and effectiveness of support for people with a sensory impairment in Perth and Kinross.

- 4.3 The Joint Strategy Group has prioritised the following areas within the action plan for the next twelve months:

**Communication** – the strategy group will encourage the publicity of Contact Scotland BSL online translating service and work with the PKC Customer Centre Service to embed protocols for its use across all Perth and Kinross Council Services.

**Employability** – the strategy group will support the work of Deafaction who have received Big Lottery Funding to work in Perth and Kinross to support people aged 25 and over who have a hearing impairment and are not in work to find employment.

**Accessible Transport** – the strategy group will continue to support colleagues in PKC Licensing as they work with the Taxi Forum to encourage customer service training which includes physical disability and sensory impairment elements.

**Accessible Environment** – the strategy group will continue to actively promote the DisabledGo resource and encourage as many people as possible to highlight and use the website e.g. when sending out meeting or event information also highlight accessibility information.

**See Hear** – As a result of the consultation exercise the need for easier access to sensory impairment information was identified. This was identified by family members, community members and agency staff. As part of addressing this point a review will be carried out of the VisionPK website to see whether it can be adapted to offer broader sensory impairment information. The training sub-group will continue to meet and any identified improvements actioned.

**Participatory Budgeting** – The Joint Strategy group will receive a small amount of See Hear funding from the Scottish Government in September 2016. The See Hear Steering Group has proposed that this could be used for Participatory Budgeting with bids welcome from individuals, community groups and independent sector agencies.

**British Sign Language (Scotland) Act 2015** – The See Hear Steering Group will lead on the implementation of the BSL Act in Perth and Kinross.

## 5. CONCLUSION AND RECOMMENDATIONS

- 5.1 As evidenced above and in the action plan in Appendix 1, there has been significant progress in actioning the priorities identified in the Joint Strategy over the past year. This has been achieved through partnership working with individuals, community groups and a range of agencies and is improving outcomes for people with a physical disability and/or sensory impairment in Perth and Kinross.
- 5.2 Further areas for improvement, especially relating to supporting people with a sensory impairment have been identified and this, together with ensuring supports for people with a physical disability and/or a sensory impairment are prioritised across the three localities in Perth and Kinross will be the focus over the next twelve months.
- 5.3 It is recommended that the Housing and Health Committee:
- I. Notes the delivery of actions contained within the Perth and Kinross Joint Strategy to Support Independent Living and Quality of Life
  - II. Notes the delivery of actions to address the recommendations within See Hear: a national framework for sensory impairment
  - III. Instructs the Director (Housing and Social Work) to bring a final report on the actions within the Perth and Kinross Joint Strategy to support Independent Living in twelve months' time

### Author(s)

| Name         | Designation                                       | Contact Details                                                                |
|--------------|---------------------------------------------------|--------------------------------------------------------------------------------|
| Kenny Ogilvy | Service Manager, Housing & Community Care         | 01738 476731<br><a href="mailto:kogilvy@pkc.gov.uk">kogilvy@pkc.gov.uk</a>     |
| Rhona Pollok | Policy Planning Officer, Housing & Community Care | 01738 476772<br><a href="mailto:rmlpollok@pkc.gov.uk">rmlpollok@pkc.gov.uk</a> |

### Approved

| Name          | Designation                        | Date           |
|---------------|------------------------------------|----------------|
| Bill Atkinson | Director (Housing and Social Work) | 10 August 2016 |

If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

- 1.1 This report supports the following outcomes from the Perth and Kinross Community Plan / Single Outcome Agreement in terms of the following priorities:

- (iii) Promoting a prosperous, inclusive and sustainable economy
- (iv) Supporting people to lead independent, healthy and active lives

#### Corporate Plan

- 1.2 This report supports the following outcomes from the Council's Corporate Plan Priorities:

- (iii) Promoting a prosperous, inclusive and sustainable economy
- (iv) Supporting people to lead independent, healthy and active lives

### 2. Resource Implications

#### Financial

- 2.1 There are no direct financial implications arising from this report

### Workforce

- 2.2 There are no direct workforce implications arising from this report

### Asset Management (land, property, IT)

- 2.3 There are no land, property or IT implications arising from this report

## **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 Equality Impact Assessment undertaken in relation to this report can be viewed clicking [here](#).

This report has been considered under the Corporate Equalities Impact Assessment process (EqIA) and assessed as **relevant** and the following positive outcomes are expected following implementation:

Increased independent living for those people living with physical and/or sensory impairments.

### 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.

The contents of this report have been considered under the Act, however, no action is required as the Act does not apply to the matters presented in this report.

### Sustainability

- 3.3 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.

No steps are required to be taken in this area.

### Legal and Governance

- 3.4 There are no direct legal implications resulting from this report

### Risk

- 3.5 There are no direct risks arising from the production of this report

## **4. Consultation**

### Internal

- 4.1 The views, report updates and general contributions of lead officers and members of the Joint Strategic Group and See Hear Steering Group have been gathered. This includes Service Managers and Senior Staff in Housing and Community Care and the Environment Service.

### External

- 4.2 Members of the Perth and Kinross Joint Physical Disability Strategic Group, the Perth and Kinross See Hear Steering Group and their associated networks have been consulted in the preparation of this report.

## **5. Communication**

- 5.1 There is no communication plan associated with this report.

## **6. BACKGROUND PAPERS**

There are no background papers relevant to this report.

## **7. APPENDICES**

Appendix 1 in this report is the action plan for delivery of the Perth and Kinross Joint Strategy to Support Independent Living & Quality of Life for Adults with a Physical and / or Sensory Impairment 2014 – 2017.





**Action Plan - Perth & Kinross Joint Strategy to  
Support Independent Living & Quality of Life for  
Adults with a Physical Disability and / or Sensory  
Impairment.**

**2014–2017**

**CHOICE, FREEDOM, DIGNITY, CONTROL**

## 1. HOUSING which is accessible and adapted to meet individuals requirements

| Locally Agreed Priority Action / Activity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Timescale | Named Lead Individual & Agency |     |     |         |                                                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|--------------------------------|-----|-----|---------|-------------------------------------------------------|
| <p>Adapt at least 250 additional dwellings across all tenures each year to meet the need for housing suitable for people with mobility problems and support and advice to owners (e.g. through Care and Repair)</p> <p>Number of clients with mobility problems receiving support from Care &amp; Repair projects to adapt their homes:</p> <table><tr><td>2014/15</td><td>2015/16</td></tr><tr><td>125</td><td>230</td></tr></table> <p>PKC HCC Annual Care &amp; Repair monitoring figures</p> <ul style="list-style-type: none"><li>• The majority of clients were aged 76 or older.</li><li>• The most common type of major adaptations were bath to level access shower conversions, widening doorways, installing stair lifts and providing ramped access to properties.</li></ul> | 2014/15   | 2015/16                        | 125 | 230 | ongoing | PKC HCC / Care & Repair<br>P&K Local Housing Strategy |
| 2014/15                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 2015/16   |                                |     |     |         |                                                       |
| 125                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 230       |                                |     |     |         |                                                       |
| <p>Monitor annually:<br/>Housing suitable for wheelchair use<br/>Housing suitable for people with physical disabilities who do not use a wheelchair</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | ongoing   | PKC H&CC                       |     |     |         |                                                       |

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <i>Timescale</i>                                    | <i>Named Lead Individual &amp; Agency</i> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|-------------------------------------------|
| <p>2013/14: Perth and Kinross Council holds 670 dwellings suitable for wheelchair use</p> <p>2013/14: Perth and Kinross Council holds 1102 dwellings suitable for people with physical disabilities who do not use a wheelchair</p> <p>2015/16: Perth and Kinross Council holds 708 dwellings suitable for wheelchair use</p> <p>2015/16: Perth and Kinross Council holds 1500 dwellings suitable for people with physical disabilities who do not use a wheelchair</p> <p><i>(PKC HCC annual return to Scottish Government)</i></p> |                                                     |                                           |
| <p>Increase the supply of new build housing suitable for people with 'varying and particular needs' year on year (target of 100 per year)</p> <p>2012/13 : 79</p> <p>2013/14: 67</p> <p>2015/16: 132</p> <p><i>(PKC HCC annual return to Scottish Government)</i></p>                                                                                                                                                                                                                                                                |                                                     |                                           |
| <p>Increase (from baseline) the availability, year on year, of telecare packages for frail and vulnerable people (number of clients receiving community alarm and number of clients receiving telecare) Basic telecare package includes a base unit and pendant, smoke detectors and heat detectors.</p>                                                                                                                                                                                                                             | <p>Ongoing</p> <p>2014 figures will be baseline</p> | <p>PKC HCC</p>                            |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                     |                                           |

| Locally Agreed Priority Action / Activity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                             | Timescale           | Named Lead Individual & Agency   |                     |       |         |      |     |      |         |      |      |      |         |      |      |      |  |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------------------------------|---------------------|-------|---------|------|-----|------|---------|------|------|------|---------|------|------|------|--|--|
| number of PKC community alarm and telecare packages                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                             |                     |                                  |                     |       |         |      |     |      |         |      |      |      |         |      |      |      |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <table border="1"> <thead> <tr> <th></th><th>community alarm only</th><th>additional telecare</th><th>Total</th></tr> </thead> <tbody> <tr> <td>2013/14</td><td>2655</td><td>695</td><td>3350</td></tr> <tr> <td>2014/15</td><td>2422</td><td>1077</td><td>3499</td></tr> <tr> <td>2015/16</td><td>2254</td><td>1365</td><td>3619</td></tr> </tbody> </table> <p><i>Figures from PKC HCC community alarm monitoring</i></p> |                     | community alarm only             | additional telecare | Total | 2013/14 | 2655 | 695 | 3350 | 2014/15 | 2422 | 1077 | 3499 | 2015/16 | 2254 | 1365 | 3619 |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | community alarm only                                                                                                                                                                                                                                                                                                                                                                                                        | additional telecare | Total                            |                     |       |         |      |     |      |         |      |      |      |         |      |      |      |  |  |
| 2013/14                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 2655                                                                                                                                                                                                                                                                                                                                                                                                                        | 695                 | 3350                             |                     |       |         |      |     |      |         |      |      |      |         |      |      |      |  |  |
| 2014/15                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 2422                                                                                                                                                                                                                                                                                                                                                                                                                        | 1077                | 3499                             |                     |       |         |      |     |      |         |      |      |      |         |      |      |      |  |  |
| 2015/16                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 2254                                                                                                                                                                                                                                                                                                                                                                                                                        | 1365                | 3619                             |                     |       |         |      |     |      |         |      |      |      |         |      |      |      |  |  |
| <p>Involve community members living with a physical disability and /or sensory impairment when undertaking a Local Housing Needs Assessment during 2015/16.</p> <p>The Perth and Kinross Local Housing Needs Assessment was carried out during late 2015 / early 2016. All members of the Joint Strategy Group were invited to attend consultation sessions on all sections of the LHS which took place in November 2015. A specific consultation session was held to look at "Specialist Provision and Independent Living". The results from this session were then fed into the final DRAFT LHS which was then approved by PKC HCC Committee in May 2016.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                             | 2015/16             | PKC HCC / CILPK / VisionPK/ NESS |                     |       |         |      |     |      |         |      |      |      |         |      |      |      |  |  |
| <p>Review system of recording information from Scottish Fire and Rescue Service (SFRS) Home Safety Visits and improve information sharing between service providers.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                             | ongoing             | PKC HCC / Fire Scotland / CILPK  |                     |       |         |      |     |      |         |      |      |      |         |      |      |      |  |  |
| <p>SFRS provide home safety visits following referrals from partner agencies and by direct targeting after an incident or through attending organised community events in Perth and Kinross.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                             |                     |                                  |                     |       |         |      |     |      |         |      |      |      |         |      |      |      |  |  |

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i> |
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| <p>If an alternative method of communication is needed during a Home Safety Visit support is sought from various partner agencies e.g. PKC Access Team, NESS or VisionPK who can provide such a service.</p> <p>During a HSV if an occupant is identified to have sensory or physical impairments a referral to North East Sensory Services, Vision PK and/or Perth and Kinross Health and Social Care Services - Access Team, is offered to the individual..</p> <p>At present there is no recording process in place to capture whether an individual has a physical disability and/or sensory impairment, although Home Safety Visits are recorded on a national site (CSET) . There is no process or filter to ascertain an individual's specific sensory needs. However referrals to and from NESS are recorded and if consent is given by individuals, shared information can be made available. They also liaise, with the person's permission, with the Access Team, Deaf Action, VisionPK and NESS as required.</p> <p>SFRS are now using Contact Scotland BSL services where appropriate.</p> |                  |                                           |
| Raise awareness of specialist housing organisations such as "Ownership Options Scotland".                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | ongoing          | PKC HCC / CILPK                           |
| CILPK provide information to members on how to access specialist housing, on an ongoing basis.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                  |                                           |
| Improve access to small equipment / minor adaptations by introducing an online self assessment system during the period                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 2014/15          | PKC / P&K CHP                             |

| Locally Agreed Priority Action / Activity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Timescale                                                 | Named Lead Individual & Agency |                                                |                                           |       |       |         |         |
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| 2014/15.<br>The on-line self-assessment system for small equipment / minor adaptations was launched during June 2015 as <a href="http://www.abilityoptionsperth.org.uk">www.abilityoptionsperth.org.uk</a><br><br>completed assessments 01/6 – 06/16<br><table><tr><td>Self assessment completed online with no staff assistance</td><td>280</td></tr><tr><td>Telephone assessment completed with staff help</td><td>156</td></tr><tr><td>Total</td><td>436</td></tr></table> <i>PKC HCC data produced with Smart Report 20/06/16</i>            | Self assessment completed online with no staff assistance | 280                            | Telephone assessment completed with staff help | 156                                       | Total | 436   |         |         |
| Self assessment completed online with no staff assistance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 280                                                       |                                |                                                |                                           |       |       |         |         |
| Telephone assessment completed with staff help                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 156                                                       |                                |                                                |                                           |       |       |         |         |
| Total                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 436                                                       |                                |                                                |                                           |       |       |         |         |
| Reduce waiting times for PKC major home adaptations on an annual basis.<br><table><tr><th>Major Adaptations</th><th>2014/15</th><th>2015/16</th></tr><tr><td>Average no of days waiting for adaptation</td><td>45.35</td><td>57.41</td></tr></table> <i>Figures from PKC HCC</i><br><br>Days waiting refers to time waited from OT assessment / telephone assessment until completion of major adaptation. This increase in delay is due to response times of Housing Associations in completing adaptations. This is often related to finances. | Major Adaptations                                         | 2014/15                        | 2015/16                                        | Average no of days waiting for adaptation | 45.35 | 57.41 | 2014/15 | PKC HCC |
| Major Adaptations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 2014/15                                                   | 2015/16                        |                                                |                                           |       |       |         |         |
| Average no of days waiting for adaptation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 45.35                                                     | 57.41                          |                                                |                                           |       |       |         |         |
| Increase learning opportunities for partnership working between PKC TES planning / architects and local voluntary sector agencies such as CILPK.                                                                                                                                                                                                                                                                                                                                                                                                 | 2014/15/16                                                | CILPK                          |                                                |                                           |       |       |         |         |

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                                                                                                                                                                                                                                             | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i> |
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| <p>CILPK has carried out several awareness raising sessions for Perth &amp; Kinross Council staff during 2015, under the banner of “know your customer”. Senior staff from PKC TES Planning attended these sessions and gave a commitment to discuss future planning and disability access issues with CILPK. CILPK, operating as the local “Access Panel” are involved on an ongoing basis with the Perth City Plan and developments for Mill Street and Perth Theatre.</p> | ongoing          |                                           |

## 2. INFORMATION that individuals require to fully participate in all aspects of life

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i> |
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| <p>Improve the form and accessibility of all written publications produced by Perth and Kinross Council and NHS Tayside by working with P&amp;K Joint Learning Disability Strategy Group.</p> <p>Perth and Kinross Council revise the Translation, Interpreting and Communications in other formats Council Guidance and Standards annually.</p> <p>Perth and Kinross Council Housing &amp; Community Care Service have published guidance for staff when writing to customers called "speaking like a human". This format is much easier to translate, either into Easy Read or another language such as BSL, if the customer service centre are requested to do so.</p> | 2014/15/16       | P&K Joint LD Strategy Group               |
| <p>Improve quality of service provided by Dundee Translation and Interpretation Service (DTIS) via SLA with NHS Tayside</p> <p>NHS Tayside has taken the decision to not to tender for it's interpretation and translation service in 2016 and intend to exercise the one year extension period as per contract agreement with Dundee Translation Interpreting Services (DTIS) at Dundee City Council to allow time for a comprehensive options appraisal.</p> <p>The current plan contains the following:</p> <p>This Improvement Plan has one overarching aim: Every patient with additional communication needs, including patients who</p>                            | 2014/15/16       | NHS Tayside                               |

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i> |
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| <p>require a BSL interpreter will have their needs met. Their needs will be highlighted to all relevant staff and staff will meet these needs within an appropriate timescale.</p> <p><b>Outcome 1: Knowledge, Education and Training</b></p> <p>NHS Tayside staff will have the required level of knowledge relating to the provision of interpretation and translation services, and their legal duties in relation to reasonable adjustments and discrimination law. Education will be delivered to ensure staff have appropriate knowledge depending on their role within NHST and access interpretation and translation services based on the patient's communication need. All staff will know that it is not an option or choice to have an interpreter but a legal requirement to provide one to deliver safe, effective and person centred care.</p> <p><b>Outcome 2: Patient Satisfaction</b></p> <p>Patients, families, carers and friends who require interpretation and translation services will receive a safe, effective and efficient interpretation and translation service, which in turn will enhance patient, carers, family and/or friends' experience and improve satisfaction and equality of access and will ensure there is no discrimination relating to communication need.</p> <p><b>Outcome 3: Interpretation and Translation Service Provision</b></p> <p>Patients, families, carers and friends who have a sensory impairment or a language requirement will have their information shared with all care providers (Primary Care Contractors/GP Services and Secondary Care) to ensure that all their communication requirements are identified on their medical file to</p> |                  |                                           |

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                                                                                                                                                                                                                                                | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------|
| enable relevant staff to recognise patients with additional communication needs and get Interpretation and Translation Services they require when they come into contact with healthcare providers to deliver safe, effective and person centred care.                                                                                                                                                                                                                          |                  |                                           |
| Improve accessibility, quality and content of all online information produced by PD Strategy Group members by working with P&K Joint Learning Disability Strategy Group.                                                                                                                                                                                                                                                                                                        | 2014/15/16       | P&K Joint LD Strategy Group               |
| <p>The Learning Disability pages on the PKC website have been updated and a new landing site went live in July 2015.</p> <p>Beyond September 2016 VisionPK will be providing a service for both sight and hearing loss. A review will take place of their website to ensure it answers the information needs of staff, community members, family members and carers. The Strategy Group will ensure links are embedded on websites of other local agencies including PKAVS.</p> |                  |                                           |

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                  | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i> |
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| Improve hearing loop provision by carrying out an exercise to review and replace and provide training for use, across Perth and Kinross Council and NHS Tayside.                                                                  | 2014/15/16       | P&K Joint PD Strategy Group               |
| Action on Hearing Loss have been funded to carry out a hearing loop audit with main PKC offices and libraries planned for Summer 2016 to be followed by "mystery shopping" by local community members in October / November 2016. |                  |                                           |
| Develop an action plan to address any gaps identified in above hearing loop scoping exercise.                                                                                                                                     | 2014/15/16       | P&K Joint PD Strategy Group               |
| As above                                                                                                                                                                                                                          |                  |                                           |
| Explore options for using on-line technologies to support BSL users.                                                                                                                                                              | 2014/15          | PKC Chief Executive's Service/ CEAG       |
| The Strategy Group are working with PKC Customer Service Centre to develop a protocol for the use of ContactScotland BSL online interpreting. Development taking place Summer 2016 to go live Autumn 2016.                        |                  |                                           |

### 3. COMMUNICATION support to allow individuals to communicate effectively

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                              | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------|
| Publicise the range of communication support options available to community members, where and when they require them, by carrying out an audit with Perth & Kinross Council and NHS Tayside. | 2015/16          | PD Strategy Group / PKC Comms             |
| The PKC website endeavours to conform to level Double A of the Web content accessibility guidelines (WCAG).                                                                                   | Ongoing          |                                           |

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                                                                                                                                                                                            | <i>Time scale</i> | <i>Named Lead Individual &amp; Agency</i> |
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| <p>Accessibility guidelines are followed which include:</p> <ul style="list-style-type: none"> <li>• Allowing visitors to resize all text</li> <li>• Designing layouts to work satisfactorily at a range of screen resolutions</li> <li>• Provide internal anchors for visitors using screen readers or similar</li> <li>• Use headings, paragraphs, lists and other HTML to create a logical document structure</li> </ul> |                   |                                           |
| PKC Licensing Section now send out all Blue Badge information, renewal letters etc. in large print / a minimum font size of 16.                                                                                                                                                                                                                                                                                             | Ongoing           |                                           |
| Publicise and develop a "Directory" of locally available physical disability / sensory impairment training and awareness raising opportunities for local agencies and services to access.                                                                                                                                                                                                                                   | 2015/16           | PD Strategy Group                         |
| The See Hear Training Sub Group are carrying out a training audit during Summer 2016 with the intention of identifying gaps and duplication. They will then develop a Sensory Impairment training "directory" for Perth and Kinross. CILPK have agreed to add physical disability training / awareness raising opportunities to the plan. Training "directory" to be produced for Winter 2016.                              |                   |                                           |
| Reach out to individuals from BME communities who have a sight loss and therefore make services more accessible to this group.                                                                                                                                                                                                                                                                                              | 2015/16           | VisionPK                                  |
| <p>During 2014/15 VisionPK have:-</p> <ul style="list-style-type: none"> <li>• engaged with GP's and Optometrists to inform them of their services as they will be coming into contact with individuals from BME groups</li> <li>• Offered Visual Impairment Awareness training to health and social care staff who will be coming into contact with</li> </ul>                                                             |                   |                                           |

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <i>Time scale</i> | <i>Named Lead Individual &amp; Agency</i> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------------------------------------|
| <p>individuals from BME groups</p> <ul style="list-style-type: none"> <li>• Researched good practice in this area</li> <li>• Trained staff to ensure better understanding of cultural differences and to avoid making culturally specific assumptions</li> </ul> <p>VisionPK are continuing this work with BME communities during 2016.</p>                                                                                                                                                                                                                                                                                                                                                                                               |                   |                                           |
| <p>Encourage the use of ALISS across all agencies in Perth &amp; Kinross who provide a service for people with a physical disability and/or sensory impairment. (ALISS is an online index of useful community support and resources)</p> <p>ALISS (known as 'Well Connected' in Perth &amp; Kinross) was officially launched during 2014. VisionPK is an active partner and provides a service for community organisations and projects to be entered onto the Well Connected website. VisionPK also have representation on the local steering group.</p> <p>Currently (March 2016) there are at least 21 agencies listed who specifically provide services in P&amp;K for people with physical disability and/or sensory impairment.</p> | 2014 /15/16       | VisionPK, NESS, Positive Choices, PKC HCC |
| <p>Promote the wider availability of public transport information, including the Scot talk app.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 2014/15<br>16     | PKC Environment Service (TES)             |
| <p>Traveline Scotland continue to refine and develop the "Scot Talk" app which aims to assist partially sighted users in finding bus stops near any location in Scotland, and also informs users of next bus departures from those stops. Using the iOS VoiceOver function, users are also able to track their bus once on the</p>                                                                                                                                                                                                                                                                                                                                                                                                        |                   |                                           |

| Locally Agreed Priority Action / Activity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Timescale | Named Lead Individual & Agency |
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| <p>vehicle, with the next stops being read aloud as the bus progresses along the route.</p> <p>Traveline Scotland continue to develop travel information systems which are available through mobile applications (apps) and work to build in accessibility features as standard. Examples include the <a href="#">txt2traveline   Traveline Scotland</a> SMS Service which offers the next bus arrival time at a particular stop, by text message. This is useful in areas where there may be no internet access.</p> <p>Smarter Choices, Smarter Places funding was secured by PKC TES in 2015/16 and has been used to develop background information which will allow PKC to introduce a mobile application based, real time bus information system, in partnership with Stagecoach, during 2017.</p> |           |                                |

#### 4. EMPLOYABILITY access to meaningful employment, training and further education

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i>                                              |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------------------------------------------------------------------------------|
| Raise awareness of the support available for people with physical disability and/or sensory impairment with the Perth and Kinross Employability Network.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 2014/15/16       | PKC HCC Employability Network Governance Group.<br>NHS Tayside Working Health Services |
| <p>RNIB has presented at Employability Network Group meetings. CIPLK, NESS and Vision PK continued to present at meetings during 2015/16.</p> <p>During early 2016 Deafaction has started delivering an employability project with links to the P&amp;K Employability Network. Deafaction are currently familiarising themselves with Perth and Kinross and are in discussion with VisionPK about using their premises in order to have a physical presence.</p> <p>Perth and Kinross Employability Network's website <a href="http://www.pkemploy.net">www.pkemploy.net</a> hosts information on 32 members all delivering on one or more of the 5 stages of the Employability Pipeline. In addition to employability most Network members also offer a range of other supports.</p> <p>The Network is accessible via social media including twitter. A members directory has been collated and distributed to members, this is available on the website.</p> <p>Members of Perth and Kinross Employability Network Governance Group regularly attend communication events to promote the work of the Network.</p> |                  |                                                                                        |

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------|
| <p>The Network has a training matrix available for download from the website, this consists of a variety of training courses available for members to access.</p> <p>During 2016 the Employability Network Governance Group is scoping out the members who offer a service to individuals with a physical disability and / or sensory impairment and this information is to be shared via the website and to network members as well as other agencies.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |                                           |
| <p>NHS Tayside provides both Working Health Services and the new Fit for Work Service across Tayside, for all employers / employees, not just those employed by NHS Tayside <a href="#">NHS Tayside</a></p> <p>Working Health Services provides a vocational rehabilitation service for employees who are struggling at work, they must be self-employed or work for a small business (less than 50 employees). Services available are physiotherapy, counselling, occupational therapy and case management. During 2015/16, 68 clients from the P&amp;K area have been supported</p> <p>The new Fit for Work service can be accessed via a GP referral or an employer referral and is a telephone assessment, conducted by a health professional, when an employee reaches 4 weeks of sickness absence. The assessment will identify all the obstacles preventing the individual returning to work and a return to work plan will be produced.</p> |                  |                                           |

| Locally Agreed Priority Action / Activity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |       | Timescale | Named Lead Individual & Agency |       |       |                             |     |     |     |                                   |     |     |     |                                       |     |     |     |  |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-----------|--------------------------------|-------|-------|-----------------------------|-----|-----|-----|-----------------------------------|-----|-----|-----|---------------------------------------|-----|-----|-----|--|--|
| Both services are Tayside wide.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |       |           |                                |       |       |                             |     |     |     |                                   |     |     |     |                                       |     |     |     |  |  |
| Monitor staff profile of local public sector employers for disability and sensory impairment and take action to increase representation as required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |       | ongoing   | PKC, NHS Tayside               |       |       |                             |     |     |     |                                   |     |     |     |                                       |     |     |     |  |  |
| <p>PKC</p> <table> <tr> <td></td><td>13/14</td><td>14/15</td><td>15/16</td></tr> <tr> <td>% workforce with disability</td><td>0.9</td><td>1.1</td><td>1.1</td></tr> <tr> <td>% of appointments with disability</td><td>1.8</td><td>5.3</td><td>3.2</td></tr> <tr> <td>% internal promotions with disability</td><td>8.0</td><td>7.1</td><td>3.4</td></tr> </table> <p>(PKC HR Management Information 2015/16 provisional figures)</p>                                                                                                                                                                                                   |       |           | 13/14                          | 14/15 | 15/16 | % workforce with disability | 0.9 | 1.1 | 1.1 | % of appointments with disability | 1.8 | 5.3 | 3.2 | % internal promotions with disability | 8.0 | 7.1 | 3.4 |  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 13/14 | 14/15     | 15/16                          |       |       |                             |     |     |     |                                   |     |     |     |                                       |     |     |     |  |  |
| % workforce with disability                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 0.9   | 1.1       | 1.1                            |       |       |                             |     |     |     |                                   |     |     |     |                                       |     |     |     |  |  |
| % of appointments with disability                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 1.8   | 5.3       | 3.2                            |       |       |                             |     |     |     |                                   |     |     |     |                                       |     |     |     |  |  |
| % internal promotions with disability                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 8.0   | 7.1       | 3.4                            |       |       |                             |     |     |     |                                   |     |     |     |                                       |     |     |     |  |  |
| Ensure people with a physical disability and / or sensory impairment who are being supported into work also receive appropriate support to maximise their income.                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |       | ongoing   | PKC HCC Welfare Rights Team    |       |       |                             |     |     |     |                                   |     |     |     |                                       |     |     |     |  |  |
| <p>PKC Welfare Rights delivered a 'Welfare Reform' session at the Employability Network meeting on 24.06.15 and will do so on a regular basis. Job Centre Plus delivered information on Universal Credit at a Employability Network meeting on 24<sup>th</sup> Feb 2016, PKC Welfare Rights are a member of the Employability Network. Welfare Rights contact information is included in the new members information pack and was distributed to all Network members during summer 2015.</p> <p>PKC Welfare Rights Service have an enhanced welfare rights service dedicated to people affected by cancer <a href="#">Macmillan</a></p> |       |           | P&K Credit Union               |       |       |                             |     |     |     |                                   |     |     |     |                                       |     |     |     |  |  |

| Locally Agreed Priority Action / Activity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Timescale         | Named Lead Individual & Agency                              |
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| <p><a href="#">Welfare Rights service - Perth &amp; Kinross Council</a> and also provide an enhanced service to people with neurological conditions (Parkinson's, MS etc).</p> <p>P&amp;K Credit Union have produced a budget card account named "Engage" to assist anyone who finds it difficult to budget. Any benefit payments come direct to the Credit Union who arrange to pay standing orders, regular bills leaving the balance of funds on the "Budget Card". It is used and accepted like a pre-paid Debit Card.</p>                                                                                                                                                                                                                               |                   |                                                             |
| <p>Increase availability of accessible benefit maximisation information and support.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>2014/15/16</p> | <p>CILPK/NESS/VisionPK/<br/>PKC HCC Welfare Rights Team</p> |
| <p>VisionPK in partnership with RNIB ran 6 Employment Workshops in July and August 2015 for individuals with a visual impairment. Topics covered included What Job Can I Do? Disclosing your disability and interview techniques. Five individuals attended. The workshops were positively evaluated and a pilot Employment Hub is now in place where individuals can drop in for advice and support in relation to issues around employment. Once again, this is in partnership with RNIB and is currently running on a fortnightly basis at VisionPK Offices.</p> <p>VisionPK continues to work in partnership with the Welfare Reform Advice Project (WRAP). From July to December 2015 15 clients were seen either at VisionPK or in their own home.</p> |                   | <p>(Waiting for 2016 WRAP figures from VisionPK)</p>        |

## 5. HEALTH support physical and mental well-being and encourage healthy lifestyles

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i>                         |
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| Promote and implement use of sensory impairment e-module for healthcare staff training.                                                                                                                                                                                                                                                                                                                                                                                                                                          | 2014/15/16       | NHS Tayside                                                       |
| The sensory impairment learn-pro modules developed by Highland Council have been shared with all local authorities, voluntary sector partners and health boards during 2015/16. The See Hear Steering Group are in discussion with PKC Learning and Development staff on how best to include this e-module in the Learn, Innovate, Grow system during 2016.                                                                                                                                                                      |                  |                                                                   |
| Develop a pathway for support after diagnosis of a hearing impairment..                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 2014/15/16       | NESS / NHS Tayside                                                |
| Pathway developed and will be reviewed as part of See Hear implementation.                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                  | Waiting for information from Susan Campbell / Caroline Buist NHST |
| Define the need and scope to extend the existing support services at PRI for those using low vision clinics to other vision clinics.                                                                                                                                                                                                                                                                                                                                                                                             | 2014/15/16       | VisionPK / NHS Tayside                                            |
| VisionPK currently provides the Patient Support Service at the Low Vision Aid Clinic at PRI once a week. In the last 6 months, 31 patients have been seen. Following a meeting with Ophthalmologists at Ninewells, contact has been made with the new Advanced Nurse Practitioners from the Ophthalmology Department. It is hoped that discussions with them will involve the possibility of expanding the Patient Support Service and identifying opportunities for more joined up working between the Eye Clinic and VisionPK. |                  |                                                                   |

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i> |
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| <p>Although it had been hoped to potentially increase the reach of the Patient Support Service during 2015/16 by having a presence at the Macular Clinics at PRI, this has not been possible so far due to a number of factors including clinic space. VisionPK, however, have received a number of referrals from the PRI Macular Clinic and will continue to liaise with them in order to explore opportunities in the future.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                  |                                           |
| <p>Improve awareness of support services provided by the voluntary sector for people in Perth and Kinross who have a significant sight loss but who are not registered blind or partially sighted.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 2014/15/16       | VisionPK                                  |
| <p>All GPs and Community Optometrists were contacted directly during 2014/15 with information about the range of services provided by VisionPK for anyone with a visual impairment, whether they are registered or not. This led to a number of new referrals from Optometrists.</p> <p>VisionPK has launched a new website which is more accessible and provides enhanced information for prospective clients and carers. There is also an ongoing process of awareness-raising in the community at large and within other care organisations through presentations to community groups and Vision PK's new programme of Visual Awareness training. Although such awareness raising will be a gradual and long-term process, there is a clear trend towards increased numbers of non-registered referrals to VisionPK, a number of these being self-referrals or referrals from carers.</p> <p>See Hear funding has been secured by VisionPK to produce a credit card size top tips booklet which will be circulated to a wide</p> |                  |                                           |

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                         | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i> |
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| range of support services offering advice on how best to support someone with a sensory loss as well as highlighting where to access support. Development is taking place during Summer 2016 with production and distribution scheduled for Autumn 2016. |                  |                                           |

| <i><b>Locally Agreed Priority Action / Activity</b></i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <i><b>Timescale</b></i> | <i><b>Named Lead Individual &amp; Agency</b></i> |
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| Live Active Leisure (LAL) will work with Perth College to provide a supported transition programme for young students with a physical disability moving into adulthood                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 2014/15                 | Live Active Leisure(LAL)                         |
| <p>LAL have continued the funding arrangements through the NHS Health Improvement Fund to support the Physical Activity Coordinator remit which leads on disability work with Perth College.</p> <p>2 groups continue to run during term time (Live Active Health and Moving On).</p> <p>Programmes are shaped around college curriculum focus areas and timetables. Sessions take place in LAL venues across P&amp;K and in the college.</p> <p>213 attendances on programmed sessions over the year August 2015 – June 2016 with up to 16 unique individuals taking part.</p> <p>The support of the college programme is to be reviewed in August 16 to inform the future model.</p> |                         |                                                  |

| <i><b>Locally Agreed Priority Action / Activity</b></i>                                                              | <i><b>Timescale</b></i> | <i><b>Named Lead Individual &amp; Agency</b></i> |
|----------------------------------------------------------------------------------------------------------------------|-------------------------|--------------------------------------------------|
| Develop a local pathway around providing structured emotional support for those receiving a diagnosis of sight loss. | 2014/15/16              | VisionPK                                         |
| At present clients of VisionPK are offered information or signposted to a number of sources of emotional support     |                         |                                                  |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |            |                                                                |
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| depending on their particular needs.<br>VisionPK plan to develop a formal pathway later in 2016.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |            |                                                                |
| Develop a pathway to ensure children and young people with sensory impairments (visual and/or auditory) are able to access available, local supports as they transition to adult services.<br><br>Vision PK are invited to attend any PKC ECS Additional Supports Need (ASN) transition meetings for children with a visual impairment.<br><br>PKC ECS sensory service staff and NHS Tayside Optometry staff are part of the Visual Impairment Network for Children and Young People (VINCYP)<br><br>The NHS Scotland Visual Impairment Network for Children & Young People started in April 2014. The network aims to improve the care for children and young people with visual impairments. The network involves professionals working in health, education and social work, parents/carers of children and young people with visual impairments and voluntary sector organisations.<br><br>TayCAST is an interagency group of professionals in Tayside working together in a coordinated way to provide services for children, and their families, with hearing difficulties.<br><br>There are three TayCAST teams in Tayside, one in each of the local authority areas, Angus, Dundee and Perth and Kinross. The three teams have common aims, and work together to try and ensure that children and families across Tayside all have access to an equitable high standard of care and support. | 2014/15/16 | PKC Education & Childrens Services (ECS) / VisionPK/NESS /NHST |
| Monitor ethnicity of VisionPK and NESS Service Users on an annual basis                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 2014/15/16 | VisionPK/NESS                                                  |

| <p>VisionPK – ethnicity of new service users</p> <table border="1"> <thead> <tr> <th>Ethnic Origin</th><th>Number 2015</th><th>Number 2016</th></tr> </thead> <tbody> <tr> <td>White – Scottish</td><td>21</td><td></td></tr> <tr> <td>White – Other British</td><td>3</td><td></td></tr> <tr> <td>Declined to give/Not known</td><td>1</td><td></td></tr> <tr> <td><b>Total</b></td><td><b>25</b></td><td></td></tr> </tbody> </table> <p>NESS – service users for the period Jan – March 2016 across Tayside are predominantly white Scottish or British with support also being provided to people who identify as Eastern European, Chinese and Arab.</p>       | Ethnic Origin | Number 2015                             | Number 2016 | White – Scottish | 21 |  | White – Other British | 3 |  | Declined to give/Not known | 1 |  | <b>Total</b> | <b>25</b> |  |  | Waiting for update from Vision PK |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-----------------------------------------|-------------|------------------|----|--|-----------------------|---|--|----------------------------|---|--|--------------|-----------|--|--|-----------------------------------|
| Ethnic Origin                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Number 2015   | Number 2016                             |             |                  |    |  |                       |   |  |                            |   |  |              |           |  |  |                                   |
| White – Scottish                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 21            |                                         |             |                  |    |  |                       |   |  |                            |   |  |              |           |  |  |                                   |
| White – Other British                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 3             |                                         |             |                  |    |  |                       |   |  |                            |   |  |              |           |  |  |                                   |
| Declined to give/Not known                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 1             |                                         |             |                  |    |  |                       |   |  |                            |   |  |              |           |  |  |                                   |
| <b>Total</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>25</b>     |                                         |             |                  |    |  |                       |   |  |                            |   |  |              |           |  |  |                                   |
| <p>Improve awareness within the BME community of physical disability and/or sensory impairment services including diagnosis and support services.</p> <p>During late 2015 a student social worker on placement with VisionPK will undertake some project work around awareness raising within the BME community with support from VisionPK and partner agencies such as MEAD.</p> <p>The student social worker at VisionPK was also asked to undertake a project on improving support for carers of visually impaired people. Unfortunately time did not allow the BME project to be taken forward. VisionPK plan for this work to be picked up in Autumn 2016.</p> | 2014/151/6    | CILPK/VisionPK/NESS/<br>PKC HCC/P&K CHP |             |                  |    |  |                       |   |  |                            |   |  |              |           |  |  |                                   |

| Locally Agreed Priority Action / Activity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Timescale  | Named Lead Individual & Agency |
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| Establish new inclusive programmes in each locality (Live Active Leisure (LAL) facility) with Blairgowrie and Aberfeldy as priority targets                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 2014/15/16 | LAL                            |
| <p>The Blairgowrie No Limits class (No Limits is an adult multi sport class for those who live with a learning or physical disability) continues to be delivered in partnership with PKC from the Blairgowrie Town Hall led by Live Active Leisure staff.</p> <p>Perth City No Limits session's daytime are sustained as a mainstream programme with 10 – 18 regular attendees</p> <p>There have also been No Limits sessions in Aberfeldy and Crieff.</p> <p>New activity in the year 2015/16/17:</p> <p>An all ability cycling programme is running in partnership with a range of voluntary sector partners across Perthshire for young people and adults with a learning or physical disability. During summer 2016 there will be three weekly sessions and plans are in place to develop the programme beyond the summer.</p> |            |                                |

| Locally Agreed Priority Action / Activity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Timescale  | Named Lead Individual & Agency |
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| <p>Improve access to support services for specific care groups including veterans, Establish an additional support needs group.</p> <p>Scottish War Blinded offer a service to an service or ex-service personnel with visual impairments and have an outreach worker based at VisionPK offices.</p> <p>Scottish War Blinded currently have 80 members in P&amp;K. Scotland-wide it is 800. Referrals primarily come from Vision PK rehab. workers.</p> <p><b>Breakdown of membership in P&amp;K (as at June 2016):</b></p> <p>Age 40 – 50 : 1<br/> Age 50 – 60 : 2<br/> Age 60 – 70 : 2<br/> Age 70 – 80 : 12<br/> Age 80 - 90 : 48<br/> Age 90 – 100: 15</p> <p>The criteria for SWB membership is that they have been in the armed services and now have significant visual impairment. A pointer for this would be that they are no longer able to drive. Membership is free of charge.</p> <p><b>Benefits of Membership in P&amp;K:</b> Support of an Outreach Worker (this is needs led). Invitation to an annual lunch in Perth. Xmas gift. Free low vision equipment. 2 weeks per year free respite (this is helpful for couples where one is a carer, or the member has been in hospital and would benefit with additional</p> | 2014/15/16 | NHS Tayside / VisionPK         |

|  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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|  | <p>care during recovery). Sitting Service provision for members who have a carer or they themselves care for their spouse and need some time off. The SWB Linburn Centre at Kirknewton, Edinburgh is a rehabilitation and activity centre which is available to members to visit and take part in activities such as woodwork, IT, and art. Another centre is being built in Paisley along with a care home.</p> <p>The respite service has been used by three members in P&amp;K so far. They book themselves into a care home and SWB pay the bill. (This service has been offered since Jan 2014).</p> <p>All members use low vision equipment. When they are first registered partially sighted or blind they are assessed by Vision PK rehab. workers for low vision equipment. They can order this from SWB so that it is free of charge to members. Equipment ranges from hand held magnifiers, lighting, talking clocks and watches, to desktop CCTV Readers.</p> |
|  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

## 6.ACCESSIBLE ENVIRONMENT access to all local amenities and buildings

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                                                                                                                                                                                                                 | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i>    |
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| Work with DisabledGo to audit approx.1000 premises throughout Perth & Kinross, publicise the results and support ongoing reviews and additions to the website.                                                                                                                                                                                                                                                                                   | 2014/15/16       | DisabledGo / PKC HCC/<br>CILPK               |
| 2nd annual review meeting with DisabledGo has taken place during Spring 2016.<br>New premises for auditing during Summer 2016 have been identified. CILPK members have been trained to carry out visits to 50 small premises. Website will be updated with new venues in late Summer 2016.<br>Promotion of the DisabledGo website has taken place in PKC News, PKC Inside News, Yammer and on <a href="http://www.pkc.gov.uk">www.pkc.gov.uk</a> |                  |                                              |
| Monitor requests for and provision of dropped kerbs throughout Perth and Kinross.                                                                                                                                                                                                                                                                                                                                                                | 2014 - 2017      | PKC TES / CILPK                              |
| Since 2014 there has been no dedicated budget within TES for the provision of dropped kerbs. Any requests received are added to a waiting list and when routine maintenance allows dropped kerbs are put in place as part of that project.                                                                                                                                                                                                       |                  |                                              |
| Increase awareness and knowledge of disabled parking spaces at PRI and knowledge of "drop off" points and waiting areas.                                                                                                                                                                                                                                                                                                                         | 2014 - 2017      | P&K CHP / CILPK                              |
| Planned for late 2016                                                                                                                                                                                                                                                                                                                                                                                                                            |                  | Waiting for update from<br>Jane Dernie, NHST |
| Review prioritisation of deaf equipment supply across Perth & Kinross                                                                                                                                                                                                                                                                                                                                                                            | 2014/15/16       | PKC HCC                                      |
| A review will take place after September 2016 once the new statutory social work provider is in place.                                                                                                                                                                                                                                                                                                                                           |                  |                                              |

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i>              |
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| Support individuals with a sight loss into their local community through the "My Guide" scheme in partnership with Guide Dogs Scotland.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 2014 - 2017      | VisionPK                                               |
| <p>VisionPK piloted a befriending scheme during 2014/15 and all volunteers carried out "My Guide" training. There is a lot of mutually beneficial "overlap" between the two schemes which is recognised and welcomed by both Guide Dogs and VisionPK.</p> <p>My Guide is a collaborative project between Guide Dogs and local organisations. Through guiding partnerships individuals are enabled to become more mobile, confident and engaged in their communities.</p> <p>A trained volunteer guides a service user for a few hours a week to carry out agreed activities such as attending social or leisure events. During their time together the My Guide volunteer and service user identify support which can be put in place at the end of the partnership, such as other local services or friends and family members, who could be trained in sighted guiding.</p> | Ongoing          | Waiting for figures of people supported from VisionPK. |
| Develop facilities to ensure that up to date IT equipment and training is readily accessible to anyone who is experiencing a significant sight loss to help ensure they have equal access to the things that are important to them.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 2014 - 2017      | VisionPK                                               |
| VisionPK has been working closely with the Lead (Linking Education & Disability) Scotland Perth Online Project with 22 people referred for support to date. VisionPK has also worked in partnership with RNIB & Library Services during 2015/16 in hosting a digital inclusion project for those with sensory                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                  |                                                        |

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                                                                                                                                                                                                         | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i> |
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| impairments.                                                                                                                                                                                                                                                                                                                                                                                                                             |                  |                                           |
| Review adherence of all pedestrian crossings throughout Perth and Kinross to national standards for time allowed to cross                                                                                                                                                                                                                                                                                                                | 2014 - 17        | PKC TES                                   |
| When a pedestrian crossing is installed the timings are set to national guidance. Crossings are checked annually by an engineer. CILPK are consulted when any new crossings are installed, e.g.during 2016 Blairgowrie Wellmeadow. The public or any parties can contact the PKC Service Centre at any point with queries or concerns and if there is a request to adjust the timings an alternative timing setting would be considered. | Ongoing          | No change                                 |
| Review condition of “nosing” on all external steps at PRI on an annual basis and replace / renew where necessary.                                                                                                                                                                                                                                                                                                                        | 2014 - 2017      | NHS Tayside (PRI facilities mgt)          |
| All “nosing” on external steps at PRI have been replaced during 2013 / 14 and are reviewed annually                                                                                                                                                                                                                                                                                                                                      | Ongoing          | No change                                 |
| Raise awareness of the “Safe Place Scheme” across Perth & Kinross to broaden the range of community members with physical and/or sensory impairments can benefit from it.                                                                                                                                                                                                                                                                | 2014/15/16       | PKC HCC / CILPK                           |
| During 2016 the scheme has changed slightly as it has been incorporated into “Keep Safe” which is a national scheme supported by Police Scotland. CILPK have sent out the new packs to all current member organisations and new cards have been sent to the members. There are currently (June 2016) 22 venues and over 50                                                                                                               | Ongoing          |                                           |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |            |          |  |
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| individuals signed up throughout Perth and Kinross.                                                                                                                                                                                                                                                                                                                                                                                                                               |            |          |  |
| Link into the PKC CEAG Disability related harassment sub-group and ensure any relevant issued raised are passed to the Joint PD Strategy Group for either action or information.                                                                                                                                                                                                                                                                                                  | 2014/15/16 | PKC CEAG |  |
| <p>CILPK staff and members attend the PKC CEAG disability related harassment sub group to provide feedback both to and from the Joint PD Strategy Group.</p> <p>From early 2016 the P&amp;K Disability Harassment group has merged with the Safe Place Group. It will hold 4 meetings throughout the year where people can speak about different topics. The first one (June 2016) was safety in the community covered safe place, hate crime etc . with 30 people attending.</p> | Ongoing    |          |  |

| Locally Agreed Priority Action / Activity                                                                                                                                                                                                                                                                                                                                                                                                          | Timescale         | Named Lead Individual & Agency        |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---------------------------------------|
| <p>Raise awareness of the Tayside Wheelchair Outreach Service (charitable organisation which provides wheelchairs beyond which the NHS can provide) throughout Perth &amp; Kinross using local networks such as Shopmobility to publicise.</p>                                                                                                                                                                                                     | <p>2014/15/16</p> | <p>NHS Tayside (TORT)<br/>PKC TES</p> |
| <p>Shopmobility signpost individuals to the TWOS if they are looking for training and advise before purchasing their own equipment or for assistance to fund the purchase.</p> <p>TWOS occasionally make use of Shopmobility equipment for individuals residing on the Perth area, to try out, to determine if a mobility scooter or electric wheelchair suited the person before the individual actually purchased equipment from a retailer.</p> |                   | <p>No change</p>                      |

| Locally Agreed Priority Action / Activity                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Timescale  | Named Lead Individual & Agency |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|--------------------------------|
| Monitor number of applications, badges and the reasons for issuing Blue Badges.                                                                                                                                                                                                                                                                                                                                                                                                             | 2014/15/16 | PKC TES                        |
| Blue Badge Data<br><br>Cancelled *<br>Issued<br>New **<br>Refused<br>(*cancelled numbers are due to death or misuse)<br>(** new applications received but unable to complete due to incorrect documentation)<br><i>Data from PKC TES Property, Performance &amp; Resources</i>                                                                                                                                                                                                              | ongoing    |                                |
| Promote access to a Blue Badge for those eligible and                                                                                                                                                                                                                                                                                                                                                                                                                                       |            |                                |
| The Blue Badge scheme is promoted via the PKC website, via transport Scotland as well as through PKAVS and CILPK<br><br>PKC staff can and do help with application assistance and CILPK also provide support for those who require help.<br><br>The application process and refusal / review process was recently reviewed in a report approved by E&I Committee on 25 March 2015 which contained an update on the Disabled Persons' Parking Badges (Scotland) Act 2014 and recommendations | ongoing    |                                |

|                                                                                                                                                                                                                                                  |  |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| regarding the use of the powers conferred on the Council by the Act. Link <a href="#">here</a> .                                                                                                                                                 |  |  |
| The Blue Badge section on the <a href="http://www.pkc.gov.uk">www.pkc.gov.uk</a> web site was reviewed and improved during the latter part of 2015, in partnership with council services, 3 <sup>rd</sup> sector partners and community members. |  |  |

## 7. ACCESSIBLE TRANSPORT affordable, flexible travel options across all modes of transport

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                                                                                                                            | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------|
| Work with colleagues in PKC (Licensing + Public Transport Unit) to survey local taxi / private hire car (PHC) operators and produce a range of options to improve availability of Wheelchairs Accessible Vehicles (WAVs).                                                                                                                                   | 2014/15/16       | PKC TES & Corp Services                   |
| A report was approved by PKC Licensing Committee in December 2015<br><a href="http://www.pkc.gov.uk/CHttpHandler.ashx?id=33928&amp;p=0">http://www.pkc.gov.uk/CHttpHandler.ashx?id=33928&amp;p=0</a> which agreed several changes to the licensing of Wheelchair Accessible Vehicles. CILPK were involved in the consultation period preceeding the report. |                  |                                           |
| Work with the Taxi Forum to advocate an increase in availability of "text message" booking facilities.                                                                                                                                                                                                                                                      | 2015/16          | PKC TES & Corp Services                   |
| All taxi firms can accept bookings by text.                                                                                                                                                                                                                                                                                                                 | Ongoing          |                                           |
| Develop a programme of disability and sensory awareness training for local taxi / PHC drivers.                                                                                                                                                                                                                                                              | 2015/16          | PKC TES & Corp Services                   |
| CILPK are working with the local taxi trade to provide WAV specific training for safe transportation as part of this programme general awareness raising / customer service for people lising                                                                                                                                                               |                  |                                           |

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                                                                                                                                                                                                              | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------|
| with a disability / sensory impairment is carried out. Currently (July 2016) 40 drivers have gone through the training and positive feedback is being received from CILPK members about taxi journeys. Information about the companies that have completed the training can be found on the CILPK website at <a href="http://cilpk.org.uk/wheelchair-accessible-taxis/">http://cilpk.org.uk/wheelchair-accessible-taxis/</a>                  |                  |                                           |
| Publish and promote a driver awareness card similar to the Thistle Card, in conjunction with local community groups such as CILPK, VisionPK and NESS.                                                                                                                                                                                                                                                                                         | 2014/15/16       | PKC TES & vol sector partners             |
| Tactran along with Perth and Kinross Council, Dundee City Council and Stirling Council launched the Thistle Assistance Card during 2014.NESS, VisionPK and CILPK continue to be involved in distributing and promoting the Thistle Card to community members with a physical and/or sensory impairment. <a href="http://www.tactran.gov.uk/documents/ThistleCardComplete.pdf">http://www.tactran.gov.uk/documents/ThistleCardComplete.pdf</a> | Ongoing          |                                           |
| The public can pick up the Thistle Card at Pullar House, at CILPK and several other outlets across Perth and Kinross.                                                                                                                                                                                                                                                                                                                         |                  |                                           |
| Scope options for developing an integrated volunteer driver database, in conjunction with local community groups.                                                                                                                                                                                                                                                                                                                             | 2015/16          | PKC TES and vol sector partners           |
| Will be carried out by TES during 2015/16                                                                                                                                                                                                                                                                                                                                                                                                     |                  | No progress.                              |
| Promote the marked Blue Badge holders space scheme (marking a bay on the street outside a house without a drive-way) as well as the timely removal of such marking.                                                                                                                                                                                                                                                                           | 2014/15/16       | PKC TES                                   |
| Apr 2013 – March 2014                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |                                           |

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------|
| <p>A total of 45 applications received. 25 bays approved, 13 denied, 3 withdrew their application and 4 forms posted out were never returned.</p> <p>Apr 2014 – March 2015</p> <p>57 applications received. 45 of these have been assessed and 22 bays were approved, 8 denied, 5 withdrew and 10 forms were not returned.</p> <p>Apr 2015 – March 2016</p> <p>60 applications received, 32 new bays were approved and marked, 13 were denied and 4 forms were not returned. 25 bays have been removed during 2015/16.</p> <p>Raise awareness of the services offered by Perth Shopmobility scheme including advice prior to buying a motorised mobility scooter etc.</p> <p>Shopmobility continues to receive a proportion of its funding from TES and is managed by PKAVS.</p> <p><a href="#">PKAVS: Shopmobility</a> Shopmobility currently has over 2000 members making over 2500 equipment hires each year.</p> <p>The 2015/16 Customer Survey Questionnaire findings indicate that Shopmobility is a valuable asset to Perth residents and visitors alike. 89% of those who replied said that Shopmobility allows them to retain their independence.</p> <p>Perth Shopmobility is registered with CILPK as a 'Safe Place' in</p> | <p>2014/15</p>   | <p>PKC TES / Shopmobility.</p>            |

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                                                                                                                             | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------|
| <p>accordance with the national Keep Safe Scheme .</p> <p>During 2016 there will be a refurbishment of Canal Street Multi storey Car Park in Perth which will cause some disruption to the service but they are working closely and in a positive manner with PKC TES to find alternative accommodation during the short term car park closure (6weeks).</p> |                  |                                           |

## 8. PERSONALISED SUPPORT self-directed support to help individuals achieve their outcomes

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------|
| <p>Monitor number of physical impairment and sensory impairment clients, who meet the eligibility criteria, who are offered self - directed support and numbers who take up this opportunity. (% achieving goals set out in their Outcome Focussed Assessment (OFA)</p> <p>Work to improve data quality is ongoing; however, the latest version of the social care management system software has some additional functionality which is being explored which should improve the assessment and review recording. Options to improve the recording of physical and sensory impairments will be included in this work which is due to be completed by November 2016.</p> | 2014/15/16       | PKC HCC                                   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |                                           |

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                    | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------|
| Ensure independent support is available to service users considering the use of self- directed support to achieve independent living.               | 2014/15/16       | CILPK                                     |
| CILPK continue to liaise with PKC SDS staff and are available to provide independent support to clients with a physical impairment when approached. | Ongoing          |                                           |

## 9. SEE HEAR improve sensory impairment services through partnership working

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                               | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i>    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------------------------------------|
| Identify a partnership lead (who may work in the local authority, NHS Health Board or third sector agency) to drive and co-ordinate local implementation on behalf of the partnership.                                                                         | 2014/15/16       | PKC HHCC / NHS Tayside / Vol Sector partners |
| PKC HCC Service Manager identified as See Hear lead in August 2014. See Hear lead attends national See Hear meetings and provides feedback to local structure and also chairs both the local See Hear Steering Group and See Hear Working Group.               | Ongoing          |                                              |
| Develop a local partnership which will facilitate discussion, planning and action at local partnership level; partnership engagement, discussion and planning will be critical to the effective use of available funding and the delivery of improved outcomes | 2014/15/16       | PKC HHCC / NHS Tayside / Vol Sector partners |

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------|
| <p>P&amp;K See Hear Partnership implemented in October 2014, Steering Group and Working Group established January 2015. Steering Group continues to meet (as sub group of the Joint P&amp;K Physical Disability Strategy Group). Small amount of See Hear funding allocated to 4 projects who report regularly to Steering Group.</p> <ul style="list-style-type: none"> <li>• VisionPK are working with partners to produce a pocket resource with “top tips” for engaging with and supporting people who live with a sensory impairment as well as where to access specialist support. Production and distribution is scheduled for October 2016.</li> <li>• PKC Hearing Support Service will work with secondary pupils who are deaf (deaf is used to define all levels of deafness from mild to profound) to create an engaging short film / DVD which will be used to inform and support school and youth work staff to better understand the impact deafness has on a young person and how to ensure their teaching strategies are inclusive and supportive to deaf pupils. Production and distribution is expected by March 2017.</li> <li>• Action on Hearing Loss are working with CulturePerth to carry out an audit of 20 public buildings in 2016, beginning with public libraries.</li> <li>• PKC ECS Hearing Support Services are working with secondary school pupils who are deaf to create a film / DVD to</li> </ul> | Ongoing          |                                           |

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                                                                                                                                                                                                                        | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------|
| <p>use with school and youth work staff in order to better understand the impact of deafness on a young person's learning. DVD will be ready by Easter 2017.</p> <p>Further See Hear funding of £9k has been awarded by Scottish Government for 2016/17. The See Hear Steering Group is using information from the recent consultation to identify how this funding might be used. Using a portion for participatory budgeting is being considered.</p> |                  |                                           |

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i>   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|---------------------------------------------|
| <p>Carry out a See Hear action plan consultation with a wide range of stakeholders including people who live with a sensory impairment, service users, local agencies and service providers. This will inform the final See Hear action plan.</p> <p>Scoping, engagement and information gathering was carried out during Spring / Summer 2015 and further, more detailed, consultation was carried out during Autumn 2015. The Consultation Report was finalised in January 2016. This then informed the small project funding decisions and also setting up of a See Hear Training Sub Group in March 2016.</p> | Autumn 2015      | PKC HCC / NHS Tayside / Vol Sector partners |
| <p>Identify and agree high level actions which give local direction to the seven national See Hear recommendations</p> <p>High level actions focussing on transition points, information &amp; education, current resources &amp; support and quality &amp;</p>                                                                                                                                                                                                                                                                                                                                                   | 2015/16          | See Hear Steering Group                     |

| <i>Locally Agreed Priority Action / Activity</i>                                                                                | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i> |
|---------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------|
| improvement of services (including support services) were considered as part of the See Hear consultation process in 2015 / 16. |                  |                                           |
| Identify and implement low level actions and establish See Hear work stream groups to deliver them                              | 2015/16/17       | See Hear Steering Group                   |
| See Hear Training Sub Group established in March 2016. Training audit being carried out during Summer 2016.                     |                  |                                           |

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                                                                               | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------|
| Monitoring and reporting                                                                                                                                                                                                                                                                                       | 2015/16/17       | See Hear Lead Officer                     |
| Progress of work stream groups in delivering actions will be reviewed quarterly at See Hear Steering Group meetings. The See Hear Lead Officer will be requested to update Scottish Government regularly via the National Leads Meeting. Local Annual Reporting will be to the PKC Housing & Health Committee. | Ongoing          |                                           |

## 10.EQUALITIES increase awareness and coordination across partnerships

| <i>Locally Agreed Priority Action / Activity</i>                                      | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i> |
|---------------------------------------------------------------------------------------|------------------|-------------------------------------------|
| Develop links to the Perth and Kinross Disability Related Harassment Reporting Group. | 2014/15/16       | PKC HCC / Joint PD Strategy Group         |
| During early 2016 the Disability Related Harassment Sub Group                         | Ongoing          |                                           |

| <i>Locally Agreed Priority Action / Activity</i>                                                                                                                                                                                                                                                                | <i>Timescale</i> | <i>Named Lead Individual &amp; Agency</i> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------|
| has amalgamated with the Keep Safe structure and CILPK will continue to be the link to and from the Joint PD Strategy Group.                                                                                                                                                                                    |                  |                                           |
| Maintain and further develop links with the Perth and Kinross Corporate Equalities Action Group and PKC Member Officer Working Group                                                                                                                                                                            | 2014/15/16       | PKC HCC                                   |
| The PKC MO Equality Group received a presentation on current actions within the PD Strategy and See Hear at the end of June 2015.                                                                                                                                                                               | As requested     |                                           |
| Training and staff development – PD Strategy group members will develop a “Directory” of locally available physical disability / sensory impairment training and awareness raising opportunities.                                                                                                               | 2014/15/16       | P&K Joint PD Strategy Group               |
| A directory of sensory impairment training / awareness raising opportunities is being developed as part of the P&K See Hear process, the opportunity to include physical disability training will be examined. See Hear Training Sub Group carrying out a sensory impairment training audit during Summer 2016. |                  |                                           |
| Monitor ethnicity of service users on an annual basis                                                                                                                                                                                                                                                           | 2014/15/16       | VisionPK/NESS/CILPK                       |
| VisionPK & NESS routinely report on ethnicity of users at their 1/4 PKC contract monitoring meetings.                                                                                                                                                                                                           |                  |                                           |
| Monitor ethnicity of community care service users on an annual basis                                                                                                                                                                                                                                            | 2014/15/16       | PKC HCC                                   |
| Ethnic breakdown of PKC community care service users with a physical disability (including frailty due to old age) aged 16 – 64 and 65 + are appended below.                                                                                                                                                    | Ongoing          |                                           |

Ethnic origins of PKC Community Care Clients recorded as having a physical disability (including frailty due to old age) aged 16 – 64 2012/13, 2013/14 and 2014/15

|         | Asian/Asian British | Black/Black British - African | Black Other | Client declined | Filipino | Gypsy Traveller | Mixed Race | Not Known | Not recorded | White African | White American | White Australian | White European | White Irish | White Other | White Other British | White Scottish |
|---------|---------------------|-------------------------------|-------------|-----------------|----------|-----------------|------------|-----------|--------------|---------------|----------------|------------------|----------------|-------------|-------------|---------------------|----------------|
| 2012/13 | 1                   | 1                             | 1           | 1               | 2        | 2               | 1          | 47        | 176          | 2             | 1              | 3                | 11             | 3           | 1           | 130                 | 676            |
| 2013/14 | 1                   | 1                             | 1           | 1               | 2        | 2               | 1          | 51        | 178          | 2             | 1              | 3                | 11             | 3           | 1           | 130                 | 671            |
| 2014/15 | 1                   | 1                             | 1           | 1               | 2        | 2               | 1          | 51        | 180          | 2             | 1              | 3                | 11             | 3           | 1           | 130                 | 676            |
| 2015/16 | 2                   | 1                             | 1           | 1               | 2        | 2               | 1          | 47        | 146          | 2             | 1              | 3                | 9              | 4           | 1           | 125                 | 617            |

Data from PKC HCC SWIFT system 2016

### Ethnic origins of PKC Community Care Clients recorded as having a physical disability (including frailty due to old age) aged 65 and older 2012/13, 2013/14 and 2014/15

|         | Asian/Asian British | Black/Black British - African | Black Other | Client declined | Filipino | Gypsy Traveller | Latin American | Not Known | Not recorded | White African | White American | White Australian | White European | White Irish | White Other | White Other British | White Scottish |
|---------|---------------------|-------------------------------|-------------|-----------------|----------|-----------------|----------------|-----------|--------------|---------------|----------------|------------------|----------------|-------------|-------------|---------------------|----------------|
| 2012/13 | 1                   | 1                             | 1           | 4               | 0        | 0               | 2              | 165       | 296          | 2             | 1              | 0                | 34             | 20          | 3           | 514                 | 2196           |
| 2013/14 | 1                   | 1                             | 1           | 5               | 0        | 0               | 0              | 159       | 293          | 2             | 1              | 0                | 26             | 20          | 3           | 446                 | 2034           |
| 2014/15 | 1                   | 1                             | 1           | 6               | 0        | 0               | 0              | 182       | 284          | 2             | 3              | 1                | 24             | 24          | 2           | 476                 | 2123           |
| 2015/16 | 1                   | 1                             | 1           | 4               | 0        | 0               | 0              | 148       | 188          | 1             | 3              | 2                | 19             | 24          | 2           | 403                 | 1776           |

Data from PKC HCC SWIFT system 2016



# PERTH AND KINROSS COUNCIL

## Housing and Health Committee

24 August 2016

### Revised Scheme of Assistance for Private Sector Housing

#### Report by Director (Housing and Social Work)

#### PURPOSE OF REPORT

This report seeks approval for a revised Scheme of Assistance, which supports people in the private sector and is a requirement for the Council under the Housing (Scotland) Act 2006.

#### 1. BACKGROUND/MAIN ISSUES

- 1.1 The Housing (Scotland) Act 2006 was fully introduced in 2010 and changed the type of help local authorities could provide to private sector owners. Included in this was a move away from providing Improvement and Repair Grants to offering help, advice and practical assistance for people wanting or needing to carry out work to their own home. The types of assistance that may be available are information, advice, practical assistance and financial assistance.
- 1.2 A grant can still be awarded however, if a property requires to be adapted to meet the requirements of an occupier who has specific medical needs, provided it is supported by an Occupational Therapist's recommendation and will meet that person's needs.
- 1.3 To enable people to understand what help would be available, the Housing (Scotland) Act 2006 introduced a requirement for local authorities to set out the different forms of assistance available in relation to repairs, maintenance, improvements and adaptations for private housing in the form of a statement of circumstances known as the "Scheme of Assistance".
- 1.4 The Council's existing Scheme of Assistance was approved by the Council in 2010 and has now been revised and updated to reflect changes in legislation and current priorities.

#### 2. PROPOSALS

- 2.1 The primary legislation has not substantially changed, so the focus of the Council's Scheme of Assistance remains the same. However, it has been updated to reflect amendments in associated legislation as well as local initiatives and priorities. An example of this is the Council's Empty Homes' Initiative which is now specifically mentioned in the Scheme.

2.2 The resources are available to support the activities outlined in the Scheme of Assistance are limited, so need to be targeted to make sure assistance is available to those in the greatest need and make sure local and national strategic objectives are met. Assistance may be prioritised by the nature of the work and/or by area.

2.3 The priority works for assistance are:-

- Essential adaptations for people with disabilities
- Work to properties that are below the Tolerable Standard (BTS) or are at risk of becoming BTS, and other properties with serious disrepair. Work to common parts, particularly in tenement properties, will be given priority over works to single dwellings
- Work to bring long-term empty properties back into use as affordable housing

2.4 Other priority areas for assistance that may apply include:-

- Areas designated as 'Housing Renewal Areas'
- Areas subject to other focussed regeneration activity
- Other priority areas that may be identified from time to time

2.5 A copy of the proposed amendments to the Scheme of Assistance was circulated around Council services earlier in the year and the comments and suggestions received were included as part of the revised Scheme which is attached to this report as Appendix 1 for approval.

### **3. CONCLUSION AND RECOMMENDATIONS**

3.1 The aim of the Council's Scheme of Assistance is to set out the different forms of assistance that may be provided in relation to repairs, maintenance, improvements and adaptations to privately owned and private rented properties.

3.2 Committee is asked to:-

- (i) Approve the revised Scheme of Assistance as detailed in Appendix 1 of this report.
- (ii) Delegate authority to the Director to amend the Scheme of Assistance to reflect any changes to the Care and Repair Service following the tendering exercise currently being carried out (estimated around Autumn 2016)

#### **Author**

| <b>Name</b>   | <b>Designation</b>                          | <b>Contact Details</b>                                                           |
|---------------|---------------------------------------------|----------------------------------------------------------------------------------|
| Lorna Cameron | Head of Housing and Strategic Commissioning | (01738 476705)<br><a href="mailto:lecameron@pkc.gov.uk">lecameron@pkc.gov.uk</a> |

**Approved**

| <b>Name</b>          | <b>Designation</b>                        | <b>Date</b>           |
|----------------------|-------------------------------------------|-----------------------|
| <b>Bill Atkinson</b> | <b>Director (Housing and Social Work)</b> | <b>10 August 2016</b> |

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All Council Services can offer a telephone translation facility.

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

| <b>Strategic Implications</b>                       | <b>Yes / None</b> |
|-----------------------------------------------------|-------------------|
| Community Plan / Single Outcome Agreement           | <b>Yes</b>        |
| Corporate Plan                                      | <b>Yes</b>        |
| <b>Resource Implications</b>                        |                   |
| Financial                                           | <b>Yes</b>        |
| Workforce                                           | <b>No</b>         |
| Asset Management (land, property, IST)              | <b>No</b>         |
| <b>Assessments</b>                                  |                   |
| Equality Impact Assessment                          | <b>Yes</b>        |
| Strategic Environmental Assessment                  | <b>No</b>         |
| Sustainability (community, economic, environmental) | <b>Yes</b>        |
| Legal and Governance                                | <b>Yes</b>        |
| Risk                                                | <b>Yes</b>        |
| <b>Consultation</b>                                 |                   |
| Internal                                            | <b>Yes</b>        |
| External                                            | <b>Yes</b>        |
| <b>Communication</b>                                |                   |
| Communications Plan                                 | <b>Yes</b>        |

### 1. Strategic Implications

#### Community Plan/Single Outcome Agreement/Local Outcomes

The following objectives of the community plan and SOA are 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 As above

### 2. Resource Implications

#### Financial

2.1 The financial resources required to deliver the proposals of this report were approved by the Housing and Health Committee on 27 January 2016 (Report 16/28).

### Workforce

2.2 N/A

### Asset Management (land, property, IT)

2.3 N/A

## **3. Assessments**

### Equality Impact Assessment

3.1 This paper has been considered under the Corporate Equalities Impact Assessment process (Equal) with the following outcome:-

- (i) Assessed as **relevant** and the following positive outcomes expected following implementation:
  - Older and disabled people with more complex needs will have these met by the assistance available through the Scheme of Assistance.

### 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. However, no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

### Sustainability

3.3 These proposals meet the following sustainability criteria:-

- Energy conservation through improved insulation measures
- Re-use of existing resources
- Where possible using materials from sustainable sources

### Legal and Governance

3.4 As the proposals contain no fundamental changes from the previous Scheme of Assistance there is no requirement for the Head of Legal and Governance to be consulted.

### Risk

3.5 A risk profile has been developed covering the Scheme of Assistance.

#### **4. Consultation**

##### Internal

- 4.1 **Housing and Community Care** – Private Sector Housing, Improvements and Repairs, Occupational Therapy, Planning and Policy; Housing and Strategic Commissioning teams were all consulted and involved in the development of the Scheme.

**The Environmental Service** – Environmental Health; Building Standards and Empty Homes Initiatives were all consulted and involved in the development of the Scheme.

##### External

- 4.2 Strathearn Care and Repair and Caledonia Care and Repair were consulted and informed the development of the revised Scheme of Assistance.

#### **5. Communication**

- 5.1 The revised Scheme of Assistance will be published on the Council's website and implemented with partner organisations and TES. A detailed Communication Plan will also be agreed with the new Care and Repair provider.

#### **6. Background Papers**

None

#### **7. Appendices**

Appendix One – Scheme of Assistance, August 2016



PERTH AND KINROSS  
SCHEME OF ASSISTANCE  
AUGUST 2016

Revised Scheme of Assistance  
Summary of Report 24 August 2016  
Housing and Health Committee

|                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Status                    | Existing Policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Scope                     | Private sector home owners and private sector landlords/tenants in Perth and Kinross.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Reason for Amendments     | A review of the Council's previous Scheme of Assistance showed that in some areas it was out of date. Therefore it has been updated to provide current information and advice and revised to account for increases in costs since 2010.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Key Points and Amendments | <ul style="list-style-type: none"> <li>• Inclusion of information and advice on all aspects of Empty Homes including Empty Homes Initiative (EHI) grants and the Empty Homes Loans Scheme. (Pg. 11, Section 9)</li> <li>• The introduction of cost limits for certain Adaptation Grants where the owner wants to carry out works beyond the assessed need. For example, if an owner wants to extend their existing property rather than provide a stairlift. As extensions are normally not eligible for grant under the Scheme an allowance equalling the cost of providing a stairlift would be awarded as the Council's contribution, thus fulfilling our mandatory obligation to provide financial assistance towards the necessary adaptation. (Pgs. 7 &amp; 8, Sections 5.10 to 5.13)</li> <li>• Advice regarding the recent introduction of Universal Credit and how it affects Adaptation Grant awards. (Para 5.18)</li> <li>• Revised criteria for Small Repairs with new income thresholds for eligibility and an increase in the level of assistance which can be given. (Para 6.4 to 6.6, pg10).</li> <li>• Additional references to the Tenements (Scotland) Act 2004 and the Building (Scotland) Act 2003 to strengthen the actions currently being undertaken by TES for Works Notices, Maintenance Orders and defective Building Notices. (Sections 7, 8 &amp; 11)</li> <li>• Additional information on Energy Efficiency Schemes to tackle fuel poverty and where that help and advice can be accessed. (Pgs. 12 &amp; 13, Sections 10.1 to 10.5)</li> <li>• The Scheme of Assistance also now includes a section at the end which provides the names, addresses, telephone numbers and, where available, the web and e-mail contact details of all our partner organisations and relevant Scottish Government contacts. (Appendix A, Pgs. 17 &amp; 18)</li> </ul> |
| Next Steps                | Implementation in August 2016.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

## PRIVATE SECTOR HOUSING : SECTION 72 STATEMENT

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## **1 - PURPOSE OF THIS STATEMENT**

- 1.1 This statement of assistance has been produced in accordance with the terms of the Housing (Scotland) Act 2006. It sets out the different forms of assistance that Perth and Kinross Council may provide in relation to repairs, maintenance, improvements and adaptations to privately owned and private rented properties. This statement of circumstances is known as the 'Scheme of Assistance'.
- 1.2 The forms of assistance that may be available are information, advice, practical assistance and financial assistance. This statement also outlines the circumstances in which the different forms of assistance may be made available.
- 1.3 This statement of assistance will be reviewed annually and in line with the cyclical reviews of the Local Housing Strategy (LHS). This review was undertaken in early 2016.

## **2 - VISION AND STRATEGY**

- 2.1 Perth and Kinross Council is committed to ensuring that Perth and Kinross should be a vibrant, successful place where people can enjoy a safe, secure and healthy environment where they are nurtured and supported as individuals and communities.
- 2.2 The Scheme of Assistance is an integral element of the Perth and Kinross Local Housing Strategy (LHS). As such, it contributes towards the main priority themes which are outlined in the LHS which are;
  - Supply of Housing and Place-Making.
  - Neighbourhood Services and Homelessness.
  - Specialist Provision and Independent Living.
  - House Condition, Fuel Poverty and Climate Change.
- 2.3 Using the powers granted to local authorities in terms of the Housing (Scotland) Act 2006, Perth and Kinross Council will;
  - Provide practical and financial assistance to enable older and disabled people in private sector housing to live independently.
  - Facilitate and encourage the repair and improvement of private sector housing.
  - Actively promote a culture of responsibility in relation to private sector property maintenance.
  - Work in partnership with owners of empty properties, providing practical and financial assistance where appropriate, in order to bring properties back into use as affordable housing.

### **3 - PRIORITIES FOR ASSISTANCE**

- 3.1 The resources that are available to support the activities outlined in the Scheme of Assistance are limited. It is necessary therefore to target those resources to ensure that assistance is available to those in the greatest need and also to ensure that local and national strategic objectives are met. Assistance may be prioritised by the nature of the work and/or by area.
- 3.2 The priority works for assistance are;
- Essential adaptations for people with disabilities.
  - Works to properties that are below the Tolerable Standard (BTS) or are at risk of becoming BTS, and other properties with serious disrepair. Works to common parts, particularly in tenement properties, will be given priority over works to single dwellings.
  - Works to bring long-term empty properties back into use as affordable housing.
- 3.3 Other priority areas for assistance that may apply are;
- Areas that have been designated as 'Housing Renewal Areas'.
  - Areas that are the subject of other focussed regeneration activity.
  - Other priority areas that may be identified from time to time.

### **4 - SUMMARY OF ASSISTANCE AVAILABLE**

- 4.0 One of the principles of the Housing (Scotland) Act 2006 is that the responsibility for the repair, maintenance and improvement of houses lies with the owner. In most cases therefore, the Council or a partner organisation will simply provide information and advice to enable the owner(s) to do the work themselves.
- 4.1 In some cases involving priority area of work, the Council or a partner organisation may provide practical assistance where information and advice alone would not be sufficient.
- 4.2 Financial assistance in the form of grants will be limited to areas of work where the Council has a statutory duty to provide such assistance or which are directly linked to the achievement of strategic objectives.

#### **Information and Advice**

- 4.3 General information covering the main issues associated with the maintenance, repair and improvement of residential property will be provided in a variety of printed and internet-based formats.
- 4.4 The Council and partner organisations will provide general advice on relevant issues upon request. It may not be possible to provide specialist, technical advice and the Council will not provide financial or legal advice under any circumstances.
- 4.5 When providing information and advice the Council will not make any recommendations with regard specific contractors or other private sector companies. However, owners who are looking for a suitable contractor to carry

out improvement or repair works may find it helpful to refer to the Council's trusted trader scheme - The "Better Business Partnership". Details of this scheme can be found on the Council's website via the links shown at the end of this document.

- 4.6 In cases where there are multiple owners of a building then the Tenements (Scotland) Act 2004 applies. The Act provides a structure for the maintenance and management of tenements if this is not provided for in the owners' title deeds. A link to the Act is provided at the end of this document in Appendix One.
- 4.7 Perth and Kinross Council is committed to equal opportunities and as such, written information will be available in a number of accessible formats including Braille, large-print, audio CD and translated into various community languages as required.

### **Practical Assistance**

- 4.8 Practical assistance involves the Council or a partner organisation becoming involved in the repair or maintenance process on behalf of the owner or owners. This could include identifying the nature of the problem, perhaps by undertaking a survey, or by recommending a solution, designing a programme of works and in specific instances (e.g. discretionary default action following expiry of enforcement action), appointing and managing a suitable contractor to carry out the works.
- 4.9 For people with a disability or for older people (over 60), this service will be provided through the Care & Repair Service. For property owners who do not fall into these categories, the provision of practical assistance will normally be limited to situations where a Work Notice, Maintenance Order or Defective Building Notice has been implemented.
- 4.10 In order to avert the need for such enforcement action, the Council may also assist with the co-ordination of owners' meetings where there are common repair issues. By facilitating and attending such meetings, Council Officers will aim to provide property owners with the information and advice they need to enable them to arrange and oversee the required works themselves.
- 4.11 For owners of empty homes, the Council may offer practical assistance to assist the owner to bring the property back into use. This assistance may be limited to properties that meet priority criteria as detailed in section 9 of this document.

### **Financial Assistance**

- 4.12 Perth and Kinross Council will provide grants for adaptations for people with disabilities provided the works are supported by a referral from an Occupational Therapist. The terms and conditions under which disabled adaptation grants are available are detailed later in this statement.
- 4.13 Subject to the availability of funding, the Council will provide grants for certain works to bring empty homes back into use as affordable housing. The terms and conditions under which empty homes grants are available are detailed later in Section 9 of this statement.
- 4.14 In general terms, grants will not be available for any other purpose. If requested however, the Council may provide information on options for financing repairs,

maintenance and improvements. The Council will not provide financial advice under any circumstances but may signpost property owners to places where this kind of advice can be obtained.

- 4.15 Where a common repair scheme is stalling as a result of either an absent owner or as a result of an owner who is unwilling to contribute towards the cost of the works, the Council, which has a discretionary power whether to fund the missing share(s), may be formally requested by any of the willing owners to contribute such share(s) to the repair scheme to enable the works to go ahead. This action will be subject to budget availability, the importance of the building to the local area, the status of the works, to there being a majority of owners who want to proceed and who have funding in place together with other mandatory requirements being met. Where the Council takes such action, a Repayment Charge will be recorded against the title deeds of each property when the share has been paid including recovery of related expenses and costs.
- 4.16 Perth and Kinross Council will not provide loans for the repair, maintenance or improvement of privately owned, occupied properties.
- 4.17 However where a property has been empty for at least six months and funding is available, a discretionary award from the Empty Homes Loan Fund may be considered.

## **5 - WORK TO MEET THE NEEDS OF PEOPLE WITH A DISABILITY**

- 5.0 Perth and Kinross Council has a duty to provide certain services to people with disabilities. Wherever possible, the Council will try to find a way of meeting the person's needs that allows them to continue living independently in their own home. This may involve installing equipment or carrying out a structural adaptation to the property.

### **Assessment & Prioritisation**

- 5.1 The initial assessment of a disabled person's need will be undertaken by the Occupational Therapy service located within the Council's Housing & Community Care Service. This assessment will determine the needs of the disabled person and their eligibility for assistance in terms of clearly defined, local Community Care priorities.
- 5.2 The Council needs to ensure that the limited resources available are targeted towards those who are most in need. In order to achieve this, a priority system is in place. Priority will be given to people who are assessed as being within one or more of the following categories:
- Unable to be discharged from hospital because their home is unsuitable.
  - Adaptation is needed to prevent admission to hospital or residential care.
  - At risk when carrying out essential activities of daily living.
  - Terminal illness.
  - Unable to meet personal care needs.
- 5.3 Where a priority for assistance has been identified, the assessing worker will recommend a course of action that is designed to meet the person's assessed need and promote independence where possible.

- 5.4 In cases identified as priority and where structural adaptations are required as the best way of meeting an eligible, assessed need, the assessing worker will make a referral to the Care & Repair project. When considering the adaptation work required the assessor will take into account the evolving needs of the person over the medium and long term, thereby avoiding the need for subsequent adaptations or unnecessary future disruption to the individual.
- 5.5 Upon receipt of a referral, Care & Repair staff will determine the most appropriate way to get the recommended adaptations carried out. Most structural adaptations that are essential to meet the needs of a person with disabilities will be eligible for grant assistance.
- 5.6 The Housing (Scotland) Act 2006 defines adaptations in this context as structural work that involves making permanent changes to the property, but excluding work to extend any structure to create additional living accommodation and work to create living accommodation in a separate building to the current living accommodation. This definition includes work associated with the provision of, or the provision of access to standard amenities.
- 5.7 Some examples of common adaptations that attract grant funding are listed below;
- Provision of ramped access.
  - Installation of a stair-lift.
  - Installation of a level access or wet-floor shower.
  - Widening doors for wheelchair access.
  - Lowering of worktops, power-points, light switches etc.
- 5.8 Perth and Kinross Council will not provide grant funding for work which involves extending the original structure of the building or converting a separate building to create additional living accommodation. In cases where this type of adaptation is identified as the only feasible option by the assessing worker, the case will be referred to Care & Repair who will advise on other options for funding the work.
- 5.9 If conversion of space that is part of the existing structure of the main dwelling, such as an integral garage, is the only feasible way of making the required provision then this may be eligible for grant funding.
- 5.10 If the proposed extension to the original structure of the building includes the provision of standard amenities and this is the only feasible way of making such provision, grant funding will be available for this element of the work, subject to a standard cost limit of £3,500 towards bathroom standard amenities.
- 5.11 If the assessed needs involve a kitchen which is incapable of being adapted then a cost limit allowance of £4,000 will apply.

### **Cases involving works beyond the assessed need**

- 5.12 Where an applicant wishes to carry out works beyond the scope of assessed need then the Council may determine the amount of grant assistance to be at the equivalent level for the works assessed as necessary. For example, if a person's assessed need indicates that a stair lift is required but the applicant wishes to provide an extension as an alternative solution, then the amount of eligible grant will be based upon the cost of fitting a stair lift. This fulfils the mandatory duty of the Council to provide assistance, whilst at the same time allowing the applicant the flexibility to carry out the actual works that they desire. However any shortfall in funding between the actual cost of works and the amount of assessed award will be entirely the owner's responsibility and no additional financial assistance will be forthcoming from the Council.
- 5.13 It is strongly recommended that where an applicant wishes to carry out work beyond the assessed level of need that they seek advice from the Council on the likely levels of financial assistance which will may be available before making any financial commitments towards the work. In these circumstances, if costs are incurred without prior consultation with the Council, then the applicant will not be able to claim any resultant abortive costs which might arise.

### **Minimum Percentage Grants**

- 5.14 The minimum percentage grants that are available for work to meet the needs of people with disabilities have been set by Scottish Ministers as part of the Housing (Scotland) Act 2006.
- 5.15 All applicants for grants who have been assessed as a priority for assistance, as previously outlined in clauses 5.2 to 5.11 above, will be entitled to a grant that is equivalent to 80% of the total cost of the eligible works. Those applicants who are in receipt of one or more of the following income replacement benefits will be entitled to a grant that is equivalent to 100% of the total cost of the eligible works:
- Income Support.
  - Income Based Jobseeker's Allowance.
  - Pension Credit (Guarantee Element).
  - Income Related Employment and Support Allowance.
- 5.16 The entitlement to 100% grant applies where any of the following persons is in receipt of one of the benefits listed above:
- The applicant.
  - The applicant's spouse or civil partner.
  - Any person who the applicant is dependent on or who is dependent on the applicant.
- 5.17 Where an applicant is only entitled to 80% grant, Care & Repair will advise the applicant on options for funding the remaining 20% of the cost.

- 5.18 The introduction of Universal Credit will result in the qualifying benefits shown above being abolished. Recent guidance from the Scottish Government stated “that where an applicant is in receipt of Universal Credit the award should be made at 100% level”.

### **Assistance for Private Tenants**

- 5.19 Private landlords have a duty to take reasonable steps to help tenants with a disability. This could involve undertaking small adaptations or installing equipment. Private landlords have a duty to make reasonable adjustments in terms of the Disability Discrimination Act 1995. These adjustments include such items as furniture and equipment, signs or notices, taps, door handles, door-bell or door entry systems and changes to the colour of surfaces.
- 5.20 There is no duty to make adjustments in the form of structural adaptations as the provisions of the Disability Discrimination Act 1995 do not include adjustments to physical features. However, Section 52 of the Housing (Scotland) Act 2006 prohibits private landlords from unreasonably withholding consent where a tenant seeks permission to carry out essential structural adaptation work.
- 5.21 In these circumstances, the landlord has no obligation to contribute to the cost of the adaptation work but where the landlord has consented, the tenant can apply for a grant by following the procedure outlined previously.

### **Reinstatement of Adaptations**

- 5.22 Where requested, information and advice will be provided to owner occupiers or private landlords in connection with the reinstatement of any property which has previously been adapted.
- 5.23 Where a private landlord has consented to adaptation work and the property subsequently becomes vacant the Council will expect, in the first instance, the landlord to seek a new tenant who will benefit from the adaptations. The Council may be able to assist in identifying such a tenant. Where this is not possible, the Council will meet the full reinstatement cost of those adaptations which may limit the letting potential of the property, but only where required to under the terms of the Housing (Scotland) act 2006. For example, a wet-floor shower is perfectly acceptable for general use and as such, the Council would not provide financial assistance for the reinstatement of what was previously in place. On the other hand, financial assistance may be provided for the reinstatement of a standard WC in place of a non-standard WC.
- 5.24 Perth and Kinross Council will not provide grants for the reinstatement of adaptations in owner-occupied properties. The removal of, or re-instatement arising from any adaptation works, including stairlifts, are therefore the sole responsibility of the property owner.

## **6 - CARE AND REPAIR SERVICE**

- 6.0 Care & Repair is funded by Perth and Kinross Council and provides information, advice and practical assistance to home owners and private tenants who are elderly and/or have a disability to enable them to repair, adapt or improve their homes.
- 6.1 In Perth and Kinross, there are currently two Care & Repair projects covering different areas. Perthshire Care & Repair, managed by Caledonia Housing Association, covers Perth itself, the Carse of Gowrie, Highland Perthshire and Eastern Perthshire. Strathearn & Kinross Care & Repair is managed by Hillcrest Housing Association and covers the Strathearn and Kinross areas.
- 6.2 However Care and Repair services are being tendered in 2016 and it is anticipated that from 1<sup>st</sup> October these services will be provided by a single organisation covering the whole of Perth and Kinross. This Scheme will therefore be updated following the award of the contract to the successful provider.
- 6.3 Care & Repair do not provide funding or carry out any work but they can;
- Assist with deciding what repairs or improvements are required.
  - Obtain quotations for the likely cost of the works and advise on different options for funding the works.
  - Assist with the identification of a suitable contractor to undertake the work.
  - Assist with applications for grants or loans if applicable.
  - Signpost to other relevant agencies.

### **Small Repairs Scheme**

- 6.4 Care & Repair administer a Small Repairs Scheme which may be available to older and/or disabled home owners or tenants (provided the repair is not the responsibility of their landlord). The Small Repairs Scheme is designed to provide practical assistance to help older and/or disabled people to continue to live safely and independently in their own homes.
- 6.5 Currently the service is restricted to those on a limited income;
- a. Less than £200 per week for single people or
  - b. Less than £400 per week for a couple and
  - c. Is currently limited to one qualifying repair per financial year with the maximum available assistance of £1,000.
- 6.6 The amounts indicated in 6.5 above will be revised following the award of the contract for a single service provider for Care and Repair services later in 2016/17 and in recognition of some rising costs. Consequently the thresholds will be revised as follows:
- a. Less than £250 per week for single people or
  - b. Less than £500 per week for a couple and
  - c. Is limited to one qualifying repair per financial year with the maximum available assistance of £1,500.

## **7 - BELOW TOLERABLE STANDARD (BTS) HOUSES**

- 7.0 Under the terms of the Housing (Scotland) Act 2006, the Council is required to outline its approach to identifying and dealing with Below Tolerable Standard (BTS) houses within the Local Housing Strategy.
- 7.1 The Act also extends the definition of the Tolerable Standard to include thermal insulation and electrical installations and redefined water closets to include some forms of waterless closet.
- 7.2 In meeting this requirement, the Council will not use its powers to make discretionary grants available to owners but will consider using its Works Notice powers to bring the dwelling up to the Tolerable and Repairing Standards.

## **8 - REPAIRS, IMPROVEMENTS & MAINTENANCE**

- 8.0 One of the principles of the Housing (Scotland) Act 2006 is that the responsibility for the repair, maintenance and improvement of houses lies with the owner. Perth and Kinross Council will actively promote a culture of responsibility in relation to private sector property maintenance. The Council recognises however that where a property is already in disrepair, owners can face a number of barriers in terms of progressing with the required work. This is especially true where common repairs are concerned and it may be necessary for owners to draw upon the legislation contained within the Tenement (Scotland) Act 2004.
- 8.1 The same principle with regards to responsibility for maintenance and repair of buildings also apply in terms of the Building (Scotland) Act 2003.
- 8.2 In most cases where an owner contacts the Council for assistance, the Council or partner organisation will provide information and advice aimed to enable owners to carry out the work themselves. In some cases, involving priority works or areas, the Council or a partner organisation may provide practical assistance where information and/or advice alone would not be sufficient to enable the required works to progress. The provision of such assistance is discretionary and dependent on the availability of resources.
- 8.3 The types of information, advice and assistance that may be available are previously detailed in Section 4 of this document (pages 4-6).

## **9 - EMPTY HOMES INITIATIVE**

- 9.0 The Scottish Government is actively promoting and encouraging initiatives to bring empty properties back into use as a means of increasing housing supply.
- 9.1 Discretionary grants known as Empty Homes Initiative Grants may be available for the repair and renovation of long-term empty properties. These grants will be subject to a number of requirements and to the availability of funding. The undernoted requirements are specific to Empty Homes Initiative Grants and are in addition to the general Grant conditions which are outlined at 13.0 below;
- The property must currently be empty.

- The property must be in a priority area and be a priority type. Priority areas and types will be established by the Council and may change from time to time in line with the demand for accommodation.
- The level of grant available is based on the size of the property and, depending on the nature of the project, may be limited to a maximum of £7,500 per bedroom towards eligible works.
- The Council will determine which works are eligible for grant funding. Generally, this will be works that will contribute towards the property meeting the Repairing Standard or in the case of Houses in Multiple Occupation (HMO's), works required to meet the relevant Regulations or Licensing Conditions.
- Empty Homes Initiative grants cannot be used for or towards common repairs.
- properties that are improved using Empty Homes Initiative grants should be made available for rent through In most cases, the Council's Rent Bond Guarantee Scheme for a period of five years. However, reasonable exceptions to this condition will be considered particularly for rural properties where the landlord can demonstrate;
  - i. A demand from prospective tenants who are employed within the local economy or who have some other form of local connection
  - ii. That they will apply an Allocations Policy, Lettings Plan or otherwise ensure that the property is offered to the prospective tenant deemed to have the greatest level of housing need
- The rent must be set within the parameters of the relevant Local Housing Allowance rates for a period of five years following the completion of the work

9.2 If an owner fails to adhere to any of the Council's requirements indicated in 9.1 for an Empty Homes Initiative Grant, the owner may require to repay all or a proportion of the grant according to time that has elapsed since the grant was paid. Repayment will be on a sliding-scale as below and will apply from the date of completion of the grant award (i.e. from the date the final payment of grant was made);

- |                    |   |                |
|--------------------|---|----------------|
| • Within 12 months | – | 100% repayment |
| • 12 – 24 months   | – | 80% repayment  |
| • 24 – 36 months   | – | 60% repayment  |
| • 36 – 48 months   | – | 40% repayment  |
| • 48 – 60 months   | – | 20% repayment  |

## 10 - ENERGY EFFICIENCY

10.1 Improving the energy efficiency of the existing housing stock is a key national priority which is linked to actions to address fuel poverty. The 2006 Act added satisfactory thermal insulation to the Tolerable Standard, and the Scottish Government Guidance indicated that this should be interpreted as requiring the roof to be insulated. The Council will continue to work actively to identify areas and buildings which are least energy efficient and /or most at risk of fuel poverty.

## **Advice and Assistance and Financial Assistance**

- 10.2 The Council is not a provider of funding for stand-alone energy efficiency measures and will therefore seek to direct such enquiries to appropriate, alternative sources.
- 10.3 SCARF (Save Cash And Reduce Fuel) provides free, independent and impartial energy advice to households and businesses throughout Perth and Kinross drawing on government funding and a variety of other sources including funding from suppliers.
- 10.4 Home owners who are only seeking to improve their energy efficiency will therefore be advised to contact SCARF in the first instance and their contact details are shown in Appendix A (Page 18).
- 10.5 Empty property owners applying for assistance under the Empty Homes Initiative will be encouraged to improve the energy efficiency of their property as part of the upgrading works. Owners will be required to demonstrate an improvement in the Energy Performance Certificate for their property before the grant is paid.

## **11 - ENFORCEMENT ACTION**

- 11.0 The Housing (Scotland) Act 2006 and the Building (Scotland) Act 2003 include various statutory powers that the Council may use where it is apparent that an owner or owners are failing to maintain or repair their properties.

### **Maintenance Orders**

- 11.1 Section 42 of the Housing (Scotland) Act 2006 gives local authorities the power in certain circumstances to serve a Maintenance Order on the owner of a residential property. A Maintenance Order requires the owner to develop a Maintenance Plan for the property covering a period of up to five years. If the owner fails to develop a satisfactory Maintenance Plan, the Council has the power to produce a Plan which the owner will be required to implement. Should the owner fail to carry out the work required by the plan, the Council has the power to undertake the work and recover the cost of doing so from the relevant owners.
- 11.2 It is proposed that the Council may issue a Maintenance Order;
- Where the Council has previously provided grants to assist with the repair of a property and it is subsequently discovered that the benefit of that repair is being lost as a result of a lack of maintenance. In this situation, owners will be given the opportunity to agree a voluntary Maintenance Plan prior to a Maintenance Order being served.
  - Where the Council becomes aware of serious problems that are the result of a lack of maintenance of common parts of a particular property. This will be subject to the availability of resources.
  - In response to requests from a majority of owners with shared common repair obligations or in response to a request from a property factor or manager representing such owners. This will be subject to the availability of resources.

- Where lack of maintenance to a non-flatted property is causing damage to an adjoining property. This will be subject to the availability of resources.

### **Work Notices**

- 11.3 Section 30 of the Housing (Scotland) Act 2006 gives local authorities the power to serve a Work Notice on the owner of a house that is sub-standard. The Council may issue Work Notices or, in the case of the Building (Scotland) Act 2003 Defective or Dangerous Building Notices, on individual or multiple properties where serious disrepair is adversely affecting the occupation of a property or the amenity of an area.
- 11.4 Influencing factors will include whether the disrepair is likely to lead to a rapid deterioration in the fabric of the building and there is a risk to the safety and health of occupants, members of the public or other properties/premises.
- 11.5 In all cases where a Work Notice is served, the Council will provide the owner(s) with information, advice and assistance as detailed in section 4 of this document. Grants will not be available but the Council may be able to direct owners to other sources of financial assistance.
- 11.6 A Work Notice or Defective Building Notice will specify the work that is required and the timescales within which the owner(s) must completed the specified work. The time allowed to comply with the Work Notice will be at the discretion of the Council and will be dependent on the extent of the works. An appeal can be lodged with the Sheriff Court up to 21 days from the serving of the Notice.
- 11.7 If owners fail to make reasonable efforts to comply with either a Work or Defective Building Notice, the Council may elect to use its discretionary powers to undertake the works and recover the full cost from the owner(s). These costs will include administrative costs and professional fees. The recovery of such costs may, in the case of a Works Notice, involve the use of Repayment Charges (see below) or in the case of a Defective Building Notice, a Charging Order.

### **Housing Renewal Areas**

- 11.8 The Housing (Scotland) Act 2006 contains powers to designate Housing Renewal Areas. These powers are designed to allow local authorities to deal with poor quality housing on an area basis.
- 11.9 Perth and Kinross Council does not currently plan to designate any Housing Renewal Areas as this does not appear to offer any benefit to meeting local circumstances at present. This situation will however be kept under review and the Council may choose to use these powers in the future if a situation arises that could be addressed most effectively through the designation of a Housing Renewal Area.
- 11.10 The Council may prioritise the use of resources, the provision of advice, support and practical assistance and the use of the available enforcement powers on an area basis.

### **Repayment Charges**

- 11.11 In certain circumstances, the Council has the power to use Repayment Charges or Charging Orders to secure the recovery of costs associated with carrying out

work. If an owner fails to pay an amount due, the Repayment Charge or Charging Order is registered against the property with the Land Registry and remains in place until it is paid off. A Repayment Charge specifies that the amount should be paid in 30 equal annual instalments whilst a Charging Order gives discretion to set the number of annual instalments from 5 to 30. An owner may choose to pay off an outstanding balance at any time and, if the property is sold, the amount due will automatically be deducted from the proceeds of the sale.

- 11.12 Repayment Charges and Charging Orders will only be used by the Council where it has undertaken work using its powers under Sections 30 or 42 of the Housing (Scotland) Act 2006, or Section 28 of the Building (Scotland) Act 2003 or where the Council has provided 'missing share' funding as described in section 4.15 of this document.

## 12 - APPEAL PROCESS

- 12.0 Where a customer is dissatisfied with any decision in relation to their eligibility for or entitlement to financial assistance, they may request a review within 14 days of the decision being issued. The request for a review should be made in writing and be addressed to The Care and Repair Co-Ordinator, Housing and Community Care, Pullar House, 35 Kinnoull Street, Perth, PH1 5GD. A review will then be carried out by a person senior to the person who made the original decision and who wasn't involved in the original decision. The customer will be notified in writing of the decision reached following the review within 28 days of the request for a review being received by the Council.
- 12.1 If a customer remains dissatisfied following the review process as described above, they have the right to refer the matter to the Scottish Public Services Ombudsman. Contact details for the Ombudsman are listed in the 'Useful Contacts' section on page 18.

## 13 - GRANT CONDITIONS

- 13.0 The Housing (Scotland) Act 2006 states that where grant funding is provided, it will be subject to the following conditions which will apply for a period of **ten** years from the date on which, in the Council's opinion, the works have been completed satisfactorily;

**Condition A** is that the house must be used as a private dwelling; but that does not prevent the use of part of the house as a shop or office or for business, trade or professional purposes.

**Condition B** is that the house must not be occupied by the owner or a member of the owner's family (within the meaning of section 83 of the 1987 Act) except as that person's only or main residence.

**Condition C** is that the owner of the land or premises must take all practicable steps to keep it in a good state of repair.

**Condition D** is that the owner of the land or premises must, if required to do so by the local authority, certify that the conditions A to C are, in so far as they apply, being observed.

- 13.1 Breach of any of these conditions may result in the grant having to be repaid with interest.
- 13.2 The Council may, at any time during the period in which these conditions apply, require the owner to certify that these conditions are being observed.
- 13.3 When the grant has been paid, the Council will arrange for a Notice to that effect to be recorded in the Register of Property Deeds, the cost of which is included within the legal/administration charge that is deducted from the grant award.
- 13.4 In cases where an Empty Homes Initiative grant has been awarded the specific EHI requirements will also apply for a 5 year period and with the repayment penalty arrangements set out in Section 9.2 of this document.

#### **14 - REVIEW OF THE SCHEME OF ASSISTANCE**

- 14.1 The implementation of the Scheme of Assistance and its contribution towards meeting the Council's strategic objectives was reviewed in June 2016 and the outcomes formally reported to the Council in August 2016.
- 14.2 The Scheme of Assistance will be reviewed in line with the Local Housing Strategy review schedule and any future amendments will be published within the Council's Local Housing Strategy.

## **USEFUL CONTACTS/WEB LINKS**

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### **Perth and Kinross Council**

<http://www.pkc.gov.uk/home>

Customer Service Centre

Tel: 01738 475000

E-mail: [enquiries@pkc.gov.uk](mailto:enquiries@pkc.gov.uk)

Text: 07824 498145

Fax: 01738 475497

### **Advice for Private Sector Owners and Tenants**

<http://www.pkc.gov.uk/article/1656/Private-Housing>

### **Main Housing Page**

<http://www.pkc.gov.uk/housing>

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### **Occupational Therapy**

Community Care Access Team,

Perth & Kinross Council, Pullar House, 35 Kinnoull Street, Perth, PH1 5GD

Tel: 0345 30 111 20

E-mail: [accessteam@pkc.gov.uk](mailto:accessteam@pkc.gov.uk)

<http://www.pkc.gov.uk/article/3798/Occupational-Therapy>

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### **Caledonia Housing Association**

Perthshire Care and Repair

5 South St Johns Place, Perth, PH1 5SU

Tel: 01738 474810

[www.perthshirecareandrepair.org.uk](http://www.perthshirecareandrepair.org.uk)

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### **Hillcrest Housing Association**

Strathearn Care and Repair

30 West High Street, Crieff, PH7 4DL

Tel: 01764 655915

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### **Care and Repair Scotland**

135 Buchanan Street, Suite 2.5, Glasgow, G1 2JA

Tel: 0141 221 9879

<http://www.careandrepairsotland.co.uk/contact.html>

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### **Better Business Partnership**

Trading Standards,

Perth & Kinross Council, Pullar House, 35 Kinnoull Street, Perth, PH1 5GD

Tel: 01738 476476

E-mail: [TradingStandards@pkc.gov.uk](mailto:TradingStandards@pkc.gov.uk)

<http://www.pkc.gov.uk/bbp>

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### **Perth and Kinross Credit Union**

282 High Street, Perth, PH1 5QS

Tel: 01738 624872  
E-mail: [info@pkcu.org.uk](mailto:info@pkcu.org.uk)  
<http://www.pkcu.org.uk/>

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Financial Services Authority (FSA)  
25 The North Colonnade, Canary Wharf, London E14 5HS.  
Tel: 0207 066 1000  
E-mail: [consumer.queries@fca.org.uk](mailto:consumer.queries@fca.org.uk)  
<http://www.fsa.gov.uk/consumerinformation/>

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Citizens Advice Bureau  
7 Atholl Crescent, Perth, PH1 5NG  
Tel: 01738 450580 (Helpline) & 01738 450 581 (Appointment Line)  
<http://www.perthcab.org.uk/>

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Scottish Government (Housing)  
<http://www.scotland.gov.uk/topics/built-environment/housing/quality/16193>

Housing (Scotland) Act 2006  
[http://www.opsi.gov.uk/legislation/scotland/acts2006/asp\\_20060001\\_en\\_1](http://www.opsi.gov.uk/legislation/scotland/acts2006/asp_20060001_en_1)

The Tenement (Scotland) Act 2004  
<http://www.gov.scot/Topics/Justice/law/17975/11023>  
<http://www.gov.scot/resource/doc/76169/0019425.pdf>

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Landlord Accreditation Scotland Ltd  
Hopetoun Gate, 8B McDonald Road, Edinburgh, EH7 4LZ  
Tel: 0131 553 2211  
E-mail: [info@landlordaccreditationscotland.com](mailto:info@landlordaccreditationscotland.com)  
<http://www.landlordaccreditationscotland.com/>

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SCARF (Save Cash And Reduce Fuel)  
1 Cotton Street, Aberdeen, AB11 5EE  
Tel: 01224 213005  
E-mail: [info@scarf.org.uk](mailto:info@scarf.org.uk)  
<http://www.scarf.org.uk/>

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Energy Saving Trust Scotland  
Second Floor, Ocean Point 1, 94 Ocean Drive, Edinburgh, EH6 6JH  
Tel: 0131 555 7900  
<http://www.energysavingtrust.org.uk>

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Scottish Public Services Ombudsman  
4 Melville Street, Edinburgh, EH3 7NS  
Tel: Freephone 0800 377 7330 or 0131 225 5300  
E-mail via Online form [www.spsso.org.uk/online-form](http://www.spsso.org.uk/online-form)  
<http://www.spsso.org.uk/>



**PERTH AND KINROSS COUNCIL****Housing and Health Committee****24 August 2016****Housing Estate-Based Initiatives****Report by Director (Housing and Social Work)****PURPOSE OF REPORT**

This report updates Committee on the development of estates based initiatives which have engaged and empowered local tenants to make improvements to their local neighbourhoods. The report also updates committee on the extension of the scheme and plans for the current year.

**1. BACKGROUND / MAIN ISSUES**

- 1.1 In January 2015, Housing and Health Committee approved proposals to introduce the Estate Based Initiatives Programme (EBIs) across Perth and Kinross (Report 15/52 refers). Funding was identified through the Housing Revenue Account (HRA) and projects were expected to be on communal ground/property owned by the HRA and to demonstrate sustainability and either contribute to community safety, and/or improve the amenity of the areas.
- 1.2 The aim of EBI's is to involve and empower tenants at a local level within their communities to identify and prioritise environmental improvements that will benefit the wider community. The initiatives also enable tenants to agree and oversee a budget for their area, in discussion and partnership with elected members and staff.
- 1.3 EBIs support the delivery of the Council's five strategic objectives, as well as the Scottish Government's national priorities and approach through the Community Empowerment (Scotland) Act 2015 by:-
  - Encouraging active community engagement
  - Building capacity within communities
  - Strengthening the voice of communities in the decisions and services that matter to them
  - Developing trust between and within services and communities
- 1.4 EBI's are closely aligned to the Housing Services and health and social care strategic plan themes to work with and within communities and involve and empower them to create safe, secure and sustainable communities.
- 1.5 Links between health and wellbeing and the environment was evident in the Scottish Government's publication "Good Places, Better Health" which recognised that to deliver on the Government's purpose, themes, and national

outcomes there is a need for greater connections around how physical environment influences health. Furthermore *Equally Well*, the Health Inequalities Task Force highlighted the need to work to reduce further people's exposure to factors in their physical and social environments that cause stress, damage health and wellbeing and lead to inequalities.

## **2. ACTIVITIES DURING 2015/16**

- 2.1 During 2015/16 £100,000 of HRA funding was available to support the role-out and delivery of EBIs across all four localities: North/Highland Perthshire, South Perthshire & Kinross; Perth City; and Letham/Hillyland.
- 2.2 Local EBI panels were established in each locality consisting of local tenants and residents and elected members. They organised a number of community walkabouts, during which they identified a range of projects for potential funding.
- 2.3 In order to be inclusive and supportive of a range of local tenants housing and community capacity staff also led a series of focus groups and individual house visits to make sure there was wide community opinion and feedback to inform decisions about initiatives and funding.
- 2.4 Following the walkabouts, each Local EBI Panel assessed, appraised and ranked each of the potential projects using an option appraisal framework and this allowed the Panel to consider how well the project met the overall objectives of EBIs.
- 2.5 In total over 30 projects were funded, progressed and completed across Perth and Kinross, some of which are summarised below:-
  - Picnic benches and new seating in Hillyland, Pitlochry, Kinross and North Muirton
  - Clearance of open space to allow discussions for community allotment
  - Provision of community notice boards
  - Supporting North Muirton in Bloom with the provision of a ride on mower
  - Location of a porta-cabin at Pomarium flats to support community engagement over the next 12 months
  - Provision of new handrails to improve safety and access for vulnerable tenants/resident

A full list of projects is included in the Appendix.

## **3. TENANT AND ELECTED MEMBER FEEDBACK**

- 3.1 Tenant and Elected Member feedback on the initiatives has been positive. A future development will be to formally record and analyse feedback and suggestions to continue to improve the process and impact of the initiatives.

- 3.2 The benefits of offering purposeful opportunities to support personal development, increase employment chances and aid recovery and well-being are well recognised. These activities can be of considerable value as part of support plans to those who are leading chaotic lifestyles or who are vulnerable. In order to support community capacity and deliver wider individual and community benefits, the locality Housing Teams worked closely with the Community Payback Team identifying projects to be delivered by them.
- 3.3 In addition, the social enterprise arm of RegenForce, 'Stepping Stones' have, over the past year, been supporting horticultural work for EBI's in terms of taking on contracts for clearing overgrown shrubbery, cutting back vegetation and high hedges, making new planting and installing localised environmental improvements. This has delivered positive outcomes for some of the workers who have been offered further training under the Council's own trainee schemes, and received praise and recognition from local residents for the extent and quality of their work.

#### **4. LESSONS LEARNED**

- 4.1 As this was the first year of the estates based initiatives, there were some lessons learned which have been included in the project plan for 2016/17. These include:
- Having adequate time for consultation and engagement with tenants for walkabouts but also for focus groups and arranging home visits
  - Recording and analysing tenant and Elected Member feedback on the impact
  - Ensuring sufficient time for the procurement process, particularly where work is being directed to a newly formed Social Enterprise

#### **5. PLANS FOR 2016/17**

- 5.1 An additional £50k has been allocated to support the 2016/17 Estates Based Initiatives following Housing and Health Committee approval in January 2016, to increase the budget to £150k (Report 15/50 refers).
- 5.2 Work has already begun to identify this year's initiatives, with walkabouts and focus groups taking place in May and June and plans for Local Panels to assess applications in July and August, with work getting underway in the autumn.
- 5.3 For example, 20 walkabouts have taken place as part of the main EBI programme in Luncarty, Coupar Angus, Invergowrie, Stanley, Methven, Alyth, Gilmerton and Comrie. The strong foundations established in 2015/16 mean that interest is growing and more tenants and residents are coming forward with ideas before the EBI walkabouts take place and attending on the day.

- 5.4 The walkabout in Gilmerton was the first such enterprise in many years and 15 residents made contact, with a contribution from a further 10 in a follow up door-knocking. As a result, the local Community Council is hosting a special meeting for Gilmerton to bring them into the local community decision making process.

## 6. CONCLUSION AND RECOMMENDATIONS

- 6.1 The importance of the environment in creating a sense of place and wellbeing is central to supporting the wider outcomes of our tenants and communities. By involving and empowering our tenants through the Estate Based Initiatives, we are making a significant contribution to community sustainability, improving outcomes and tackling inequalities in local communities.

- 6.2 Committee is asked to:-

- (i) Note the excellent progress to date in delivering estates based initiatives and the positive impact these developments have on local communities.
- (ii) Welcome and note the plans to continue developing these in 2016/17 to support further community engagement, empowerment and improvements.
- (iii) Note the wider educational and employment opportunities delivered through initiatives such as Community Payback Team and Stepping Stones.

### Author

| Name         | Designation                  | Contact Details                                                        |
|--------------|------------------------------|------------------------------------------------------------------------|
| Michelle Dow | Service Manager<br>(Housing) | 01738 476207<br><a href="mailto:mcdow@pkc.gov.uk">mcdow@pkc.gov.uk</a> |

### Approved

| Name          | Designation                           | Date           |
|---------------|---------------------------------------|----------------|
| Bill Atkinson | Director (Housing and<br>Social Work) | 10 August 2016 |

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You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

- 1.1 The Council's Corporate Plan 2013 – 2018 lays out five outcome focussed strategic objectives which provide clear strategic direction, inform decisions at a corporate and service level and shape resources allocation. The report relates to the following:

- (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 As above.

### 2. Resource Implications

#### Financial

- 2.1 There is a total of £150,000 available for 2016/17 to support this work and funded from the Housing Revenue Account.

Workforce

- 2.2 None

Asset Management (land, property, IT)

- 2.3 None

### **3. Assessments**

3.1 Equality Impact Assessment

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.

- (i) Assessed as **not relevant** for the purposes of EqIA

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.

However, no action is required as the Act does not apply to the matters presented in this report. This is because the Committee are requested to note the contents of the report only and the Committee are not being requested to approve, adopt or agree to an action or to set the framework for future decisions.

Sustainability

- 3.3 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
- in a way that it considers most sustainable

The information contained within this report has been considered under the

Act. However, no action is required as the Act does not apply to the matters presented in this report.

#### Legal and Governance

- 3.4 None

#### Risk

- 3.5 None

### **4. Consultation**

#### Internal

- 4.1 None

#### External

- 4.2 The Tenant Committee Report Panel was consulted on this report. They commented that 'Estate Based Initiatives is a great idea and a good way of involvement but it is not for doing existing jobs that the Council is responsible for.'

### **5. Communication**

- 5.1 Our tenants are our key target audience in relation to communication around this project. We will continue to undertake this through a range of methods including social media, tenant newsletter, locality events and our annual Tenant Conference.

### **6. BACKGROUND PAPERS**

None

### **7. APPENDICES**

Appendix 1: List of Estates Based Initiatives 2015/16

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>SOUTH LOCALITY</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Kinross and Milnathort</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p><b>Montgomery Road:</b><br/>Use of grassed area as community seating area – seating and picnic tables and fit with metal legs and concreted in; creation of nice entrance into Montgomery Road with uniform fencing</p>                                                                                                                                                                                                                                                                                       |
| <p><b>Coventry Place:</b><br/>Fabricating and refurbishing the metal railings, which are eroded.<br/>Fix the broken paving stones and missing bricks from door steps and top step to Mill Street</p>                                                                                                                                                                                                                                                                                                             |
| <b>25 – 41 Bowton Road railings (houses at Whyte Court end)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| De-rust and Paint the railings in front                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Milnathort: Whyte Place</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Number 44: Create a short fence between the house and the public path to the park, to secure the privacy of the occupier                                                                                                                                                                                                                                                                                                                                                                                         |
| Number 30: Create a short fence between house & street                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Comrie</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Laggan Square:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <ul style="list-style-type: none"> <li>Remove overgrowth and define the boundary at the end of the Square</li> <li>Put in new fence on boundary line</li> <li>Tidy up tree line – remove or lop some trees</li> <li>Remove several tonnes of earth dumped and carry away. Remove fallen tree</li> <li>Remove one grass triangle to improve parking, and cobblestone the other one</li> <li>Make new signage and fit: 2,5 and 7 LAGGAN Square →</li> <li>Repair pot holes in entrance to Laggan Square</li> </ul> |
| <b>Car Park areas in Strowan Road and Queens Road:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Contribution to resurface of the car parks                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Dunning</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Croft Place:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <ul style="list-style-type: none"> <li>Hedge to be cut at the side of 22/24 Croft Place public way</li> <li>Weeds are sprayed and removed in kerbsides</li> </ul>                                                                                                                                                                                                                                                                                                                                                |

|                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>NORTH LOCALITY</b>                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Pitlochry</b>                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>James Court</b>                                                                                              | <ul style="list-style-type: none"> <li>a) Construction of external platform lift and fitting from resident lounge; access to garden</li> <li>b) Make two benches and refurbish existing benches</li> <li>c) Planting in back garden, add a bird table by the windows, fencing to denote garden area; Weeding and planting to the side and front of the building; wooden steps to rear of the grass.</li> </ul> |
| <b>Dalchampaig Court</b>                                                                                        | Weed the side areas and remove all shrubbery.                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Rattray</b>                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Davie Place corner of Ashgrove Road (3/4)</b>                                                                | <ul style="list-style-type: none"> <li>a) Public ways overgrown, remove the overgrowth and thin out</li> <li>b) Very high tree/s blocking the light - Remove tree</li> </ul>                                                                                                                                                                                                                                   |
| <b>Interlocking green spaces, lanes between Ashgrove Road, Ashgrove Gardens, Davie Place, McDonald Crescent</b> | Overgrowth of amenity planting                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Hatton Road/Glenalmond Road flats:</b>                                                                       | Several areas where weeds have taken over the bin store areas                                                                                                                                                                                                                                                                                                                                                  |
| <b>Picture House Court</b>                                                                                      | Seating and picnic benches                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>LETHAM LOCALITY</b>                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Letham</b>                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Strathtay Road flats</b>                                                                                     | Remove the thick shrubbery and remove overgrowth of plants. Seed the cleared ground for grass – all blocks, frontages                                                                                                                                                                                                                                                                                          |
| <b>Garth Avenue:</b>                                                                                            | Side of the shops recycling unit provision of cover around the unit                                                                                                                                                                                                                                                                                                                                            |
| <b>Firbank Road:</b>                                                                                            | Clear the space for use as a community area and consultation with tenants as to future use                                                                                                                                                                                                                                                                                                                     |
| <b>Newhouse Road Odd numbers</b>                                                                                | Tidy entrances and weed the bin areas from 45 -57                                                                                                                                                                                                                                                                                                                                                              |
| <b>Dalreoch/Marlee Road:</b>                                                                                    | Cut grass in newly cleared area                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Noticeboards x 1 Housing Office in Letham (new address in Rannoch Road )</b>                                 | Meldrums to fix and cement in place:                                                                                                                                                                                                                                                                                                                                                                           |

|                                                           |                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>17 Dalreoch Place:</b>                                 | Remove current overgrown shrubbery and replant with low maintenance ground plants                                                                                                                                                                                                                                                      |
| <b>Hillyland</b>                                          |                                                                                                                                                                                                                                                                                                                                        |
| <b>Ettrick House:</b>                                     | A double bench for <b>residents</b> to sit on outside the block make and fit; metal legs and concreted in plus vandal proof coating                                                                                                                                                                                                    |
| <b>Tennis Court, Primrose Crescent</b>                    | <ul style="list-style-type: none"> <li>• Remove graffiti. Payback team from St Martins House</li> <li>• Tension fencing panels to be repaired and replaced</li> </ul>                                                                                                                                                                  |
| <b>Create seating areas</b>                               | on old Play areas x 3: in Nimmo Avenue, behind the shops at Primrose Crescent                                                                                                                                                                                                                                                          |
| <b>Bruce Crescent:</b>                                    | <ul style="list-style-type: none"> <li>• Remove old gnarled fence, clear away all overgrowth and update the area.</li> <li>• Replace old fence with a 60ft long, 8ft high panelled wooden fence.</li> </ul>                                                                                                                            |
| <b>Maxton Place:</b>                                      | level off and fill in the bank just before the sewage manhole, clear away unsightly overgrowth backfill and make grassed area around.                                                                                                                                                                                                  |
| <b>Noticeboards x 5</b>                                   | Locations: 1) Tulloch Terrace by the Institute, 2) On wall of the shops (co-op wall) in Tulloch 3) Maxton Place, 4) Mathieson Place 5) wall mounted in Tulloch Net<br>Contract for Meldrums: install only – 3 x noticeboards free standing, and 2 wall mounted – fixed and cemented – provided with metal fixings and 2 posts per sign |
| <b>Nimmo Avenue</b>                                       | <ul style="list-style-type: none"> <li>• through to Primrose Crescent by the steps: clear all overgrowth and prune small trees</li> <li>• replace damaged fence at top of steps</li> </ul>                                                                                                                                             |
| <b>Bulb Planting</b>                                      | throughout Letham and Tulloch<br>Purchase of bulbs                                                                                                                                                                                                                                                                                     |
| <b>CITY LOCALITY</b>                                      |                                                                                                                                                                                                                                                                                                                                        |
| <b>Town Centre</b>                                        |                                                                                                                                                                                                                                                                                                                                        |
| <b>Pomarium: Path alongside the car park and garages:</b> | Make a rail and link barrier alongside the dedicated path at the garage and car park area – chain and link posts<br>Steps down to Victoria Street – install a set of handrails on either side of the steps                                                                                                                             |
| <b>Temporary Portacabin</b>                               | in forecourt for tenant and community activities (with electricity)                                                                                                                                                                                                                                                                    |
| <b>Pomarium garages forecourt:</b>                        | Resurface forecourt area.<br>Remove every other tree on the bank overlooking the garage forecourt 3 trees                                                                                                                                                                                                                              |

|                                                                                                                                                                                                                                                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Tree stumps</b> in the front forecourt need cleaving flat, trip hazard.                                                                                                                                                                     |
| <b>Milne Court:</b><br>Remove old tree root and old noticeboards posts and create a new flower bed there<br>New free standing Noticeboard by the old flower bed<br>Removal of weed overgrowth in car park which contributes to flooding issues |
| <b>Market Court:</b><br>Cut back bushes altogether and put to grass<br>Removal of weed overgrowth in car park which contributes to flooding issues                                                                                             |
| <b>Frontage of Market and Lickley:</b><br>Bricks from the raised flower bed need re-cementing –<br>When repaired, replanted and overgrown planting cut back                                                                                    |
| <b>North Muirton</b>                                                                                                                                                                                                                           |
| Weed spraying in various locations, including May Place and drying greens                                                                                                                                                                      |
| <b>May Place:</b><br>Make and install 1 ordinary and 1 double bench to front and back of the flats metal legs and concreted in                                                                                                                 |
| <b>Ride-on mower for the North Muirton Bloom group</b><br>Donation under EBI clear that no further expenses under EBI ; insurance fee including in cost.<br>Provision of storage facility                                                      |
| <b>Benches:</b><br>Make and fit. Vandal proof style benches and picnic tables intermittently along the riverside behind Stronsay Court; metal legs and vandal proof                                                                            |
| <b>Sanda Court:</b> remove and replace tree                                                                                                                                                                                                    |
| <b>Colonsay Street:</b> remove and replace 4 trees                                                                                                                                                                                             |



**PERTH AND KINROSS COUNCIL**

**Housing and Health Committee**

**24 August 2016**

**Implementing the Restructure of Council House Rents**

**Report by Director (Housing and Social Work)**

**PURPOSE OF REPORT**

This report seeks approval for a proposed method of moving from the current to the new system of calculating tenants' rents from April 2017 and for agreement to an annual payment of rents paid by tenants over 52 rather than 48 weeks.

**1. BACKGROUND/MAIN ISSUES**

1.1 In March 2016, Housing and Health Committee approved a new modernised rent charging structure (Report 16/120 refers) to be introduced in April 2017 and asked the Director to provide a further report in August 2016 seeking approval for the best way of moving from the current to the new model.

1.2 The original aim and objectives of implementing a new way of calculating tenant rents were to:-

- Reduce the range of rent charges
- Deliver a fair and equitable rent scheme that meets future and long terms needs, based on consistency, transparency, durability, financial viability and affordability
- Develop a model of calculation that is supported by tenants and easy to understand
- Ensure financial viability through the Housing Revenue Account (HRA) Business Plan
- Support the Council's commitment to social and financial inclusion

1.3 The model approved by Committee in March was recommended and approved on the basis that:-

- the rent differentials between property sizes were more balanced and in line with the national position
- the impact on the overall average rent would be lower

**2. MOVING TO THE NEW RENT SYSTEM – 'HARMONISATION'**

2.1 Harmonisation is the term used to describe the method by which tenants would move from the current to the new model when introduced in April 2017. Important factors which need to be considered in this process include:

- Minimising the impact for those tenants facing an increase
- Fairness and equity in the approach
- Length of time taken to address any inequities
- Ensuring the financial viability of the Housing Revenue Account

2.2 A range of harmonisation options were identified by the Rent Restructuring Project Team and the Tenant Working Group. Together they assessed, appraised and ranked the options against the project's objectives in order to:-

- Ensure a consistent appraisal and assessment mechanism for all potential options
- Thoroughly test and assess each of the potential models against the project objectives
- Make sure each of the options was compared, evaluated and documented in a transparent way
- Identify suitable options for consideration

2.3 Eight options were identified and assessed based on current housing stock information and 2016/17 rent levels. The outcome of the Options' Appraisal exercise identified two harmonisation options which scored highly and fully met the project objectives. These are detailed below. It is important to note that the numbers below may change slightly by April 2017 due to changes in stock levels, either through new builds/buy backs or right to buy sales.

2.4 **Option 1 – introduce changes in one stage – 'Big Bang' (numbers based on 52 weeks rent)**

With this option, every tenant, regardless of whether their new rent is higher or lower, will start paying the new rent in April 2017.

| <b>Level of decrease in rent<br/>per week</b> | <b>Indicative no. tenants<br/>(n=7,452)</b> |
|-----------------------------------------------|---------------------------------------------|
| £0 to £5                                      | 1,909                                       |
| £5 to £10                                     | 847                                         |
| £10 to £15                                    | 211                                         |
| £15 to £20                                    | 174                                         |
| £20 to £25                                    | 104                                         |
| £25 to £30                                    | 13                                          |
| Total                                         | 3,258 (44%)                                 |
| <b>Level of increase in rent<br/>per week</b> | <b>Indicative no. tenants</b>               |
| £0 to £5                                      | 2,610                                       |
| £5 to £10                                     | 1,404                                       |
| £10 to £15                                    | 174                                         |
| £15 to £20                                    | 4                                           |
| £20 to £25                                    | 2                                           |
| Total                                         | 4,194 (56%)                                 |

- 2.5 This is the preferred option as it meets the objectives of the exercise. In addition, all tenants will move to the new rent straight away and it is an approach which is simple to understand for tenants and the Council. This option also quickly sorts out the current issue of similar properties being charged different rents.
- 2.6 **Option 2 – introduce changes for those with decreased rent and £10 per week cap for increases ('big bang' plus capped increases, based on 52 weeks rent)**

In this approach those tenants moving onto a lower rent will start paying this rent from April 2017. However, those with an increased rent would have this capped to £10 per week and phased in over three years as a way of easing the impact on them. The majority of tenants would, however, have moved to their new rent payment within the first year, as detailed in the table below.

|                           | Year 1<br>April 2017   | Year 2<br>April 2018 | Year 3<br>April 2019 |
|---------------------------|------------------------|----------------------|----------------------|
|                           | Indicative no. tenants |                      |                      |
| <b>Decreases per week</b> |                        | N/A                  | N/A                  |
| £0 to £5                  | 1,909                  |                      |                      |
| £5 to £10                 | 847                    |                      |                      |
| £10 to £15                | 211                    |                      |                      |
| £15 to £20                | 174                    |                      |                      |
| £20 to £25                | 104                    |                      |                      |
| £25 to £30                | 13                     |                      |                      |
| <b>Increases per week</b> |                        |                      |                      |
| £5 to £10                 | 1,584                  | 6                    | 0                    |
| £0 to £ 5                 | 2,610                  | 174                  | 2                    |

## 2.7 Charging Annual Rent

Rent for all Council properties is calculated annually. Current practice is to divide this rent by 48 and charge the rent over a 48 week period. However, for the reasons detailed below, Committee is also asked to consider a proposal to introduce a 52 week rent charge period.

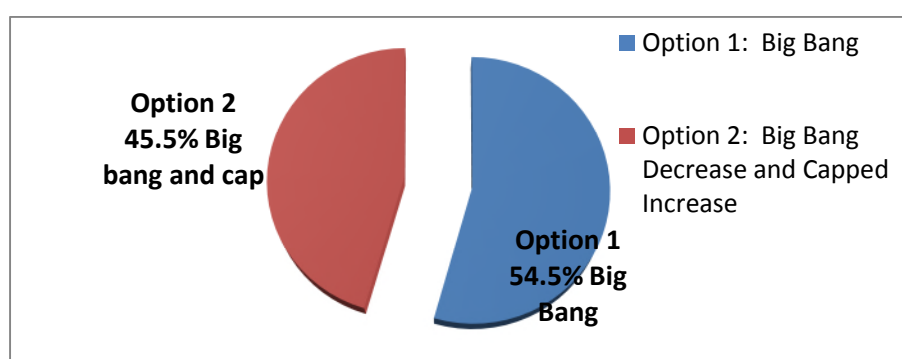
- 2.8 Moving to a 52 week rent charging structure would mean that the impact would be lessened for tenants facing an increase in rent, as the new calculation would be over a higher number of weeks. It would also support the Council's Rent 1<sup>st</sup> Campaign and the payment culture needed to make sure rent collection is maximised. Tenants in rent arrears are expected to continue to pay on time, every week/month until they are position where they are meeting their tenancy obligations and paying their rent in advance. Unfortunately many of these tenants chose to take what they see as their entitlement to "free weeks".

- 2.9 It is common practice for tenants to refer to the remaining 4 weeks as “rent free weeks”, although this is not the case, as tenants are simply paying the same annual rent but over a shorter period of time.
- 2.10 Another reason for moving to a 52 week charge is that Universal Credit was introduced in Perth and Kinross on 25 April 2016 and is paid monthly. The move to a 52 week charge would mean that the weekly rent charges would be closely aligned to the monthly payments from Universal Credit and will make the process more streamlined and easier to administer.
- 2.11 Tenants’ choice in relation to how and when they pay their rent will continue to be maintained and it is a condition of their tenancy that tenants pay their rent in advance. They can, however, still choose to pay their rent in advance over 48 weeks or indeed over any period, as long as this requirement is met.
- 2.12 All tenants would be notified of this change and asked to sign and return a declaration confirming their agreement, which would be in accordance with housing legislation.

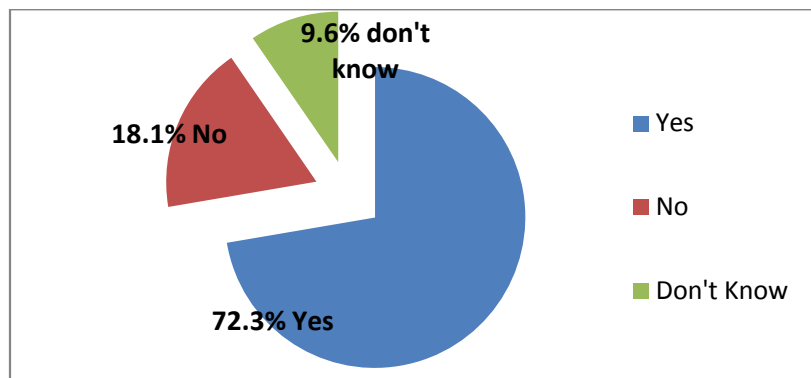
### 3. TENANT AND ELECTED MEMBER ENGAGEMENT AND CONSULTATION

- 3.1 As all tenants are affected by the rent restructure and the way rents are calculated, it was essential that they were fully involved, briefed and consulted on the review and proposals and throughout the review, tenants were offered a range of opportunities including:-
- Participating in workshops (43 attended) at the formal launch of consultation during the Annual Tenant Conference in June 2016
  - Responding to a questionnaire designed by the Tenant Working Group and issued to all tenants asking them for their views on the two options and the proposal to move to a 52 week charging year
  - Attending 13 locality events in June led by the Independent Tenant Advisor
- 3.2 625 tenants responded to the postal survey (8.4%) The majority (54.5%) selected Option 1: ‘big bang’ as their preferred method of implementing the new rent model, as summarised below.

#### Question 1: Which option for rent harmonisation do you prefer?



**Question 2: Do you agree with the Council's proposal to charge your annual rent over 52 weeks?**



- 3.3 Elected members were issued with a briefing note on the rent model and harmonisation options in May 2016 and this included an outline of the two options and the next steps. This was followed by a briefing session in August. The total number attending these sessions will be confirmed after the August session.

**4. PHASE 3 – SUPPORTING TENANTS IN THE MOVE TO THE NEW MODEL**

- 4.1 Following Committee approval for the method of harmonisation, work will continue with tenants to make sure they are fully aware of how the new model will affect them and reassured that support will continue as appropriate, including:
- 4.2 The range of support for tenants during the transition to the new model will include:-
- Personal contact with those facing a significant increase (c.180 tenants)
  - Personal contact with tenants known to be vulnerable
  - Locality based drop-in sessions with key staff from across the Council
  - Feature article in Autumn Edition of *On The House*
  - Offer to meet with anyone affected, regardless of the value of the increase or decrease between September 2016 and January 2017

**5. CONCLUSION AND RECOMMENDATIONS**

- 5.1 The report summarises the outcome of the options explored by tenants and staff to implement the new rent model for Council tenants and highlights the Council's continued commitment to involve and support tenants through this process.
- 5.2 Option 1 is the recommended option for moving from the current to new system for the following reasons:-

- All tenants will move to the new rent straight away and it is an approach which is simple to understand for tenants and the Council.
- It quickly sorts out the current issue of similar properties being charged different rents
- It would mean that in future years only any proposed annual rent increase would be added.

5.3 The option proposed maintains Council house rents at affordable levels, while protecting the financial position of the Housing Revenue Account business plan, with rent levels within Perth and Kinross remaining 9<sup>th</sup> lowest in Scotland. Details of rent levels for each property type are included in Appendix 1.

5.4 Committee is asked to:-

- Approve Option 1 as outlined in Section 2 as the approach to rent harmonisation
- Approve the charging of annual rent over a 52 week period

#### Authors

| Name         | Designation                         | Contact Details                                                          |
|--------------|-------------------------------------|--------------------------------------------------------------------------|
| Michelle Dow | Service Manager<br>(Housing)        | (01738 476207)<br><a href="mailto:mcdow@pkc.gov.uk">mcdow@pkc.gov.uk</a> |
| Clare Mailer | Senior Service Manager<br>(Housing) | <a href="mailto:cmailer@pkc.gov.uk">cmailer@pkc.gov.uk</a>               |

#### Approved

| Name          | Designation                        | Date           |
|---------------|------------------------------------|----------------|
| Bill Atkinson | Director (Housing and Social Work) | 11 August 2016 |

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You can also send us a text message on 07824 498145.

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

1.1 The following objectives of the community plan and SOA are 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 As above

### 2. Resource Implications

#### Financial

2.1 The cost of the review will be met within the Housing Revenue Account budget within 2016/17.

### 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 Equality Impact Assessment undertaken in relation to this report can be viewed clicking [here](#).

This section should reflect that the proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:-

- (i) Assessed as **relevant**

#### 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.

This section should reflect that the proposals have been considered under the Act. However, no action is required as the Act does not apply to the matters in this report.

#### Sustainability

- 3.3 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. In terms of the Climate Change Act, the Council has a general duty to demonstrate its commitment to sustainability and the community, environmental and economic impacts of its actions.

The information contained within this report has been considered under the Act. However, no action is required as the Act does not apply to the matters presented in this report.

#### Legal and Governance

- 3.4 The Head of Legal and Governance has been consulted on this report.

#### Risk

- 3.5 A detailed risk profile has been developed as part of the project.

## **4. Consultation**

### Internal

- 4.1 The Head of Finance has been consulted on this report.

### External

- 4.2 All Perth and Kinross Council tenants have been consulted and their feedback considered as part of this report.

The Rent Restructuring Tenant Working Group (RRTWG), made up of Perth and Kinross Council tenants, 'has continued to work in partnership with Perth and Kinross Council staff, meeting regularly to meaningfully understand and influence the Rent Restructuring Project components, including the rent model, harmonisation approaches and the regularity of rent payments. RRTWG members have shaped the ongoing communication with Council tenants and played a significant role in the recent consultation.

'The RRTWG fully endorse the recommendations to the Housing and Health Committee and feel that rent payments over 52 weeks and the Big Bang approach to implementation is favourable. The RRTWG look forward to influencing the future communication and the way support and information is provided to tenants in the lead up to the implementation date in April 2017.'

The Tenant Committee Report Panel was also consulted on this report. They commented that 'we support the paper but are concerned about the timescale and if there will be enough staff in place to support the people who need it. We commend the work and dedication of the volunteers over this long process.'

## **5. Communication**

- 5.1 Further communication will take place with tenants following Committee approval as outlined in the Next Steps section of this report.

## **6. BACKGROUND PAPERS**

None

## **7. APPENDICES**

Appendix 1 – New Rent Levels  
Appendix 2 – Tenant Feedback



## Appendix 1: New Rent Levels for Council Stock

\*Please note these will change prior to implementation to reflect changes in stock levels and any potential annual rent increase

| <b>Property Type</b> | <b>Bedsit</b> | <b>1 Bedroom</b> | <b>2 Bedroom</b> | <b>3 Bedroom</b> | <b>4 Bedroom</b> | <b>5 Bedroom</b> | <b>6 Bedroom</b> |
|----------------------|---------------|------------------|------------------|------------------|------------------|------------------|------------------|
| <b>Multi-Storey</b>  | n/a           | £54.00           | £59.00           | n/a              | n/a              | n/a              | n/a              |
| <b>Flat</b>          | £44.00        | £59.00           | £64.00           | £69.00           | £74.00           | n/a              | £84.00           |
| <b>Terraced</b>      | £49.00        | £64.00           | £69.00           | £74.00           | £79.00           | £84.00           | n/a              |
| <b>Semi Detached</b> | £54.00        | £69.00           | £74.00           | £79.00           | £84.00           | £89.00           | n/a              |
| <b>Detached</b>      | n/a           | £74.00           | £79.00           | £84.00           | £89.00           | n/a              | n/a              |

## **Appendix 2 Tenant Feedback**

### **Tenant Feedback for Rent Restructure Report – H&H Committee August 2016**

The Perth & Kinross Council Rent Restructuring Project consultation on the harmonisation approach options was launched at the Tenants Summer event on 1<sup>st</sup> June 2016. Following this event, every Council tenant was sent, by post, an Information Newsletter, consultation survey and FREEPOST return envelope. The newsletter offered tenants the opportunity to contact the Tenants Information Service (TIS) for advice using the Freephone number and also an invitation to the series of Open meeting held across the authority.

Thirteen open meetings were held in communities across Perth & Kinross Council and were attended by a total of 59 tenants. Where possible, members of the Rent Restructure Tenant Working Group were also represented at the meetings. Nineteen calls were made to the TIS Freephone number.

The open meetings included a presentation explaining the harmonisation approaches:-

- Big Bang
- Big Bang for Decreases and £10 per week Capped for Increases

The open meetings also explained how rent is currently calculated over 48 weeks and how the consultation also aimed to gather tenant feedback on the rent calculation of the annual rent paid over 52 weeks.

A total of 625 tenants (8.4%) completed the consultation survey which sought seek opinions from tenants on the ease of understanding and fairness of the two options for harmonisation and their preferred option. It also asked tenants opinions on the change from a 48 week to a 52 week payment arrangement. An overview of the results is:-

- 65.7% considered the options to be fair and equitable
- 54.5% preferred Option 1 and 45.4% preferred Option 2
- 72.3% agreed with changing to calculating rent payments over 52 weeks rather than 48 weeks
- In terms of being easy to understand, 66.5% thought Option 1, 'Big Bang' was easy to understand and 64.4% thought Option 2 (Big Band for decreases and £10 per week capped for increases) was easy to understand.

Tenants were also invited to give comments, where they raised concerns about affordability and the need for additional support for tenants to manage rent increases.

PERTH AND KINROSS COUNCIL

Housing and Health Committee

24 August 2016

National Report on Scottish Social Housing Charter and  
Perth and Kinross Local Scrutiny Plan

Report by Director (Housing and Social Work)

**PURPOSE OF REPORT**

This report describes the process of regulation of housing services by the Scottish Housing Regulator (SHR) and the requirement to submit a range of performance data as part of the Annual Review of the Housing Charter. It also summarises some issues raised by the Housing Regulator as part of wider Local Scrutiny Plan produced by Audit Scotland each year.

**1. BACKGROUND**

- 1.1 Under the Scottish Social Housing Charter, introduced 3 years ago, all social landlords are required to submit an annual return on performance across 69 indicators to the Scottish Housing Regulator by 31<sup>st</sup> May each year. This significant number of indicators includes 37 charter indicators and 32 contextual indicators and is described as the ARC – Annual Review of the Charter. These are based around 16 Charter Outcomes.
- 1.2 Following this, the Scottish Housing Regulator publishes their Landlord Report on their website on 31<sup>st</sup> August with a summary of results for each landlord across 5 broad themes (homes and rent; tenant satisfaction; quality and maintenance of homes; neighbourhoods; and value for money) (see Appendix 1). Although information is therefore available to tenants and other service users through the website, landlords are also required to make this available in appropriate ways to all their tenants.
- 1.3 In Perth and Kinross, the housing service uploads this summary report onto the Council's website and Facebook on 1<sup>st</sup> September. Following this, staff work with the **SURE Team** (Service User Review and Evaluation Team (7 members) to develop the Council's Annual Performance Report to tenants, which summarises our performance in relation to other social landlords and previous performance and includes a selection of the indicators tenants said they wanted reported to them. Last year this annual performance report was 20 pages of information, indicators and assessment by the SURE Team on how they felt we had performed as their landlord, scored using 3 measures:-
  - 1 Good progress made in 2014/15 and the 2015/16 action plans continue to show how improvements will be made
  2. Evidence of progress and understanding but with more to do to achieve real impact
  3. Poor or underperformance

- 1.4 In 2015 the SURE team rated the performance across each of the 16 charter outcomes and awarded 73% as 'good progress made in 2014/15 and the 2015/16 action plans continue to show how improvements will be made' and the remainder as showing 'evidence of progress and understanding but with more to do to achieve real impact'. They did not award any areas as poor or underperformance.
- 1.5 Since the inception of the Scottish Social Housing Charter and the Annual Review of Performance, the Housing Regulator has published two national reports, the latest in February 2016 which summarises their assessment of the 2014/15 landlord returns. This gives overall summaries of key areas, and is summarised by individual landlord.
- 1.6 In addition, the Housing Regulator is one of the inspection bodies which publishes their assessment of performance on the local authority as part of the Local Scrutiny Plan produced annually by Audit Scotland in the first quarter of the year. The information for 2014/15, based on the ARC return for that year, was presented to Council in May 2016 and it was in this report that the Housing Regulator raised some issues about Perth and Kinross's housing service's performance.

## 2. PERFORMANCE

- 2.1 In the Local Scrutiny Plan for 2014/15, the Housing Regulator highlighted 7 (of 69) indicators for Perth and Kinross which were in the bottom quartile when compared to all social landlords, not just other local authorities. The service had previously submitted qualifying and contextual information which wasn't included in the report. The table in Appendix 2 shows the indicators the Regulator highlighted, with the contextual and explanatory information provided by the Council.
- 2.2 In addition, in relation to tenant satisfaction indicators, these are qualitative and subjective and based on different methods being applied by landlords. The Council's method is to carry out a full tenant survey (7,400 tenants) every 3 years which not all social landlords do. The last two surveys have seen a 10-12% (850 tenants) response rate and this year we had a 21% response (1,536 tenants, which is excellent). This was based on a postal and online survey.
- 2.3 As part of the contextual information provided to the Housing Regulator, the Council described some examples of excellent innovative tenant participation, engagement and scrutiny activity which have been recognised with national and local awards. These have involved, engaged and empowered tenants to scrutinise and evaluate housing services to improve them and to raise satisfaction levels across all tenant groups and some are listed below.
- 2.4 We work closely and very well with our **SURE team (Service User Review and Evaluation)** to scrutinise and improve our performance and to increase our level of tenant participation. They have completed their pilot scrutiny activity of the complaints handling processes and of the way we communicate to tenants about repairs and have just completed a review of our Anti-Social Behaviour policies.

- 2.5 The SURE Team also had (and has) a key role in the development of our Annual Performance Report to tenants. They contributed to this report by assessing the performance of Housing Service's' achievement of the 16 Scottish Social Housing Charter Outcomes. Their comments and validation were included in the report, which was circulated to all tenants in October 2015. They are in the process of preparing for this year's report and a series of workshops with managers are underway to present and share information.
- 2.6 We have also implemented an improvement plan based on findings from our Mystery Shopping Project which focused on the delivery of our Customer Service Standards. Our Homeless Services have also undergone scrutiny from its service users, with an improvement plan being implemented for Greyfriars Hostel.
- 2.7 The very innovative and successful work summarised above and the work undertaken with tenants and service users to develop our scrutiny activities has been recognised through a national award scheme. The Chartered Institute of Housing (CIH) National Excellence Awards shortlisted our submission in the Tenant Led Scrutiny category and we are very proud to report that Perth and Kinross Council was the only local authority landlord to be shortlisted for any of the 9 awards presented at the ceremony.
- 2.8 In April 2016, the Chartered Institute of Housing (CIH) Scotland contacted the service to say that they wanted to include PKC as a **best practice example** in their publication under the following heading: '**To enable constructive feedback to help review and challenge performance.**' This **best practice guide** is on developing effective tenant scrutiny, in association with HouseMark Scotland and the Scottish Government and is funded by Scottish Govt as part of the [Stepping Up to Scrutiny](#) programme and is due for publication in early Summer 2016.
- 2.9 In addition, it is important to note that in the summary of performance published by the Regulator in August 2015, the Council performed above the Scottish average on the following indicators:
- Homes meeting the SHQS standard (housing quality standard)
  - Average time to complete emergency repairs
  - % appointments for repairs that were kept
  - % tenant satisfaction with repairs or maintenance carried out
  - Cases of anti-social behaviour
  - % cases these resolved within target
  - % rent due to void (empty properties)
  - Average days to re-let void (empty) properties

### 3. Next Steps

- 3.1 The issues raised by the Regulator in the Local Scrutiny Plan was based on 2014/15 data. The Council has since submitted the return for 2015/16 performance on 31<sup>st</sup> May 2016 and this will be published by the Regulator at the end of August, after which the process described in Section 1 will be undertaken by tenants and staff.

#### 4. CONCLUSION AND RECOMMENDATIONS

- 4.1 The Council's housing service has developed a robust system for completing and reporting the 69 indicators across 16 outcomes for the Housing Regulator's Annual Return on the Social Housing Charter. This includes the development of data dictionaries for each indicator, external validation of each indicator, and the inclusion of all charter indicators in the Performance Management Frameworks (PMF) for each area of the service.
- 4.2 The tenant SURE team is fully involved in this process and in any improvement actions identified. They carry out their own evaluation of the service's performance and undertake a range of detailed work to scrutinise and help improve services.
- 4.3 Committee is asked to note the contents of this report and the work undertaken to monitor, scrutinise and continuously improve housing services.

##### Author

| Name          | Designation                                 | Contact Details      |
|---------------|---------------------------------------------|----------------------|
| Lorna Cameron | Head of Housing and Strategic Commissioning | LECameron@pkv.gov.uk |

##### Approved

| Name          | Designation                        | Date           |
|---------------|------------------------------------|----------------|
| Bill Atkinson | Director (Housing and Social Work) | 10 August 2016 |

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

- 1.1 The Council's Corporate Plan 2013 – 2018 lays out five outcome focussed strategic objectives which provide clear strategic direction, inform decisions at a corporate and service level and shape resources allocation. The report relates to the following:-

- (i) Developing educated, responsible and informed citizens
- (ii) Promoting a prosperous, inclusive and sustainable economy
- (iii) Supporting people to lead independent, healthy and active lives
- (iv) Creating a safe and sustainable place for future generations

#### Corporate Plan

- 1.2 As above.

### 2. Resource Implications

#### Financial

- 2.1 N/A

## Workforce

2.2 None

## Asset Management (land, property, IT)

2.3 None

## **3. Assessments**

### **3.1 Equality Impact Assessment**

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.

(i) Assessed as **not relevant** for the purposes of EqIA

### **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.

However, no action is required as the Act does not apply to the matters presented in this report. This is because the Committee are requested to note the contents of the report only and the Committee are not being requested to approve, adopt or agree to an action or to set the framework for future decisions.

### **Sustainability**

3.3 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
- in a way that it considers most sustainable

The information contained within this report has been considered under the Act. However, no action is required as the Act does not apply to the matters presented in this report.

### Legal and Governance

3.4 None

### Risk

3.5 None

## **4. Consultation**

### Internal

4.1 None

### External

4.2 The Tenant Committee Report Panel was consulted on this report. Their comments were 'we appreciate that the figures reflect all of the Scottish social landlords, but Perth and Kinross Council should not lose track of their own performance figures and become complacent.'

## **5. Communication**

5.1 None

## **6. BACKGROUND PAPERS**

None

## **7. APPENDICES**

Appendix 1: Key Indicators for the Landlords' Report  
Appendix 2: Summary and Context of Key Indicators



## **Appendix 1: Key Indicators for the Landlords' Report**

### **Landlord profile:-**

|              |                                                                                                                                   |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------|
| Context 14   | Total number of houses                                                                                                            |
| Indicator 30 | Total rent due in the year                                                                                                        |
| Context 17   | Total number of each apartment size and average weekly rent for each                                                              |
| Context 21   | Percentage average weekly rent increase to be applied                                                                             |
|              | Satisfaction                                                                                                                      |
| Indicator 1  | Percentage of tenants satisfied with the overall service                                                                          |
| Indicator 3  | Percentage of tenants who feel their landlord is good at keeping them informed about their services and outcomes                  |
| Indicator 6  | Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes |

### **Housing Quality and maintenance:-**

|              |                                                                                                                         |
|--------------|-------------------------------------------------------------------------------------------------------------------------|
| Indicator 7  | Percentage of stock meeting the Scottish Housing Quality Standard                                                       |
| Indicator 11 | Average length of time taken to complete emergency repairs                                                              |
| Indicator 12 | Average length of time taken to complete non-emergency repairs                                                          |
| Indicator 13 | Percentage of reactive repairs carried out in the last year completed right first time                                  |
| Indicator 14 | Repairs appointment system Y/N<br>If 'Y' Percentage of repairs appointments kept                                        |
| Indicator 16 | Percentage of tenants who have had repairs and maintenance carried out in the last 12 months satisfied with the service |

### **Neighbourhood and community:-**

|              |                                                                         |
|--------------|-------------------------------------------------------------------------|
| Indicator 19 | Number of cases of anti-social behaviour reported in the last year      |
| Indicator 19 | Number of cases resolved within locally agreed targets in the last year |

### **Getting good value from rents and service charges:-**

|              |                                                                                     |
|--------------|-------------------------------------------------------------------------------------|
| Indicator 35 | Average length of time taken to relet properties in the last year                   |
| Indicator 34 | Percentage of rent lost through properties being empty in the last year             |
| Indicator 30 | Rent collected from tenants as a percentage of total rent due in the reporting year |



## Appendix 2: Summary and Context of Key Indicators

|   | Indicator                                                                                                                                              | PKC 14/15  | All LAs 14/15 | Comparison with other local authorities | All social landlords 14/15 | PKC 15/16 (initial figures)    | Comment                                                                                                                                                                                                                                                                            |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------|------------|---------------|-----------------------------------------|----------------------------|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <u>% rent collected</u>                                                                                                                                | 96.1%      | 99.2%         | x                                       | 99.5%                      | 98% March<br>107% April<br>✓   | This continues to be an area of high priority, with key initiatives introduced, (including cash collection pilot), new processes in place, increased formal action, increased repayment plans and regular rent campaigns targeted at tenants.                                      |
| 2 | <u>Gross rent arrears</u><br>[SHR issue – bottom quartile]                                                                                             | 9.28%      | 5.9%          | x                                       | 5.3%                       | 9.8% (April)                   |                                                                                                                                                                                                                                                                                    |
| 3 | Average length of time to complete <u>non-emergency repairs</u><br>[SHR issue – bottom quartile]                                                       | 9.11 days  | 9.9 days      | ✓                                       | 7.9 days                   | 13.26 Days<br>(Apr-June 2016 = | The PKC performance reflects our policy which is to focus resources on emergency repairs, so may continue to be below the Scottish average. The increase in 2015/16 was due to outstanding long term works order issued to two external contractors which have now been completed. |
|   | <u>The average number of reactive repairs completed per occupied property</u><br>[PKC context]                                                         | 3.35       | 3.8           | ✓                                       | 3.6                        | 3.27<br>✓                      | <i>We also continue to perform well against the Scottish average for the number of reactive repairs per property</i>                                                                                                                                                               |
|   | Average length of time to complete <u>emergency repairs</u><br>[PKC context]                                                                           | 3.29 hours | 6.5 hours     | ✓                                       | 5.9 hours                  | 3.74 hours<br>✓                | <i>We continue to perform very well against the Scottish average time taken to complete emergency repairs.</i>                                                                                                                                                                     |
|   | <b>% tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service</b><br>[PKC context] | 90.4%      | 87%           | ✓                                       | 89.3%                      | 90.1%<br>✓                     | <i>Repairs satisfaction remains high during 2015/16. And was higher than other LAs and overall Scottish average in 2014/15.</i>                                                                                                                                                    |

|   | Indicator                                                                                      | PKC 14/15 | All LAs 14/15 | Comparison with other local authorities | All social landlords 14/15 | PKC 15/16 (initial figures) | Comment                                                                                             |
|---|------------------------------------------------------------------------------------------------|-----------|---------------|-----------------------------------------|----------------------------|-----------------------------|-----------------------------------------------------------------------------------------------------|
| 4 | Tenants satisfied at being <u>kept informed about services and outcomes</u>                    | 80.2%     | 80.4%         | ✓                                       | 90.1%                      | 82.5%<br>✓                  | Last year we had the same performance as other local authorities and improved in 2015/16.           |
| 5 | Tenants feeling they have <u>opportunities to participate</u><br>[SHR issue – bottom quartile] | 62%       | 69%           | -<br>✓ For 2016                         | 79.5%                      | 74.4%<br>✓                  | We significantly improved our performance for this indicator during 2015/16.                        |
| 6 | Tenants satisfied with quality of home when moving in<br>[SHR issue – bottom quartile]         | 57.4%     | 81%           | x<br>✓ For 2016                         | 86%                        | 81.4%<br>✓                  | We significantly improved our performance for this indicator during 2015/16.                        |
| 7 | % properties meeting Scottish Housing Quality Standard (SHQS)<br>[SHR issue – bottom quartile] | 92.3%     | 90.4%         | ✓                                       | 91.0%                      | 94.6%<br>✓                  | We performed above the Scottish average for this indicator last year and have continued to improve. |

It is important to note that when compared with other local authorities, PKC has improved or similar performance in 8 of the 10 indicators.

**PERTH AND KINROSS COUNCIL**

**Housing and Health Committee**

**24 August 2016**

**Home First – Rio and Tayview House Review**

**Report by Director (Housing and Social Work)**

**PURPOSE OF REPORT**

This report seeks approval to deliver a more customer-focused, affordable way of meeting the accommodation and housing support needs of people facing homelessness through the development of Home First and the discontinuation of temporary accommodation services in Rio House and Tayview House in Perth.

**1. BACKGROUND/MAIN ISSUES**

- 1.1 In July 2015 the Council approved a report “Building Ambition: The Council’s Transformation Strategy 2015 – 2020 and Organisational Development Framework.” (Ref: 15/292). In this report the Council approved a transformation strategy and a programme of major reviews to deliver the next phase of organisational transformation. The programme focuses on adopting a proactive approach to public service reform, embracing change to maintain Perth and Kinross Council’s position of strength to meet the new and significant challenges ahead.
- 1.2 One of these transformation projects is Home First, a new model of service for homeless people which is being recommended following a comprehensive review of the current delivery and management of all temporary accommodation. The aim of Home First is to introduce a direct route for homeless people into settled accommodation, reducing the need for temporary accommodation. This reflects the fact there is no longer a need for some current types of temporary accommodation, described below.
- 1.3 The review of temporary accommodation focused in particular on two areas below: Rio House and Tayview.
- 1.4 Rio House was established in 2009 in response to a need to provide suitable temporary accommodation and a better alternative to Bed and Breakfast accommodation for homeless children and their families. The accommodation consists of 8 en-suite bedrooms with communal kitchen, laundry and living and play room facilities. It is staffed 24 hours a day by a Senior Hostel Assistant and a team of 5 Accommodation Assistants.
- 1.5 Tayview House was established in 2012 in response to a need, at the time to provide homeless young people with more suitable temporary accommodation than Greyfriars House. This provision offers 8 self-contained bedsits with en-

suite facilities and a small kitchen, a common room and a staff room. The property is leased from the Gowrie Housing Trust and a concierge service provides an overnight presence.

- 1.6 'Floating support' is available to residents of both Rio and Tayview by 3 Housing Support Officers.

## 1.7 Key Issues

Over the years Rio and Tayview House have provided an effective and responsive service to young people and vulnerable families facing homelessness. However, in response to service-wide improvements, welfare reform and a proactive approach to identifying and responding much more quickly to secure settled housing solutions for people, the existing service provision is no longer fit for purpose. Some of the following factors also impact on the future viability of these provisions:-

- The introduction of Universal Credit will result in the loss of financial support for service charges in temporary accommodation, potentially creating high rent arrears
- More effective waiting list management, enabling many homeless families to move straight to permanent housing, which has resulted in under-occupancy of Rio and Tayview House and therefore rent loss for these services
- Admission criteria for Tayview requires applicants to have low or medium support needs, meaning young people with higher assessed needs are unsuitable for this accommodation
- Feedback from residents indicates they would prefer self-contained accommodation
- There has been a 22% reduction in the need for all types of temporary accommodation – 974 in 2015/16, compared to 1,255 in 2014/15
- Rio House and Tayview have had lower occupancy levels over the past 2 years (70% compared to Greyfriars which achieves 98%) (occupancy **Rio** April 2013 – 98 %; Jan 2016 – 63%. **Tayview** – Jan 2013 – 99%; Sept 2015 - 83%. This has resulted in reduced income and increased running costs.
- The Lease for Tayview is due to end on 1st March 2017 and if not terminated, the Council will need to renegotiate the terms of any new agreement

Support services for vulnerable families will continue with the new model. Since the opening of Rio the 'early years' agenda has been developed and expanded which has enabled and supported Housing, Education and Children's Services and a broad range of organisations and agencies to work together with families in their own communities across Perth and Kinross.

## 2. PROPOSALS

- 2.1 Home First aims to introduce a direct route for homeless people to move into settled accommodation, reducing the need for temporary accommodation. By

reducing or removing lengthy and unnecessary time spent in shared or hostel type accommodation, people facing homelessness will be supported wherever possible to move directly into settled self-contained accommodation, with outreach support if required. This will enable them to settle and integrate within local communities removing the stigma of homelessness and the costs and social upheaval of having to move home.

2.2 The main objectives of Home First are to:-

- Deliver a service for homeless people that supports them, wherever possible, to move directly to settled accommodation and has built-in flexibility to respond to the multiple and complex needs of some of our more vulnerable people
- Reduce the duration of homelessness
- Deliver a service that meets our legal and statutory responsibilities
- Remove inequalities re affordability between mainstream and temporary accommodation
- Provide a better housing solution for a vulnerable group
- Offer best value to the Council and to the individual

2.3 This report summarises some outcomes of the work of the transformation project team on the existing model of service delivery at Rio and Tayview Houses, and in particular, their current operational arrangements, including occupancy levels, refusal rates, average length of stay, operational running costs and income loss.

2.4 The project team then considered 3 options for the future use of Rio and Tayview and carried out an options appraisal exercise in order to:-

- Apply a consistent appraisal and assessment mechanism across all potential options
- Thoroughly test and assess each of the potential options against the project objectives
- Ensure that each of the options was compared and evaluated in a way that was transparent and documented
- Ensure that the project team arrived at the most appropriate proposal

2.5 The 3 options are detailed below:

**Option 1 -** Through service redesign, support the objectives of the Home First proposal and move applicants directly to settled accommodation by discontinuing service provision at Rio and Tayview.

Housing support will continue to be provided where there is an assessed need through the Housing Support service. For highly vulnerable people, a Home First with Intensive Support model will apply.

Close partnership working with Education and Children's Services will continue and levels of service delivery to families and young persons enhanced or maintained.

This option would involve the sale of Rio and termination of the lease agreement at Tayview House.

**Option 2** - Maintain the Status Quo and continue to deliver the current service

**Option 3** - Lease the provisions to another provider

The table below provides an overview of how well each option met the projects overall objectives:

| <b>Project Objectives</b>                                                           | <b>Option 1</b> | <b>Option 2</b> | <b>Option 3</b> |
|-------------------------------------------------------------------------------------|-----------------|-----------------|-----------------|
| Deliver a service that supports a direct move to settled accommodation              | √               | X               | X               |
| Reduce the duration of homelessness                                                 | √               | X               | X               |
| Deliver a service that meets our legal and statutory responsibilities               | √               | √               | √               |
| Remove inequalities re affordability between mainstream and temporary accommodation | √               | X               | X               |
| Provide a better housing solution for a vulnerable group                            | √               | X               | X               |
| Offer best value to the Council and to the individual                               | √               | X               | X               |

2.6 The project team identified a number of disadvantages with options 2 and 3, including:

- Failure to deliver the Home First proposal and the associated ongoing high running costs
- Unsustainable due to the additional financial pressures of welfare reform
- Current models are no longer fit for purpose and do not meet the needs of the client group

2.7 Option 1 fully met all of the projects objectives and through the options appraisal received the highest weighting. Option 1 is recommended on the basis that it fully supports the delivery of the wider Home First model enabling people to immediately move wherever possible to more suitable settled accommodation. This approach will remove many of the inequalities that currently exist between mainstream and temporary accommodation.

- 2.8 The proposal will remove the need to place families with children into a shared living environment. It will reduce the duration and stigma of homelessness and will provide immediate settled and more affordable housing solutions.
- 2.9 Subject to Committee approval of Option 1 the redesign of temporary accommodation, formal consultation will be undertaken with staff and the trades unions about the workforce implications and development of the new operational arrangements of the model.

### **3. CONCLUSION AND RECOMMENDATIONS**

- 3.1 This report highlights the Council's ongoing commitment to improve the services and outcomes for people in Perth and Kinross who face homelessness. By supporting them to move directly into settled accommodation, they will receive a better and more individually focused housing solution which removes many of the current inequalities and stigma.
- 3.2 The profile of homeless people has changed and along with it the demand for current models of temporary accommodation. Through improvement and service redesign, services are now being delivered in a different way, providing more suitable housing outcomes for people facing homelessness.
- 3.3 While both Rio House and Tayview have served an important purpose in the past, providing emergency accommodation for many young people and families, the financial, welfare and legal environment has changed over the last six years, reducing the need for this type of accommodation.
- 3.4 Committee is asked to:
- i) Approve the recommended Option 1 detailed in section 2.7
  - ii) Approve the next stage which is to formally consult with Trade Unions and staff.

#### **Authors**

| <b>Name</b>                    | <b>Designation</b>                                            | <b>Contact Details</b>                                                                                                     |
|--------------------------------|---------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| Clare Mailer<br>Elaine Ritchie | Senior Service Manager (Housing)<br>Service Manager (Housing) | <a href="mailto:cmailer@pkc.gov.uk">cmailer@pkc.gov.uk</a><br><a href="mailto:eritchie@pkc.gov.uk">eritchie@pkc.gov.uk</a> |

#### **Approved**

| <b>Name</b>   | <b>Designation</b>                 | <b>Date</b>           |
|---------------|------------------------------------|-----------------------|
| Bill Atkinson | Director (Housing and Social Work) | <b>18 August 2016</b> |

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

- 1.1 The Perth and Kinross Community Plan 2013-2023 and the Perth and Kinross Corporate Plan 2013-18 have five concurrent outcomes which provide clear strategic direction, inform decisions at a corporate and service level and shape resources allocation. The following are 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 The proposals in this report, including the remodelling of existing dispersed accommodation to a smaller number of properties to be used as step up/step down accommodation, will deliver recurring revenue transformation savings of £676k for Home First as approved by full Council on 11 February 2016.

Rio House will be declared surplus and a capital receipt will be generated to reduce prudential borrowing revenue loan charges.

## Workforce

- 2.2 Approval of this report will authorise officers to consult formally with trade unions and staff on the proposals and workforce implications. Detailed informal discussions have already taken place with staff and TUs. The staff affected by the service redesign detailed in the proposed option will be supported through the process using the Framework For Workforce Change, including access to learning and development opportunities to enable transition.

The Corporate Human Resources manager has been consulted on the proposals contained within the report.

## Asset Management (land, property, IT)

- 2.3 The Director (Environment) has been consulted on this report and is in agreement with the proposals. Following Committee, approval to declare Rio House as surplus to requirement, the property will be placed on the market for sale. Once a purchaser has been identified permission to sell will be sought from Property Sub Committee.

## **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 Equality Impact Assessment undertaken in relation to this report can be viewed clicking [here](#).

- (i) Assessed as **relevant** and the following positive outcomes expected following implementation:-

- We aim to remodel the current service we provide to enable more equal access and inclusiveness for all our customers through consultation and engagement with those who use our service

### 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. However, no action is required as the Act does not apply to the matter presented in this report. The matters presented in this report were considered under the Environmental Assessment (Scotland) Act 2005 and no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

## Sustainability

- 3.3 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 has a general duty to demonstrate its commitment to sustainability and the community, environmental and economic impacts of its actions. The information contained within this report has been considered under the Act. However, no action is required as the Act does not apply to the matters presented in this report.

## Legal and Governance

- 3.4 The Head of Legal and Governance Services has been consulted on this report with regards to the lease of Tayview and the asset management of Rio.

## Risk

- 3.5 A detailed risk profile has been developed, risks have been rated in terms of probability and impact and actions to mitigate the risks have been identified and are progressing. The Project Team review project progress and risks each month.

## **4. Consultation**

Staff and service user feedback was sought and has informed and influenced the proposals within this report. Service user feedback from Rio generally relates to the communal living arrangements, the lack of privacy and the fact that residents would prefer a self-contained home.

A workshop session with staff took place in May when staff were given an overview of the project and an opportunity to discuss the review and ask questions about timescales and how the review will impact upon them directly.

Staff were generally understanding of the need for change and discussions included about the need to ensure appropriate support for families accommodated directly into mainstream housing.

## **5. Communication**

A detailed Engagement and Communication Strategy has been developed to support the review process and implementation of the preferred model to help ensure that these benefits are realised. It will ensure that a range of stakeholders are aware of the reasons for the review and are kept informed about its progress at key stages. The communication strategy is designed to:

- Provide regular updates to staff about progress
- Provide regular updates to elected members
- Ensure that website and other public information is updated regularly to inform a wider audience of the reasons for and benefits of the project

## **Stakeholders**

We will communicate and engage with the following internal and/or external audiences:-

- Staff affected by review
- Wider Housing and Community Care workforce
- Wider Council workforce
- Tenants
- Third sector

## **6. BACKGROUND PAPERS**

There are no background papers for this report.

## PERTH AND KINROSS COUNCIL

## Housing and Health Committee

24 August 2016

## Briefing on the Health and Social Care Integration Joint Board (IJB)

## Report by Depute Chief Executive (Corporate and Community Development Services) and Chief Operating Officer

**PURPOSE OF REPORT**

This report updates Committee on the recent business and decisions of the Health and Social Care Integration Joint Board (IJB) following their meeting on 1<sup>st</sup> July 2016.

**1. BACKGROUND/MAIN ISSUES**

1.1 The Perth and Kinross Health and Social Care Integration Joint Board's most recent meeting was held on 1<sup>st</sup> July and the focus of the agenda was primarily budget and financial assurance. The reports that were submitted for approval and noting are summarised below.

- **Appointment of public partners** - The Chief Officer provided an update on the appointment of stakeholder representatives still required for the Board and recommended named individuals as the Service User Public Partners and their initial term of appointment, which was approved. The initial appointment is for 12 months and biographies of the newly appointed members were to be circulated to the Board.
- **Financial Assurance update** – A report was submitted by the Chief Finance Officer setting out progress in developing a financial recovery plan for NHS budgets to be devolved and the implications for the IJB at 1<sup>st</sup> July. Fourteen issues were resolved by the Board.
- **Transformation Programme – Health Care Services 2016-19** – The Chief Officer submitted a report updating the Board on progress in the transformation of health care services which support financial sustainability. The Chief Officer was instructed to develop a framework for participation engagement with local communities; review inpatient spend; and to prepare a plan to shift the balance of care closer to local communities.
- **Draft Communications Strategy** - The Chief Officer submitted a revised draft communications strategy. This was approved and the IJB agreed that details on its progress and implementation would be included as part of the update on the Engagement and Communication report to be submitted to the Board in November.

- **Risk Management Framework** - The Chief Officer requested that the Board endorse the draft Risk Management Framework and approve the arrangements for its ongoing monitoring and review.
- **Annual Internal Audit Report** - The Chief Finance Officer asked the Board to note that the Internal Audit Annual Report for 2015/16 had adequate and effective internal controls in place proportionate to its responsibilities; and to note that the Governance Statement set out in the Unaudited Annual Accounts for 2015/16 is consistent with the information that Internal Audit is aware of from their work.
- **Unaudited Annual Accounts** – The Board was asked to accept the Draft Annual Accounts for 2015/16 and that these would be submitted for External Audit; and agree to consider the IJB's audited Annual Accounts for 2015/16 at its meeting on 26 August.
- **Establishment of Audit and Performance Committee** – The Chief Officer sought approval to create an Audit and Performance Committee of the IJB; to agree its remit and powers; and nominations to the Committee. The members were agreed as Councillors Barrett and Campbell, S Hay and L Dunion; L Dunion appointed Chair of Audit and Performance Committee; T Gaskin appointed Chief Internal Auditor of the IJB; Fife, Tayside and Forth Valley Audit and Management Services (FTF) appointed as the IJB's internal auditors for 2016/17; and KPMG appointed as the IJB's External Auditors for 2016/16.

## 2. CONCLUSION

The above provides a brief overview of the business conducted at the Health and Social Care Integration Board held on 1<sup>st</sup> July 2016.

### Author

| Name          | Designation                               | Contact Details                                                |
|---------------|-------------------------------------------|----------------------------------------------------------------|
| Lorna Cameron | Head of Housing & Strategic Commissioning | <a href="mailto:LECameron@pkc.gov.uk">LECameron@pkc.gov.uk</a> |

### Approved

| Name        | Designation                                                                                    | Date           |
|-------------|------------------------------------------------------------------------------------------------|----------------|
| John Walker | Depute Chief Executive (Coproate & Community Development Services) and Chief Operating Officer | 18 August 2016 |