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Council Building
2 High Street
Perth
PH1 5PH

14 August 2019

A Meeting of the **Housing and Communities Committee** will be held in **the Council Chamber, 2 High Street, Perth, PH1 5PH** on **Wednesday, 21 August 2019** at **09:30**.

Note: The Convener will ask the Committee to agree to vary the order of business to take Items P1 and P2 (exempt business) following Item 3 on the agenda at the commencement of the meeting.

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

KAREN REID
Chief Executive

Those attending the meeting are requested to ensure that all electronic equipment is in silent mode.

Please note that the meeting will be recorded and will be publicly available on the Council's website following the meeting.

Members:

Councillor Peter Barrett (Convener)
Councillor Bob Brawn (Vice-Convener)
Councillor Chris Ahern
Councillor Alasdair Bailey
Councillor Harry Coates
Councillor Eric Drysdale
Councillor Tom Gray
Councillor David Illingworth
Councillor Sheila McCole

Councillor Tom McEwan
Councillor Crawford Reid
Councillor Caroline Shiers
Councillor Richard Watters

Housing and Communities Committee

Wednesday, 21 August 2019

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**
- 2 DECLARATIONS OF INTEREST**
- 3 MINUTE OF MEETING OF THE HOUSING & COMMUNITIES COMMITTEE OF 15 MAY 2019 FOR APPROVAL AND SIGNATURE** **5 - 12**
(copy herewith)
- 4 POLICE AND FIRE REFORM: LOCAL SCRUTINY AND ENGAGEMENT**
- 4(i) SCOTTISH FIRE & RESCUE SERVICE QUARTERLY PERFORMANCE REPORT - 1 APRIL - 30 JUNE 2019** **13 - 36**
Report by Area Manager G Pryde, Scottish Fire and Rescue Service (copy herewith 19/222)
- 4(ii) PERTH & KINROSS LOCAL POLICING AREA POLICE REPORT - 1 APRIL - 30 JUNE 2019** **37 - 76**
Report by Chief Superintendent A Todd, Police Scotland (copy herewith 19/223)
- 5 COMMUNITY PLANNING PARTNERSHIP UPDATE** **77 - 80**
Report by Depute Chief Executive, Chief Operating Officer (copy herewith 19/224)
- 6 ANNUAL UPDATE ON PERTH AND KINROSS TENANT AND RESIDENT PARTICIPATION STRATEGY 2018-21** **81 - 106**
Report by Executive Director (Housing and Environment) (copy herewith 19/225)
- 7 RESPONSIVE REPAIRS POLICY - REVIEW AND UPDATE** **107 - 150**
Report by Executive Director (Housing and Environment) (copy herewith 19/226)
- 8 GYPSY / TRAVELLER STRATEGY 2018-21 - YEAR 1 PROGRESS REPORT** **151 - 168**
Report by Executive Director (Housing and Environment) (copy herewith 19/227)

herewith 19/227)

IT IS RECOMMENDED THAT THE PUBLIC AND PRESS SHOULD BE EXCLUDED DURING CONSIDERATION OF THE FOLLOWING ITEM(S) IN ORDER TO AVOID THE DISCLOSURE OF INFORMATION WHICH IS EXEMPT IN TERMS OF SCHEDULE 7A TO THE LOCAL GOVERNMENT (SCOTLAND) ACT 1973

- P1 SCOTTISH FIRE AND RESCUE SERVICE - OPERATIONAL UPDATE FOR PERTH AND KINROSS**
- P2 POLICE SCOTLAND - OPERATIONAL UPDATE FOR PERTH AND KINROSS**

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PERTH AND KINROSS COUNCIL
HOUSING AND COMMUNITIES COMMITTEE
15 MAY 2019

HOUSING AND COMMUNITIES COMMITTEE

Minute of meeting of the Housing and Communities Committee held in the Council Chambers, 2 High Street, Perth on Wednesday 15 May 2019 at 9.30am.

Present: Councillors P Barrett, B Brawn, C Ahern, A Bailey, H Coates, E Drysdale, T Gray, D Illingworth, S McCole, T McEwan, C Reid, C Shiers and R Watters.

In Attendance: B Renton, Executive Director (Housing and Environment); C Mailer, J McColl, M Dow, E Ritchie, N Robson, G Conway, D McPhee and K Steven (all from Art. 247(ii)), S Watson and P Turner (all Housing and Environment); C Flynn, A Taylor and F Robertson (all Corporate and Democratic Services).

Also in Attendance: Chief Superintendent A Todd, Chief Inspector I Scott, Sergeant K Thompson, Chief Inspector M Gallagher and Constable K Wilkie (all Police Scotland); Area Manager G Pryde and Group Manager B McLintock (both Scottish Fire and Rescue Service); T Bremner (Tenants' Representative).

Councillor Barrett, Convener, Presiding.

The Convener led the discussion for Arts. 242-244 and 248-251 and the Vice-Convener for Arts. 245-247 and 252-253.

242. WELCOME AND APOLOGIES

The Convener welcomed all those present to the meeting. There were no apologies.

243. DECLARATIONS OF INTEREST

There were no declarations of interest made in terms of the Councillors Code of Conduct.

244. MINUTE OF THE MEETING OF THE HOUSING AND COMMUNITIES COMMITTEE OF 20 MARCH 2019 FOR APPROVAL AND SIGNATURE

The minute of the meeting of the Housing and Communities Committee of 20 March 2019 (Arts. 128-136) was submitted, approved as a correct record and authorised for signature.

IN TERMS OF STANDING ORDER 34 THE COMMITTEE AGREED TO VARY THE ORDER OF BUSINESS TO CONSIDER ITEMS P1 & P2 AT THIS POINT AND TO RECOMMENCE THE PUBLIC SESSION WITH POLICE AND FIRE: LOCAL SCRUTINY AND ENGAGEMENT FOLLOWED BY THE COMMUNITY PLANNING PARTNERSHIP UPDATE.

IT WAS AGREED THAT THE PUBLIC AND PRESS SHOULD BE EXCLUDED DURING CONSIDERATION OF THE FOLLOWING ITEMS IN ORDER TO AVOID

**THE DISCLOSURE OF INFORMATION WHICH IS EXEMPT IN TERMS OF
SCHEDULE 7A TO THE LOCAL GOVERNMENT (SCOTLAND) ACT 1973.**

**245. SCOTTISH FIRE AND RESCUE SERVICE – OPERATIONAL UPDATE FOR
PERTH AND KINROSS**

Scottish Fire and Rescue Service had no operational update to report.

**246. POLICE SCOTLAND – OPERATIONAL UPDATE FROM PERTH AND
KINROSS**

The Committee received and noted a verbal update from Chief Inspector M Gallagher of Police Scotland “D” Division (Tayside) on information which was not to be made publically available.

**THE PUBLIC AND PRESS WERE RE-ADMITTED TO THE MEETING AT THIS
POINT**

CHIEF INSPECTOR GALLAGHER LEFT THE MEETING AT THIS POINT.

247. POLICE AND FIRE REFORM: LOCAL SCRUTINY AND ENGAGEMENT

**(i) Scottish Fire and Rescue Service Quarterly Performance Report –
1 January to 31 March 2019**

There was submitted a report by Area Manager G Pryde, Scottish Fire and Rescue Service (19/141) on the performance of the SFRS against the priorities, performance indicators and targets detailed within the Local Fire and Rescue Plan for Perth and Kinross 2017-20, for the fourth quarter, 1 January to 31 March 2019.

Councillor Drysdale made reference to the fatal road traffic casualty figures and queried why these figures differ from those in the Police Scotland quarterly report. In response Area Manager Pryde explained that the only figures they report on are the incidents they attend.

Councillor Drysdale also made reference to the significant number of unwanted fire alarm signals emanating from schools / nursing homes and queried whether there were any figures available which detail how many of these properties are controlled or managed by the local authority. In response Group Manager McLintock advised that work has commenced with the Council on this issue but is still at a very early stage, but assured the Committee that work was ongoing to try and reduce these figures.

Councillor McCole made reference to the figures relating to deliberate secondary fires and queried whether the thirteen incidents in Q4 was typical for this quarter or whether it indicated a downward trend; she also questioned whether exceeding the annual target was as a result of

PERTH AND KINROSS COUNCIL
HOUSING AND COMMUNITIES COMMITTEE
15 MAY 2019

a particular spike at a certain point during the year. In response Group Manager McIntock advised that there had been a decrease from quarter to quarter, the slight spike was the result of anti-social behaviour incidents involving youths, but he assured the Committee that work continues to be done with partners to tackle this issue.

Councillors Shiers made reference to the work done on risk management and preparedness in relation to wildfires, specifically controlled burning and queried what work has been done with sectors of the communities such as the Gamekeepers Association, NFU and other organisations / individuals who work in rural areas. In response Area Manager Pryde advised that SFRS are part of a Wildfire Forum which brings together a broad range of partners and allows them to work together on a number of education and preventative measures. He further advised that the SFRS has fire service specialists, who have been trained in Europe and are bringing back extensive knowledge on dealing with these types of incidents.

In response to a question from Councillor Coates in regards to the level of staff on duty at any time who are fully trained in all aspects of water safety and rescue, Group Manager McIntock confirmed that every member of staff at the Perth station has been fully trained and further advised there are twenty four teams across Scotland that can be called upon at any given time to also provide assistance during an emergency situation.

Resolved:

The performance of the Scottish Fire and Rescue Service in Perth and Kinross area for the fourth quarter, 1 January to 31 March 2019, as detailed in Report 19/141, be noted.

M DOW, J McCOLL, E RITCHIE, N ROBSON, G CONWAY, C HENDRY,
D McPHEE AND K STEVEN ALL ENTERED THE MEETING DURING THE
FOLLOWING ITEM.

(ii) Perth and Kinross Local Policing Area – Quarterly Performance Report – 1 January to 31 March 2019

Prior to Chief Inspector Scott providing the quarterly report, Constable K Wilkie provided the Committee with a presentation on all aspects of Road Policing and answered members' questions thereon.

There was submitted a report by Chief Superintendent A Todd, Police Scotland 'D' Division (Tayside) (19/142) on the performance of Police Scotland against the local policing priorities for the Perth and Kinross area as set out in the Local Policing Plan for the period 1 January – 31 March 2019.

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15 MAY 2019

Councillor Brawn made reference to hate crimes carried out against people with disabilities and queried whether this was a new issue that is becoming prevalent. In response Chief Inspector Scott confirmed that these types of incidents are relatively infrequent.

Councillor Drysdale made reference to some recent vandalism made to life saving equipment on the river side near the North Muirton area, and also to the number of youths congregating near the water's edge and queried what message Police Scotland would like to put out to the community in this area. In response Chief Inspector Scott confirmed that the message would be to highlight the dangers and to promote water safety and work was ongoing with the Community Wardens Service, colleagues in SFRS and campaigners to do this. He further advised that any damaged signage or safety lines are replaced as soon as possible, with cycle patrols increasing in problem areas to try and encourage young people to behave responsibly and engage with Officers about the dangers.

Councillor McCole made reference to the issue of raising awareness in schools around safer internet use and sought some assurance that this included visiting secondary schools and that discussions within schools includes issues around consent and attitudes towards both men and women, particularly around access to pornography and what that depicts. In response Chief Superintendent Todd confirmed that he has asked his Inspectors across Tayside to identify best practice of his officers' engagements with schools. The aim is to improve the consistency of information provided to schools, to assess whether the schools are content with the message and if the message is getting across to the pupils.

Councillor Shiers made reference to the figures relating to the number of 'stop and searches' carried out and sought some clarification on the background to these figures and how we compared nationally. In response Chief Superintendent Todd advised that this is an ongoing issue for Police Scotland and is the subject of significant scrutiny from the Scottish Government and the Scottish Police Authority and also subject of an ongoing review which is due to report in the next two months to the Scottish Government. It is hoped that the outcome of this review will provide Police Scotland with an action plan around 'stop and searches'. He further advised that our detection rates are broadly consistent with the rest of Scotland.

Councillor Shiers asked whether there were any plans to have any road safety initiatives on the A85/A93 over the summer months particularly in relation to motorcycles similar to the initiative 'Operation Rossie' run last year. Councillor Shiers raised specific concerns with the ongoing duelling of the A9 which could potentially push tourist traffic onto these roads. In response Chief Inspector Scott confirmed that 'Operation Round the Bend', 'Operation Rossie' and Safe

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15 MAY 2019

Motorcycling Campaigns are annual events for Police Scotland and Road Policing colleagues which commenced over the Easter weekend with additional patrols out on the roads. He advised locality policing plans in areas around Crieff and Blairgowrie are being reviewed and additional local patrols will be out to try and engage with groups when they stop to refuel to highlight the concerns of local communities and to advise of previous fatalities that have occurred on the roads.

Councillor Barrett made reference to the figures for theft by shoplifting highlighting that the number has reduced substantially and noting that when there was a previous spike in these figures officers were redeployed into the city centre to help address this, he queried whether any further improvement in these figures was likely and whether any collaborative working with city centre businesses had been pursued.

In response Chief Inspector Scott explained that with the setting up of dedicated community teams in each community across Perth and Kinross this has helped reduce the figures, he further advised that work would continue in repeat locations and advice would be offered to help businesses improve the security of their premises.

Resolved:

The performance of Police Scotland against the local policing priorities for the Perth and Kinross area as detailed in Report 19/142 be noted.

CHIEF SUPERINTENDENT A TODD, CHIEF INSPECTOR I SCOTT, SERGEANT K THOMPSON, CONSTABLE K WILKIE, AREA MANAGER G PRYDE AND GROUP MANAGER B MCLINTOCK ALL LEFT THE MEETING AT THIS POINT.

FOLLOWING A SHORT ADJOURNMENT THE COMMITTEE RECONVENED AT 11.15 AM.

248. HOUSING AND ENVIRONMENT BUSINESS MANAGEMENT AND IMPROVEMENT PLAN 2019-20

There was submitted a report by the Executive Director (Housing and Environment) (19/133) presenting the first combined Housing and Environment Annual Performance Report for 2018/19 and Business Management Improvement 2019-20.

Resolved:

- (i) The combined Housing and Environment Annual Performance Report 2018/19 and Business Management Improvement Plan 2019/20, as detailed in Appendix 1 to Report 19/133, and pertaining to this Committee's area of responsibility, be approved.
- (ii) It be noted that Report 19/133 would also be submitted to the Environment and Infrastructure Committee later today for approval pertaining to that Committee's areas of responsibility;

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HOUSING AND COMMUNITIES COMMITTEE
15 MAY 2019

- (iii) It be noted that Report 19/133 would be submitted to the Scrutiny Committee on 12 June 2019 for scrutiny and comment as appropriate.

249. ANNUAL UPDATE ON PERTH AND KINROSS LOCAL HOUSING STRATEGY 2016-2021

There was submitted a report by the Executive Director (Housing and Environment) (19/143) (1) noting the progress in implementing the Local Housing Strategy for Perth and Kinross which was approved at Housing and Health Committee on 26 May 2016; and (2) seeking the approval of a revised action plan for 2019-2020.

Resolved:

- (i) The progress in implementing the actions set out in the Local Housing Strategy during 2018/19, attached as Appendix 1 to Report 19/143, be noted.
- (ii) The revised action plan, as outlined in Appendix 2 to Report 19/143, be approved.

250. SERVICE USER REVIEW AND EVALUATION TEAM – SCRUTINISING HOUSING SERVICES TENEMENT MANAGEMENT SCHEME

There was submitted a report by the Executive Director (Housing and Environment) (19/144) providing (1) an overview of the scrutiny activities undertaken by the Service User Review and Evaluation (SURE) Team in relation to landlord services delivered by Housing; and (2) details of their findings and recommendations in relation to their recent scrutiny of the Tenement Management Scheme and recommending the Committee endorse the improvement plan.

Resolved:

- (i) The key role played by the volunteers on the SURE Team in supporting the delivery of improved services and the report on the Tenant Participation Scheme as detailed in Appendix 1 to Report 19/144, be acknowledged.
- (ii) The Action Plan agreed in partnership with the SURE Team as detailed in Appendix 2 to Report 19/144, be endorsed.
- (iii) The Executive Director (Housing and Environment) be requested to submit a further update to Committee in August 2019 on the progress made with scrutiny activities within the Tenant and Resident Participation Strategy Annual Update.

251. PARTICIPATION IN NEGOTIATED STOPPING PLACES

There was submitted a report by the Executive Director (Housing and Environment) (19/145) seeking approval to participate in a Negotiated Stopping Places pilot for Gypsy/Travellers which will inform future policy decisions relating to managing temporary encampments and to enable full consideration of a managed stopping sites process.

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15 MAY 2019

Resolved:

- (i) The proposal to participate in the Negotiated Stopping Pilot from August 2019 for a period of six months, be approved.
- (ii) The Executive Director (Housing and Environment) be requested to submit a further update to a future Committee detailing the outcomes of the pilot and making recommendations for future provision.

D McPHEE AND K STEVEN BOTH LEFT THE MEETING AT THIS POINT.

252. COMMUNITY PLANNING PARTNERSHIP UPDATE

There was submitted a report by the Depute Chief Executive and Chief Operating Officer (19/146) providing an update on the activities of the Community Planning Partnership.

Resolved:

The progress made in relation to Community Planning objectives, be noted.

253. COMMUNITY ASSET TRANSFER AND PARTICIPATION REQUESTS ANNUAL REPORT

There was submitted a report by the Depute Chief Executive and Chief Operating Officer (19/147) providing an update on Community Asset Transfers and Participation Requests for 2018/19 and setting out identified improvement actions for 2019/20.

Resolved:

The progress and Improvement Actions as set out in Appendix 1 to Report 19/147, be noted.

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**PERTH AND KINROSS COUNCIL  
HOUSING AND COMMUNITIES COMMITTEE**

**21 AUGUST 2019**

**Report by Area Manager Gordon Pryde, Local Senior Officer, Scottish Fire and  
Rescue Service (Report No. 19/222)**

**SCOTTISH FIRE AND RESCUE QUARTERLY PERFORMANCE REPORT**

**1 APRIL TO 30 JUNE 2019**

**Abstract**

The Reports contain performance information relating to the first quarter (April – June) of 2019-20 on the performance of the Scottish Fire and Rescue Service in support of Member scrutiny of local service delivery.

**1 PURPOSE OF THE REPORT**

To provide information for the Committee regarding the performance of the Scottish Fire and Rescue Service, against the priorities, performance indicators and targets detailed within the Local Fire and Rescue Plan for Perth and Kinross 2017-20, to facilitate local scrutiny.

**2 RECOMMENDATIONS**

It is recommended that members:

Note, scrutinise and question the content of this report.

**3 FINANCIAL IMPLICATIONS**

None.

**4 PERFORMANCE**

- 4.1 A performance management framework has been developed to facilitate the monitoring of performance against the agreed priorities and outcomes ensuring effective targeting of resources and the principles of Best Value are met.
- 4.2 The Local Fire and Rescue Plan for Perth & Kinross 2017-20 was approved by the Housing and Communities Committee on the 1<sup>st</sup> of November 2017.

- 4.3 The priorities and outcomes contained within the Local Fire and Rescue Plan reflect 'place' and the contribution of Scottish Fire and Rescue Service to the Perth and Kinross Community Plan (LOIP) 2017-27 and Community Planning Partnership.
- 4.4 In summary the following local priorities and targets are detailed within the plan:
- Priority 1 - Improving Fire Safety in the Home
  - Priority 2 - Improving Fire Safety and Resilience in the Business Community
  - Priority 3 - Minimising the Impact of Unintentional Harm
  - Priority 4 - Reducing Unwanted Fire Alarm Signals
  - Priority 5 - Reducing Deliberate Fires
  - Priority 6 - Effective Risk Management and Operational Preparedness
- 4.5 Appendix 1 attached to this report provides a detailed breakdown and analysis of all data collected during the reporting period. A performance summary and scorecard is detailed on page 6 of the report. In addition, further sections are included to provide Members with an overview of a range of notable incidents and events undertaken by the local personnel/stations in support of prevention activities and preparation for emergency response.

## **5 EQUALITY IMPACT ASSESSMENT**

- 5.1 Not applicable.

## **6 ENVIRONMENTAL ISSUES**

- 6.1 There are no environmental issues arising as a consequence of this report.

## **7 SUMMARY**

- 7.1 The attached report updates members regarding significant community safety engagement activities and operational matters; and gives context to the performance of the Scottish Fire and Rescue Service in the Perth and Kinross area.

**Area Manager Gordon Pryde**  
**Local Senior Officer**  
**Perth & Kinross, Angus and Dundee**  
Fire and Rescue Headquarters  
Blackness Road,  
Dundee DD1 5PA



## QUARTERLY MONITORING REPORT

*Covering the activities and performance in support of the Local Fire and Rescue Plan for Perth & Kinross 2017*



**SCOTTISH**  
FIRE AND RESCUE SERVICE  
Working together for a safer Scotland

**Quarter One: 2019/20**

**Working together  
for a safer Scotland**



## **ABOUT THE STATISTICS IN THIS REPORT**

The activity totals and other statistics quoted in this report are provisional in nature and subject to change as a result of ongoing quality assurance and review.

Because all statistics quoted are provisional there may be differences in the period totals quoted in our reports after original publication which result from revisions or additions to the data on our systems.

From 2015-16 onwards responsibility for the publication of end-year statistical data transferred from the Scottish Government to the SFRS. This change of responsibility does not affect the status of the figures quoted in this and other SFRS reports presented to the Committee.

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## INTRODUCTION

This is the quarter one monitoring report covering the SFRS's performance and activities in support of the six priorities in the Local Fire and Rescue Plan for Perth & Kinross 2017, namely:

- Priority 1 - Improving fire safety in the home
- Priority 2 - Improving fire safety and resilience in the business community
- Priority 3 - Minimising the impact of unintentional harm
- Priority 4 - Reducing unwanted fire alarm signals
- Priority 5 - Reducing deliberate fires
- Priority 6 - Effective risk management and operational preparedness













As well as supporting the six priorities in the Local Fire and Rescue Plan for Perth & Kinross, this monitoring report shows how SFRS activities and performance contribute to the wider priorities of the Perth & Kinross Council Community Planning Partnership (CPP), as set out in the Perth & Kinross Community Plan (LOIP).

The figures in this report are provisional, to provide the Committee with the SFRS's direction of travel in the Perth & Kinross area, in terms of performance against headline indicators and targets. Most figures will not change; however, members should note that there may be some small variations for some indicators when the final confirmed figures are published by the SFRS.




The Perth & Kinross Council Housing and Communities Committee agreed the new Local Fire and Rescue Plan for Perth & Kinross on 1 November 2017, covering the 3 year period from 1 November 2017 to October 2020. In support of delivering the priorities in this plan, 12 headline indicators and targets have been set, and form the basis of this quarterly monitoring report.

## PERFORMANCE SUMMARY

The table below provides a summary of quarter one activity and year to date (YTD) performance against headline indicators and annual targets. It aims to provide, at a glance, our direction of travel during the current reporting year.

|                                                                                                                                                                                                                                           |                                                                                                                                                                                                                            |                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>HI 1</b><br/><b>Accident Dwelling Fires</b></p>  <p>Q1 – 25 Incidents<br/>YTD – 25 Incidents<br/>Annual Target – 118 Incidents</p>                 | <p><b>HI 2</b><br/><b>ADF Fatal Casualties</b></p>  <p>Q1 – 0<br/>YTD – 0<br/>Annual Target – 0</p>                                       | <p><b>HI 3</b><br/><b>ADF Non-Fatal Casualties</b></p>  <p>Q1 – 20<br/>YTD – 20<br/>Annual Target – 17</p>                                    |
| <p><b>HI 4</b><br/><b>Non-domestic Building fires</b></p>  <p>Q1 – 09 Incidents<br/>YTD – 09 Incidents<br/>Annual Target – 52 Incidents</p>              | <p><b>HI 5</b><br/><b>Fatal Casualties in Non-Domestic Building Fires</b></p>  <p>Q1 – 0<br/>YTD – 0<br/>Annual Target – 0</p>            | <p><b>HI 6</b><br/><b>Non-Fatal Casualties in Non-Domestic Building Fires</b></p>  <p>Q1 – 2<br/>YTD – 2<br/>Annual Target – 2</p>            |
| <p><b>HI 7</b><br/><b>Road Traffic Collision (RTC) Incidents</b></p>  <p>Q1 – 16 Incidents<br/>YTD – 16 Incidents<br/>Annual Target – 85 Incidents</p> | <p><b>HI 8</b><br/><b>Fatal RTC Casualties</b></p>  <p>Q1 – 1<br/>YTD – 1<br/>Annual Target – 4</p>                                     | <p><b>HI 9</b><br/><b>Non-Fatal RTC Casualties</b></p>  <p>Q1 – 14<br/>YTD – 14<br/>Annual Target – 66</p>                                  |
| <p><b>HI 10</b><br/><b>Unwanted Fire Alarm Signals</b></p>  <p>Q1 – 102 Incidents<br/>YTD – 102 Incidents<br/>Annual Target – 575 Incidents</p>        | <p><b>HI 11</b><br/><b>Deliberate Primary Fires</b></p>  <p>Q1 – 6 Incidents<br/>YTD – 6 Incidents<br/>Annual Target – 29 Incidents</p> | <p><b>HI 12</b><br/><b>Deliberate Secondary Fires</b></p>  <p>Q1 – 33 Incidents<br/>YTD – 33 Incidents<br/>Annual Target – 85 Incidents</p> |

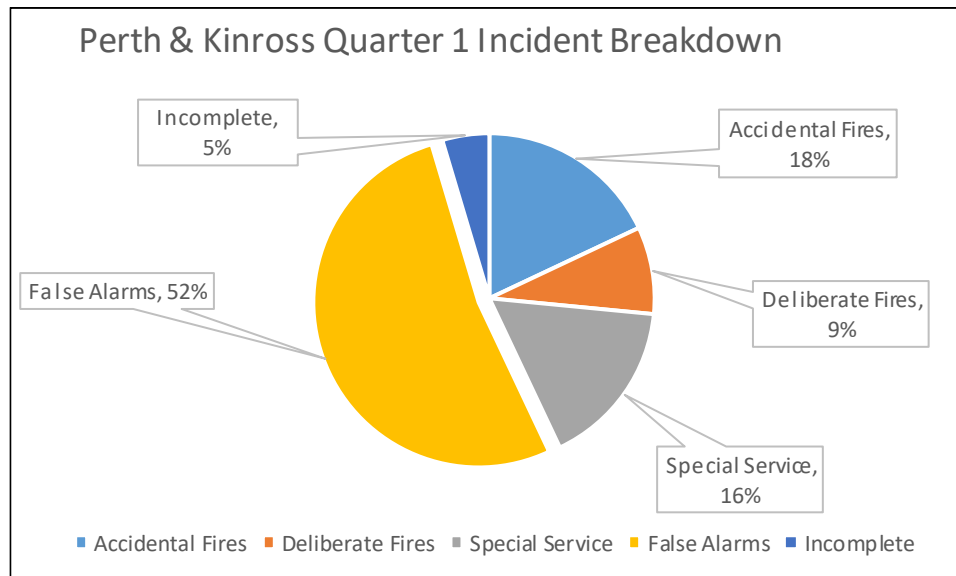
### Year-to-Date Legend

|                                                                                     |                                     |
|-------------------------------------------------------------------------------------|-------------------------------------|
|  | Below headline target               |
|  | Less than 10% above headline target |
|  | More than 10% above headline target |



## PERFORMANCE HIGHLIGHTS

During Quarter one (April - June) the SRFS attended a total of 456 incidents across Perth & Kinross.

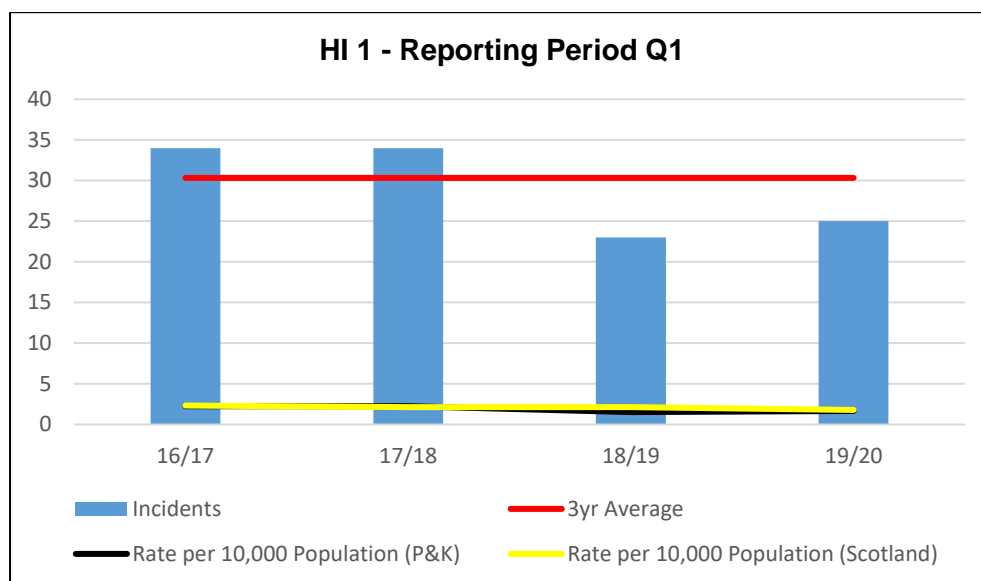


Of the 12 headline indicators and targets, the following performance should be noted for Quarter one 2019/20:

- The number of **Accidental Dwelling Fires (ADF's)** continues to decrease in the long term, reporting the lowest number of ADFs in the last five years. The performance during quarter one reflects a slight increase on same quarter last year and a decrease (17%) on the three-year average.
- There were no **ADF Fatal Casualty** during this reporting period. The number of **ADF Non-fatal Casualties** has seen a significant increase for the reporting period. This is as the result of one fire in a tenement building.
- The number of **Non-Domestic Building fires** continues to decrease over the long-term. The performance during quarter one is reporting the lowest number of fires over the previous 5 years. There were no fatal casualties and two non-fatal casualties reported for quarter one in non-domestic fires.
- The number of **Road Traffic Collisions** for quarter one is reporting a decrease (27%) against the 3-year average for this quarter. There is a significant decrease (20%) on the same quarter last year. The number of **Fatal RTC Casualties** reports one this quarter, whilst **Non-Fatal RTC Casualties** are reporting fourteen for this quarter. The number of RTC casualties is the lowest for the last three years.
- The number of **Unwanted Fire Alarm Signals (UFAS)** caused by automatic fire alarms (AFAs) in non-domestic buildings reflects a 35% decrease on the 3-year average for this quarter whilst also reflecting a significant decrease on the same quarter last year.
- The number of **Deliberate Primary Fires** is reflecting the lowest for the last five years. The number of **Deliberate Secondary Fires** is reporting a similar performance over the last five years for this quarter.

## PRIORITY 1 - IMPROVING FIRE SAFETY IN THE HOME

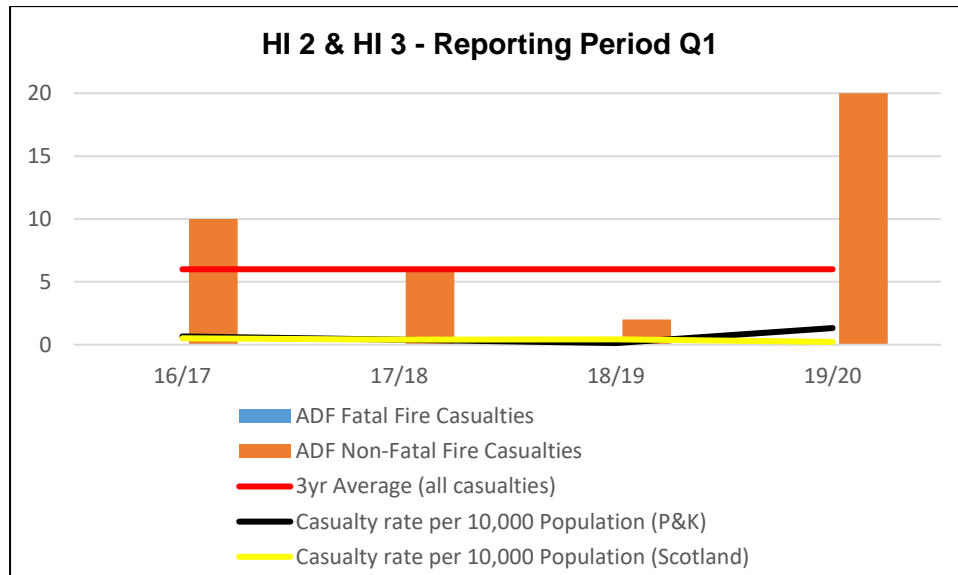
### HI 1 – Accidental Dwelling Fires (ADF)



**Table 1: Year to Date (April to June) Performance**

|                  | 16/17 | 17/18 | 18/19 | 19/20 | Annual Target |
|------------------|-------|-------|-------|-------|---------------|
| <b>H1: ADF's</b> | 34    | 34    | 23    | 25    | 118           |

### HI 2 - ADF Fatal Casualties & HI 3 - ADF Non-Fatal Casualties



**Table 2: Year to Date (April to June) Performance**

|                                     | 16/17 | 17/18 | 18/19 | 19/20 | Annual Target |
|-------------------------------------|-------|-------|-------|-------|---------------|
| <b>H2: ADF Fatal Casualties</b>     | 0     | 0     | 0     | 0     | 0             |
| <b>H3: ADF Non-Fatal Casualties</b> | 10    | 6     | 2     | 20    | 17            |

### Indicator Description

The largest single type of primary fire in Perth & Kinross is accidental fires in the home and their prevention is a key focus of the Service's community safety activity.

#### HI 1 – Accidental Dwelling Fires (ADF)

As a headline target, the aim is to reduce the rate of ADF's, in a growing Perth & Kinross population, by keeping these fires **below 118**, each year.

#### HI 2 – ADF Fatal Casualties

This indicator counts those people for whom fire has been clearly identified as the cause of death, even if they die some-time after the actual fire. Those who die at, or after, the fire but where fire is **not** identified as the cause of death are not included in these figures. As a headline target, the aim is to have **Zero ADF Fatal Casualties**, in Perth & Kinross each year.

#### HI 3 – ADF Non-Fatal Casualties

This headline target counts all types of non-fatal fire injury in the home, including precautionary checks. As a headline target, the aim is to reduce the risk of injury from fire in the home, in an increasing Perth & Kinross population, by keeping fire injuries **below 17**, each year.

### What we aim to Achieve

As well as helping to deliver Priority One: *Improving Fire Safety in the Home*, meeting the headline targets will also support a long-term Vision in the Perth & Kinross LOIP.

We also link this headline target to improving the following Perth & Kinross LOIP objectives:

- Developing educated, responsible and informed citizens
- Supporting people to lead independent, healthy and active lives
- Creating a safe and sustainable place for future generations

### Performance Management

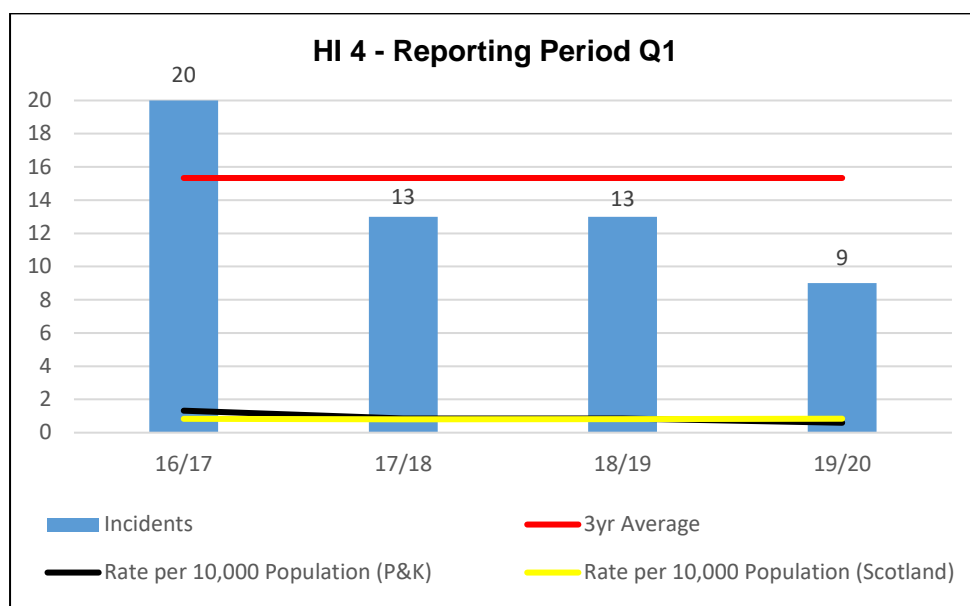
There were 25 ADF's reported during quarter one, which reflects a low number of fires for this quarter over the last five years and below the 3-year average. The fire damage in 20 incidents was reported as low level, whilst 5 sustained significant damage. Of the 25 fires 21 were fitted with smoke detection, of which 17 operated and gave early warning to the occupiers. The total number of ADF's continues to decrease in the long term, currently we are reporting the lowest number of fires for the last five years, as a result of a number community safety initiatives delivered through partnership working. We are therefore showing **Green** for achieving the HI 1 annual target.

There was no ADF Fatal Casualty during quarter one. We are therefore showing **Green** for achieving the HI 2 annual target. There were 20 ADF Non-Fatal Casualties during quarter one, three received first aid on scene and 17 required hospital treatment, two with serious burns. Fourteen of the casualties were as the result of one incident at Fairfield, Perth. We are showing **Red** for achieving the HI 3 annual target.

Within Perth & Kinross we will continue to work with our partners to ensure we positively contribute to reducing the risk to our communities and staff by analysis of our operational activities and targeting those most at risk and vulnerable, particularly around unintentional harm in the home. These targeted initiatives will continue to develop and improve as we move forward together to ensure we provide the most appropriate support for our communities with regard to unintentional harm.

## PRIORITY 2 – IMPROVING FIRE SAFETY AND RESILIENCE IN THE BUSINESS COMMUNITY

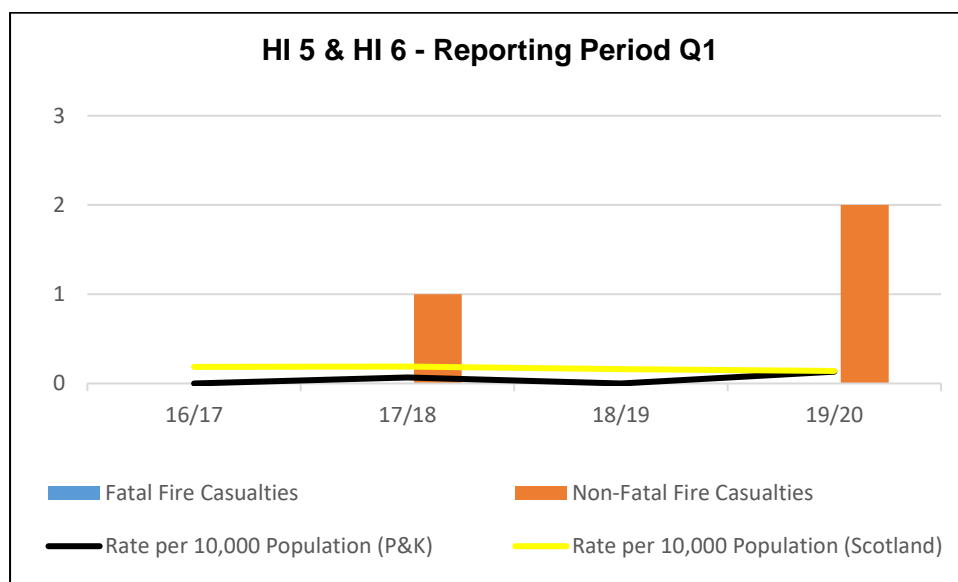
### HI 4 - Non-Domestic Building Fires



**Table 3: Year to Date (April to June) Performance**

|                                        | 16/17 | 17/18 | 18/19 | 19/20 | Annual Target |
|----------------------------------------|-------|-------|-------|-------|---------------|
| <b>H4: Non-domestic Building Fires</b> | 20    | 13    | 13    | 9     | 52            |

### HI 5 – Fatal Fire Casualties in Non-Domestic Buildings & HI 6 – Non-Fatal Fire Casualties in Non-Domestic Buildings



**Table 4: Year to Date (April to June) Performance**

|                                      | 16/17 | 17/18 | 18/19 | 19/20 | Annual Target |
|--------------------------------------|-------|-------|-------|-------|---------------|
| <b>H5: Fatal Fire Casualties</b>     | 0     | 0     | 0     | 0     | 0             |
| <b>H6: Non-Fatal Fire Casualties</b> | 0     | 1     | 0     | 2     | 2             |

### Indicator Description

These headline indicators and targets cover the types of non-domestic buildings applicable to Part 3 of the Fire (Scotland) Act 2005 ('The Act') (e.g. care homes, hotels and hospitals etc.) and is designed to reflect the effectiveness of fire safety management in respect of these types of buildings.

#### HI 4 - Non-Domestic Building Fires Applicable to the Act

As a headline target, the aim is to reduce the rate of fires in non-domestic buildings (where The Act applies), by keeping these fires **below 52**, in Perth & Kinross each year.

#### HI 5 – Fatal Fire Casualties in Non-Domestic Building Fires Applicable to the Act

This indicator counts those people for whom fire has been clearly identified as the cause of death, even if they die sometime after the actual fire. Those who die at, or after, the fire but where fire is **not** identified as the cause of death are not included in these figures. As a headline target, the aim is to have **Zero Fatal Fire Casualties** in non-domestic buildings applicable to the Act, in Perth & Kinross each year.

#### HI 6 – Non-fatal Fire Casualties in Non-Domestic Building Fires Applicable to the Act

This headline target counts all types of non-fatal fire injury in non-domestic buildings, including precautionary checks. As a headline target, the aim is to reduce risk of injury from fire in non-domestic buildings, by keeping fire injuries **below 2**, in Perth & Kinross each year.

### What we aim to Achieve

As well as helping to deliver Priority Two: *Improving Fire Safety and Resilience in the Business Community*, we also link this headline target to improving the following Perth & Kinross LOIP outcomes:

- Promoting a prosperous, inclusive and sustainable economy
- Supporting people to lead independent, healthy and active lives
- Creating a safe and sustainable place for future generations

### Performance Management

There were 9 fires in non-domestic buildings during quarter one which reflects a significant decrease on the three-year average. 6 incidents resulted in minor damage, whilst two buildings resulted fire medium level of fire damage and one resulted in significant damage. This reflects the lowest numbers for the quarter for last five years. This therefore is showing **Green** for achieving the HI 4 against the annual target to date.

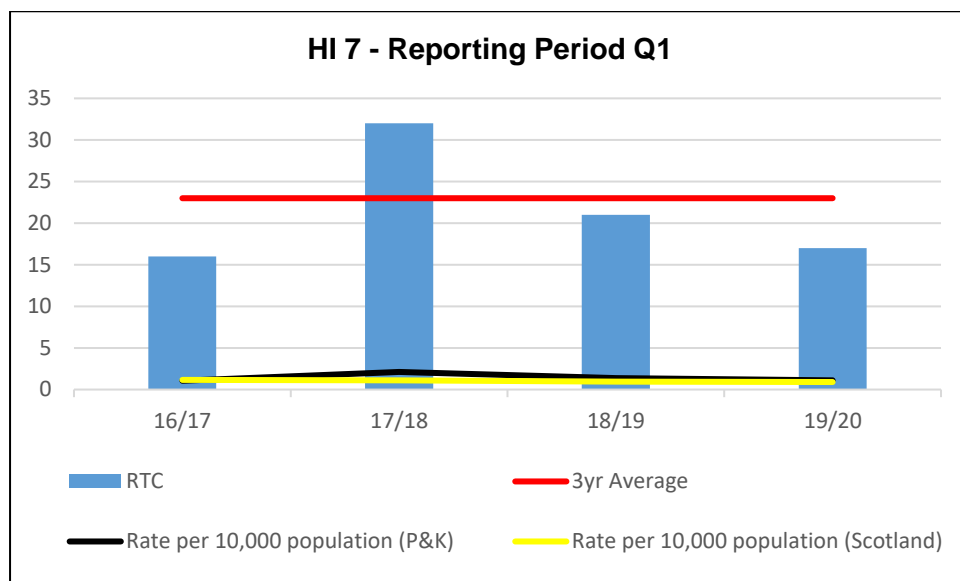
There were zero Non-Domestic Fatal Casualties during quarter one. There have been no fatal casualties for over 5 years and we are therefore showing **Green** for achieving the HI 5 annual target to date.

There were two Non-Domestic Non-Fatal Casualties during quarter one as a result of one incident in a commercial recycling property where the casualties suffered slight smoke inhalation. We are showing **Red** for achieving the HI 6 annual target to date.

In total, 85 fire safety audits were targeted at high life risk non-domestic buildings for quarter one, which included 8 post fire audits, and meets our target as part of the annual audit programme. These fires can often have a serious impact on our local business sector and wider economy, as a fire within companies' premises often results in significant monetary loss and in the worst cases, loss of employment for staff. Our Fire Safety Enforcement Officers (FSEO's) will continue to provide the most appropriate level of support to local businesses to enable suitable and timely legislative fire safety guidance and enforcement to be undertaken. We also continue to engage with business forums to ensure the right level of information is given to the business community.

## PRIORITY 3 – MINIMISING THE IMPACT OF UNINTENTIONAL HARM

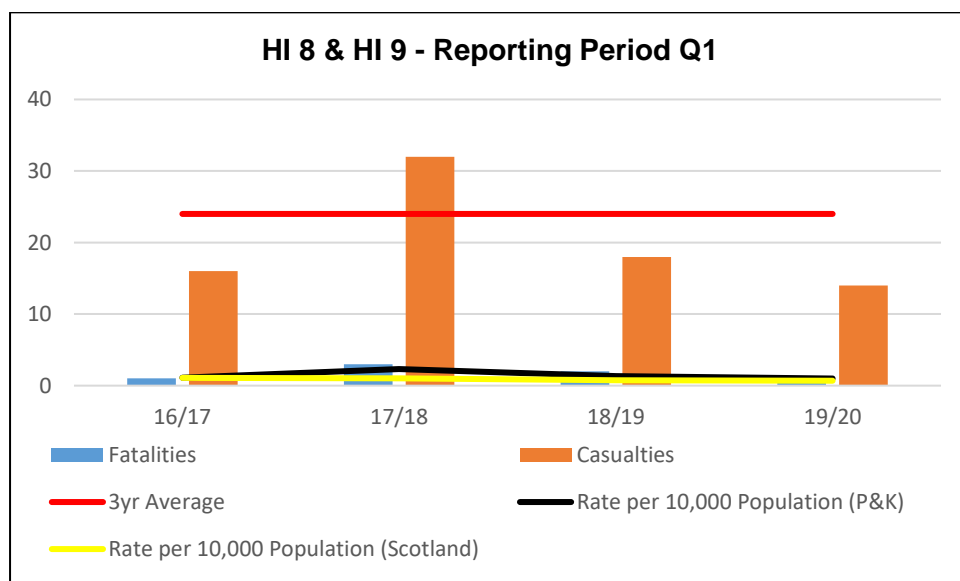
### HI 7 – Road Traffic Collision (RTC) Incidents



**Table 5: Year to Date (April to June) Performance**

|                          | 16/17 | 17/18 | 18/19 | 19/20 | Annual Target |
|--------------------------|-------|-------|-------|-------|---------------|
| <b>H7: RTC Incidents</b> | 16    | 32    | 21    | 16    | 85            |

### HI 8 – Fatal RTC Casualties & H9 – Non-Fatal RTC Casualties



**Table 6: Year to Date (April to June) Performance**

|                                     | 16/17 | 17/18 | 18/19 | 19/20 | Annual Target |
|-------------------------------------|-------|-------|-------|-------|---------------|
| <b>H8: Fatal RTC Casualties</b>     | 1     | 3     | 2     | 1     | 4             |
| <b>H9: Non-Fatal RTC Casualties</b> | 16    | 32    | 16    | 14    | 66            |

### Indicator Description

The SFRS has become increasingly involved in more non-fire related prevention work, in support of its role in promoting the wider safety and well-being of its communities, including minimising the impact of unintentional harm. The headline indicators and targets reflect the fact that most of non-fire related incidents attended by the SFRS in Perth & Kinross are RTC Incidents.

#### HI 7 - RTC Incidents

As a headline target, the aim is to reduce the rate of RTC incidents, by keeping them **below 85** each year.

#### HI 8 – Fatal RTC Casualties

As a headline target, the aim is to reduce the risk of death from RTC's in Perth & Kinross, by keeping them **below 4** each year.

#### HI 9 - Non-fatal RTC Casualties

As a headline target, the aim is to reduce the risk of injury from RTC's in Perth & Kinross, by keeping non-fire injuries **below 66** each year.

### What we aim to Achieve

As well as helping to deliver Priority Three: *Minimising the Impact of Unintentional Harm*, we also link these headline targets to improving the following Perth & Kinross LOIP outcomes:

- Developing educated, responsible and informed citizens
- Supporting people to lead independent, healthy and active lives
- Creating a safe and sustainable place for future generations

### Performance Management

We attended 16 RTC Incidents, to assist in safety of the incident scene and release/extricate occupants trapped of the vehicles as a result of a collision. This is the lowest number for this quarter in the last five years. A decrease (29%) in comparison to the same quarter in 2018/19 when there were 21, whilst reporting a reduction (35%) on the three-year average (23). We are showing **Green** for achieving the HI 7 annual target. Of the 16 incidents attended 10 were making the scene safe and four required more technical extrication.

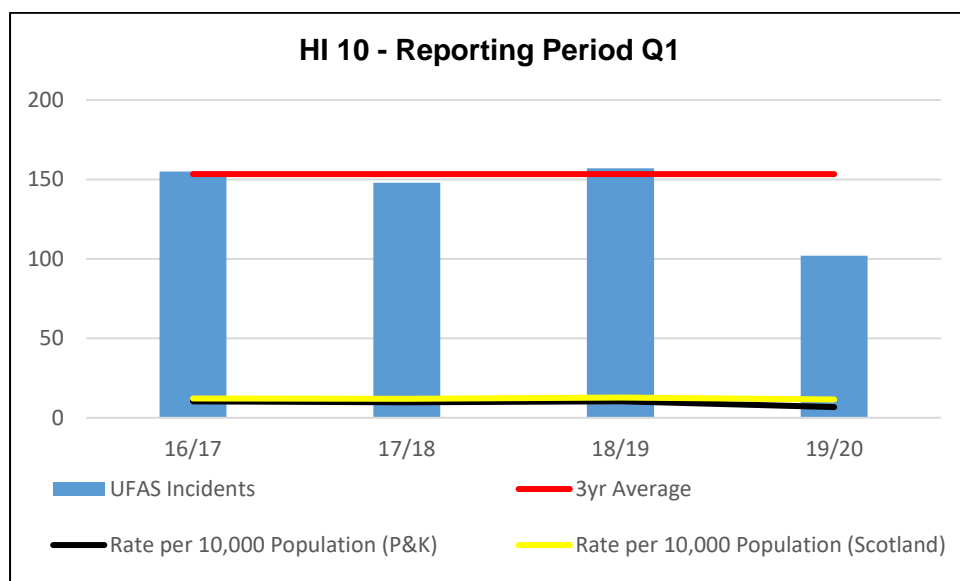
Of the 16 RTC Incidents we attended during quarter one there was one recorded fatality which is a decrease from previous years for this quarter. We are showing **Green** for achieving the HI 8 annual target.

Of the 16 RTC Incidents we attended during quarter one there were 14 non-fatal casualties which reflects a slight decrease on the same quarter last year. A significant decrease (34%) in the three-year average (21), however the quarter reflects a slight increase on last quarter (Q4 18/19) with 12. We are showing **Green** for achieving the HI 9 annual target.

This type of incident accounts for around 3% of all incidents and 20% of all special service incidents attended this quarter. However, these types of incidents account for a high number of casualties every year which requires a multi-agency partnership approach to reduce these risks to people on our roads. Road Safety within Perth & Kinross has established a Road Safety Partnership to ensure we review our current position. This multi-agency group is reviewing this area of work locally with a view to establishing priorities for the partnership moving forward which will influence the content of Perth and Kinross Road Safety plan and subsequent actions. The Road Safety Plan is now in place which is supported by an annual action plan. These actions will ensure, as a partnership, we work towards integrating Road Safety initiatives that will reduce the impact of this type of incident locally.

## PRIORITY 4 - REDUCING UNWANTED FIRE ALARM SIGNALS

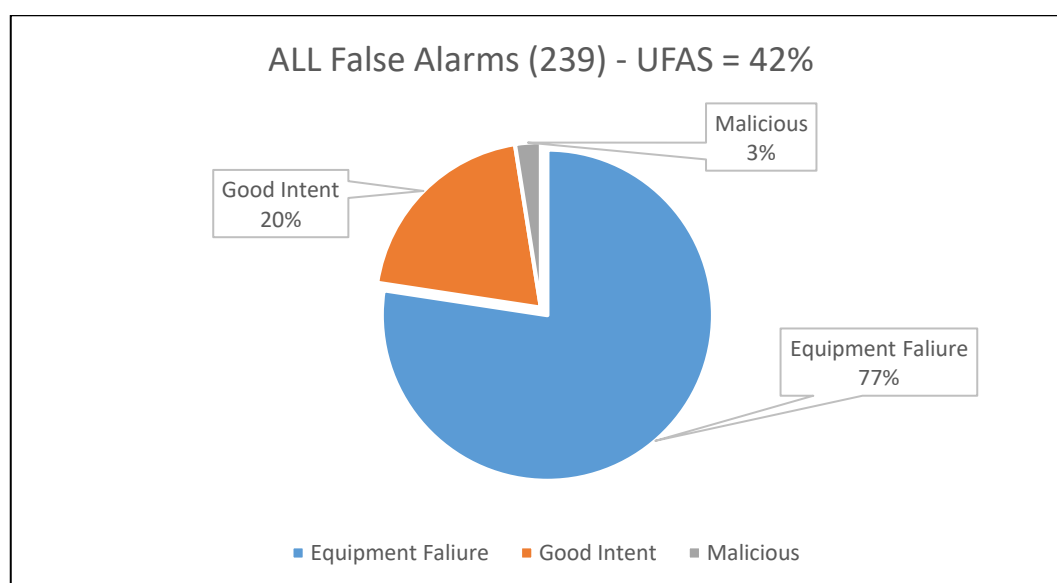
### HI 10 – Unwanted Fire Alarm Signals



**Table 7: Year to Date (April to June) Performance**

|                       | 16/17 | 17/18 | 18/19 | 19/20 | Annual Target |
|-----------------------|-------|-------|-------|-------|---------------|
| HI 10: UFAS Incidents | 155   | 148   | 157   | 102   | 575           |

### All False Alarms for Quarter one





### Indicator Description

Automatic Fire alarms (AFA) are fundamental to providing early warning from fire, giving people the chance to evacuate safely. However, to be effective, they must be properly installed and maintained, and a good fire safety management regime must be in place by the duty holder, so they do not activate when there is no fire.

Every Unwanted Fire Alarm Signal (UFAS) from an AFA has an impact in terms of unnecessary blue light journeys, redirecting SFRS resources away from other activities such as community safety work and causing considerable disruption to businesses.

#### HI 10 – Unwanted Fire Alarm Signals (UFAS)

As a headline target, the aim is to improve fire safety management and awareness, by reducing the number of attendances to unwanted fire alarm signals (UFAS) from automatic systems in non-domestic buildings to **less than 575** each year.

### What we aim to Achieve

As well as helping to deliver Priority Four: *Reducing Unwanted Fire Alarm Signals*, we also link this headline target to improving the following Perth & Kinross LOIP outcome:

- Promoting a prosperous, inclusive and sustainable economy

### Performance Management

During quarter one 2019/20, SFRS were called out to 102 UFAS incidents from a total of 239 False Alarms. This a decrease (35%) in comparison to the same quarter in 2018/19 when there were 157 UFAS whilst reflecting a decrease (33%) on the 3-year average of 153. In total, UFAS accounted for 22% of our total operational demand and were the cause of 42% of all false alarms in Perth & Kinross during quarter one.

All false alarms are continuing to report a slight downward trend which we will continue to work towards through a number of targeted initiatives driven by SFRS as well as local staff.

The table below lists the 5 property types that had persistent call-outs due to UFAS during quarter one. When analysed further, it is the same property types that are causing UFAS in Perth & Kinross and nationally, the picture is very similar.

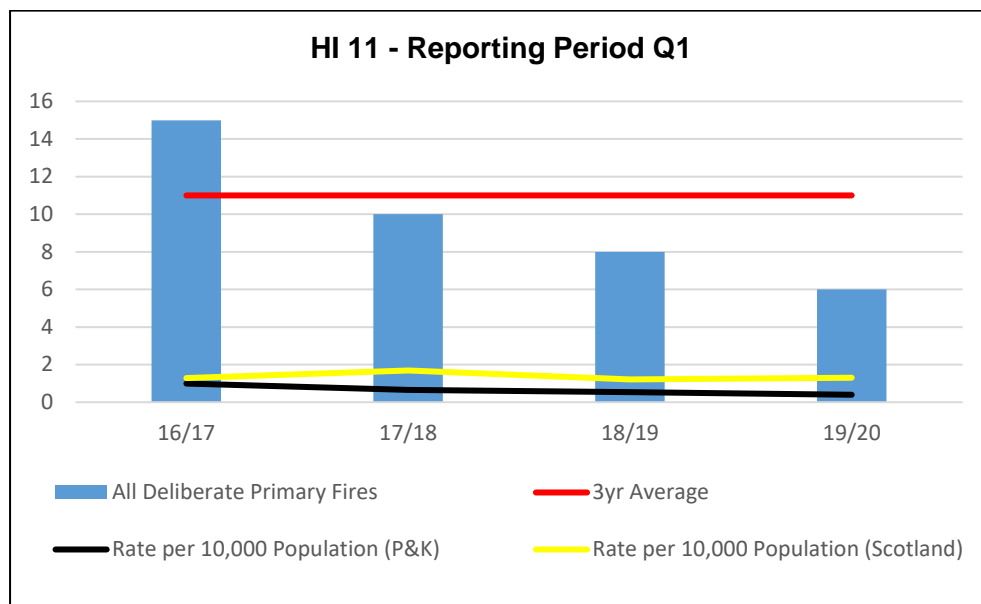
| Property Types - UFAS                               | 18-19<br>Q4 | 18-19<br>Q1 |  | 19-20<br>Q1 |
|-----------------------------------------------------|-------------|-------------|--|-------------|
| Residential - Home, Nursing/Care, school, sheltered | 23          | 30          |  | 26          |
| Retail/Offices                                      | 25          | 23          |  | 26          |
| Education, school                                   | 29          | 35          |  | 14          |
| Entertainment and culture                           | 9           | 7           |  | 10          |
| Industrial Processing                               | 12          | 10          |  | 8           |

During quarter one our operational crews continue to investigate the cause of every UFAS event to ensure the appropriate level of engagement with the duty holder when in attendance at these call-outs. Every UFAS incident SFRS attend is used as an opportunity to educate the duty holder about the impact UFAS has on their businesses, the community and the Fire and Rescue Service.

The number of all False Alarms attended by SFRS is on a steady decrease year on year. Based on the annual AFAS Target we have set we are currently showing **Green** for achieving the HI 10 annual target.

## PRIORITY 5 – REDUCING DELIBERATE FIRES

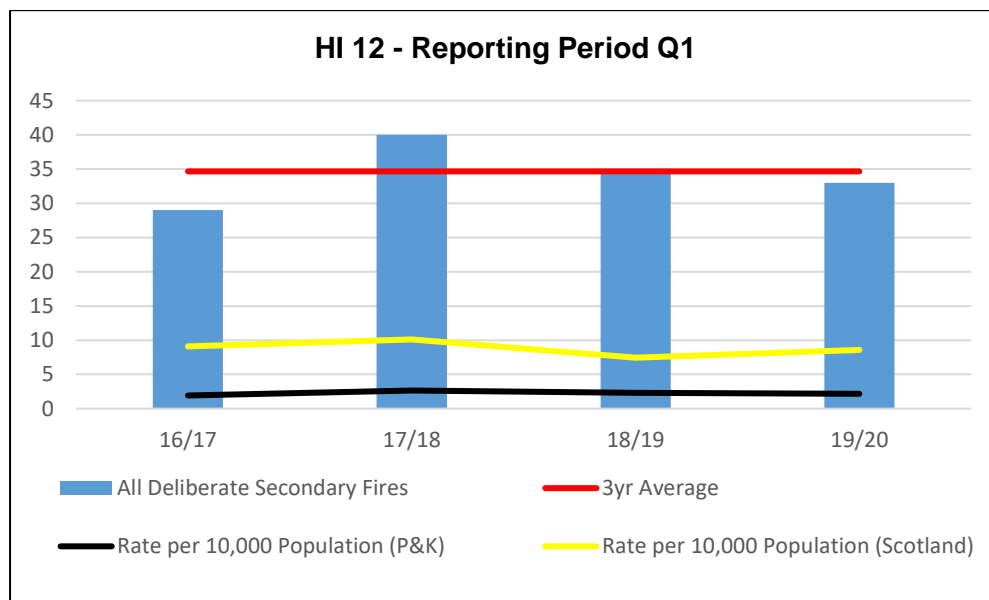
### HI 11 – Deliberate Primary Fires



**Table 8: Year to Date (April to June) Performance**

|                                 | 16/17 | 17/18 | 18/19 | 19/20 | Annual Target |
|---------------------------------|-------|-------|-------|-------|---------------|
| HI 11: Deliberate Primary Fires | 15    | 10    | 8     | 6     | 29            |

### HI 12 – Deliberate Secondary Fires



**Table 9: Year to Date (April to June) Performance**

|                                   | 16/17 | 17/18 | 18/19 | 19/20 | Annual Target |
|-----------------------------------|-------|-------|-------|-------|---------------|
| HI 12: Deliberate Secondary Fires | 29    | 40    | 35    | 33    | 85            |

### Indicator Description

These headline and indicators targets account for all types of fire that are believed to have been started intentionally, and are categorised as Deliberate Primary Fires and Deliberate Secondary Fires.

#### HI 11 – Deliberate Primary Fires

These deliberate fires cover the following types:

- Fires in the home
- Fires in non-domestic buildings
- Fires in motor vehicles

As a headline target, the aim is to reduce the rate of deliberate primary fires in Perth & Kinross by keeping these fires **below 29** each year.

#### HI 12 – Deliberate Secondary Fires

These deliberate fires cover the majority of outdoor fires including grassland and refuse fires and include fires in derelict buildings, but not chimney fires. As a headline target, the aim is to reduce the rate of deliberate secondary fires in Perth & Kinross by keeping these fires **below 85** each year, this exceeds the annual target.

### What we aim to Achieve

As well as helping to deliver Priority Five: *Reducing Deliberate Fires*, we also link this headline target to improving the following Perth & Kinross LOIP outcomes:

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

### Performance Management

There were 6 deliberate primary fires reported during quarter one, which is reporting the lowest for the last five years for this quarter, whilst also showing decrease on the three-year average of 11. We are reporting a similar number of fires as the incidents remain relatively low in the long term, Perth and Kinross are reporting low numbers of this type of incident year on year. Three of the incidents reported were outdoor fire whilst three were within buildings. This reflects slightly below the year to date target and is therefore showing **Green** against the HI 11 annual target.

There were 33 deliberate secondary fires reported during quarter one, which is a slight decrease in comparison to the same quarter in 2018/19 when there were 35 deliberate secondary fires. This also reflects a slight decrease on the three-year average for this quarter with 34. This also reports a significant increase on last quarter with 18 incidents. The majority of these incidents were in Perth City area with 22 (66%). Given the target we have set for this reporting year we are showing **Red** for achieving the HI 12 annual target against year to date.

During the last few months we have continued to work with partners to reduce the number of all deliberate fire incidents. The proactive approach particularly around youth engagement to endeavour to reduce the number of deliberate fires, particularly secondary fires, as part of a wider youth awareness education initiative. These included working with local schools to reduce this type of unacceptable anti-social behaviour. There is a continual programme of inputs each quarter with regard deliberate and malicious fire raising, alongside other educational safety programmes, across Perth and Kinross particularly around the Perth City area.

## PRIORITY 6 – EFFECTIVE RISK MANAGEMENT AND OPERATIONAL PREPAREDNESS

### Description

Risk Management and operational preparedness is a key area of work for the SFRS. In Perth & Kinross, this means:

- Knowing what the risks are in Perth & Kinross and then making plans, so we are resilient to respond to any event.
- Being prepared to respond to national threats or major emergencies.
- Developing flexibility to deploy crews, to take on a broadening role within the community.
- Firefighters being quipped to deal with emergencies safely and effectively and our stations being in a constant state of readiness.
- Safe, secure, vibrant and sustainable communities
- An inclusive and sustainable economy
- An enhanced, protected and enjoyed natural and built environment
- Improved physical, mental and emotional health and well-being

### What we aim to Achieve

As well as helping to deliver Priority Six: *Effective Risk Management and Operational Preparedness*, our activities also support improving the following Perth & Kinross LOIP objectives:

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

### Activity

During quarter one we delivered our quarterly training commitment to operational firefighters, whereby we trained and tested their preparedness to deal with:

- Water Awareness
- Railway Incidents
- Rural and Wildfire Incidents
- Driving Fire Service Vehicles
- Fire Service Pumps

Firefighters continue to visit sites within their station area so that they are aware of the associated risks and hazards, and if required can take effective actions in dealing with incidents at these sites. During the first quarter firefighters visited a range of sites to gather Operational Intelligence and review our response plans, including castles, hotels, care homes, high rise, industrial premises and sporting venues.

Helping to build community resilience, so that residents are prepared in an emergency is important to us. As a key partner in delivering the Scottish Government's Out of Hospital Cardiac Arrest strategy, we equip members of the public with life-saving CPR skills during quarter one. The introduction of a full time Hydrant Operative will support our stations for water hydrant inspections to check adequate provision and location of water supplies within the area. This also provides the opportunity for crews to familiarise themselves with the locations of hydrants in relation to the risks in their area and link-in other activities, such as conducting Home Safety Visits.

On-going recruitment for WT/RDS/VDS firefighters in the Perth & Kinross area continues to be a priority during this quarter. 6 Point of Entry Selection Testing events have taken place at Perth with over 100 candidates attending to identify and selection test candidates to undertake training to become whole-time, part time and volunteer firefighters. RDS / VDS candidates will now attend basic induction, specific RTC and Breathing Apparatus training courses which will ensure stations are staffed appropriately to meet the needs of our communities. Successful WT candidates will attend a residential training programme either at SFRS National Training Centre, Cambuslang or SFRS Thornton Training Centre, Fife later this year.

## APPENDIX 1: COMMUNITY SAFETY ENGAGEMENT PROGRAMMES

This section provides details of Community Safety Engagement initiatives undertaken within Perth & Kinross during the first quarter of 2018-19, the safer Communities partnership work together to continue to provide various community safety messages, education, training and support which will continue to develop, whilst implementing risk reduction strategies to support our communities, particularly those most vulnerable. This joint work will also support the priorities in the LFRP 2017 and wider Perth & Kinross Council CPP priorities. Some examples this quarter are;

### Safe Taysiders 2019

A two-week event held at the Queens Barracks in Perth organised by the Community Safety Partnership and delivered by a number of agencies. This event gives school pupils many worthwhile safety messages across a number of areas that ensure they will have the knowledge and understanding around their safety and those around them.



The event was held over a two-week period in May and was attended by over 1,500 Primary 7 pupils from across the Perth and Kinross council area.

### Kinross Event

On 4 June Swansacre Rising 5s visited their Local Community Fire Station, 30 kids and 6 adults engaged in a number of home and personal safety messages from their local Firefighters. At the same time learning about the role of a Firefighter whilst getting their hands on some of the firefighting equipment. This event was thoroughly enjoyed by all involved.



### Smokey Paws Kits



On the 16 May 2019 Crew Manager Garry West presented the last Smokey Paws kit to the RDS at Comrie. Garry has been the driving force behind funding of the kits throughout Perth and Kinross and now thanks to his hard work every station is now equipped with the pet saving equipment. The kits are specially designed to provide oxygen treatment to animals that have been exposed to smoke in a fire situation. Jake the springer spaniel was on hand to pass on his thanks on behalf of the animal kingdom.



## Kinloch Rannoch Events

Local Firefighters ran a number of Young Firefighters sessions for all the local primary school pupils in their area. All involved enjoyed their experience whilst learning a number of safety messages. Local firefighters also delivered a number of



sessions to local residents and workers about the impact from wildfires, whilst giving a number of safety tips to reduce any risks to wildfires occurring.

## Life saving skills

A number of life saving talks and demonstrations were delivered to; Perth Academy, ESOL Next Steps Group, Millburn Court Residents and Contact the Elderly scheme.

The groups all got involved in the interactive sessions to improve their skills in CPR whilst also engaging in a number of important home and personal safety advice and education. These sessions were very well received by all involved.



## Blairgowrie Events

Blairgowrie Firefighters visited some very enthusiastic primary school pupils from Newhill & St Stephens Primary School Nursery classes pupils from Blairgowrie. They received some very important safety education as part of their People Who Help Us Project.. This included home and fire safety with some important safety information which led on to them having some fun with the fire engine and equipment.



SFRS attended 456 incidents of which a number would undoubtedly have had a serious impact on members of our communities and their families, particularly from Road Traffic Collisions, Dwelling Fires and other Special Service Calls. Some of the more notable incidents and events are noted below:

### Fire at Fairfield, Perth

On Friday 31st May Fire appliances from Perth and Dunkeld were mobilised to a fire in a Flat at Menzies Court. On arrival Firefighters were faced with a serious fire in a ground floor flat whilst other residents unable to leave the property because of the fire.



Firefighters supported by other agencies worked quickly to bring the fire under control whilst rescuing 14 people from the building involved. This incident resulted in 14 casualties from five properties requiring hospital treatment, some with serious injuries. The incident required a joint Fire Investigation by Police Scotland and SFRS. There have been several engagement sessions programmed with local residents to ensure they are provided the right level of support with regards to fire safety. A multi-agency review has been organised to look at this incident to ensure we deal with any learning as a partnership.

### Helicopter Multi-Agency Workshops

The aim of the workshop is to enhance multi-agency responses to operations involving helicopters by developing a greater understanding of partners' standard operating procedures, operational limitations and tactical considerations.

SFRS Managers attended the recent multi agency workshops with S.A.S, Police Scotland, RNLI Coastguard and Mountain Rescue. This event forms part of a series of short technical workshops which have been developed by Tayside Local Resilience



Partnership and is intended to ensure that personnel responding to incidents have a comprehensive understanding of the hazards, risks and challenges present when working with helicopters. The need for such workshops has been identified during recent incident debriefs and they are designed to assist personnel to better understand other agencies' priorities and considerations when attending incidents of this nature and improve inter-agency working.



## Water/Gorge Rescue Exercise

A Multi-Agency exercise was organised within Craighall Gorge, Blairgowrie, which took place on the 19<sup>th</sup> June 2019 which involved the Scottish Fire & Rescue Service, Police Scotland, Police Scotland Mountain Rescue and experts from The Canyoning Company.

The exercise involved a technical rescue of live casualties and canyoning experts by utilising highly trained and skilled SFRS Swift Water Technicians, Police Scotland Rope Rescue Operators and local retained firefighting crews from Blairgowrie.

The aim of the exercise was to test the effectiveness, under the umbrella of the Joint Emergency Service Interoperability Plan (JESIP) of emergency services and responding partners at the operational and tactical command levels in response to a multi-agency incident. This will ensure that all partners respond together in co-ordinated manner to enhance emergency intervention.



## HM Perth Prison Workshops

As part of Local resilient planning a number of multi-agency workshops were organised through Tayside LRP and delivered at HM Prison Perth. These sessions were delivered as a result of several incident debriefs to ensure all partners are fully aware of the Prison procedures and that of all other agencies. These sessions facilitated by Prison staff were well attended across the partner agencies as well as very well received. The inputs gave all agencies a good overall understanding of the roles and responsibilities across number of incident types. The sessions were very well received by all involved.







## **PERTH AND KINROSS COUNCIL**

**Housing and Communities Committee  
21 August 2019**

### **PERTH AND KINROSS LOCAL POLICING AREA QUARTERLY POLICE REPORT 1<sup>st</sup> April – 30<sup>th</sup> June 2019**

**Report by Chief Superintendent Andrew Todd, Police Scotland 'D'  
Division (Tayside) (Report No. 19/223)**

#### **1. RECOMMENDATION**

- 1.1 It is recommended that members note and scrutinise this operational report.

#### **2. BACKGROUND**

- 2.1 The purpose of this report (Appendix A) is to provide information to the Committee regarding the performance of Police Scotland to facilitate local scrutiny.
- 2.2 Appendix A will provide information in relation to some of the work which has taken place within Perth and Kinross Local Policing Area.
- 2.3 The content in this report is for information purposes to allow Board Members to conduct their scrutiny responsibilities.

#### **3. PERFORMANCE**

- 3.1 Appendix A will provide updates on:
- Putting Victims at the Heart of What We Do
  - Tackling Crime and Antisocial Behaviour
  - Protecting Vulnerable People
  - Maintaining Public Safety

#### **4. FINANCIAL IMPLICATIONS**

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

## **5. STAFFING IMPLICATIONS**

5.1 There are no staffing issues as a result of this report.

## **6. ENVIRONMENTAL ISSUES**

6.1 This report does not have any impact on the environment.

## **7. SUMMARY**

7.1 The attached report updates members regarding significant operational matters and performance of the local policing area.

## **8. COMPLIANCE**

Is the proposal;

|                                      |     |
|--------------------------------------|-----|
| (a) Human Rights Act 1998 compliant? | YES |
|--------------------------------------|-----|

|                                     |     |
|-------------------------------------|-----|
| (b) Equality & Diversity compliant? | YES |
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Perth and Kinross Council  
Housing and Communities Committee



Quarter 1 ending 30 June 2019  
Chief Superintendent Todd



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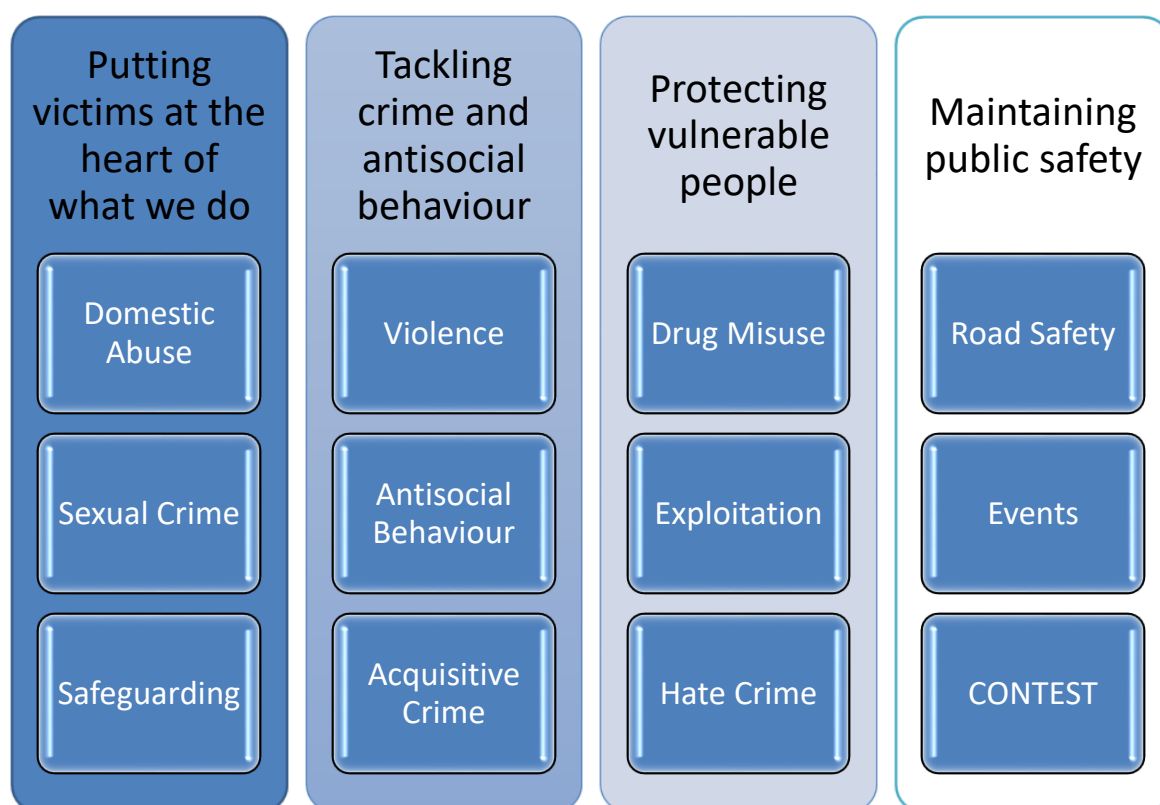
## Introduction and overview of Policing Objectives

As from April 2013, the Police and Fire Reform (Scotland) Act 2012 has required Divisional Commanders to produce and publish a Local Policing Plan (LPP) for each local authority area. The LPP clearly sets out the policing objectives for Perth and Kinross previously reported to the Housing and Communities Committee.

Performance in relation to the identified policing objectives and outcomes is monitored and reviewed at the monthly Tasking and Delivery Meeting. Quarterly reports are produced to allow scrutiny by Perth and Kinross Housing and Communities Committee. This report covers the period from 1 April 2019 to 30 June 2019, however will focus on Year to Date (YTD) data from 1 April 2018 to 30 June 2018 and 1 April 2019 to 30 June 2019.

Data provided in this report is for information purposes to allow Committee Members to conduct their scrutiny responsibilities.

This report will make reference to specific crimes mentioned underneath local outcomes, which we refer to as our control strategy.



The information contained within this document compliments Force Priorities and supports reporting through Community Planning Partnership structures.

## Putting victims at the heart of what we do

Having a victim centered approach allows us to consider the needs of victims at all times, working with partners to ensure the response is appropriate allows us to ensure support and preventative work takes place.

We continue to work and utilise specialist resources internally and externally and by ensuring our staff are trained we work hard to ensure our victims feel confident and supported in the service we provide.

### **Outcome 1 - Domestic Abuse**

Domestic Abuse Crime rates continue to fluctuate from -2.3% lower than the previous year in April to +11.8% higher than the previous year in June. This pattern is consistent across Scotland and no trends are apparent.

The number of domestic crimes reported for quarter one has decreased by 13.9%. There were 192 reported crimes for this period compared to 223 for last year.

#### Activity

The Domestic Abuse (Scotland) Act 2018 came into force on 1<sup>st</sup> April 2019, creating the offence of a person engaging in an abusive course of conduct. All Divisional officers have received training on the new legislation and Divisional champions identified, to mentor their peers. It is too early to fully understand the impact of the legislation on victims and Police, however it is anticipated reported crime rates may increase due to duplicate crimes being reported for the same incidents.

D Division undertook a review of Multi-Agency Tasking and Coordination (MATAC), a multi-agency review process targeting perpetrators. This was designed to ensure consistency was in place across the Division and Scotland, and highlights the successful disruption and enforcement work this process achieves. At present 20 perpetrators across Tayside are subject to ongoing MATAC packages.

Following recent reviews at a national level, awareness raising has taken place amongst Police and partners about the Domestic Abuse Disclosure Scheme (DSDAS) which has been underused. This awareness raising has led to an increase in the number of authorised disclosures to potential victims of domestic abuse.

#### Results

On 15<sup>th</sup> April 2019 Stefan Scott was found guilty at the High Court of 21 violent and sexual offences against 6 partners between 2009 and 2018. He was sentenced to 12 years imprisonment. This result is an example of the proactive work generated by MATAC processes.

#### Challenges

Police resources are being challenged by an increasing number of Honour Based Abuse reports. Increased demand is partially due to increased awareness amongst partners, however these enquiries take time to build relationships with and protect vulnerable victims.

## Outcome 2 – Sexual Crime

Group 2 includes other sexual offences, such on online crime and non-recent abuse.

During the first quarter of 2019/20, volumes of Group 2 crime overall have increased slightly (7.3%) in Perth and Kinross compared to the same period last year. Detection rates for rapes and sexual assaults have increased considerably, contributing to an overall detection rate of 74.3% - above both the equivalent period last year and the historical first quarter averages. It is worth noting that early year detection rates can be skewed by the effects of detections from previous year. There is no discernible pattern of sexual offending, however the majority originates from situations where the victim and offender are known to one another and substance use is often a factor.

### Activity

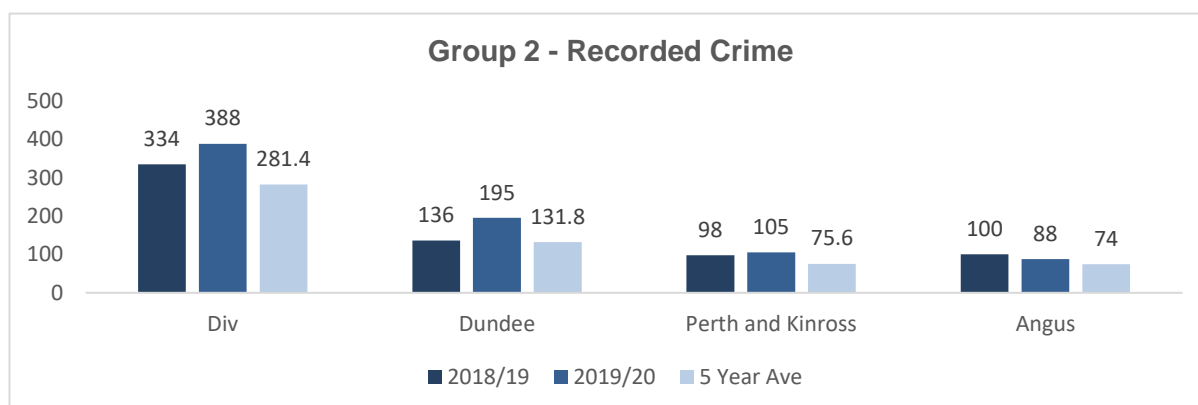
On 1<sup>st</sup> April 2019, a new Forensic Examination Suite was opened in Dundee, catering for adult victims of sexual crime across Tayside. This creates a one-stop shop for forensic examination and support and contains an anonymous referral option where victims are not ready to speak to the Police. This is one of the few anonymous pathways in Scotland. Services for child victims are provided at existing co-located centres.

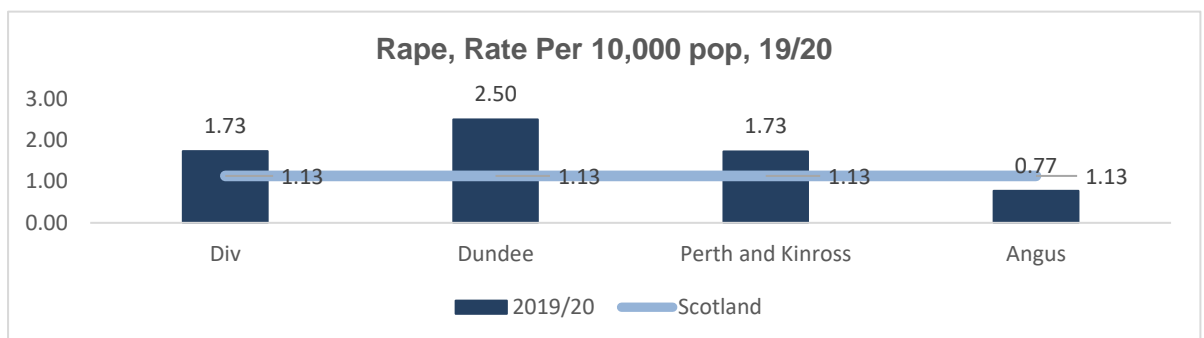
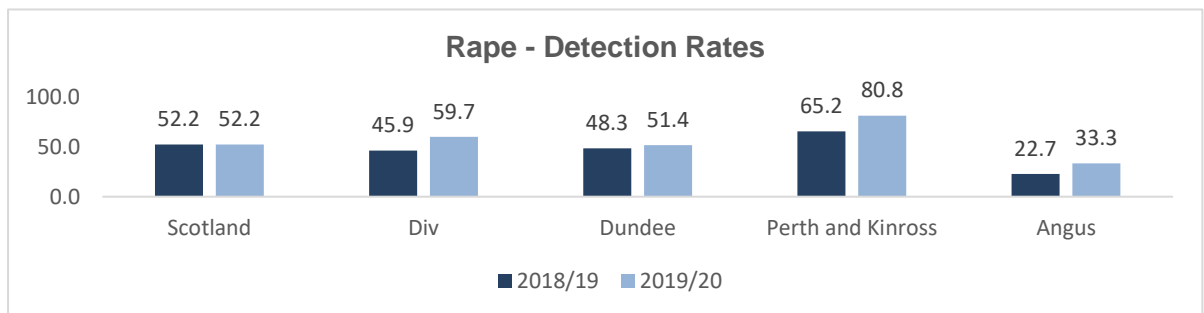
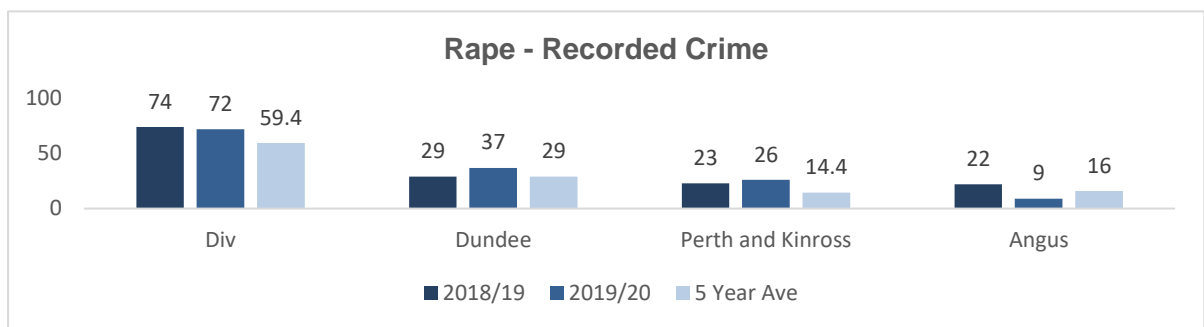
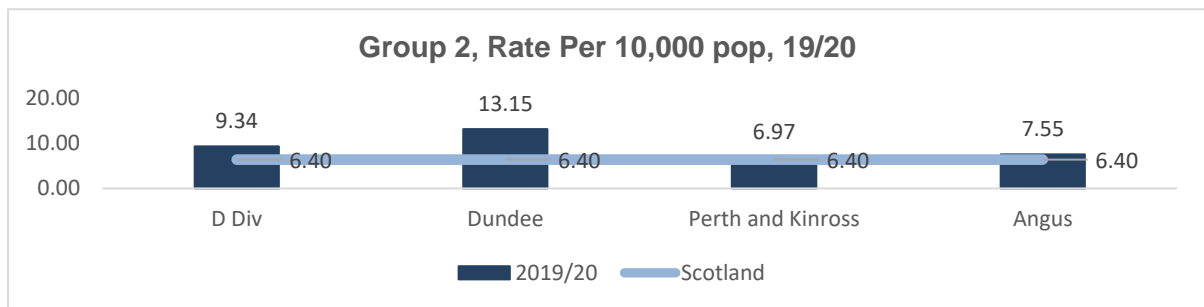
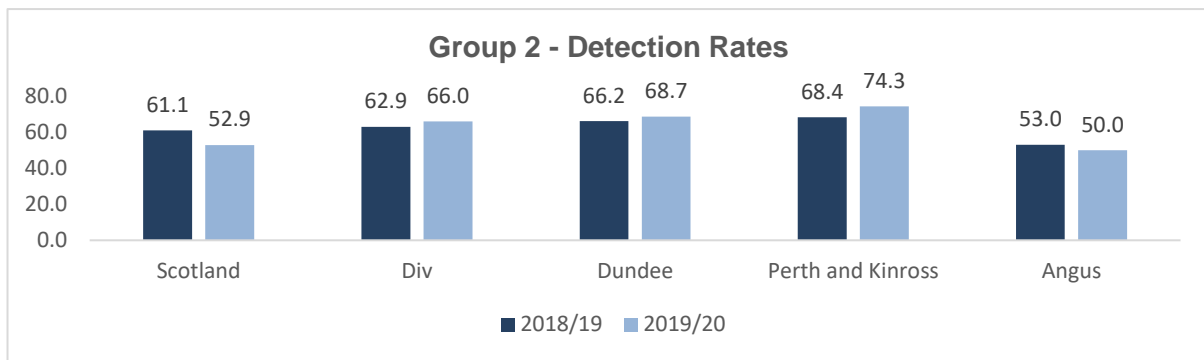
### Results

On 19<sup>th</sup> June 2019 David Dunn was sentenced at the High Court on 3 charges of non-recent abuse committed against vulnerable young boys. This was the outcome of an Operation which lasted for months in an effort to bring him to justice, which was only possible due to the help of partners in Social Work. At Glasgow High Court, Dunn received a sentence of six years and one month.

### Challenges

It is of note that Perth and Kinross has high reporting rates for non-recent crime, those which occurred more than a year prior to reporting. Non-recent rapes are 65% of those reported and overall Group 2 crime sits at 39% in June 2019. These crimes are traditionally more difficult to detect with the lack of witnesses and forensic evidence two contributory factors. D Division have reacted by creating a non-recent sexual crime team to improve the standards of investigation and create resilience in this area of business. This team will commence in quarter 2 of 2019/20.







### **Outcome 3 – Safeguarding**

#### **Activity**

On 7 June 2019, Sergeant MacNaughton and Constable Elder conducted a meeting in Birnam with group of carers for persons with Dementia through contacts at Alzheimer's UK charity. They provided preventative information provided for scams and bogus workmen. This included missing person procedures and preventative devices to be used for their clients.

Police Scotland ran a national 'Shut Out Scammers' initiative during this reporting period the campaign sought to raise awareness of the wide variety to tactics used by those involved in this criminal behaviour.

#### **Results**

Partnership working with Alzheimer's UK at a local level including information sharing for carers.

#### **Challenges**

Obtaining evidence from these particularly vulnerable people is challenging if they become victims of crime it is essential that partnership working is completed to prevent any repetition of these crimes.

## Tackling crime and antisocial behaviour

It is recognised that through early intervention and an early response we can prevent escalation and crime occurring and we work hard with partners to achieve this.

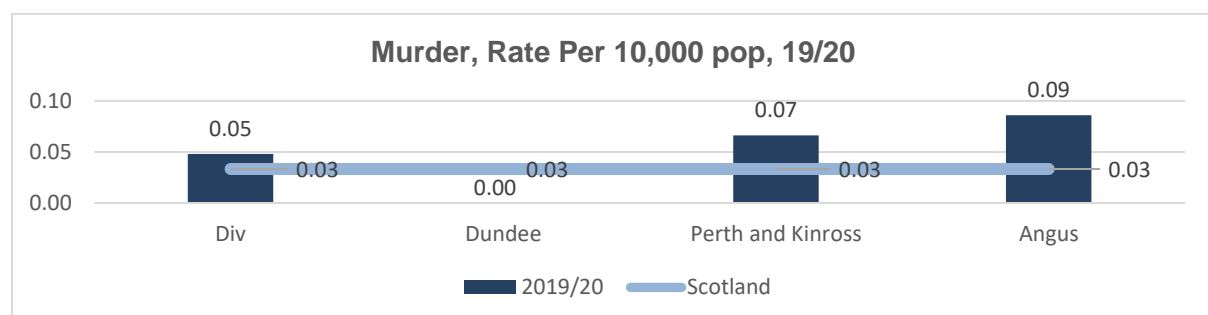
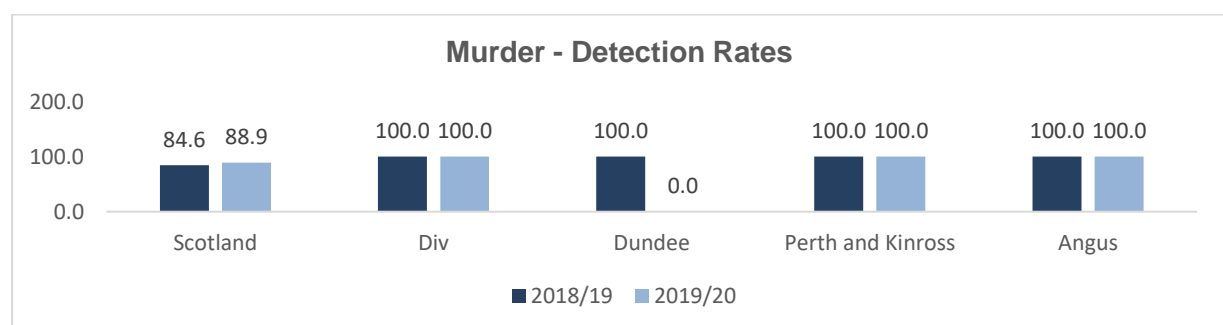
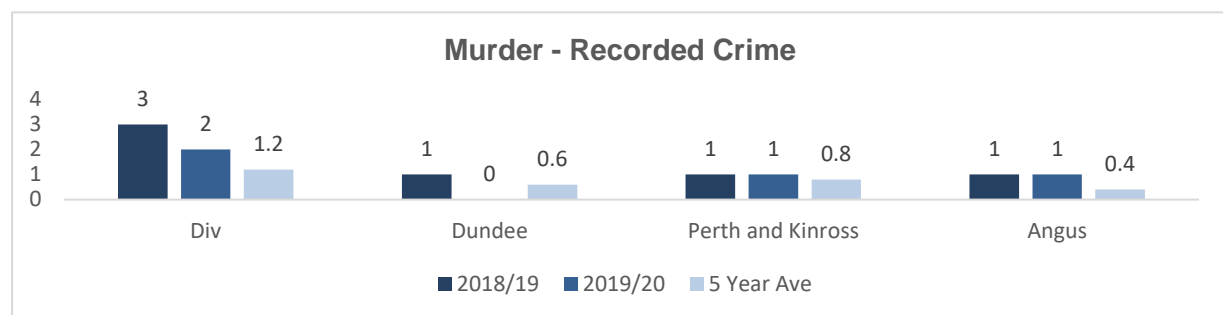
### Outcome 1 – Violence

#### Activity

During quarter 1 there was one murder in Perth. The incident was responded to by local officers and detectives from the Criminal Investigation Department. Ownership of this investigation was passed to the National Major Investigation Team who were supported by local officers. The circumstances leading to the death Barry DIXON have been reported the Crown Office and Procurator Fiscals Service.

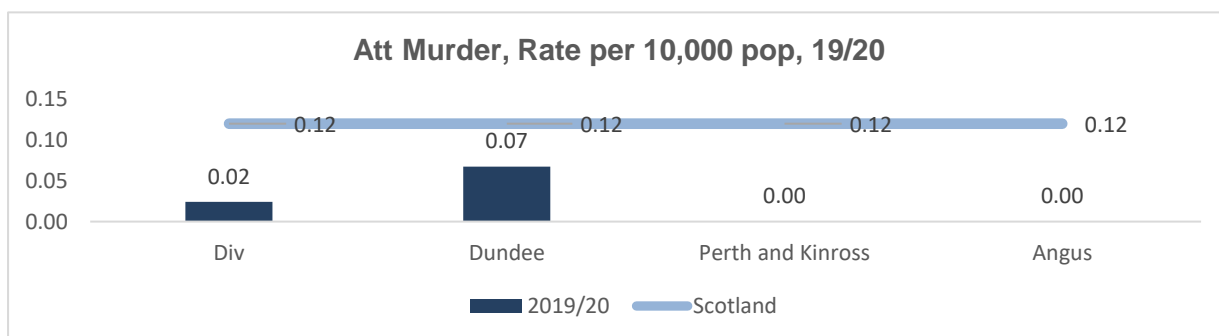
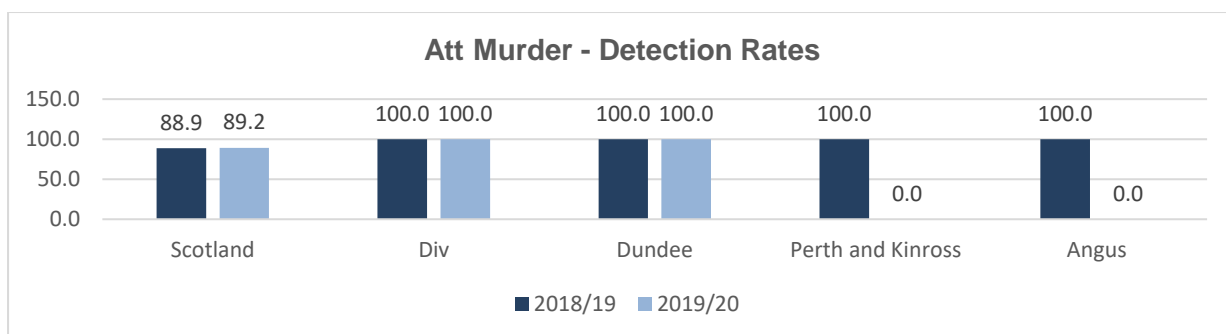
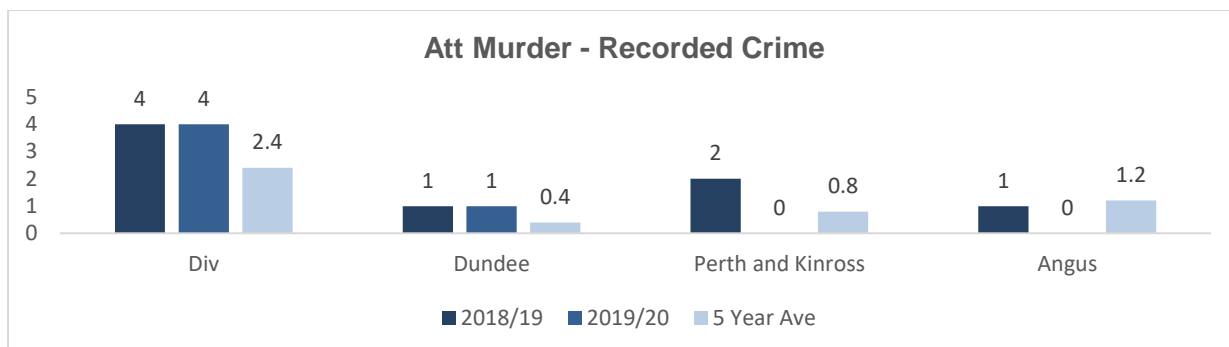
#### Results

A 21 years old man has been charged with the Murder of Barry DIXON and is remanded in custody awaiting trial.



## Attempted Murder:

There have been no attempted murders in the Perth and Kinross area during this reporting period.



## Serious assaults:

### Activity

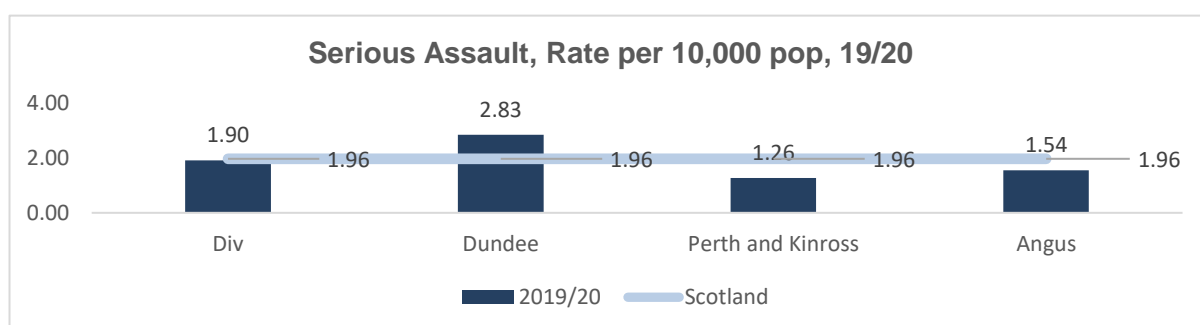
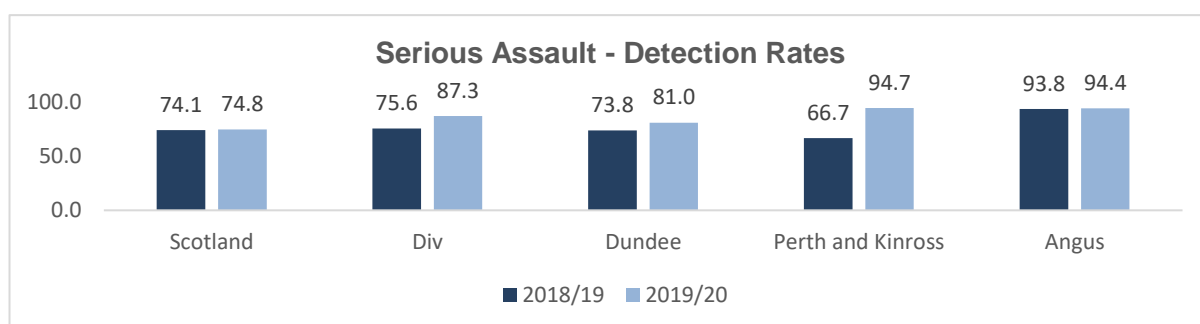
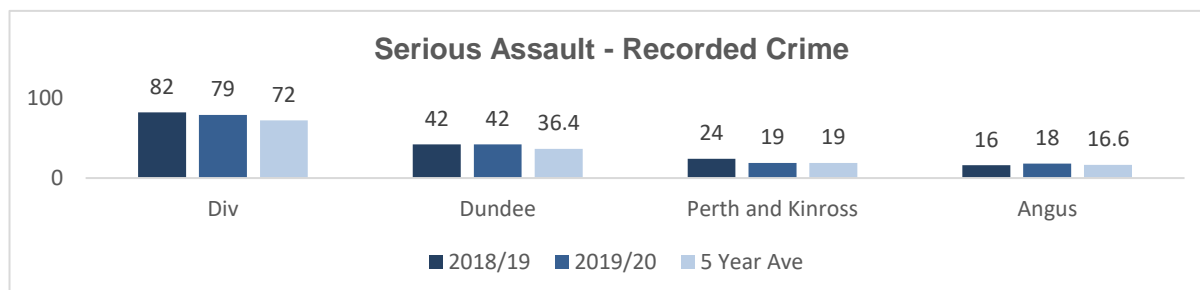
There has been a significant increase in the detection of serious assaults within the first quarter with the chances of becoming a victim of a serious assault being below the national average in Perth and Kinross. The investigation of serious assaults will be overseen by the CID however it is often in partnership with local officers.

### Results

During this quarter there has been a slight reduction in the number of serious assaults from this period last year, falling in line with the 5 year average figure. Almost half of the incidents have involved the consumption of alcohol by both or either the accused or the victim, with only 5 occurring within or near to a licensed premises. Two of the serious assaults have occurred in a domestic setting. The vast majority have not involved the use of weapons. Weapons including knives, a piece of wood and a candle have been used during 6 assaults. 2 of the assaults occurred within the HMP Estate one involving an inmate and the other a member of staff. 8 of these crimes were committed by people known to the victim.

### Challenges

Predicting and preventing serious assault can be challenging. When appropriate the use of medical data could be beneficial to predict geographical locations of public space serious violence. Occasionally, the victim of violent crime will not engage with Police Scotland however due to the nature of the injuries sustained an investigation will be completed.



## Assaults:

### Activity

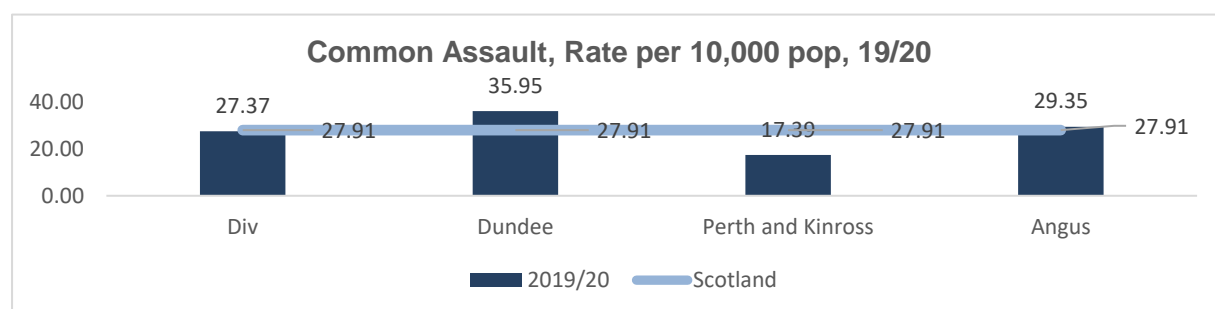
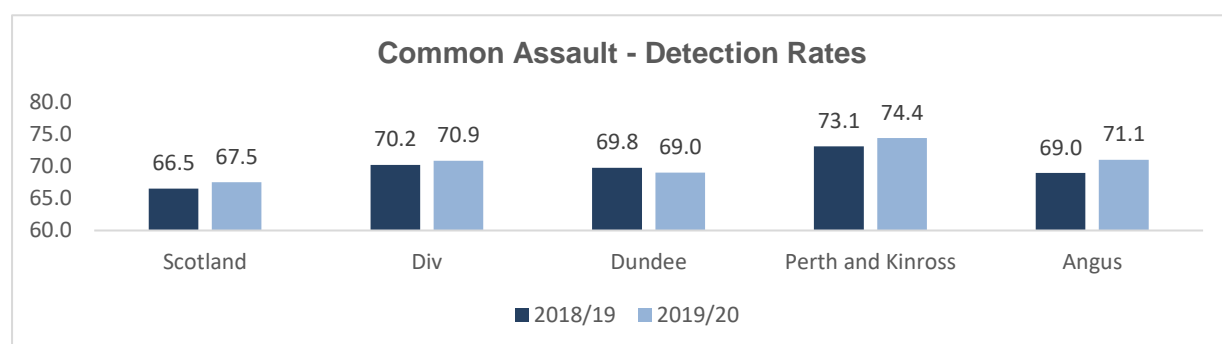
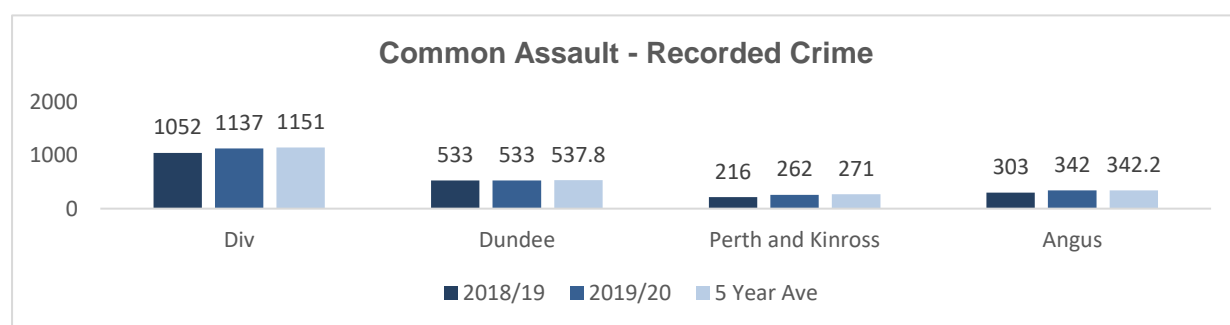
Assaults reported at HMP Perth are reviewed in partnership with the Scottish Prison Service to prevent any repetition but also for intelligence building in terms of causation factors for the violence.

### Results

Common assaults remain low in Perth and Kinross compared with the national average. Whilst there has been an increase in assaults, they still remain under the five year average. It should also be noted there has also been a small increase in the number of detected offences.

### Challenges

Often persons involved in these type of incidents, which generate multiple crimes are unwilling to engage with Police. This hampers the evidence gathering process, which adversely affects the detection rate. That said, if persons who commit these crimes do so in licensed premises Banning Orders are requested for those individuals who commit violence within these premises.



## Outcome 2 – Antisocial Behaviour

### Activity

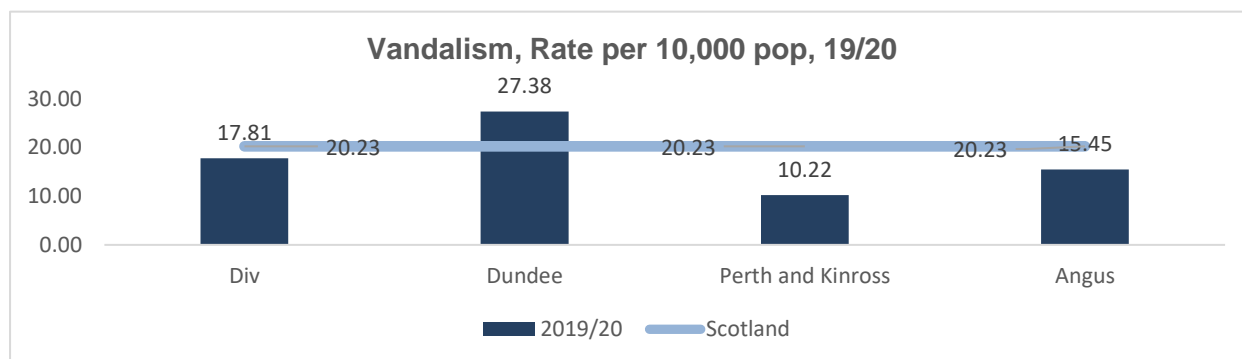
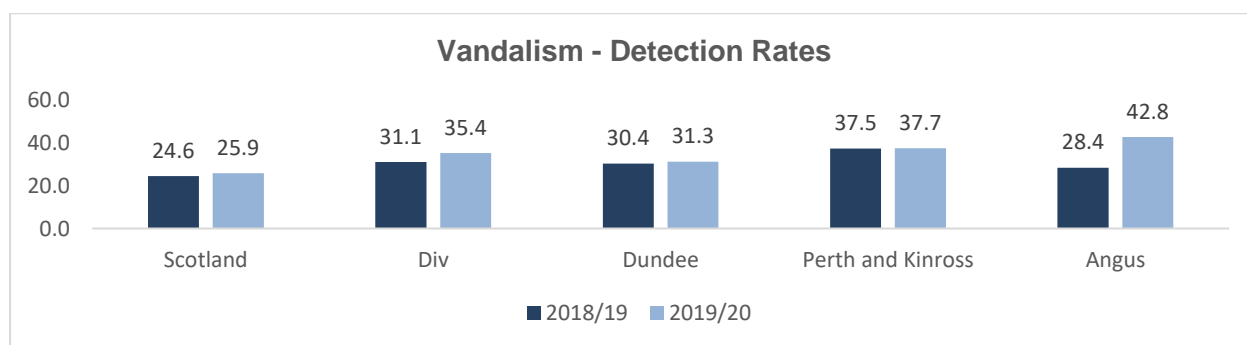
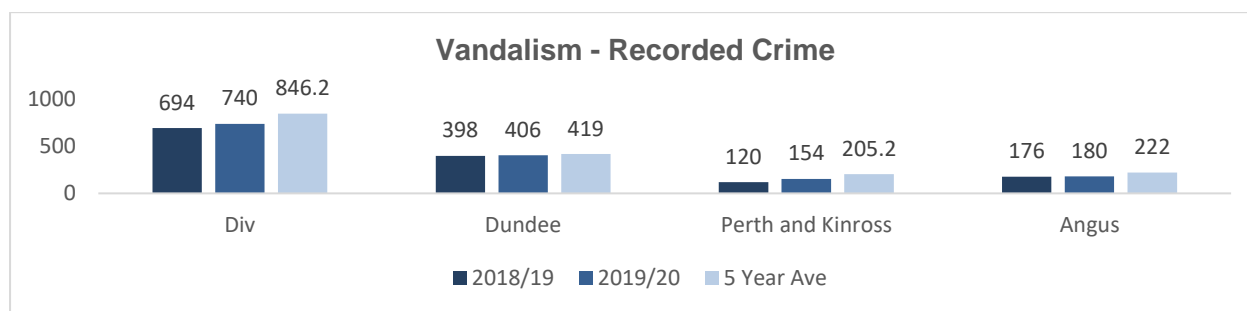
Operation Ironworks has commenced during the quarter under review. Inspector Chase has attended meetings at Loch Lomond National Park Headquarters along with three other divisions within Police Scotland to prevent anti-social behaviour within the National Park and locally at Loch Earn.

### Results

Operation and resources identified to tackle anti-social behaviour and alcohol related violence at Loch Earn for intelligence led operations including cross-border work and in partnership with Park Rangers.

### Challenges

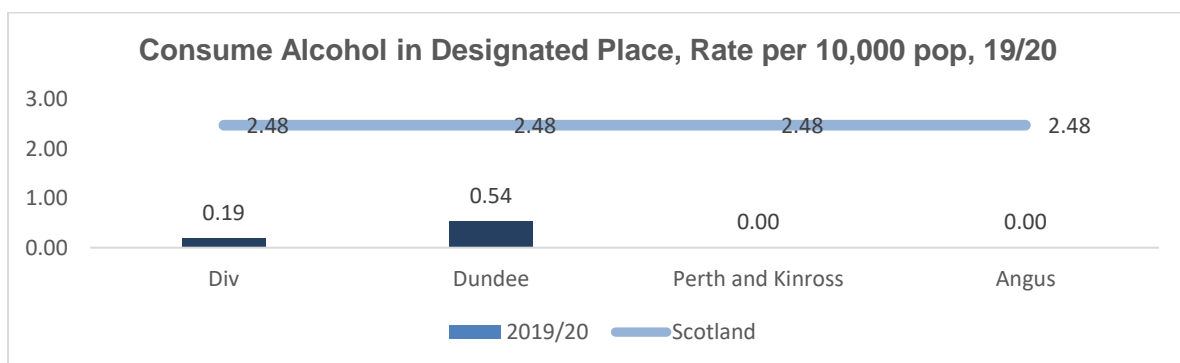
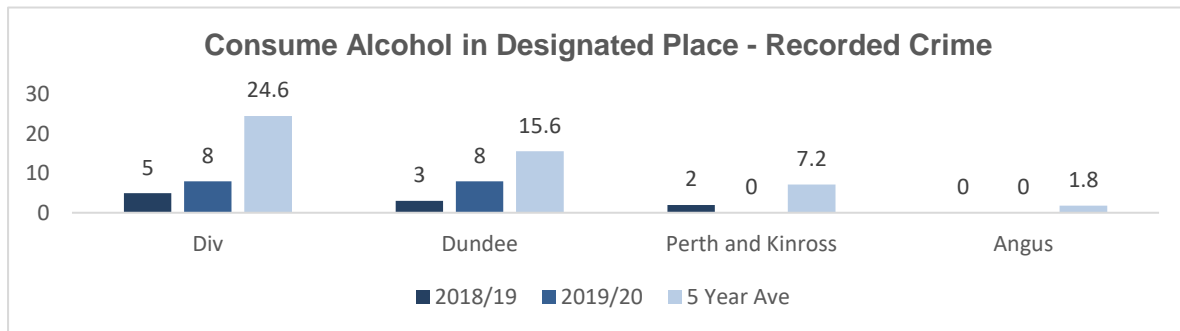
The rural location of Loch Earn when those attending and camping overnight have consumed alcohol often leads to confrontation with police officers and difficulties with requesting for the campers to remove themselves from the area.



Consuming alcohol in a designated place (where byelaws exist):

### Activity

There have been no offences detected in relation to consumption of alcohol in designated public places. Licensed premises are visited at weekends by both response and community officers.



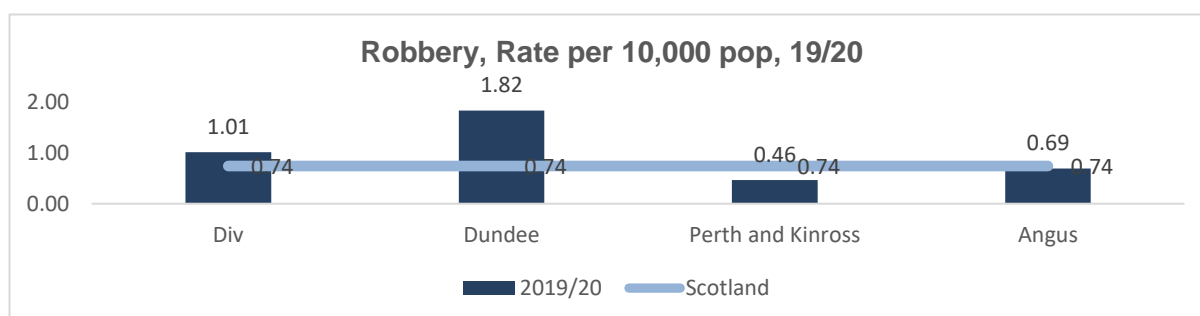
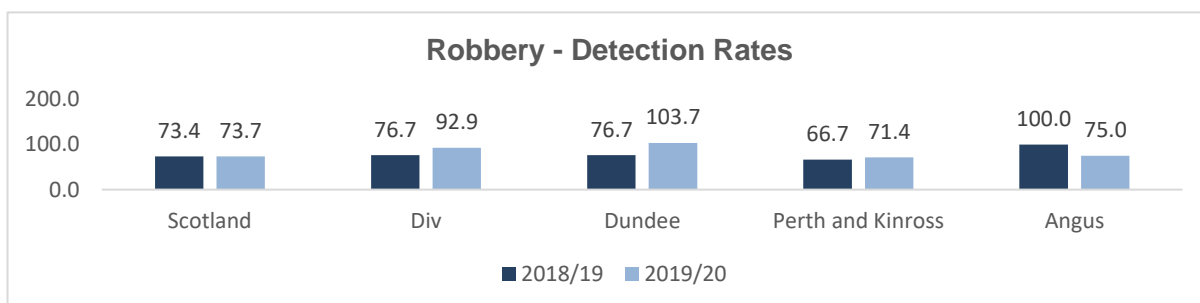
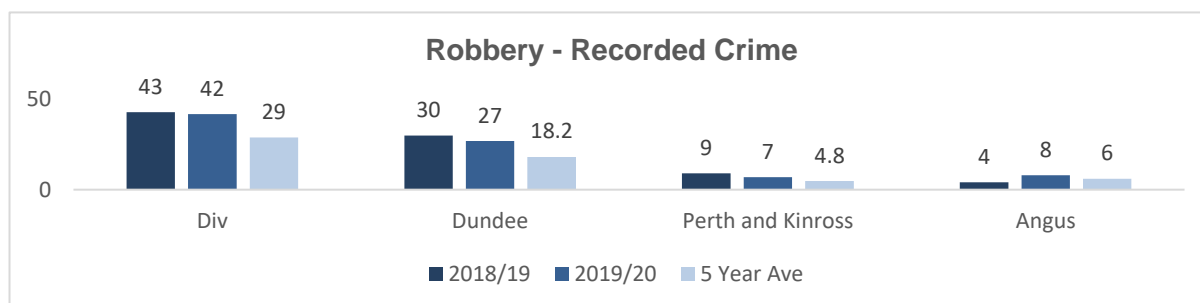
### Outcome 3 – Acquisitive Crime

#### Activity

A number of premises in Perth and Kinross were targeted by a group of travelling criminals from England who distracted staff in a variety of commercial premises making use of chip and pin machines to facilitate high value refunds when no purchase had been made. Preventative messages were put out on social media and through retail partner's networks.

#### Results

This reporting period has seen a slight reduction in Robberies in comparison to the same period last year, however the number of robberies remains above the 5 years average. There was one high value robbery which involved the theft of a car. 2 of the crimes have involved people who use drugs, with 1 crime occurring in a domestic setting. Items stolen include mobile telephones and cash. The majority of crimes have not involved the use of weapons, only some of the crimes have involved people who know one and other. All robberies have occurred against a persons, no premises have been targeted, and no specific trend of victim type has been identified.





## Domestic housebreaking:

### Activity

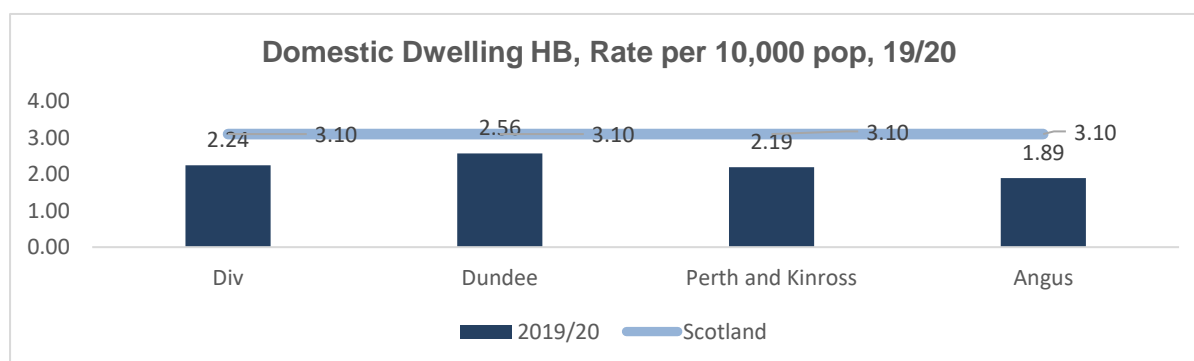
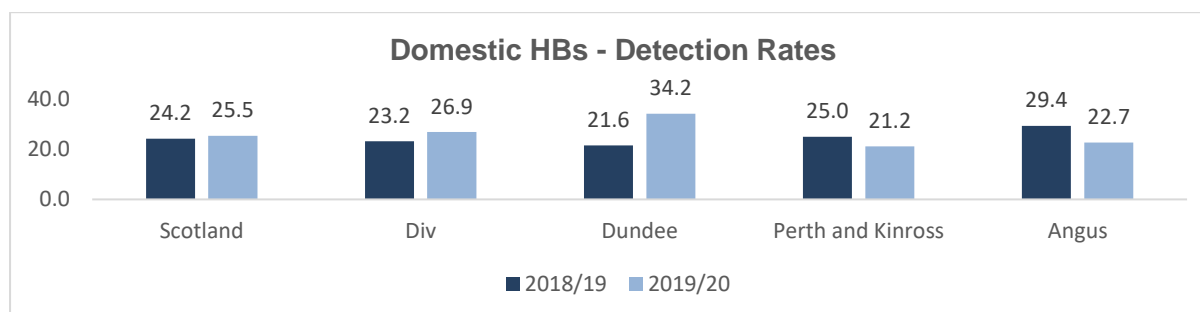
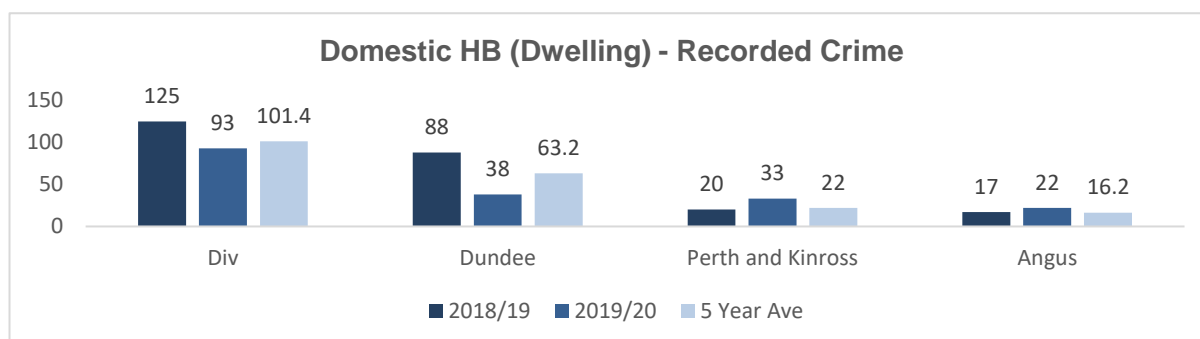
In May 2019 Perth CIU investigated a series of Housebreakings and Theft Open Lockfast Places to property at Kinloch Rannoch. Investigation was made alongside local Pitlochry officers and a male was identified as being responsible by traditional Policing methods and supported by forensic evidence.

### Results

A male was arrested and charged with 5 offences and remanded in custody.

### Challenges

Housebreakings in rural locations continue to be challenging in terms of detecting these crimes. Regular cross border meetings take place between D division and neighbouring divisions identifying potential offenders who are risk across divisions. This intelligence sharing has led to joint patrols between boundaries.



## Motor vehicle crime:

### Activity

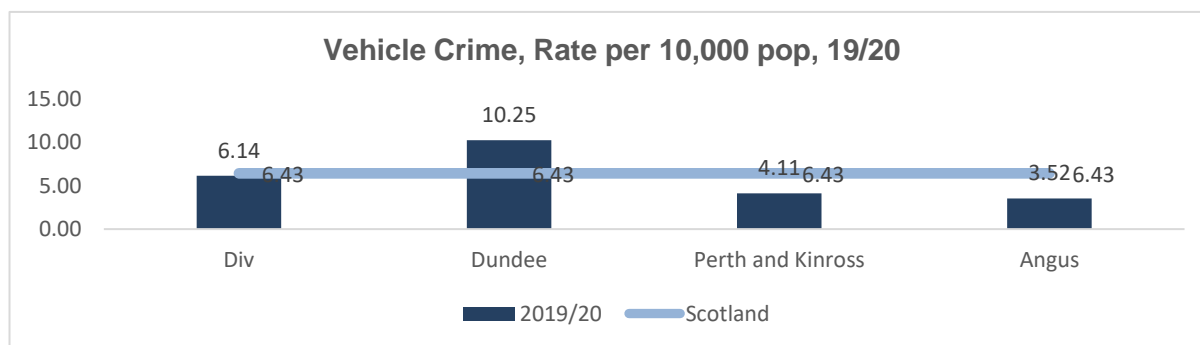
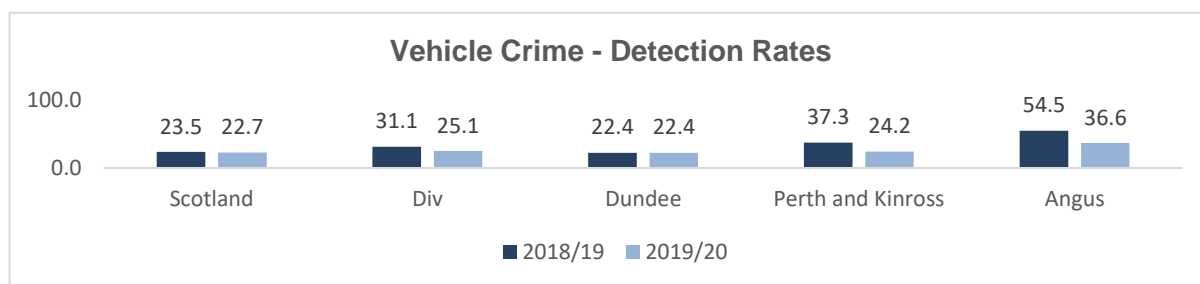
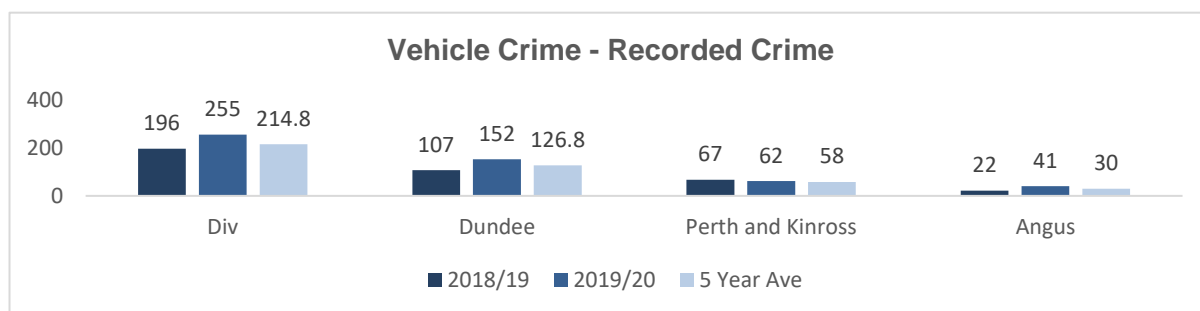
In May 2019, two thefts from motor vehicles in Perth were reported to Police one of which was observed by a member of the public.

### Results

Officers traced the same male and found him to be responsible for thefts from cars and also being found within curtilages without a reasonable excuse. He was arrested and reported for six separate offences and is currently awaiting trial for these crimes.

### Challenges

In respect of the theft of agricultural vehicles, some victims continue to leave keys in accessible places. In respect of small vehicles, for example quadbikes or ATVs, consideration should be given for removing seats or disconnecting engine parts to prevent the theft of these desirable items.



## Theft by shoplifting:

### Activity

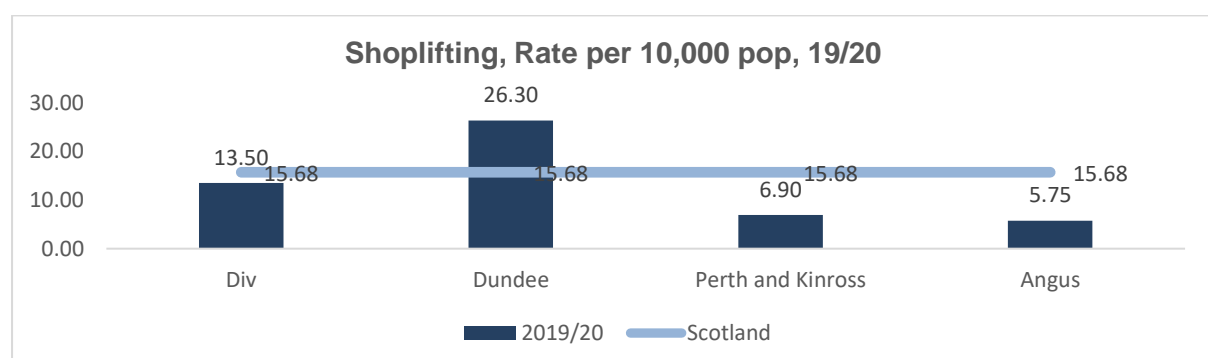
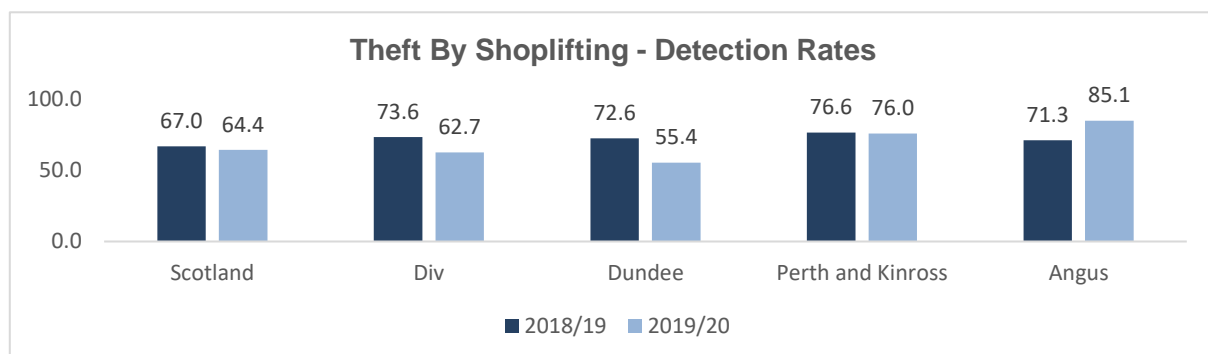
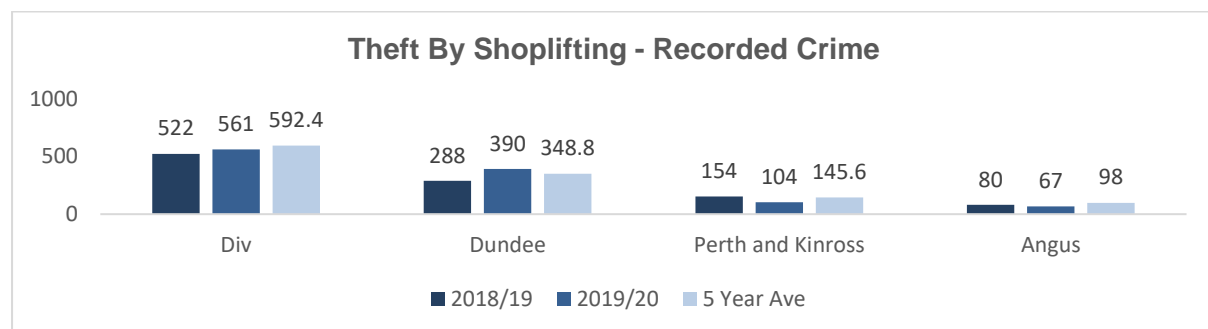
Shoplifting has seen an increase in comparison with the figure for last year in the division, although it continues to be well below the national average. However, Perth and Kinross has seen a considerable reduction.

### Results

The detected shoplifting crimes within Perth City Centre include the local supermarkets for example, Morrison's, Tesco's and Asda. When offenders are charged with offences bail conditions are requested for them not to enter the shop premises and, provided it is justifiable, Perth city.

### Challenges

Challenges with shoplifting offences can include the stock counting of premises. To prove charges an element of this will include the exact quantity of an item that has been stolen. This will include shop premises completing an audit for Police Scotland to identify the missing stock. This can prove challenging for some premises.



## Fraud:

### Activity

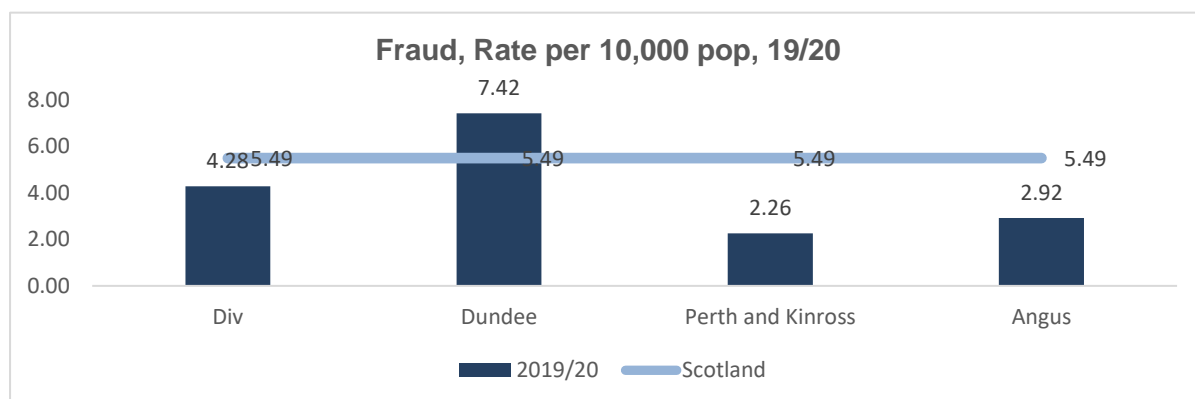
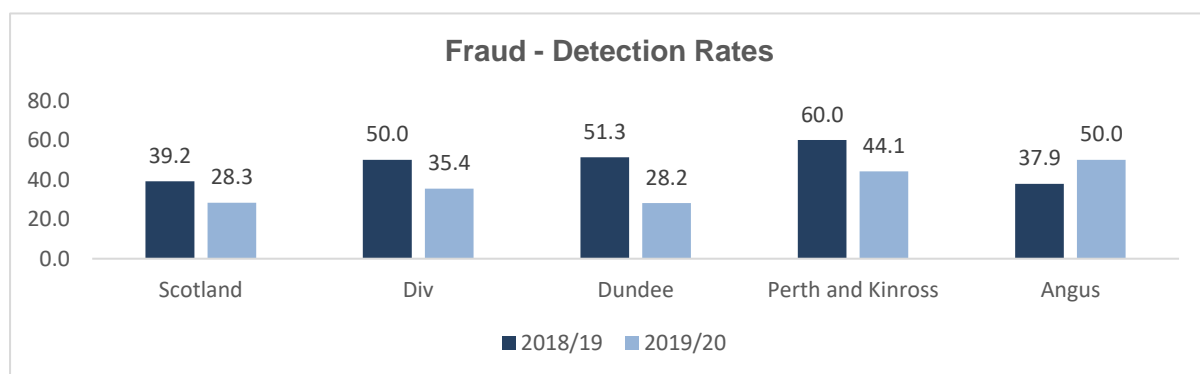
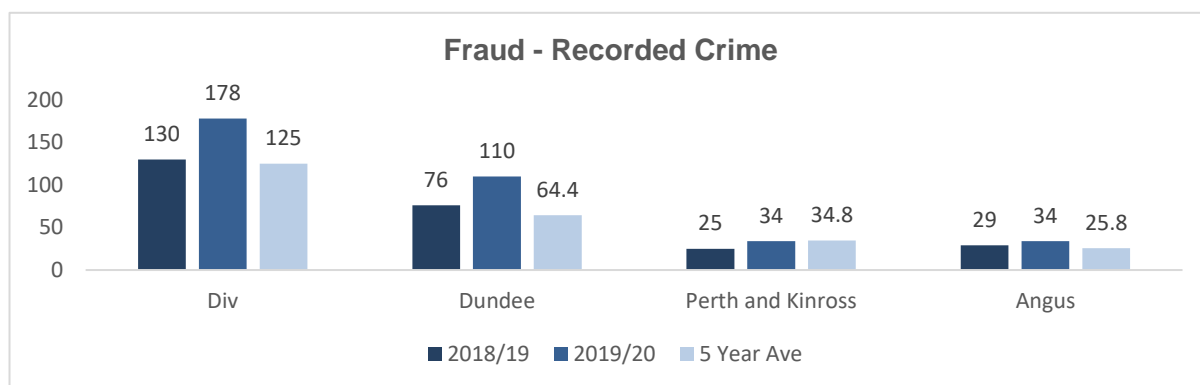
Close collaboration with Pitlochry neighbourhood Watch Coordinators Group – attend the quarterly meetings and regularly provide mutual updates by email. Information flow has been continuous and includes dissemination via the Community Watch system. This has resulted in the interception of a number of bogus workmen and tradesmen in the Pitlochry area, avoiding some vulnerable elderly residents from becoming victims.

### Results

A number of potentially vulnerable people have been identified and potential perpetrators have been displaced from Pitlochry.

### Challenges

Victims are often embarrassed to report incidents to Police Scotland or other agencies.



## Protecting vulnerable people

### Outcome 1 – Drug Misuse

Possession of drugs:

#### Activity

Proactive work continues, with local officers dealing with those suspected of being in possession of controlled drugs. A number of drug search warrants have been executed across Perth and Kinross during this reporting period.

Perth CIU dealt with 3 males who were identified as targeting a vulnerable individual in Perth by the local Council. Officers worked with partners and attended the address offering support for the victim and due to evidence of drug dealing the males were detained for drugs searches.

The three males provided false details and two were identified by live scan fingerprinting. The third male refused to go on live scan and his identity remained unknown.

All three were charged with attempt to Pervert the Course of justice and put before the court but released the following day for further enquiry for the supply case.

The three males were from London with a Somalian heritage and suspected to be linked to Serious Organised Crime.

Whilst in custody all three were given an opportunity out with Police interviews to give their background details and confirm if they were victims but they refused to engage and give any information.

One male was traced the following day and CIU liaised with immigration for advice and he was subsequently arrested on suspicion of being an illegal entrant into the UK under Immigrations Act 1971, sect 17(1) Schedule 2.

Authority was obtained to take his fingerprints by force and he was identified and had two Sheriff Court warrants in Glasgow with a deportation order in force. He was remanded in custody.

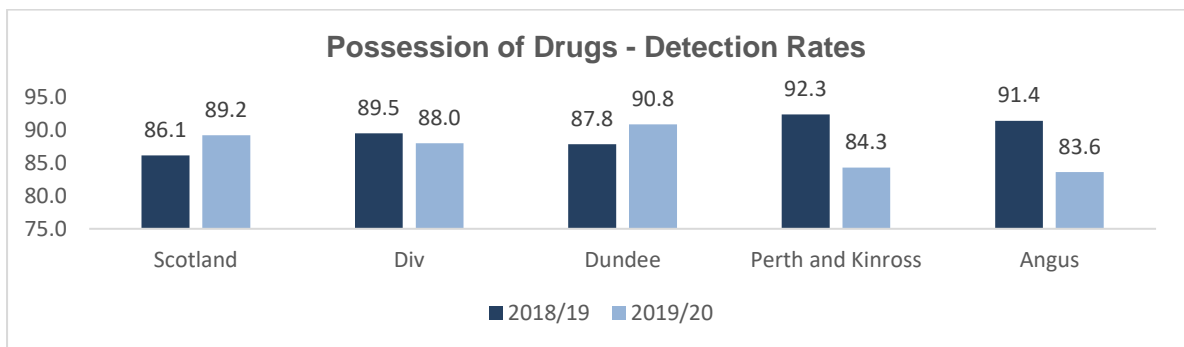
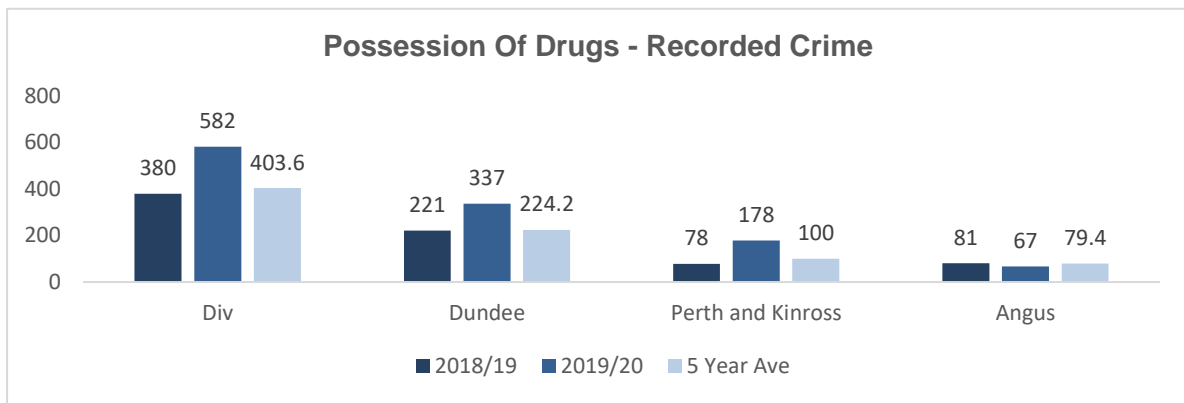
#### Results

During this reporting period there has been a significant increase in the number of individuals reported for the possession of controlled drugs. Drugs recovered include cannabis, heroin, cocaine and Diazepam. There has been a slight reduction in detection rates.

#### Challenges

People who use drugs particularly those that use a combination of controlled drug are more likely to suffer a non-fatal overdose or be the victim of a drug related death.

Cross border crime with links to OCG's and although the persons may be victims themselves there was a reluctance of refusal to provide information to Police.



## Supply of drugs:

### Activity

Perth and Kinross continues to be supported by the National Serious Crime Division to disrupt and detect those involved in serious and organised crime with links to the Perth and Kinross area.

HMP Perth Prison Liaison officer coordinated a joint operation with Scottish Prison Service and a number of drugs parcels on visits were intercepted. Both at HMP Perth and Castle Huntly.

### Results

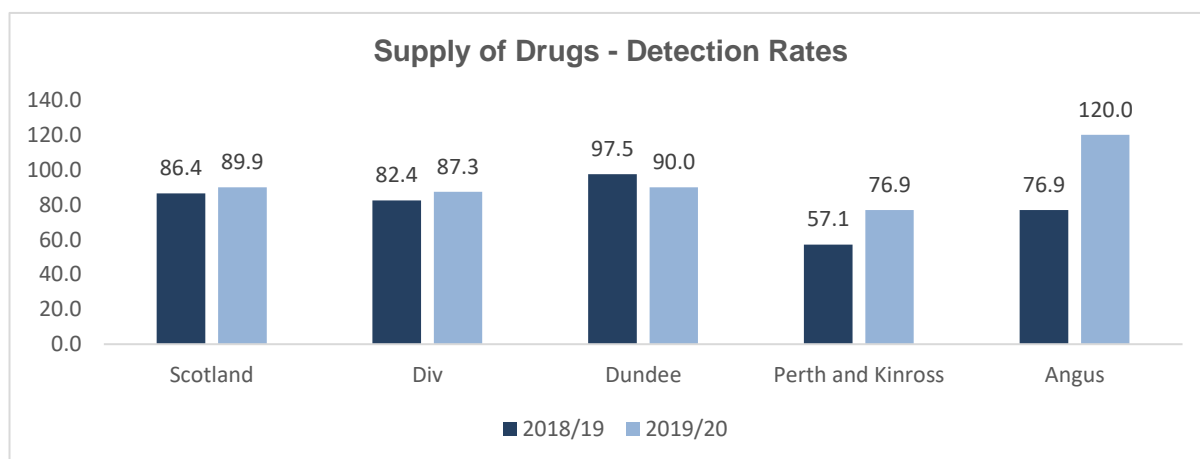
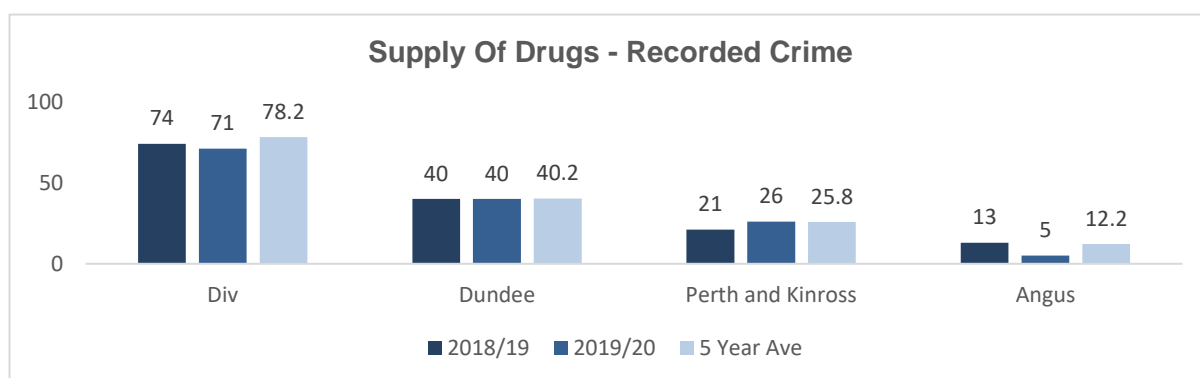
As a result of a proactive disruption activity a man was recalled on license.

Forensic examination used to identify drugs and mobile phones passed into HMP Perth. 3 people reported for these crimes.

HMP Perth and Castle Huntly drugs recoveries approximately 40g of Heroin, 70g Cannabis and 400 Diazepam tablets over last three months.

### Challenges

The use of technology whether that be the use of mobile applications, encrypted devices or use of the Dark Web by those involved in the supply of controlled drugs remains challenging for police and other enforcement agencies.



## **Outcome 2 –Exploitation**

### **Activity**

To overcome known cultural and social barriers to Child Sexual Exploitation (CSE), D Division have hosted two, bespoke, interactive online safety/CSE/grooming Facebook events with the public. At both events, police and partners were asked questions about subjects such as gaming, engaging with overseas internet providers and parenting in the digital age. During the course of the two events, over 26,000 people were reached with 2970 active engagements.

Tayside has created an Online Sexual Crime Team to manage the growing risks to young people from internet dependent offending. They respond to internet based sexual offending against children and adults, as well as sextortion and responding to Online vigilante groups and intelligence regarding persons in possession of Indecent Images of Children (IIOC).

PC Elder and PC Band completed a joint meeting with primary schools in Pitlochry catchment area – P7 pupils transitioning to secondary school. To provide advice and information on cyber safety and social media as well as the use of computers.

### **Results**

In May 2019, a female Chinese national pleaded guilty to Human Trafficking, having engaged in the sexual exploitation of females across the Tayside area. The enforcement of the named individual prevented further harm to a number of vulnerable people. We currently await the sentence.

During the first quarter of 2019, the Online Sexual Crime Team responded to 5 intelligence packages concerning those believed to be in possession of IIOC. Each one of those activities led to the identification of criminal offences.

D Division Offender Management Unit continue to proactively monitor our Registered Sex Offender Community and during this quarter the overall sexual re-offending rates are low at 0.5% of the RSO population. Re-offending primarily consists of non-sexual criminality, including non-compliance with Sex Offender Notification Requirements and Civil Preventative Orders.

The transition of pupils from Primary to Secondary education have also met the Community Officers based at Pitlochry and were provided with information and advice on how to keep themselves online.

### **Challenges**

The challenges of emerging human trafficking risks remain apparent and this represents a new threat to operational policing. It is of note that the cultural impression of trafficking is one involving non UK national victims. The reality is such that people can be trafficked within Scotland and the UK for the purpose of sexual and labour exploitation. D Division are currently running operations to investigate where young people have been transported across the Tayside area for the purpose of sexual exploitation.

There is an emerging threat from online vigilante groups, otherwise known as paedophile hunters, who have targeted individuals across Tayside, always with the purpose of livestreaming their activities on social media. Police will respond to all such incidents, however there are risks of disruption in the community associated with the approach taken by these groups, as well as risks with evidence being gathered which later becomes inadmissible in the criminal justice system.

The increase in internet dependent offences has led to an increase in reported sexual crime and this has on occasions been down to proactivity by Police. A consequence of this is the growth in the number of Registered Sex Offenders who have committed offences online. In this area of business



there is a constant challenge in ensuring the technological capability of local and national police teams matches those of the perpetrators.

To engage with parents with the similar topic and provide education to them to keep their children safe online.

### **Outcome 3 –Hate Crime**

Please find a synopsis of different initiatives that have been carried out throughout the division in relation to hate crime, highlighting specific elements for Perth and Kinross:

**Police Scotland National Hate Crime Campaign** – This took place in March 2019 with the overall aim to increase reporting of hate crime/incidents by people working in the night time economy. The campaign was supported by local activity and events throughout Tayside in order to increase public confidence and reporting and to raise awareness of the local third party reporting centres. All local third party reporting centres have been contacted to identify any issues or whether refresher training for staff is required. The Police Scotland National Equality and Diversity unit is currently undertaking a review of third party reporting processes. Since the campaign, there has been a number of incidents/crimes reported by local taxi drivers, security staff and other staff working within the night-time economy which may indicate greater awareness or willing to report as a result of the campaign.

**Keep Safe Initiative** – This involves a network of businesses, such as shops, libraries, cafes, who have agreed to make their premises a 'Keep Safe' place for people to go to if they feel frightened, distressed or are the victim of crime when out in the community. Disabled or elderly people who wish to take part in the initiative are issued with a contact card containing details of their name, any health concerns, communication needs and contact details for friends or family. The business displays a Keep Safe sticker in their window to let vulnerable people know that they provide a 'Keep Safe' place. If a person goes into the 'Keep Safe' place and shows their contact card to staff, they will reassure the person and ring one of the numbers on the card and/or contact the police if a crime has been committed. In order to increase the number of 'Keep Safe' places in Angus, 10 officers have been trained to assist with the identification of suitable premises and deliver training to staff.

**Third Party Reporting Centres** – In some cases victims and witnesses of Hate Crime do not feel comfortable reporting the matter directly to the Police, and may be more comfortable reporting it to someone they are familiar with. To ensure anyone is able to report Hate Crimes, Police Scotland works in partnership with a wide variety of partners who perform the role of third party reporting centres. These partners have been trained to assist people in submitting a report to the police, and can make such a report their behalf. Each of the local third party reporting centres has been contacted to identify any concerns and to offer refresher training for staff. Work is ongoing to identify further centres across Tayside. These include Victim Support Perth, Centre for Inclusive Living Perth and Kinross (cilpk) and Perth College UHI.

**Reassurance/Community Engagement Visits** - In light of the New Zealand terrorist attacks in March, visits were subsequently carried out to places of worship to provide reassurance and security advice

**Ramadan** – Increased attention and visits were made to the Mosques during the period.

**Face Equality Day** – Took place on 22 May 2019 and Police Scotland has been working in partnership with Changing Faces, a UK charity for everyone with a scar, mark or condition on their face or body that makes them look different. The Charity provides advice, support and psychosocial services to children, young people and adults. They also challenge discrimination and campaign for Face Equality. Face Equality Day was supported locally through the circulation of information on social media and to police officers and staff to ensure recognition of the impact of prejudice towards people with disfigurements.

**Hate Crime Champions** - Police Scotland is in the process of establishing a cadre of officers to be Hate Crime Champions who will continue in their existing role but will have an enhanced knowledge of Hate Crime and Hate Incidents and best practice when dealing with such incidents. There are already a number of Hate Crime champions within the Division and a further fifteen officers drawn from each

of the LPAs, Crime management Unit, Risk and Concern Hub and the Divisional Preventions and Interventions Department are attending this training on 25 July. The champions will assist their colleagues recognise and deal effectively with this type of incident/crime.

**Constable, Equality & Diversity/Hate Crime** – An officer is based within the Divisional Preventions and Interventions Department and part of their role is E&D/Hate Crime. They carry out a daily review of hate crimes/incidents in order to identify any emerging issues or repeat victims, repeat perpetrators or repeat locations so that appropriate interventions can be made which may include signposting to other agencies for support, follow-up visits, security advice, and delivery of advisory leaflets or posters for display.

The Perth and Kinross hate crime and offences detection rate for quarter one is 75%.

## Maintaining public safety

### Outcome 1 – Road Safety

#### Activity

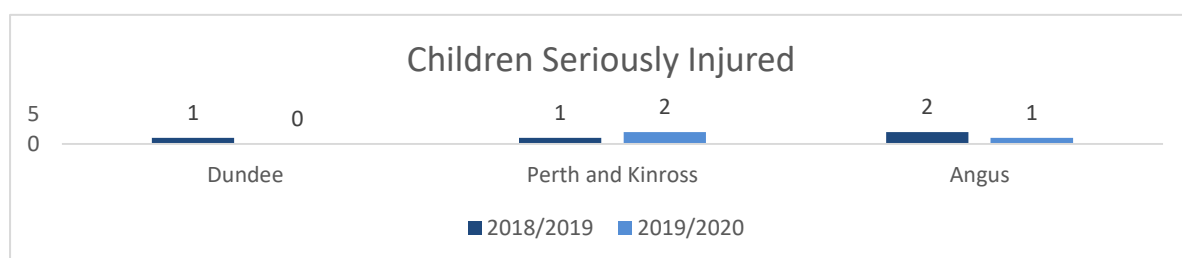
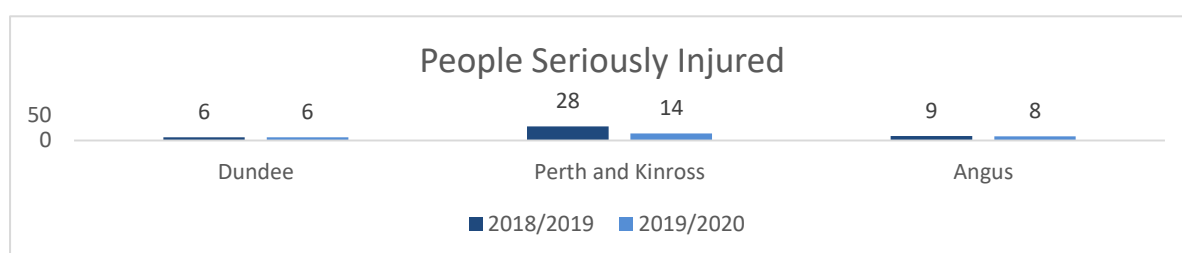
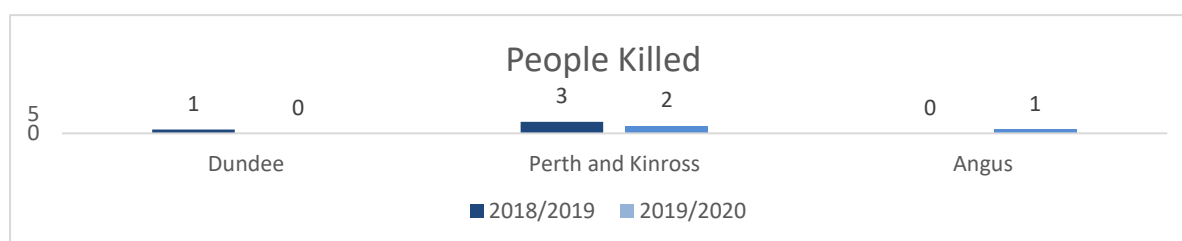
Tragically there has been 2 fatal road traffic collisions in Perth and Kinross for the period under review. On the 5 May 2019, an 81 year old female car driver was killed on the A9 Perth to Inverness road whilst on the 25 May 2019 a 42 year old male car driver was killed on the M90 motorway in Kinross-shire.

Road Safety enforcement continues to be carried out as part of routine business in Perth and Kinross LPA. Focused patrol work will be complemented by the use of available technology and databases, intelligence target packages and specific tasking resulting from local Tasking & Coordinating processes to tackle criminality.

Local Policing and Road Policing Officers have been able to target driving behaviour which we believe will have the greatest impact on casualty reduction and address community concerns. Enforcement activity has concentrated on a wide range of driving behaviours including dangerous/careless driving, drink/drug driving to name but a few.

Based on strategic assessment 3 priority routes have been identified within in Perth and Kinross LPA which were subject to focussed operation activity:

1. A9 Perth to Inverness road
2. A85 Perth to St Fillans road
3. A93 Perth to Blairgowrie road



No children were fatally injured during this quarter throughout the division.

## Results

For the period under review a total of 5027 vehicles were stopped in the Tayside division with a number of offences being detected and reported:

1. 125 Insurance contraventions
2. 422 excise contraventions
3. 55 Driving licence contraventions

A number of offenders were warned in respect of other road traffic contraventions.

On 19<sup>th</sup> April, a vehicle deliberately struck a police vehicle in Crieff then driven by Sergeant Ross and drove off from the scene colliding with a fence near to MacRosty Park, Crieff. Officers attended and subsequently traced the male driver at Loch Earn. He was charged with several road traffic offences including another collision near to Comrie. Thankfully no persons were injured throughout the incident.

## Challenges

Police resources are being challenged by the driving habits of vulnerable road users, including the elderly and those with medical issues. However, we are committed to working effectively with partners locally to address these issues through education, enforcement, engineering, encouragement and evaluation all which are delivered successfully through a number of mediums and campaigns.

## Speeding

During the first quarter of 2019/20, speeding offences in Perth and Kinross overall have increased by 26%. This is attributable to the focused operational activity on not only the priority routes but also focused patrols on routes which are deemed to have speeding issues and have been identified through a number of community based engagements.

### Activity

Between 29 April 2019 and the 5<sup>th</sup> May 2019 Police Scotland held The Speed, seatbelt and mobile Phone campaign which had dedicated officers from both the Road Policing Unit, Safety camera Unit and divisional officers who specifically targeted road users who contravene legislation.

Effective use of the media to raise awareness and to actively encourage changes in driving attitudes and behaviour.

On Tuesday 28<sup>th</sup> May and in partnership with Methven Primary School, Community Constables Mitchinson and Pentley completed hand held radar checks with the local primary school on the A85 outside their school. Whilst no offences were detected the older school children practiced their mathematics calculating percentages of speed through the village. This operation also attracted excellent media coverage including an interview by Constable Mitchinson for STV.

### Results

During this campaign a total of 74 speeding offences were detected and reported for consideration.

Out with the campaign a vehicle was detected on the A9 Inverness to Perth road which is a priority location travelling at 123 mph, the driver has been identified and reported to the Procurator Fiscal for the consideration of prosecution.

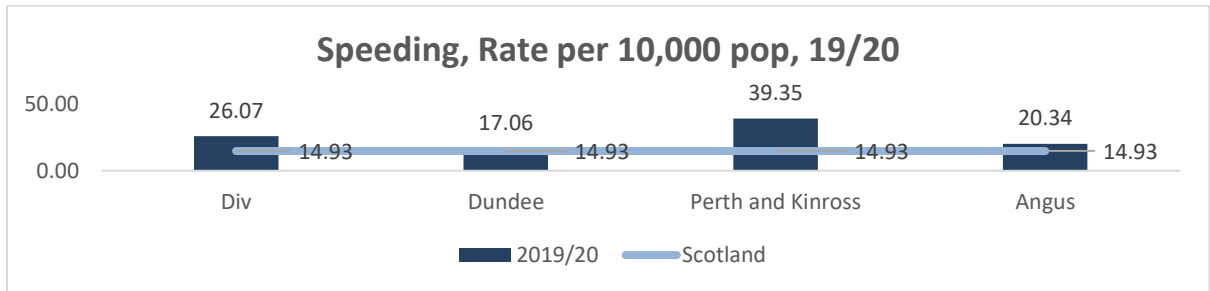
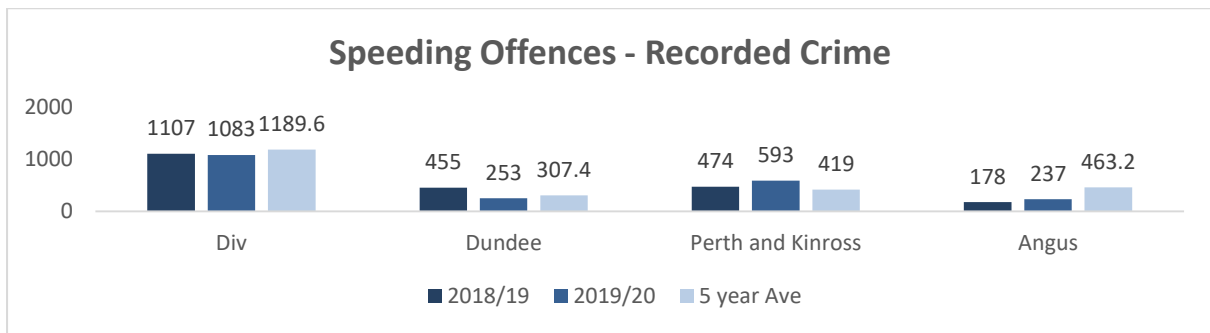
Similarly on the A94 at Kinrossie a light Goods Vehicle was detected travelling at 88mph, again the driver has been identified and reported to the Procurator Fiscal for the consideration of prosecution.

### Challenges

Police resources are being challenged by an increasing number of complaints received in relation to road users exceeding the speed limit. As a result of any complaint Police will carry out a percentile speed check to establish if there is indeed an issue.

Unfortunately a vast number of these checks highlight the perception of speed is the issue rather than road users exceeding the speed limit. The perception of speed can also be attributed to modified vehicles which are significantly louder than a standard motor vehicle.

Police officers not only have criminality to consider in respect of incidents they deal with however as this example demonstrates the paramount concern was the safety of the children within the address.



## Drink, Drug offences including failure to provide specimen of breath

During the first quarter of 2019/20, Drink and Drug offences in in Perth and Kinross LPA overall have decreased by 2% from the 2018/19 figures. Even though this does not appear to be a significant decrease, it remains a positive step in the right direction.

### Activity

Between 24 June 2019 and 7 July 2019, Police Scotland held The Summer Drink & Drug Drive Campaign which saw dedicated officers from both the Road Policing Unit and divisional officers specifically target road users who drive whilst under the influence.

Focus was not only targeting offenders driving immediately after consuming alcohol or drugs, but also focusing on offender's driving the morning after being under the influence.

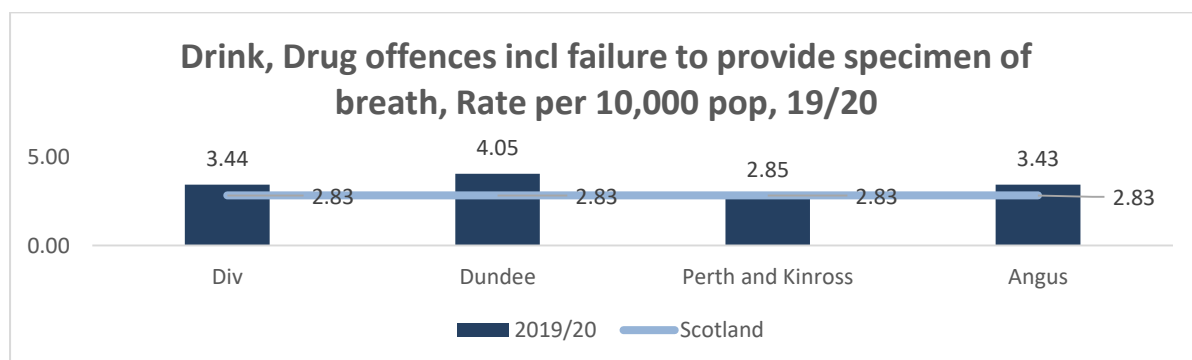
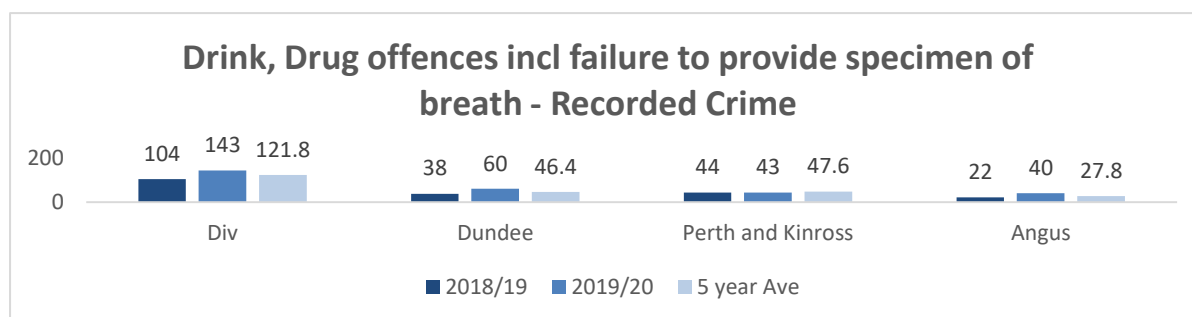
Effective use of the media to raise awareness and to actively the encourage changes in driving attitudes and behaviour. A number of media appeals were released throughout the duration of the Campaign.

### Results

During this campaign across Tayside Division a total of 262 negative breath specimens were recorded and a total of 20 drink/drug drive offences were detected and subsequently reported to the Procurator fiscal for the consideration of prosecution, these figures include drivers who failed to provide a specimen for analysis.

### Challenges

Considering the analytical data which highlights a 2% decrease for the period under review compared to 2018/19 for the same period is encouraging. This signifies via Police campaigns and reinforcement the message is getting through, however we continue to have road users who drive whilst under the influence which is completely unacceptable





## Mobile phones

During the period under review mobile phone offences in Perth and Kinross LPA have had an 8% increase. Increased police patrols accompanied by numerous media campaigns have highlighted the dangers of using a mobile device whilst driving a motor vehicle.

Although there is a slight increase compared to 2018/19 figures, it should be borne in mind when considering analytical data for the period under review, this figure is a 57% reduction on the 5 year average.

### Activity

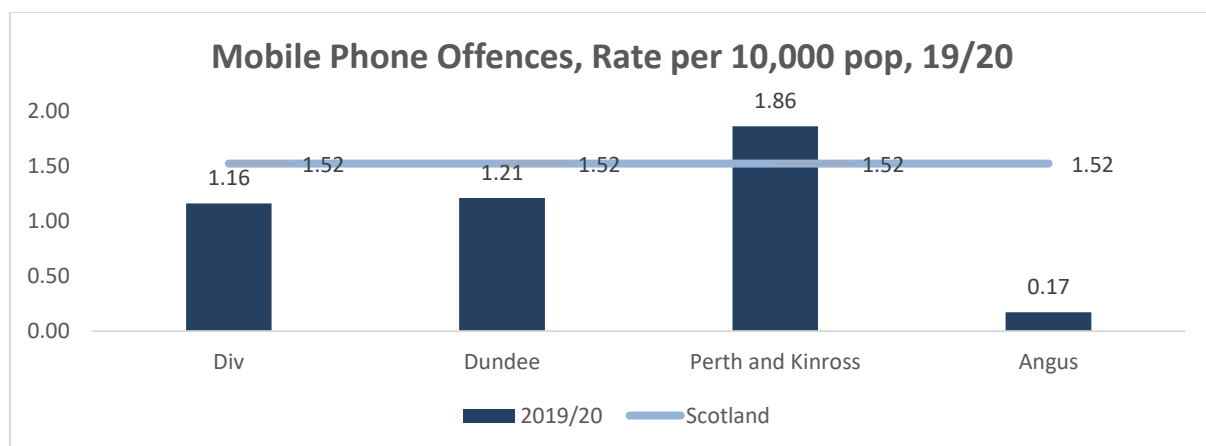
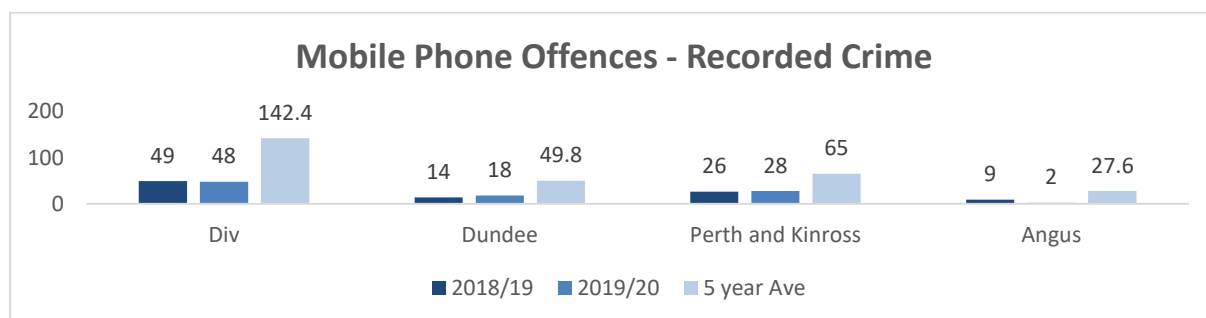
Between 29 April 2019 and the 5 May 2019 Police Scotland held The Speed, seatbelt and mobile Phone campaign which had dedicated officers from both the Road Policing Unit, Safety camera Unit and divisional officers who specifically targeted road users who contravene legislation. Effective use of the media to raise awareness and to actively encourage changes in driving attitudes and behaviour.

### Results

During this campaign a number of mobile phone offences were detected and reported for consideration only 10 of which were in P&K LPA. For the period under review 32 mobile phone offences have been detected across the Tayside division all of which have been dealt with robustly.

### Challenges

It is clear through enforcement, education and media campaigns especially in the pre-driver and drivers between the ages of 17-25 category the message is having the required impact which is preventing contraventions. It is also evident that excellent advancements in technology is having an immeasurable effect on driver behaviour.



## Seatbelts

During the period under review seatbelt offences in in Perth and Kinross LPA have had a 14% decrease compared to the same for the period 2018/19. Whilst there is a 14% reduction the number of offences detected remains slightly above the 5 year average.

The decrease is attributable to a number of factors, firstly increased police patrols accompanied by numerous media campaigns which highlight the dangers of failing to buckle up.

#### Activity

Between 29 April 2019 and the 5<sup>th</sup> May 2019 Police Scotland held The Speed, seatbelt and mobile Phone campaign which had dedicated officers from both the Road Policing Unit, Safety camera Unit and divisional officers who specifically targeted road users who contravene legislation.

Effective use of the media to raise awareness and to actively the encourage changes in driving attitudes and behaviour.

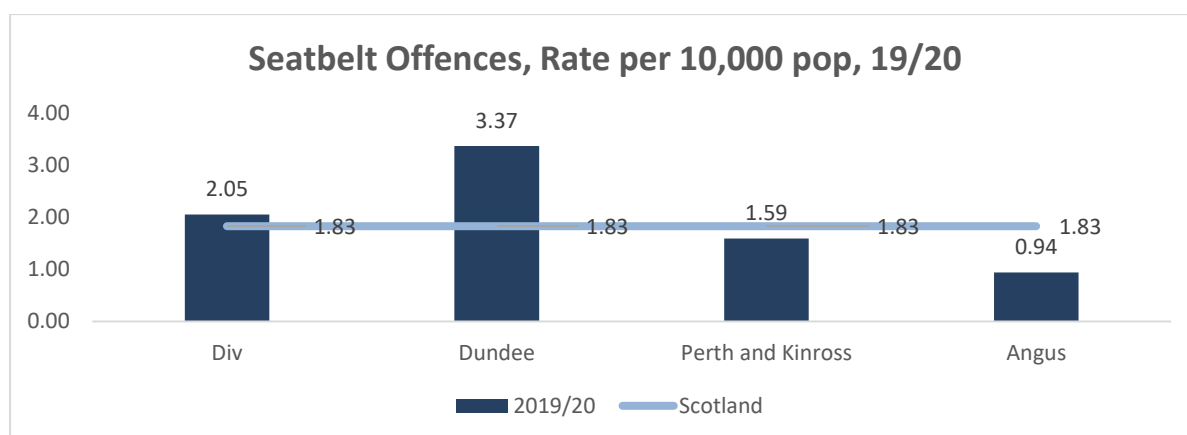
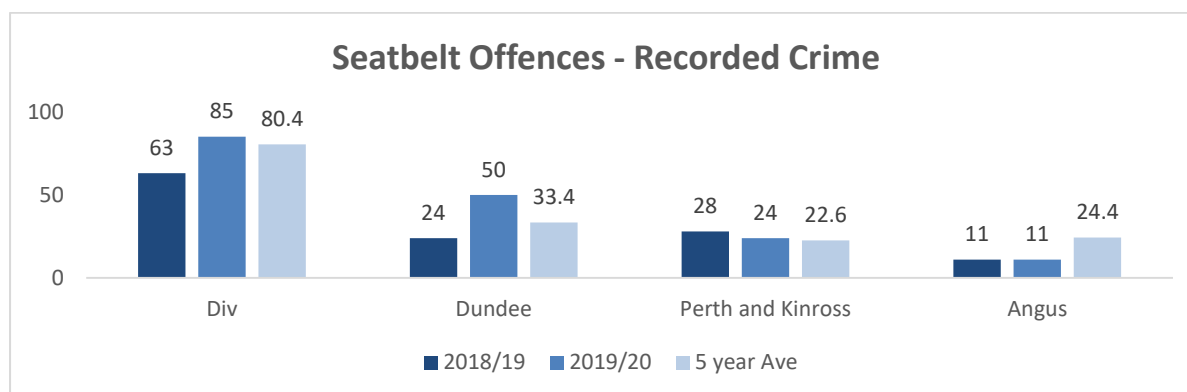
#### Results

During this campaign a number of seatbelt offences were detected.

For the period under review 24 seatbelt offences have been detected in in Perth and Kinross LPA which is a slight reduction compared to the previous year for the same period. A total of 85 seatbelt offences were detected in the Tayside area for the first quarter.

#### Challenges

Similar to mobile phone offences the dangers of failing to wear a seatbelt is being accepted. Years of rigorous enforcement and numerous media campaigns highlighting the consequences are very impactive on modern day road users resulting in a high rate of people buckling up.



#### Outcome 2 – Events

Police Scotland provide support in relation to a large number of events, including football, across Tayside Division.

The overarching aim in relation to these events is to work with and in support of event organisers to ensure they are safe, secure and successful.

This is achieved through meticulous planning by Event Commanders who are supported by a Divisional Planning Team, meetings with event organisers in advance and during the event and through operational deployment on the day of the event.

As well as the foregoing safety aspects, Police are often present at events to ensure, where necessary, the activation of a contingency plan and thereafter the coordination of the resulting emergency services response.

Perth and Kinross host a number of these events. Key events are highlighted for the area below which emphasises the diversity of activity in the area, along with the total number of events where police have been deployed:

#### **P&K Key Events for Q1**

2 Football games involving St Johnstone v Dundee  
1 Football game involving St Johnstone v Livingstone  
7 Perth Race meets at Scone  
Etape Caledonia Cycle Race which took place over a large area of Perthshire  
Two significant parades in Perth

#### **P&K Total deployment for Q1**

Police deployed to **20** events in total in the Perth & Kinross area with  
**1** Chief Inspector, **1** Inspector, **13** Sergeants and **139** Constables deployed over this period.

#### **As a result of these events**

Police deployed at 3 football matches where there was 1 refusal for attempting to bring alcohol into the stadium, no arrests, charges, or ejections.

Perth Races is a unique event which presents a large crowd with a diverse spread of customer in a rural setting. The organisers make every effort to minimise the risks at this event, however it does bring certain challenges which are reflected in the results. Police deployed at 7 Perth Race meets where there was 1 arrest for a minor assault, 1 arrest for failing to quit licensed premises, 2 ejections for being drunk, 12 crime reports in relation to drugs offences with over 30 searches carried out and approximately 42 refusals/ejections. This period saw the organiser work closely with police with the implementation of an increased focus on searching along with a new welfare area aimed at driving down Controlled Drugs offences and minimising the risks associated with misuse. This event saw a reduction in other reported offences such as public order and assault over the same period.

There were no policing issues at the remaining events.

### Outcome 3 – CONTEST

CONTEST is the UK Government's Counter Terrorism Strategy. It was first developed by the Home Office in early 2003. The aim of the strategy is "to reduce the risk to the UK and its interests overseas from terrorism, so that people can go about their lives freely and with confidence."

CONTEST is split into four work streams that are known within the counter terrorism community as the 'four P's': *Prevent*, *Pursue*, *Protect*, and *Prepare*.

- **Pursue:** the investigation and disruption of terrorist attacks.
- **Prevent:** work to stop people becoming terrorists or supporting terrorism or extremism.
- **Protect:** improving our protective security to stop a terrorist attack.
- **Prepare:** working to minimise the impact of an attack and to recover from it as quickly as possible.

#### CONTEST UPDATE

Protective security advice and personal security information briefings have been delivered to staff of all Tayside Division Members of Parliament. This is in conjunction with the work and surveys carried out in relation to g Operation Bridger.

Security advice and reassurance briefings have also been provided to Tayside Division Mosques following terrorist attacks in New Zealand.

CONTEST and Protective security advice has been provided to staff at various outward bound locations across Tayside in order to raise awareness that people who are prepared to carry out terrorist attacks may travel to remote areas, holiday locations, or to multi-activity centres as part of their planning phase. The information highlighted to staff is so that they were alert but not alarmed and to ensure they are comfortable reporting any matters of concern to police.

Briefings and inputs have bene delivered to carers and professionals regarding vulnerability and exploitation of young people. These input also included Domestic Extremism awareness.

CONTEST and Online safety awareness inputs have been provided to foster carers within Tayside.

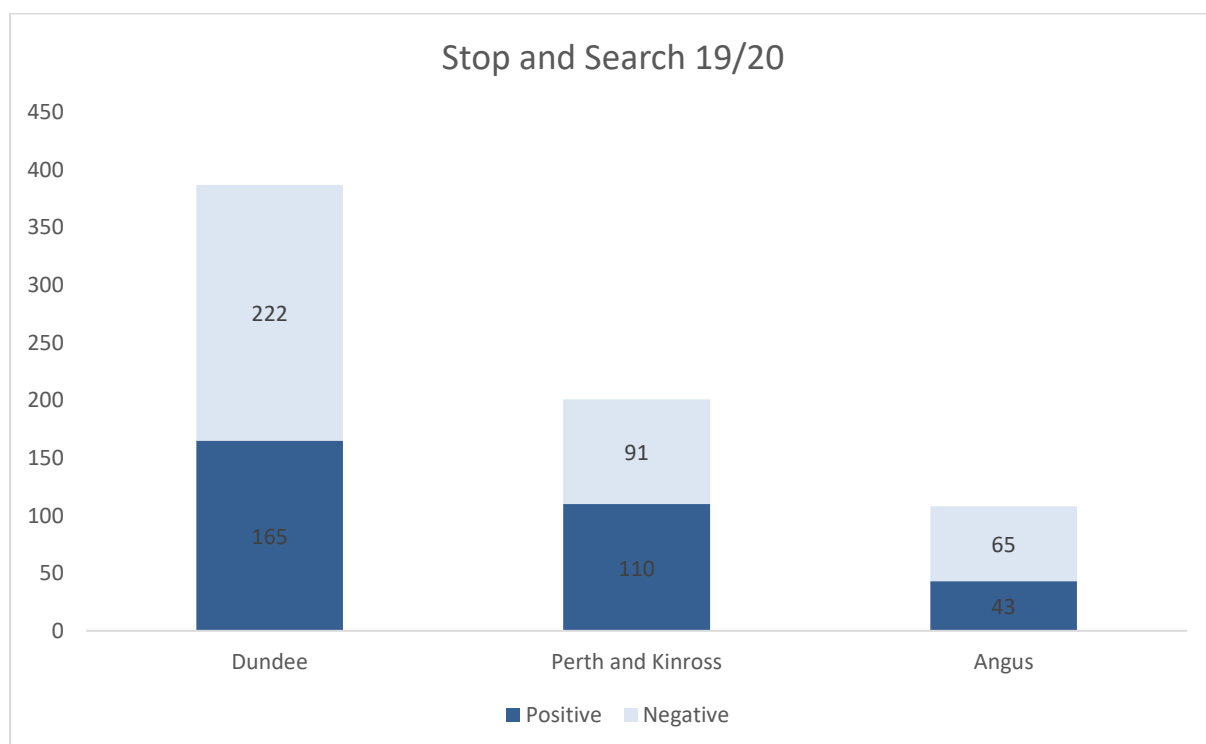
Multiagency Prevent Professional Concerns Case Conference table top exercises have been planned and delivered in both Dundee and Perth. The aim of these were to ensure the preparedness of partners for dealing with a Prevent Professional Concern referrals. These exercises were led by the Local Authorities and designed to involve a wide range of partners taking part in referral discussions.

## Demand

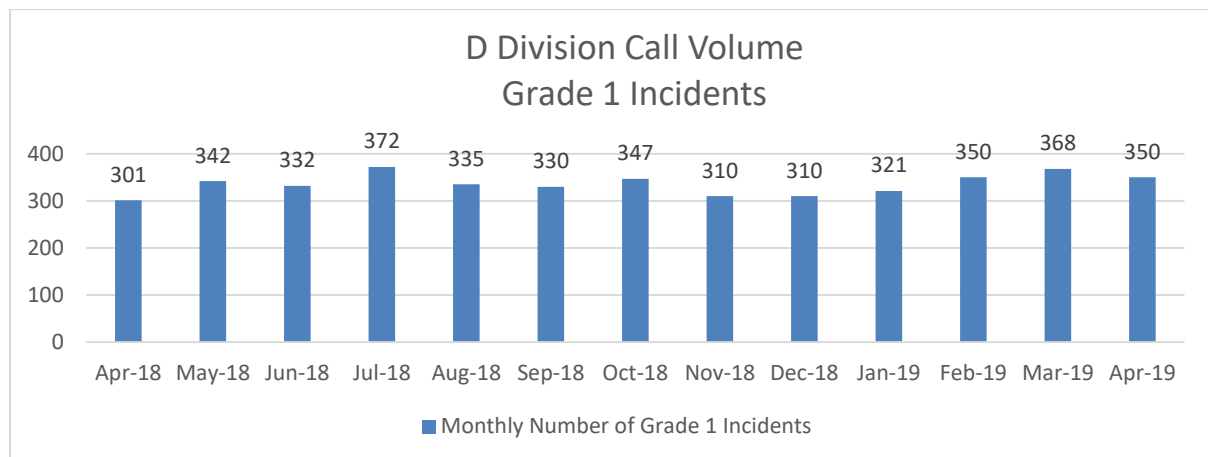
### Stop and search

Perth and Kinross Local Policing Area continue to utilise intelligence lead stop and search. This is an important policing aspect in dealing with some of the issues presented by drugs, violence and crimes of dishonesty.

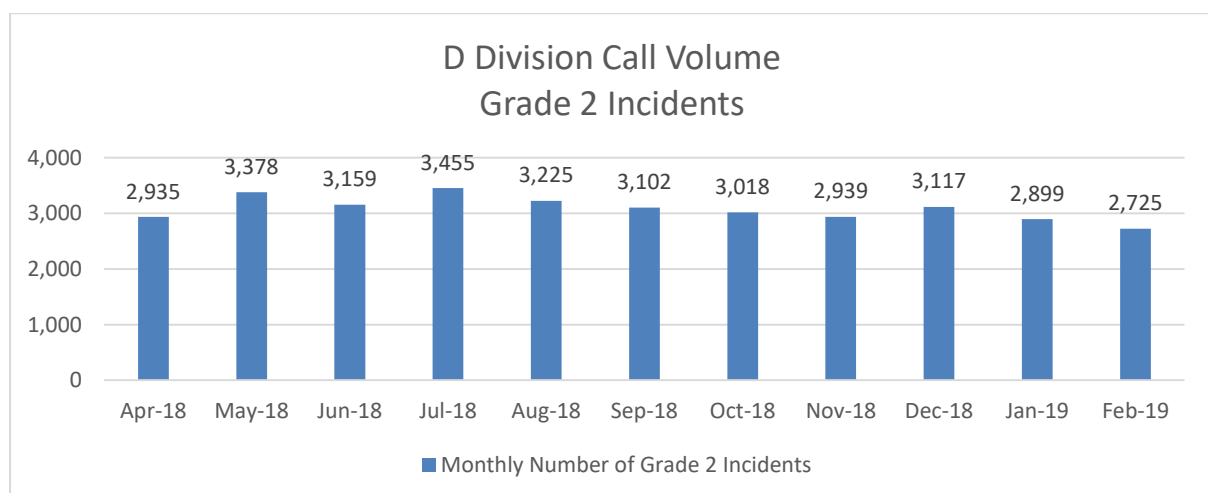
Searches conducted are on a statutory basis and a breakdown of negative and searches are as follows:



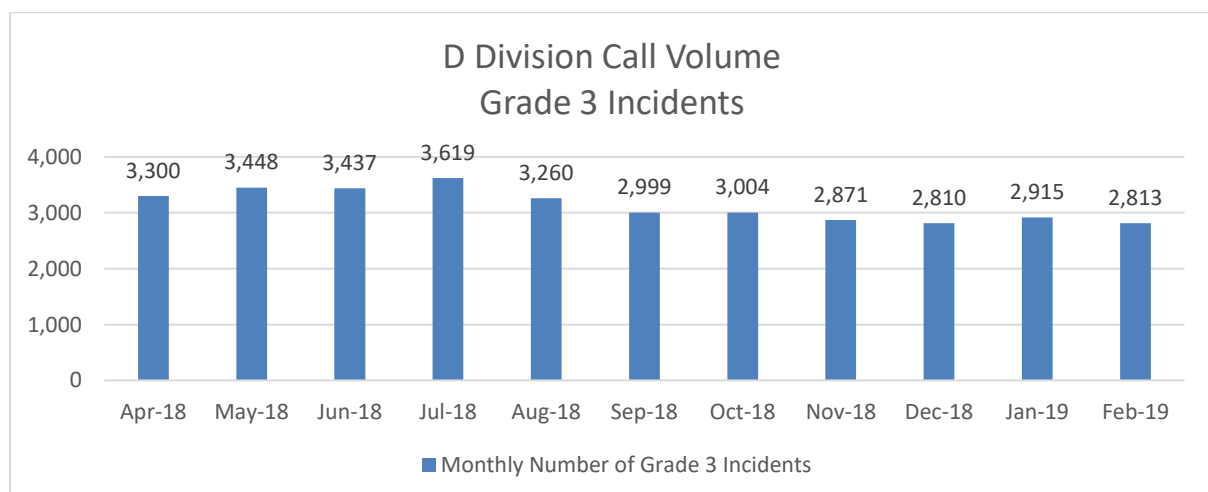
Data extracted from STORM Unity showing data from 00:00:00 on the first of each month until 23:59:59 on the last day of each month. Figures include all resourced incidents (except diary calls) including those which have been generated by police, e.g. pre planned events such as firearms operations or spontaneous deployment to deal with ongoing crime.



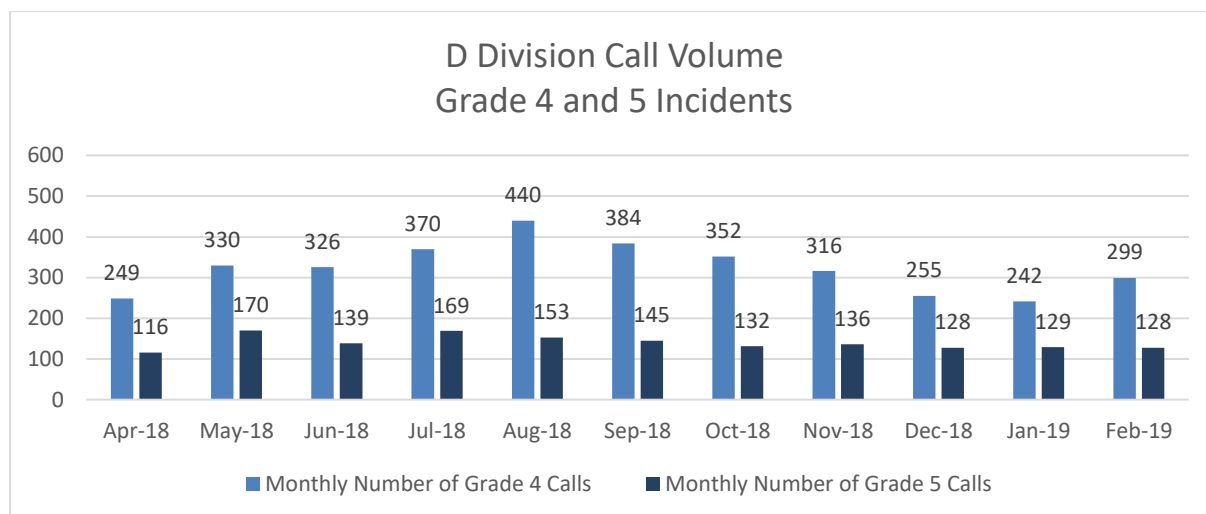
**Grade 1: IMMEDIATE** - An ongoing incident with an immediate or apparent threat to life or a serious crime in progress.



**Grade 2: PRIORITY** - Crime/Incident where there is a degree of importance or urgency associated with initial police action. Requires immediate attendance and would only be superseded by a grade 1 call.



Grade 3: STANDARD - Incident is not ongoing, however police attendance is required and the situation could be prejudiced by significant delay.



Grade 4: SCHEDULED - Crimes/Incidents which will not be prejudiced by a scheduled response, with police attendance at a mutually agreeable time.

Grade 5: NON - ATTENDANCE - Incidents that can be resolved by telephone or by some other which do not require police attendance.

## Appendix

Rate 1 per 10,000 figures are based on the following population data:

|                         | Reporting Period <sup>3</sup>                             |                  |                  |                  |                  |
|-------------------------|-----------------------------------------------------------|------------------|------------------|------------------|------------------|
|                         | 2015/16                                                   | 2016/17          | 2017/18          | 2018/19          | 2019/20          |
|                         | Mid-year Population Estimate (Total Persons) <sup>2</sup> |                  |                  |                  |                  |
|                         | 2013                                                      | 2014             | 2015             | 2016             | 2016             |
| <b>FORCE / SCOTLAND</b> | <b>5 327 700</b>                                          | <b>5 347 600</b> | <b>5 373 000</b> | <b>5 404 700</b> | <b>5 404 700</b> |
| Tayside                 | 412 160                                                   | 413 800          | 415 040          | 415 470          | 415 470          |
| Angus                   | 116 290                                                   | 116 740          | 116 900          | 116 520          | 116 520          |
| Dundee City             | 148 100                                                   | 148 130          | 148 210          | 148 270          | 148 270          |
| Perth & Kinross         | 147 770                                                   | 148 930          | 149 930          | 150 680          | 150 680          |

2 - Mid-year population data based on extracts from National Records for Scotland (<http://www.nrscotland.gov.uk/>), as at April 2016.

3 - Due to when population data are published it is necessary to use earlier mid-year estimates in some calculations. As soon as more current population data are available, the above table will be updated.



## PERTH AND KINROSS COUNCIL

### HOUSING AND COMMUNITIES COMMITTEE

21 AUGUST 2019

#### COMMUNITY PLANNING PARTNERSHIP UPDATE

Report by Depute Chief Executive, Chief Operating Officer (Report No. 19/224)

##### **PURPOSE OF REPORT**

To provide an update on progress with Community Planning priorities since the last update to the Housing and Communities Committee on 15 May 2019.

#### **1. LOCAL ACTION PARTNERSHIPS**

- 1.1 The Almond & Earn and Kinross-shire Local Action Partnerships (LAPs) provided an update to the Community Planning Partnership (CPP) Board meeting held in Kinross on June 14. The LAPs reported their progress so far in delivering the Local Action Plan and other local community initiatives, highlighting the positive use of Participatory Budgeting and Community Investment Funding to allow them to deliver local projects and initiatives. The September meeting of the CPP will take place in Crieff, at which the Strathearn & Strathallan LAP will provide an update on their activities.
- 1.2 CPP Board received an update on the implementation of the Improvement Plan for Local Decision Making. Key achievements so far include:
  - Ongoing delivery of a Communications Plan for community empowerment, covering the key aspects of the legislation, including Community Planning, Community Asset Transfer and Participatory Budgeting. Most recently, this has involved the development of animated videos, which will be used to help community groups and individuals better understand how the legislation works and the opportunities available to them. These will be made available on-line and circulated as widely as possible in August and September.
  - Development of a Compact between the Community Planning Partnership (CPP) and Local Action Partnerships (LAPs). This sets out a series of shared principles and commitments between the CPP and LAPs to better support local community planning in Perth and Kinross. A finalised Compact will be considered by CPP Board in September.

#### **2. COMMUNITY EMPOWERMENT**

- 2.1 In May the Council received a Community Asset Transfer request from Dunning Community Association (DCA), for the Newton of Pitcairn Halls. Support was provided to DCA from the Community Asset Transfer (CAT) Team in terms of: capacity building support for the Committee to get them from the Expression of Interest to full request stage; provision of relevant information and surveys of the buildings; and securing support from other external agencies. The Council has until November 2019 to decide whether or not to approve this request. The

Council has also received four expressions of interest on other properties, with applicants currently being supported to consider a full request at a future date. The properties concerned are the Kinloch Rannoch Outdoor Centre, 46 Leslie Street in Blairgowrie and Stormontfield Community Centre. Other Expressions of Interest have also been received, but these are not being actively pursued by the community group at this time.

2.2 Also in May, the Council accepted its first valid Participation Request from North Inch and Muirton Community Council. The request from North Inch and Muirton CC is focused on improving road safety outcomes within the local area and the Community Council is engaging with the Roads Team to take this forward.

2.3 The Communities Service is starting an engagement process with community groups and the general public to identify how sustainable management of community halls across Perth and Kinross might work in the future. Community Asset Transfer may be an option for community groups wishing to play an active role in the management of these local assets. The engagement process will take place from August 2019 onwards, with an initial focus on Coupar Angus Town Hall. Members received a general briefing on the overall process in July and officers plan to complete the engagement processes for each Hall by the end of March 2020. The process itself will involve:

- The production of a “key facts” sheet for each hall and its community;
- Initial conversations with elected members from the relevant ward, to discuss their views and share facts about the building;
- Meeting with key established community organisations to discuss their views on the building and how best to organise a broader community conversation;
- Broader community engagement through geographically targeted social media and hyper-local print; and
- A drop-in event in the community, to give community members the opportunity to find out more and offer their own views.

### **3. COMMUNITY INVESTMENT FUND**

3.1 The first round of the Community Investment Fund (CIF) for community groups seeking funding between £3,000 and £50,000 closes today (21 August). The second round closes on 12 December. The same assessment process used for Year 1 will be used, with Ward Panels assessing applications, making recommendations to the relevant Local Action Partnership and final decisions to be taken by Strategic Policy and Resources Committee on 27 November and in February 2020.

3.2 The onus is upon the applicant to ensure that funding is used for the purpose approved by Committee. Successful applicants are required to submit an End of Grant Monitoring Form within 6 months of the date of award detailing the items and activities funded by the grant and the benefits of the grant funding to the community. If necessary, there may be further follow up 12 months following the original receipt of the award. There is flexibility in the funding awarded and timescales for reporting can be varied on a case-by-case basis.

#### 4. CPP GOVERNANCE

- 4.1 CPP Board met on 14 June and approved a governance review to ensure the CPP is meeting its duties under the Community Empowerment (Scotland) Act 2015 and meeting the '[Principles of effective community planning](#)' set out in the Act. The review will be carried out by a Task Group drawn from the CPP Executive Officer Group and will include a variety of engagement methods. Initial findings will be presented to the CPP Board in September, with final recommendations will be presented in December 2019.

#### 5. FAIRER FUTURES

- 5.1 The first Perth & Kinross Local Child Poverty Action Report (LCPAR) has been developed by the Council and NHS Tayside. The LCPAR is a new requirement under the Child Poverty (Scotland) Act 2017 and will be considered at the meeting of Council on 25 September. The LCPAR sets out how agencies will work together to seek to reduce levels of child poverty in Perth and Kinross and will complement the CPP's Fairer Futures agenda. The Report was submitted to Scottish Government in June and the Local Child Poverty Action Group (LCPAG) are now looking to bring in some external expertise to undertake a more detailed analysis of child poverty in Perth and Kinross, and the impact of existing interventions and initiatives. The Fairer Futures actions are being revised and will be included in a revitalised Action Plan which will be considered by the Council and the CPP Board in September 2019.
- 5.2 The Council has received funding from Scottish Government to make sanitary products freely available to those who need them. Working with key colleagues and partners, these products should be made available through a contract with Tayside Contracts from August 2019. A number of third sector groups already offer free products, which are provided through fareshare. For this initial roll out over 40 additional premises have been identified across Perth and Kinross, including public buildings, leisure facilities, libraries and a variety of third sector groups.

#### 6. CONCLUSION AND RECOMMENDATION

- 6.1 It is recommended that the Housing and Communities Committee **notes** the progress since May 2019 on Community Planning objectives.

#### Author

| Name                | Designation                                  | Contact Details                                                                                      |
|---------------------|----------------------------------------------|------------------------------------------------------------------------------------------------------|
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| Lee Haxton          | Community Planning Policy Team Leader        |                                                                                                      |

**Approved**

| <b>Name</b>   | <b>Designation</b>                                  | <b>Date</b>  |
|---------------|-----------------------------------------------------|--------------|
| Jim Valentine | Depute Chief Executive<br>(Chief Operating Officer) | 26 July 2019 |

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## PERTH AND KINROSS COUNCIL

### Housing and Communities Committee

21 August 2019

#### Annual Update on Perth and Kinross Tenant and Resident Participation Strategy 2018-2021

#### Report by Executive Director (Housing and Environment) (Report No. 19/225)

This report asks Committee to note progress in implementing the Tenant and Resident Participation Strategy for Perth and Kinross, previously approved at Housing and Communities Committee on 24 January 2018.

### 1. BACKGROUND

- 1.1 Housing and Environment recognises the pivotal and essential role that tenants and residents must play in helping to shape the services we deliver. Working in partnership with tenants, residents and communities, we aim to design and deliver services through their eyes.
- 1.2 When working well, tenant and resident participation delivers clear benefits for tenants, staff and landlords. These benefits and improvements evolve over time, underpinned by a strong structure and a commitment and culture that embraces participation.
- 1.3 Our [Tenant and Resident Participation \(TRP\) Strategy 2018-2021](#) is the building block for many of our successes both locally and nationally. Most importantly the commitment and culture towards true tenant and resident participation is key to success.
- 1.4 Section 53 (1) of the Housing (Scotland) Act 2001 places a duty on local authorities and Registered Social Landlords (RSLs), to prepare a tenant participation strategy, which includes an assessment of resources required, and a statement of the resources to be made available. In addition the strategy should demonstrate how, as a landlord, the Council intends to communicate with, and listen to, tenants and residents.
- 1.5 Perth & Kinross Council's TRP Strategy 2018-21 was approved at Housing and Communities Committee on 24 January 2018 (Report No. 18/18 refers). For the first time the Strategy was developed and written by tenants, following recommendations from the Service User Review and Evaluation (SURE) Team's scrutiny of tenant participation activities.
- 1.6 Supported by an Independent Tenant Advisor, the SURE Team carried out a range of engagement activities, with the wider tenant body, to create the Strategy. Over 700 tenants participated in the consultation, together with housing staff and members of the Stronger Communities Team.

- 1.7 In order to shape the communities where people live, the SURE Team recommended that the Strategy included opportunities for other service users of the Council to be involved in participation, and for the addition of the word 'resident' within the overall Strategy. The review gave a clearer definition of tenant and resident participation: "The processes and structure by which all Perth and Kinross Council tenants and service users have the opportunity to influence policy setting and the nature of service delivery for council housing, and, be involved in estate, neighbourhood and community issues".
- 1.8 The SURE Team review set out the following TRP Standards:
- the landlord has an active and relevant tenant participation strategy
  - tenants are involved in decision making processes
  - the landlord provides good information to tenants
  - sufficient resources and support to enable effective tenant participation
  - staff have good awareness of tenant participation
  - effective tenant involvement structures, including the introduction of a Menu of Opportunities, that allow tenants to feel comfortable with their level of involvement.
  - the landlord is committed to promoting equal opportunities
  - the landlord works in partnership with tenants
  - the landlord has realistic timescales for tenant participation
  - ensure that tenants are effectively involved at different levels, and can influence the decision making process at strategic as well as local level.
- 1.9 Our vision within the Tenant and Resident Participation Strategy is:
- "Supporting people to get involved in matters that are important to them and their neighbourhoods, building relationships with staff, and building bridges in communities"*

## 2. CURRENT POSITION

- 2.1 Since approval of the Strategy in January 2018, the TRP team have overseen the TRP Strategy Implementation Plan. The plan was revised following the SURE team review, to reflect their recommendations and to add specific themes.
- 2.2 The first annual progress report for 2018/19 is attached in Appendix 1. The TRP Strategy has the following four key outcomes:
- Deliver a Menu of Opportunities, reflecting local and personal circumstances, enabling all people to be involved effectively, and at a level they feel comfortable with.**
- 2.3 Our aim is to create an environment of participation that supports involvement from a wide range of tenants and residents. Encouraging tenants and residents to be involved, and influence decision making can be challenging due to the complexity of the services we deliver, time commitments and confidence.

2.4 In 2016 our tenant satisfaction results for “*opportunities for tenants to participate*” sat at 74.4%. Our latest tenant feedback places us as the top performing Local Authority in Scotland, with 99% satisfaction, against a Scottish Average of 83.8%.

2.5 During 2018/19, achievements included:

- delivery of 63 Estate Based Initiatives (EBI) projects
- establishing 3 short-life focus groups
- introduction of the TRP Monitoring Group recognising the recommendations from the SURE Team

**Undertake an agreed programme of strategic consultation and scrutiny activities with people who use our services.**

2.6 Our aim is to ensure that we provide opportunities and support for tenants and other customers, to scrutinise our services at a strategic level.

2.7 Our approach to tenant led scrutiny, particularly through the work undertaken by the SURE Team, is regarded as sector leading. This was endorsed in feedback from Education Scotland following the recent inspection of Community Learning and Development, as demonstrated by the following extract:

*“I have graded this Very Good, because there is a strong sense of Place, with representative’s knowledge of their communities being excellent and therefore they are able to represent their localities very well, in an inclusive way. The **SURE Team** demonstrated productive relationships with services and council staff, which in turn influenced and made real changes for policy and best practice. I am really impressed with the TRP Strategy”*

2.8 During 2018/19 achievements included:

- involving service users in the procurement and appointment of our new floating housing support contract
- SURE Team’s sixth scrutiny report and recommendations focussing on Tenement Management Scheme (TMS)
- the introduction of our Housing Revenue Account (HRA) Monitoring Group to scrutinise the use of monies from the HRA
- increasing the number of tenants participating in our rent setting priorities survey by 298%

**Ensure all tenants, staff and all other people who use our services, will be given access to adequate levels of training and support, that will enable them to participate more effectively.**

2.9 Our aim is to underpin our menu of opportunities for participation with a range of training and learning opportunities, for everyone involved in community engagement and TRP.

2.10 During 2018/19 our achievements included:

- 4 community representatives and 4 staff from TRP working towards an HNC in Working with Communities
- supporting 48 participants to become more digitally included through our Digital Inclusion Programme
- delivery of 2 bespoke Activate courses in effective participation in Perth and Crieff involving 22 participants
- enhancing our approach to partnership working with colleagues in Community Learning and Development

**Continuously develop ways of improving communication and information sharing to meet the needs of all.**

2.11 Participation can often be driven by the way we communicate. Our aim is to recognise that not one size fits all and offer a range of communication channels from face to face, telephone, e-mail and social media.

2.12 In 2016 our tenant satisfaction results for “keeping tenants informed about services and decision making” were 82.5%. Our latest tenant feedback is 96.8% against a Scottish average of 90.6%. This performance sees us a sector leading Local Authority in Scotland.

2.13 During 2018/19 our achievements included:

- increasing our social media platform by 26.2% on Facebook and by 16.9% on Twitter
- introducing a free texting service with 3,560 tenants receiving regular information about our services
- increasing our e-mail contact list by 258% to 853 tenants

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

3.1 The TRP Strategy has enabled ongoing engagement with Registered Tenant Organisations, development of thematic Forums, an increase in the interested persons list membership, and further involvement in TRP from partners, agencies, communities and staff.

3.2 The SURE Team have noted:

*“The year 1 Progress Report is comprehensive and shows the considerable progress made at the end of year 1. A wide ranging Menu of Opportunities is being delivered which allows tenants to have their say at three levels of: light touch, take an interest and get involved. This is enhanced by the use of on-line and social media technologies and digital skills training which are all helping to widen tenant and resident engagement.*

*The TRP Monitoring Group has been successfully set up and has focussed on extending involvement in the remoter rural areas. The short life Working Groups, and the Focus and Thematic Groups offer more joint working opportunities to combine staff and service user experience to solve problems.*



*This ensures that the Housing Service is responsive to tenants' needs and changing circumstances in addition to the continuing support for more in depth tenant-led service scrutiny.*

*In this way the TRP Service continues to be pioneering, forward looking and supportive of new ways to engage with local communities in the areas where the Housing Service operates."*

- 3.3 The Strategy is being delivered through activities such as the Rent Restructure, satisfaction surveys, Estate Based Initiatives, the Tenant and Resident Participation and Housing Revenue Account monitoring groups; short-life consultations, locality-based working, the digital inclusion project, networking tenant events, forums and conferences. In addition, there are a range of communication methods, with participation through e-panels, website information, Facebook and Twitter. Training and support is ongoing, with tenants attending Tenant Participation Advisory Service and Tenant Information Service conferences and training sessions, Housing Regulator events, the in-house Activate and HNC courses, as well as training sessions held by the TRP team.
- 3.4 Significant progress has been achieved throughout 2018/19 in delivering the overarching aims of the Tenant and Resident Participation Strategy. Working collaboratively with tenants and residents, and in partnership with other key stakeholders, has been fundamental to our success. This will be further enhanced through the development of the emerging Perth and Kinross Offer.
- 3.5 It is recommended that the Committee:
- (i) notes the progress made during 2018/19 towards achieving the outcomes set out within the TRP Strategy (Appendix 1)
  - (ii) request the Executive Director (Housing & Environment) to bring forward a further report in 12 months time.

#### **Authors**

| <b>Name</b>                 | <b>Designation</b>                   | <b>Contact Details</b>                                                                           |
|-----------------------------|--------------------------------------|--------------------------------------------------------------------------------------------------|
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#### **Approved**

| <b>Name</b>    | <b>Designation</b>                          | <b>Date</b>  |
|----------------|---------------------------------------------|--------------|
| Barbara Renton | Executive Director<br>Housing & Environment | 15 July 2019 |

## 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>N/A</b>        |
| Asset Management (land, property, IST)              | <b>N/A</b>        |
| <b>Assessments</b>                                  |                   |
| Equality Impact Assessment                          | <b>YES</b>        |
| Strategic Environmental Assessment                  | <b>YES</b>        |
| Sustainability (community, economic, environmental) | <b>N/A</b>        |
| Legal and Governance                                | <b>YES</b>        |
| Risk                                                | <b>N/A</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 contents of this report supports all the Perth and Kinross Community Plan / Single Outcome Agreement, namely:

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

#### Corporate Plan

- 1.2 The contents of this report support all the Council's Corporate Plan Priorities namely:

- 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 Head of Finance has been consulted on this report. The costs of the activities outlined were contained within the Tenant Participation budget of £100,655 for 2018/19.

## **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.
- 3.2 The proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:
- (i) Services that are the focus of this report provide positive outcomes through care, support and assistance to a range of clients.

### Strategic Environmental Assessment

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

### Legal and Governance

- 3.5 Head of Legal and Governance has been consulted and there are no direct legal implications in this report.

## **4. Consultation**

### Internal

- 4.1 Heads of Service and senior managers from Housing and Environment and senior managers from Education and Children's Services have been consulted on the content of this report.

## External

- 4.2 The development of the proposals and the preparation of the contents of this report has involved a range of people including members of Registered Tenant Organisations, thematic forums and those on the tenant participation interested persons list. They were actively involved in the TPAS Accreditation Process, Tenant Participation Forums and workshops to help review and shape the strategy especially in relation to creating the vision and priorities for the future development.
- 4.3 As part of the consultation process, the draft strategy was sent to other social registered landlords in the area for comments.
- 4.4 The Tenant Committee Report Panel noted and supported the contents of this paper. They stated *“This is an excellent report with many positive outcomes. Really pleased with the number of tenants participating in the rent priorities survey which has increased by 298%. This is a huge increase as a result of the variety of ways to respond which is great to see”*.

## **5. Communication**

- 5.1 If the following committee approves the report, the Tenant and Resident Participation Annual Progress Report will be produced, distributed and be made available on-line.

## **3. APPENDICES**

- 3.1 Appendix 1 in this report is the Tenant and Resident Participation Strategy Annual Progress Report



## **PERTH AND KINROSS Tenant and Resident Participation Strategy 2018 – 21**



### **PROGRESS REPORT 2018/2019**

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## Introduction

Housing and Environment recognises the pivotal and essential role that tenants and residents **must** play in helping to shape the services we deliver. Working in partnership with tenants, residents and communities, we aim to design and deliver services through their eyes.

When working well, tenant and resident participation delivers clear benefits for tenants, staff and landlords, including:

- better service delivery and improved value for money;
- opportunities to develop new knowledge and skills;
- better communication between staff and tenants;
- informed and knowledgeable tenants with the skills and confidence to influence decisions;
- the development of a strong relationship between the landlord, tenant and wider community built on mutual trust, respect and understanding
- increased tenant satisfaction with their home and neighbourhood and the services they receive

These benefits and improvements evolve over time, underpinned by a strong structure and a commitment and culture that embraces tenant participation. Our [Tenant and Resident Participation \(TRP\) Strategy 2018-2021](#) is the building block for many of our successes both locally and nationally. Most importantly the commitment and culture towards true tenant and resident participation is key to success.

The TRP Strategy was approved by Housing and Communities Committee on 24 January 2018 ([Report 18/18](#)). This is the first annual update on progress. Since its approval, the Council's housing team has been working with tenants, residents and communities to deliver its outcomes.

## Legislation

Section 53 (1) of the Housing (Scotland) Act 2001 places a duty on local authorities and Registered Social Landlords (RSLs) to produce a Tenant Participation Strategy. The strategy must include an assessment of resources required and a statement of the resources to be made available. In addition, the strategy should demonstrate how, as a landlord, the Council intends to communicate with, and listen to, tenants and residents.

The Housing (Scotland) Acts 2001 and 2010 give tenants legal rights in relation to tenant participation, placing a duty on Local Authorities and Registered Social Landlords (RSLs) to consult with tenants and service users on a range of housing issues.

The strategy has been developed around the specific outcomes within the [Scottish Social Housing Charter](#) under the umbrella of "The Tenant Landlord Relationship". These state that social landlords must perform all aspects of their housing service or manage their businesses so that:

## **Charter Outcome 1: Equalities**

*Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services*

## **Charter Outcome 2: Communication**

*Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides*

## **Charter Outcome 3: Participation**

*Tenants and other customers find it easy to participate in, and influence, their landlord's decisions at a level they feel comfortable with*

### **Development and Monitoring of the Strategy**

In 2014, the Housing Community Engagement Team followed an external accreditation process through the Tenant Participation Advisory Service (TPAS). This examined how tenant participation activities measured against a series of standards and competencies. The outcomes from this exercise helped to shape the direction and key activities for the Strategy for 2014-2017. The current 2018–2021 Strategy continues to build on these recommendations.

During 2017/18, in order to enhance the Strategy and ensure that tenants are leading and determining our approach, the Service User Review and Evaluation (SURE) Team scrutinised progress towards the delivery of effective tenant engagement and participation. Working in partnership with an Independent Tenant Advisor, they delivered a comprehensive report outlining the outcomes and their recommendations to build on the progress to date.

For the first time, our TRP Strategy 2018-21 was developed and written by our tenants, truly embodying a culture whereby tenants are influencing how services are delivered.

Progress towards delivery of the Strategy outcomes is monitored by our newly formed TRP Monitoring Group, through an agreed Implementation Plan.

### **Delivering Tenant and Resident Participation and our Key Outcomes**

The involvement of tenants and other customers is central to the achievement of all the Scottish Social Housing Charter Outcomes. The TRP Strategy 2018-21 focuses



on Charter Outcomes 2 and 3, the building blocks for effective tenant and resident participation.

***“Communication: Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides” (Charter Outcome 2)***



In 2016 our tenant satisfaction results for ***“keeping tenants informed about services and decision making”*** were 82.5%. Our latest tenant feedback is 96.8% against a Scottish average of 90.6%. This performance sees us as one of the **sector leading** Local Authorities in Scotland.

***“Participation: Tenants and other customers find it easy to participate in and influence their landlord’s decisions at a level they feel comfortable with” (Charter Outcome 3)***

Our successful approach to tenant participation can be evidenced by very high levels of tenant satisfaction, placing us as one of the top performing authorities in Scotland.



In 2016 our tenant satisfaction results for ***“opportunities for tenants to participate”*** sat at 74.4%. Our latest tenant feedback place us as the **top performing** Local Authority in Scotland, with 99% satisfaction, against a Scottish Average of 83.8%

To achieve the aspirations highlighted by tenants, staff, and all other people who use our services, the key outcomes of the strategy were identified by tenants as:

- Outcome 1:** Deliver a Menu of Opportunities, reflecting local and personal circumstances, enabling all people to be involved effectively, and at a level they feel comfortable with.
- Outcome 2:** Undertake an agreed programme of strategic consultation and scrutiny activities with people who use our services.
- Outcome 3:** Ensure all tenants, staff and all other people who use our services, will be given access to adequate levels of training and support, that will enable them to participate more effectively.
- Outcome 4:** Continuously develop ways of improving communication and information sharing to meet the needs of all.

The Strategy supports the involvement of tenants, residents and communities and focuses on these at a number of levels including:

**Locality** – through drop in sessions, community events or participation in Estate Based Initiatives walkabouts.

**Service** – through our range of working group opportunities, focussed on specific areas of service delivery, at both an individual and service wide level.

**Strategic** – through our approach to Service Priorities, Rent Setting, our Service User Review and Evaluation Team and representation at Housing and Communities Committee.

## Supporting and Resourcing Tenant Participation

### Budget

Perth and Kinross Council recognises the need to adequately fund tenant participation and is committed to doing so.

The TRP budget for 2018/19 is £100,655, which equates to around £13.42 per tenant household. This is funded directly from the Housing Revenue Account.

We reviewed the support for our Registered Tenant Organisations and introduced a new tenant participation grant process. All our registered and non-registered tenant organisations can apply for grants up to £1,000 per year to achieve the aims of their constitutions.

### Staffing

In order to support the outcomes of the Strategy, a review of the Customer and Community Engagement Team was undertaken in 2018. The aims of this review were to ensure that the team was able to fully support the ambitions of the new strategy, and enhance and embed tenant participation within our localities. The team, of 1 Senior TRP Worker and 3 TRP Workers were aligned to individual localities to support frontline Locality Housing Teams and ensure tenant participation activities reflected the individual needs of each locality.

The TRP Team work in close partnership with Locality Co-ordinators and Housing Officers at all levels of participation, including attending community council and Registered Tenant Organisation meetings, estate based walkabouts and locality events.

Alongside this is a much wider engagement with colleagues from Housing and Environment, Education and Children Services, the Health and Social Care Partnership and Community Learning and Development. This ensures tenants, and other people who use our services, are actively involved in service developments in their local neighbourhood.

The approach enables local knowledge to influence the work of the TRP team and ensure Locality Housing teams fully consider local issues, and support localised community decision-making.

It is recognised that not one size fits all and tenants, residents and communities have differing needs and priorities. The approach is, therefore, tailored to suit individual communities to respond to changing needs.

## Removing Barriers

In order to remove barriers to participation, help is available in the following ways:

- travel expenses and transport provision
- carers' allowance
- information in alternative formats or languages
- accessible venues for events and a variety of meeting times
- a hearing loop system at meetings and events
- video of meetings, such as the tenant conference, for those who cannot attend

**Outcome 1: *Deliver a menu of participation opportunities, reflecting local and personal circumstances enabling all people at be involved effectively and at a level they feel comfortable with***

Encouraging tenants and residents to be involved and influence decision making can be challenging due to the complexity of the services we deliver, time commitments and confidence. Tenants were keen, therefore, that we offer a range of opportunities to enable them to become involved at a level that suits them. Many tenants are comfortable participating through the completion of surveys, whereas others have a specific interest in the way we deliver services and want to become more involved on a regular basis. Our menu of opportunities supports this approach and enables tenants to progress from the “light touch” to “getting involved” as their confidence and knowledge builds. This can develop over time and with support from the TRP Team and tenants with participation experience.



## Registered Tenant Organisations (RTO)

RTOs are central to the tenancy participation process, and are independent organisations set up primarily to represent tenants' housing and related interests. To achieve registration, a tenant organisation must meet a range of criteria set out in The Housing (Scotland) Act 2001 (Registration of Tenant Organisations) Order 2002. Currently the following are registered and non-registered tenant organisations are active across Perth and Kinross:

**Letham Residents' Association, Making Where We Live Better (was Us and the Housing), Perth Homeless Voice Association, Perth & Kinross Tenants' & Residents' Federation and Tulloch Community Group.**

## Working Groups

Working groups offer opportunities for tenants and residents to become involved in the monitoring and delivery of the Housing service. Groups are often established in response to the introduction of new legislation, tenant feedback about a particular aspect of service delivery or as a result of scrutiny recommendations.

Each group determines its own role and remit, and is supported by the TRP Team and lead officers.



The TRP **Monitoring Group** was established in September 2018, with responsibility for supporting and monitoring the implementation of the TRP Strategy Action Plan and identifying ongoing improvement activities.

During 18/19, the group have been progressing work to increase on-line engagement from rural communities and the establishment of mini locality tenant conferences/events.

Proposals also include the creation of an informal “**Tenant and Resident Voices**” Group network, supported by the Tenant and Residents' Federation. This will ensure local voices can better shape and influence the way we deliver services locally.



The **Tenant Committee Report Panel** includes 2 representatives from each tenant and resident group and tenants involved in working groups or scrutiny activities. Prior to Housing and Communities Committee, they meet with the Head of Housing and Service Managers to provide feedback and comments on housing committee papers.

Their comments are included within the final report presented to committee and representatives from the Panel attend Committee. Their attendance can range from answering questions to providing an overview presentation on the reports being considered.

## Short Life Focus Groups

Thematic **short life focus groups** meet 2 or 3 times to review a specific single piece of work.



During 2018/19, the following groups were established:

- Anti-Social Behaviour: Housing (Scotland) Act 2014 – targets and definitions
- Revising Housing Options for Older People information and designing new leaflets
- Reviewing and providing feedback on our “Passport to Housing” support module

This approach encourages individuals who have a particular interest to **get involved** over a short period of time, without the need for a long term commitment.

## Thematic Groups

Since 2018, two of our thematic groups, homelessness and learning disabilities, have continued to grow. Both have become formalised, constituted organisations and are now actively involved in contributing to improvements and influencing how services are delivered.

**The Homeless Voice Association** was established through working with people who have experienced, or are experiencing homelessness, it works closely with staff within Greyfriars House and our Homeless Service. They hold regular meetings, have developed an action plan and host Homeless Voice Drop-in sessions in the community flat at St Catherine’s Square and TullochNet in Perth. They regularly visit other organisations such as CATH, Salvation Army and Anchor House. The association also has a leading role in representing people who have or are experiencing homelessness, or are interested in providing support.

Changes in their membership in early 2019 created an opportunity for them to review their approach. As a result, they will actively be working with agencies to create opportunities for co-opted practitioners to join their Committee. The Association were also involved in reviewing and providing feedback on our Passport to Housing module.



**Making Where We Live Better (was Us and the Housing)**– works with tenants in Perth and Kinross who have a learning disability. The group have delivered a tenant conference, created a DVD to raise awareness about disability harassment in communities and are a constituted group. They peer review policies and publications about living with disabilities in conjunction with the Centre for Inclusive Living and contribute to Scottish Government Inspections.



## Estate Based Initiatives (EBI)

Now in its 4<sup>th</sup> year, our EBI programme continues to deliver a range of projects throughout Perth and Kinross. Through a range of communication channels including estate walkabouts, tenants are supported to identify and then prioritise projects in their localities. In 18/19, 63 projects were completed ranging from the provision of additional car parking, improving open spaces and enhanced lighting.

EBIs are an ideal opportunity for tenants to directly influence local decision making and see and benefit from the tangible impact this has in their communities. We understand that not all tenants are able to participate in the walkabouts and enhanced the approach to support better access during this year. We have introduced on-line voting, email participation and supported face to face voting panels. This has broadened the scope of participation, especially in rural communities.



***“The new parking area has made all the difference and I am so glad that we had the chance to be involved in designing this”.***

In many cases, it is often the smallest projects which make the biggest difference to the lives of our tenants and residents, as outlined in the comment below:

***“Putting that bench outside the flats where a lot of older people live has helped me sit and meet my grandchildren coming home from school”***

### Our priorities for 2019/20 include:

- support the creation of Tenant and Resident Voices networks
- continue to work in partnership and support colleagues within Community Learning and Development (CLD) to maximise the collective impact of tenant and resident engagement
- support the development and formation of new RTO groups
- increase the number of tenants participating in our EBI projects
- targeted engagement with young tenants via the Inbetweeners group in Letham, and working with CLD colleagues and the youth facility, Scott Street, SCYD in Blairgowrie and Aberfeldy Campus.

## Outcome 2: Undertake an agreed programme of strategic consultation & scrutiny activities with people who use our services

Through scrutiny, tenants and other customers can make a substantial and central contribution to the assessment of their landlord's performance and influence change and improvement. Scrutiny is a critical examination of services through the eyes of those using them. It involves a two way dialogue built on trust and the provision of clear information.

### Service User Review and Evaluation (SURE) Team



We have been working in partnership with tenants to scrutinise the standard and delivery of housing services since 2012. To strengthen the approach, the **SURE** Team was established in 2014. Consisting of tenants and services users, the Team's role is to:

- take an independent view of Perth and Kinross Council housing performance
- prioritise and oversee the development and implementation of our scrutiny framework
- monitor and review agreed annual action plans
- approve and validate the annual performance report on the Charter.

The team was established through a robust application and recruitment process. To support them with the skills and knowledge necessary to fulfil their role, some members completed a Chartered Institute of Housing Residents training programme. The team are recognised as having a high level of understanding of the needs of tenants, the wider community and a strategic knowledge of housing. The scrutiny activity is in-depth with evidence based reports and recommendations, whilst recognising the challenges and opportunities to improve service delivery.

Our approach to tenant led scrutiny, particularly through the work undertaken by the SURE Team, is regarded as sector leading. This was endorsed in feedback from Education Scotland following the recent inspection of Community Learning and Development.

*"I have graded this Very Good, because there is a strong sense of Place, with representative's knowledge of their communities being excellent and therefore they are able to represent their localities very well, in an inclusive way. The **SURE Team** demonstrated productive relationships with services and council staff, which in turn influenced and made real changes for policy and best practice. I am really impressed with the TRP Strategy"*

For the fourth year, the **SURE Team** assessed and graded the performance of Housing Services in line with all 16 of the Charter Outcomes. Their assessment is based on an agreed performance framework. Team Leaders over the course of a full day present the SURE Team with an overview of "You Said, We Did" based on the previous year's assessment. Each area of service delivery then focusses on their improvement activities for the year ahead. The SURE Team



consider this and present a report which includes a national and peer group comparison and an individual assessment of our performance based on achievement of outcomes and service improvements. The outcome of their assessment is included within our [Annual Performance Report for Tenants 2017/18](#).

Our performance for Communication (Charter Outcome 2) and Participation (Charter Outcome 3) received the second highest level of grading:

“A **Very Good Service Level** standard has now been reached. Very good progress has been made in 2017/18 and the action plans for 2018/19 show how further improvement will be achieved.”

Areas for scrutiny are determined jointly through discussion between the Housing Management Team (HMT) and the SURE team, often influenced by performance, customer feedback or where a need for improvement has been identified.

Once an area for scrutiny has been agreed, key activities within each scrutiny exercise are as follows:

- presentation by the Service Manager/Lead Officer to SURE Team providing an overview of the area of service delivery
- SURE Team meet to discuss area for scrutiny, performance, explore and agree scope
- series of interviews with Lead Officers and key staff within Housing and other relevant partners (Legal Services, Safer Communities etc)
- analysis of background documentation, performance and relevant documentation
- SURE Team meeting to discuss findings, initial conclusions and recommendations
- Presentation to Housing Management Team (HMT) of the scrutiny report, findings and recommendations
- Overview discussion at Convenor's meeting
- Report presented to Housing and Communities Committee

HMT then meet with the SURE Team, within 6 – 8 weeks, to provide feedback on the report and the recommendations and present an action plan and timescales for implementation. On a regular basis, the SURE Team request updates on progress.

Since its introduction in 2014, the SURE Team have scrutinised the following areas of service delivery:

| Scrutiny                                      | Date          | No. of Recommendations |
|-----------------------------------------------|---------------|------------------------|
| Complaints Handling                           | March 2015    | 22                     |
| Communication around Responsive Repairs       | November 2015 | 24                     |
| Preventing and Tackling Anti-Social Behaviour | June 2016     | 20                     |
| Tenant and Resident Participation             | February 2017 | 24                     |
| Estate Based Initiatives                      | March 2018    | 16                     |
| Tenement Management Scheme                    | November 2018 | 19                     |



The recommendations from the SURE team are helping drive service improvements and have supported the delivery of high levels of tenant satisfaction. More importantly, they are helping to shape the way we deliver services through listening to people who use or benefit from our services.

Most recently, they completed their sixth scrutiny area which involved the Tenement Management Scheme. Their final report, which was presented to Housing Management Team and [Housing and Communities Committee](#) (Report No 19/44 refers) included 19 recommendations to support ongoing service improvement. The actions from this will be a key priority for us in 2019/20.

During 2018/19, the following improvement actions were introduced as a direct result of the Team's recommendations:

- introduction of tenant led assessors for Estate Based Initiatives projects
- EBI toolkit developed for participants including principles of procurement
- introduction of the TRP Monitoring Group
- new monitoring system for recording anti-social behaviour and neighbour complaints

### **Floating Housing Support Service**

In early 2019, a review of the provision of externally provided floating housing support services was undertaken through the Council's tendering process. An opportunity was identified to include a community benefit clause which could be supported and assessed by those who use the service.



Through the network of TRP engagement activities and working groups, four tenants, with lived experience of the existing support service, were involved in the tendering and contract award process. Through a series of training opportunities and ongoing support by the TRP Team, they developed their own questions, interviewed and scored potential providers.

***“It was good to be included in the interviews, I thought it was very respectful of the Council to ask me due to my experience of the service. You should do this more often!”***

***“The collaborative approach we have followed, working in close partnership with and involving service users has been key to evaluating and procuring a service that will enable some of our most vulnerable residents to live independently in their chosen communities.”***

### **Scrutinising the Housing Revenue Account**

Section 8 of the Scottish Government's Guidance on the [Operation of Housing Revenue Accounts](#) outlines the key principles in relation to “Landlord-Tenant discussions on financial transparency within the HRA”. This is in addition to the Charter Outcomes which state:

***“Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay”  
(Charter Outcome 13)***



In August 2018, the **Housing Revenue Account Monitoring Group** was established. Tenants involved in this group breakdown and analyse the HRA spend, ensuring it is being used appropriately and that it demonstrates value for money.

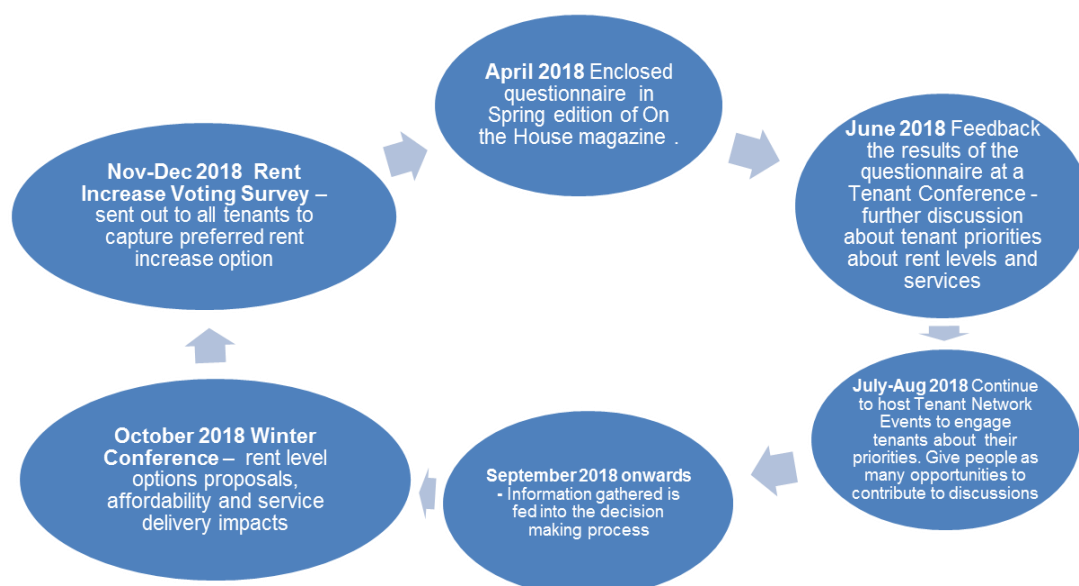
During 2018/19, the group agreed its role and remit and the tenant consultation process on the disposal of assets from the HRA. In addition 3 learning sessions were delivered on “Understanding the HRA Budget”, “Rent Collection and Arrears Management” and “Managing Our Void Properties”

### **Strategic Tenant Engagement around Rent Setting (STEARS)**

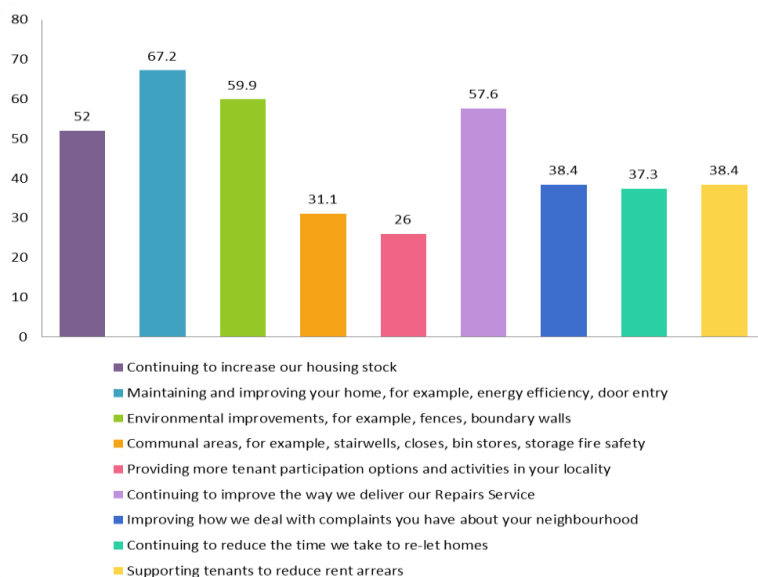
Each year, decisions around our service priorities and rent setting and rent level proposals are the most important decisions that affect all tenants. Because of this, we have developed a strong partnership approach with our tenants to ensure that they have a number of opportunities to influence this process and the decisions made.

The Charter outlines clear expectations in relation to rent setting and we must demonstrate that these have been achieved. Charter Outcomes 14 and 15 state that we must ***“set rents and service charges in consultation with our tenants and other customers”***.

In 2014 we agreed our STEARS approach with our tenants and this was further enhanced during 17/18, following a thematic enquiry by the Scottish Housing Regular into [“How social landlords consult tenants about rent increases”](#). Enhancements included widening consultation to include future tenants and providing a range of genuine rent level proposals for tenants to vote on. Each proposal details what this would mean in terms of the services provided to tenants, and the level of investment in their homes.



## Rent Setting Tenant Priorities Survey 18/19



In 2018/19, 182 tenants voted on their priorities in relation to how they felt their rent money should be spent. This represented 2.5% of our overall tenant population and was a key area for improvement during the consultation process in 2019/20. Our pro-active approach to consultation means that updated figures are now available for the current year. **Figures for 19/20 show a 366% increase to 849 votes, or 11.25% of tenants.**

## Voting on Rent Increase Options

The responses from our rent setting priorities survey are used to help shape and inform our rent increase options proposals. In October each year, our tenants are presented with a range of options based on their priorities. Each option details what this would mean in terms of investment in their home, service delivery and average rent levels. Between October and December tenants are asked to vote on their preferred option. In December 2018, Locality Teams and the TRP Team focussed on improving the number of tenants returning a vote on proposed rent levels. **This approach meant that our return rate increased by 298% to 1,064 responses from 2017/18.**



## Annual Tenant Conferences

On an annual basis, we hold two main tenant conference events in June and October. The events form part of our STEAR's process but have also included individual workshops around rent restructure, a new approach to tenant conferences and affordability of rent levels.

Our **priorities** for 2019/20 include:

- increase the number of tenants participating in our Rent Setting Surveys
- work in partnership with the SURE Team to identify areas for scrutiny
- introduce mini tenant conferences on a locality basis

**Outcome 3: *Ensure all tenants, staff and all other people who use our services will be given access to adequate levels of training and support that will enable them to participate more effectively***

## Learning Opportunities

Accredited Learning: the development of the Activate course has increased learning opportunities for people who want to get involved in effective participation. In the past year we have delivered two cohorts, in Perth and in Crieff, with a total of 22 participants, a mix of staff and community members. Activate is a bespoke course for tenants, community representatives and housing staff working in the community. The keys concepts are:

- what is community work?
- values and principles of community work/CLD
- power and participation (including influencing decision makers)
- local – global issues



4 community representatives and 4 staff from the TRP Team have worked towards an HNC in “**Working with Communities**” designed by Glasgow University. This uses a portfolio approach, with assessments based on projects they were engaged in as part of their work. Theory and practical work contributed to their pass rates, and **8 projects** were developed and fostered throughout the course, which will continue after the course has ended.



One example, **Outside the Box**, is based in Highland Perthshire, working with older volunteers and tenants to develop a new community engagement project to help older people living in rural areas to receive support. As a result, there is an increased knowledge within the community which helps others to hear about what is possible for them. A new shared-transport group and networks for overcoming social isolation, through community conversation gatherings, are also being developed.

**Locality Drop In Sessions** have been held throughout the area with the purpose of raising awareness of TRP and promoting community spirit. More often than not these have resulted in much wider impacts within the community. **Methven Family Drop In** is a perfect example of what started out as a exactly this, and then developed into health and foobank drop ins and regular craft sessions. Colleagues from TRP and CLD have also secured funding for the group which will now be delivered by the parents.



**Digital Inclusion Programme (DIP)** sessions are designed to suit each participant, delivered with Linking Education and Disability. On average, there are 4 DIP sessions a week with 48 participants having up to 5 sessions. LEAD Scotland work with TRP to continue

support for those in their target groups. Our TRP team identify ongoing prospects via the Learning Curve, Libraries, and the Job Centre, to ensure that the participants can take on fresh learning based on their progress.

Supporting our tenants to become digitally included has many benefits including opening up the potential for tenants to access services, reduce social isolation and many more as outlined in this [Digital Inclusion Outcomes Video](#)

Tenants are also supported to attend annual conferences and regular seminars arranged by TPAS, TIS and the Scottish Housing Regulator together with regional forums. This provides an opportunity for learning, sharing the work we are doing in Perth and Kinross and identifying best practice. In addition, individuals attending provide a report on the event through the TRP forum and local drop in events.

Our **priorities** for 2019/20 are:

- plans include group work with the recruitment of a Modern Apprentice in Digital Inclusion, who works with the communication team and the DIP worker
- deliver a 12 week Activate course based on Tenant and Resident Participation

**Outcome 4:** *Continuously develop ways of improving communication and information sharing to meet the needs of all*

Participation can often be driven by the way in which we communicate. We recognise that not one size fits all and offer a range of communication channels from face to face, telephone, e-mail and social media and include:

- online, face to face, paper and group work consultation exercises on the annual rent review and on major policy areas.
- consulting with the network of registered tenant organisations and with community groups, representatives, thematic groups and local interested parties
- supporting local events and social activities, information sessions and Drop Ins, Conversation cafes and by attending partnership events
- one to one contacts to raise awareness of the opportunities available for participation, through Digital Inclusion sessions, training and support, and follow up from Estate Based Initiatives.
- through bespoke events such as the TRP Forum, annual conferences and Locality fun days.



***96.8% of tenants surveyed told us that they were satisfied with how well we kept them informed about our services. This performance means we are 2<sup>nd</sup> top performing Authority in Scotland***





We have introduced a free texting service and now have 3,560 tenant mobile numbers who receive regular information about our services and opportunities to participate.

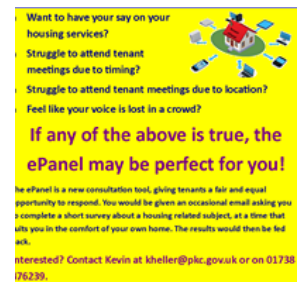


Since September 2018 our email contact list has grown from 238 people to 853, representing an increase of 258%. This easy and quick method of being able to share information with tenants helps support increased engagement.



Our social media platform continues to grow. During 2018/19, we have increased the number of likes on Facebook by 26.20% to 2,105; and our followers on Twitter have increased in year by 16.91% to 2,365

Our **Tenant e-Panel** that allows participation by using emails, Skype and texting to provide a tenant perspective of services through taking part in surveys and consultations and becoming Digital Champions to help others with technology.



The **TRP Forum** takes place every 2 months. It is the mechanism for tenants/residents and housing staff to discuss emerging issues, engage in wider consultation on the activities of staff working groups, share information and agree together what action we will undertake. Alongside the Forum, a newsletter is circulated every 2 months.



One of our more traditional communications is our tenant magazine. 'On the House' is delivered to all our tenants twice yearly. It includes information on a wide range of services we provide, offers advice and assistance in relation to any particular issues, for example keeping your home warm at winter and bogus callers.

Feedback from our TRP Forum and other groups has indicated a desire to consider the introduction of a section within the magazine written by tenants on specific subjects and promoting the benefits of participation.

Our **priorities for 2019/20** are:

- pilot rent setting surveys through the Consultation Hub
- increase the number of tenants receiving information through e-mail or text
- develop a stronger cohort of E-panelists together with local E-panels for decision making in our rural communities
- continue to improve the information provided on our web-site
- develop proposals for a review of our tenant magazine On The House

## PERTH AND KINROSS COUNCIL

### Housing and Communities Committee

21 August 2019

#### Responsive Repairs Policy – Review and Update

#### Report by Executive Director (Housing and Environment) (Report No. 19/226)





The purpose of this report is to seek committee approval for the revised Responsive Repairs Policy.

### 1. BACKGROUND / MAIN ISSUES

- 1.1 Keeping the Council's 7,635 houses well maintained and in a good state of repair is a key priority for the Housing Service. The housing repairs and improvement teams undertake and manage this work, ensuring that tenants are provided with safe, warm, modernised, secure housing that meets the Scottish Housing Quality Standard. This supports our tenants and residents to remain in their homes for longer, contributing to sustainable tenancies and communities.
- 1.2 Outcomes 4 and 5 of the Scottish Social Housing Charter detail the service and results our tenants should expect to receive in relation to repairs, maintenance and improvements:
  - *Outcome 4: Quality of housing:*  
 “Social landlords manage their businesses so that: tenants’ homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (ESSH) by December 2020”.
  - *Outcome 5: Repairs, maintenance and improvements:*  
 “Social landlords manage their businesses so that: tenants’ homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done”.
- 1.3 A range of legislative and regulatory responsibilities affect and influence delivery of the repairs service. These include:-
  - a range of health and safety duties to ensure our tenants, staff and contractors are living or working in a safe environment
  - various landlord responsibilities set out in the Housing (Scotland) Act 2001 and 2010
  - contractual arrangements for repairs through procurement or service level agreements with partner organisations

- measurement of performance by the Scottish Housing Regulator through the standards set out in the Social Housing Charter
  - gas safety standards and regulations
- 1.4 The repairs service is a high profile activity that affects all of our tenants. The volume of repairs undertaken by the team each year is high, so maintaining good performance and delivering a high quality service, whilst delivering efficiency savings through our transformation project is challenging. Despite these challenges, performance, standards of service delivery and tenant satisfaction remains high.
- 1.5 The Responsive Repairs Policy aims to ensure we meet our legislative obligations, while reflecting current good practice guidance and outcomes set by the Scottish Housing Regulator.
- 1.6 The policy was revised and approved at committee on 27 January 2016 (Report No. 16/30 refers). It is easily accessible to all our tenants and available on the Council's website.
- 1.7 During the summer of 2018, a Working Group made up of staff and tenant representatives reviewed the Responsive Repairs Policy to ensure that the Policy remained customer focused and continued to meet our business needs. Key points for discussion included:-
- repair categories and targets
  - a right to council repairs service
  - responsibilities as a tenant
  - communal repairs
  - extra help for tenants
  - customer satisfaction and complaints
  - our commitment to you
  - common faults and useful numbers
- 1.8 Minimal changes were requested by the Working Group, these have been updated in the new version and are detailed in Appendix 1.
- 1.9 The responsive repairs policy supports service delivery and has contributed, along with our repairs transformation activity, to improved performance since its introduction in 2016. This is evidenced in our performance reported through the Annual Return of the Charter for the Housing Regulator. During 2018/19 we completed all categories of repairs within target, responding to 28,164 service requests and completing 92% of non- specialist work in-house. A summary of performance is detailed in the table below:



| Key Performance Indicators                                                                                                                                                                                    | 2016/2017 | 2017/2018 | 2018/2019 | *                                                                                   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|-----------|-------------------------------------------------------------------------------------|
| Average no. of hours to complete emergencies                                                                                                                                                                  | 3.74      | 3.57      | 3.54      |  |
| Average no. of days to complete non-emergencies                                                                                                                                                               | 13.26     | 8.59      | 9.17      |  |
| % of Repairs Appointments Kept<br><i>Appointment are scheduled with tenant. When no access is provided by the tenant at the agreed appointment this is recorded in the indicator as appointment not kept.</i> | 97.76     | 97.94     | 96.51     |  |
| % of Jobs Completed Right First Time                                                                                                                                                                          | 82.76     | 91.11     | 88        |  |

\* Relates to performance improvement since 2016/17

- 1.10 Our performance has also been recognised by the Service User Review and Evaluation (SURE) Team who awarded a 'Dark Green' for the performance indicators reported for 2017/2018. A 'Dark Green' award means that a very good service level standard has been achieved.
- 1.11 Overall levels of tenant satisfaction with the quality of their home was 95.83% in our main tenant satisfaction survey, completed in 2018. On an ongoing basis, tenant satisfaction with our repairs service remains at over 90% with very recent results sitting at over 95 %. The table below details more specific feedback in relation to the repairs service:

| Question                                | Satisfied / Very Satisfied |
|-----------------------------------------|----------------------------|
| Ease of reporting repairs               | 98.8 %                     |
| Being told when workers would call      | 96.4%                      |
| Time taken before work started          | 94.6%                      |
| Speed of completion of work             | 95.7%                      |
| Attitude of workers                     | 98.6%                      |
| Overall quality of work                 | 97.0%                      |
| Keeping dirt and mess to a minimum      | 98.6%                      |
| Tradesperson doing the job you expected | 97.5%                      |

## 2. PROPOSALS

- 2.1 The report seeks approval from Committee for the amendments to the Responsive Repairs Policy as detailed in Appendix 1.

### 3. CONCLUSION AND RECOMMENDATIONS

- 3.1 The repairs service has continued to provide an efficient customer focussed service, meeting target timescales agreed with our tenants and maintaining high levels of tenant satisfaction with repairs service delivery. This report presents a revised responsive repairs policy aimed at making sure the Council's houses continue to be well maintained and kept in a good state of repair, supporting tenants to live in safe and secure homes.
- 3.2 It is recommended that **Housing and Communities Committee**
- i) notes the contents of this report.
  - ii) approves the amendments to the responsive repairs policy.

#### Author

| Name        | Designation     | Contact Details                                                                                   |
|-------------|-----------------|---------------------------------------------------------------------------------------------------|
| June McColl | Service Manager | <a href="mailto:HECommitteeReports@pkc.gov.uk">HECommitteeReports@ pkc.gov.uk</a><br>01798 475000 |

#### Approved

| Name           | Designation                                | Date         |
|----------------|--------------------------------------------|--------------|
| Barbara Renton | Executive Director (Housing & Environment) | 15 July 2019 |

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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>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>Yes</b>        |
| Legal and Governance                                | <b>Yes</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 The Perth and Kinross Community Plan/Single Outcome Agreement 2013-2023 and Perth and Kinross Council Corporate plan 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:

- Promoting a prosperous, inclusive and sustainable economy.
- Supporting people to lead independent, healthy and active lives.
- Creating a safe and sustainable place for future generations.

#### Corporate Plan

- 1.2 Proposals contained in this report address the following Corporate Plan Priorities:

- Promoting a prosperous, inclusive and sustainable economy
- Supporting people to lead independent, healthy and active lives;and
- Creating a safe and sustainable place for future generations.

## 2. Resource Implications

### Financial

- 2.1 There are no direct financial implications regarding this report.

### Workforce

- 2.2 There are no direct workforce implications regarding this report.

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

- 2.3 There are no asset management implications regarding 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.
- 3.2 The proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:
- (i) Assessed as **relevant** and actions taken to reduce or remove the following negative impacts:
- Policy to be made available in other languages and available on website or physical copy made available if requested
  - Repairs Centre will continue to take phone calls from those who do not have access to the internet due to either geographical or financial reasons

### Strategic Environmental Assessment

- 3.3 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

3.4 These proposals meet the following sustainability criteria;

- Where possible, using materials from sustainable sources.
- Energy conservation through improved insulation measures.
- More efficient heating systems.
- More efficient lighting systems.

### Legal and Governance

3.5 The Head of Legal and Governance has been consulted and there are no direct legal implications of this report.

### Risk

3.6 The Housing and Environment Senior Management Team regularly review performance frameworks that highlight overall performance and improvement actions and risks.

## **4. Consultation**

### Internal

- 4.1 Head of Legal and Governance have been consulted on this report.
- 4.2 The Equalities Strategic Forum have been consulted on this report.

### External

- 4.3 Through the Short Life Working Group customers have been consulted on the Policy.
- 4.4 The Tenant Committee Report Panel were consulted on this Policy. They advised that the report is very well presented with short sections, bullet points and visuals that make it easier to understand. The report is more about the updating of contact information as a result of changes in the repairs reporting system.

## **5. Communication**

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

## **2. BACKGROUND PAPERS**

- 2.1 No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above report.

### **3. APPENDICES**

3.1 Appendix 1 to this report is the table of amendments.

3.2 Appendix 2 to this report is the Responsive Repairs Policy (2018).

## APPENDIX 1

## Responsive Repairs Policy Working Group – Table of Amendments

| Policy Page Number                            | Current Wording                                                                                                                                                                                                                                                          | New Wording                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Page 4 – Charter Outcome 4 Quality of Housing | <p>Charter Outcome 4:</p> <p>Quality of Housing Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.</p> | <p>Charter Outcome 4:</p> <p>Quality of Housing Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (ESSH) by December 2020</p> |
| Page 5 – Bullet Point 7 (electrical fittings) | electrical fittings (light switches, light fittings, sockets, wiring and mains operated smoke detectors);                                                                                                                                                                | electrical fittings (light switches, internal/external light fittings, sockets, wiring and mains operated smoke detectors);                                                                                                                                                                                |
| Page 7 – Bullet Point 1                       | <p>As a tenant, you're responsible for minor repairs such as:</p> <p>fittings that you installed or accepted at the start of your tenancy, such as shelves, built-in wardrobes and laminate flooring;</p>                                                                | <p>As a tenant, you're responsible for minor repairs such as:</p> <p>fittings that you installed or accepted at the start of your tenancy, such as shelves, built-in wardrobes and all floor coverings;</p>                                                                                                |
| Page 10 – Requesting a Repair                 | When you phone the Repairs Centre, we will let you know if the repair is a qualifying repair and how long we have to fix the fault.                                                                                                                                      | When you contact the Repairs Centre, we will let you know if the repair is a qualifying repair and how long we have to fix the fault.                                                                                                                                                                      |
| Page 10 – Picture                             | Current picture is of a continental socket                                                                                                                                                                                                                               | New picture is a British Standard socket                                                                                                                                                                                                                                                                   |

| Policy Page Number                        | Current Wording                                                                                                                                                                                                                                                                                                                                                                                                                                                  | New Wording                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Page 12 – Bullet Point 3                  | <p>The Council may limit your access to services if:</p> <ul style="list-style-type: none"> <li>• you or your family present a current risk of violent or abusive behaviour towards Council staff or representatives;</li> <li>• you are in rent arrears - this will include access to the Improvements Service;</li> <li>• you have concluded missives within the Right to Buy process;</li> <li>•</li> </ul>                                                   | <p>The Council may limit your access to services if:</p> <ul style="list-style-type: none"> <li>• you or your family present a current risk of violent or abusive behaviour towards Council staff or representatives;</li> <li>• you are in rent arrears - this will include access to the Improvements Service;</li> <li>• you have concluded missives;</li> </ul>                                                                                                            |
| Page 13 – Water and Drainage section      | Water and Drainage - Blocked or leaking external drains, soil stacks, or toilet pans.                                                                                                                                                                                                                                                                                                                                                                            | Water and Drainage - Blocked or leaking external drains, toilet waste pipe, or toilet pans.                                                                                                                                                                                                                                                                                                                                                                                    |
| Page 14 – Urgent Repairs – Bullet Point 2 | <p><b>Urgent Repairs</b></p> <p>These are repairs that are not emergencies, but need to be carried out quickly to prevent more damage to your home. These repairs will be carried out within 5 working days of being reported.</p> <p>Some examples are:</p> <ul style="list-style-type: none"> <li>• minor leaks and overflow;</li> <li>• damaged flooring and tiles</li> <li>• minor faults to showers where other washing facilities are available</li> </ul> | <p><b>Urgent Repairs</b></p> <p>These are repairs that are not emergencies, but need to be carried out quickly to prevent more damage to your home. These repairs will be carried out within 5 working days of being reported.</p> <p>Some examples are:</p> <ul style="list-style-type: none"> <li>• minor leaks and overflow;</li> <li>• damaged flooring and <b>floor</b> tiles</li> <li>• minor faults to showers where other washing facilities are available.</li> </ul> |



| Policy Page Number                           | Current Wording                                                                                                                                                                                                                                                                                                                                                      | New Wording                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                              |                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                              |
| Page 15 - Long Term Repairs – Bullet Point 3 | <p>Some types of repairs may therefore be included in programmed repairs, for example where:</p> <ul style="list-style-type: none"> <li>• more than one property requires the same type of repair;</li> <li>• the value or volume of work means that a programmed approach will be better value for money;</li> <li>• larger rot work repairs are needed.</li> </ul> | <p>Some types of repairs may therefore be included in programmed repairs, for example where:</p> <ul style="list-style-type: none"> <li>• more than one property requires the same type of repair;</li> <li>• the value or volume of work means that a programmed approach will be better value for money;</li> <li>• larger dry/wet rot work repairs are needed.</li> </ul> |
| Page 16 – Common Repairs                     | <p>Stair lighting is a Council responsibility. Please call 01738 476000 and select option 1 to request a repair.</p>                                                                                                                                                                                                                                                 | <p>Stair lighting is a Council responsibility. Please report your repair online using the MyPKC service.</p> <p>Visit <a href="http://www.pkc.gov.uk">www.pkc.gov.uk</a> and click the 'MyPKC' button. This quick and simple service is available 24 hours a day, seven days a week.</p>                                                                                     |
| Page 17 – Maintenance and Improvements       | <p>If your property has had improvement work completed within the past 12 months, please report any repairs in the normal way by telephoning the Repairs Service on 01738 476000 and selecting option 1 and we will work with the relevant contractor to resolve.</p>                                                                                                | <p>If your property has had improvement work completed within the past 12 months, please report any repairs in the normal way by reporting online at <a href="http://www.pkc.gov.uk/reportarepair">www.pkc.gov.uk/reportarepair</a> and we will work with the relevant contractor to resolve.</p>                                                                            |
| Page 19 - Inspections                        | <p>We want to get the right operative, with the correct materials to all our jobs each time, every</p>                                                                                                                                                                                                                                                               | <p>We want to get the right operative, with the correct materials to all our jobs each time, every time. To</p>                                                                                                                                                                                                                                                              |

| Policy Page Number               | Current Wording                                                                                                                                                                                                                                                                                                                                                                                   | New Wording                                                                                                                                                                                                                                                                                                                                                                                          |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                  | time. To do this, it is sometimes necessary to arrange for one of our Property Inspectors to carry out a pre-inspection.                                                                                                                                                                                                                                                                          | do this, it is sometimes necessary to arrange for one of our Repairs Inspectors to carry out a pre-inspection.                                                                                                                                                                                                                                                                                       |
| Page 21 – Complaints/Compliments | <p><b>Complaints/Compliments</b></p> <p>Contact the Repairs Centre:</p> <p>Tel 01738 476000 who will log this for you</p> <p>Email <a href="mailto:housingrepairs@pkc.gov.uk">housingrepairs@pkc.gov.uk</a></p> <p>Write to us at:<br/>Housing Repairs Service<br/>Housing &amp; Community Care<br/>Perth &amp; Kinross Council<br/>Pullar House<br/>35 Kinnoull Street<br/>PERTH<br/>PH1 5GD</p> | <p><b>Complaints/Compliments</b></p> <p>Contact the Repairs Centre:</p> <p>Email <a href="mailto:HousingRepairs@pkc.gov.uk">HousingRepairs@pkc.gov.uk</a></p> <p>Telephone 01738 476000 who will log this for you</p> <p>Write to us at:<br/>Housing Repairs Service<br/>Housing &amp; Environment<br/>Perth &amp; Kinross Council<br/>Pullar House<br/>35 Kinnoull Street<br/>PERTH<br/>PH1 5GD</p> |
| Page 22 – Electrical Supply      | <p><b>Electrical Supply</b></p> <p>If lighting is affected in a part of your home, or if no appliance will work in the affected socket, call the Repairs Service on 01738 476000 and select option 1, stating that you have a partial loss of electricity. They will arrange an appointment for an electrician to call.</p>                                                                       | <p><b>Electrical Supply</b></p> <p>If lighting is affected in a part of your home, or if no appliance will work in the affected socket, report this online at <a href="http://www.pkc.gov.uk/reportarepair">www.pkc.gov.uk/reportarepair</a></p> <p>We will arrange an appointment for an electrician to call.</p>                                                                                   |

| Policy Page Number                                                   | Current Wording                                                                                                                                                                                                                                                                                                                          | New Wording                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| General Contact Details throughout document (Page 3, 7, 10, 16 & 17) | <p><b>Contact the Repairs Centre</b></p> <p>Tel 01738 476000</p> <p>Email <a href="mailto:housingrepairs@pkc.gov.uk">housingrepairs@pkc.gov.uk</a></p> <p>Write to us at:<br/>Housing Repairs Service<br/>Housing &amp; Community Care<br/>Perth &amp; Kinross Council<br/>Pullar House<br/>35 Kinnoull Street<br/>PERTH<br/>PH1 5GD</p> | <p><b>Contact the Repairs Centre</b></p> <p>To report a repair to us please:</p> <p>Report your repair online using the MyPKC service. Visit <a href="http://www.pkc.gov.uk">www.pkc.gov.uk</a> and click the 'MyPKC' button. This quick and simple service is available 24 hours a day, seven days a week;</p> <p>Email us at <a href="mailto:HousingRepairs@pkc.gov.uk">HousingRepairs@pkc.gov.uk</a></p> <p>Telephone us on 01738 476000 – please remember we only deal with emergency calls on a Monday</p> <p>Write to us at: Housing Repairs Service<br/>Housing &amp; Environment<br/>Perth &amp; Kinross Council<br/>Pullar House<br/>35 Kinnoull Street<br/>PERTH<br/>PH1 5GD</p> |








# Responsive Repairs Policy





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# Introduction



Welcome to the Housing Repairs Service (HRS), Perth & Kinross Council's Repair and Maintenance Service.

We carry out around 29,000 repairs, alterations and safety checks on Council homes every year. Because we carry out so many jobs and each one matters to us, it's important that you know the type of repairs we're responsible for and the repairs that you, our tenants, are responsible for. This information is included in our Repairs Policy.

It also includes a useful section on how to fix minor faults, our complaints process and useful contacts.

There are also some repairs in communal and external areas that the Council is jointly responsible for if there are other owners in the communal areas. Before we can carry out any repair work, we need to get the agreement of the other owners. This can sometimes lead to a delay in repair work being carried out. This includes repairs to stair windows, roof repairs, fences and paths.

This Repairs Policy doesn't cover repairs carried out as part of our planned maintenance and modernisation programme. To find out more about this programme please ask our Improvements Section.

## Contact the Repairs Centre

To report a repair to us please:

- **report your repair online using the MyPKC service. Visit [www.pkc.gov.uk](http://www.pkc.gov.uk) and click the 'MyPKC' button. This quick and simple service is available 24 hours a day, seven days a week;**
- **email us at [HousingRepairs@pkc.gov.uk](mailto:HousingRepairs@pkc.gov.uk)**
- **write to us at:**  
*Housing Repairs Service  
Housing & Environment  
Perth & Kinross Council  
Pullar House  
35 Kinnoull Street  
PERTH  
PH1 5GD*
- **telephone us on 01738 476000 - please remember we only deal with emergency calls on a Monday.**



# Aims of the Policy



The main aim of the Repairs Service is to ensure that our properties are well maintained, with repairs carried out when required, and giving our customers reasonable choices about when the work is done.

We aim to get the repairs done right first time and provide a good value, reliable and customer-centred Service.

In addition, we understand the negative impact that poorly maintained properties can have on individual households and communities and aim to ensure that these are kept to a minimum. This will contribute to overall tenancy sustainability, and contribute to the successful letting of our vacant properties.

Perth & Kinross Council will at all times make sure that its policy and practices meet the obligations within legislation, and also reflect current good practice guidance and the outcomes set by the Scottish Housing Regulator:

## **Charter Outcome 4: Quality of Housing**

*Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard ( SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing ( EESSH) by December 2020.*

## **Charter Outcome 5: Repairs, Maintenance and Improvements**

*Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.*

*As your landlord we report annually to the Scottish Housing Regulator on how we are performing. Further details are on Page 28.*





# Our Responsibilities to You



**As your landlord, the Council is responsible for repairing and maintaining the structure of the property that you live in. This includes:**

- *walls, floors and ceilings;*
- *window frames and external doors;*
- *roofs, drainpipes and gutters/rhones;*
- *kitchen and bathroom main fixtures (toilets, baths, basins, sinks, gas and water pipes);*
- *heating equipment (fires, radiators, storage heaters and panel heaters);*
- *water heating equipment (boilers and immersion heaters);*
- *electrical fittings (light switches, internal/external light fittings, sockets, wiring and mains operated smoke detectors);*
- *maintenance of paths, fences, gates, driveways and any garden structure put in place by the Council. (Responsibility may be jointly shared among owners for fences, gates and driveways in communal areas);*
- *communal areas around the property (stairs, lifts, landings, some lighting, entrance halls and paving). This may also be a joint responsibility if other owners are involved (see section on communal/block repairs in Common Repairs on page 21);*
- *carrying out annual gas servicing and other safety checks.*

**We may also complete the following work if you agree to pay for it in advance:**

- *Repairing any damage caused by you, your family or visitors.*
- *Replacing lost keys.*
- *Helping you gain access if you've lost your keys or you're locked out.*



# Gas Safety Checks



By law the Council is responsible for carrying out annual gas servicing and safety checks in every home with gas. Legally you must give us access to your home so we can carry these out.

**Faulty appliances can give off carbon monoxide fumes, which are highly poisonous. Carbon monoxide has no colour, taste or smell, and can kill. Annual gas safety checks mean we can make sure your appliances are in safe working order. Every year we will send a letter advising you when your next gas service is due. If the date is unsuitable, please contact us to arrange an alternative appointment.**

If we've been unable to get into your home after two appointments and you've not been in touch, we will begin proceedings to cap your gas meter. This will include gaining entry to your home.

**If we have to force entry to carry out the gas service or cap your meter you will have to pay the costs for this.**

If you would like to install a new gas heater or boiler or replace an existing one, you must get written permission from us first. Any new appliance must be installed by a properly qualified, registered gas installer.

The new gas heater or boiler will then become the property of the Council, and we will maintain and service it for you. If you want to take the appliance with you when you end your tenancy you must get written permission from us first. This would include agreement on a suitable and properly fitted replacement being left in the property and subsequent inspection.

**If you smell gas, turn off the gas supply immediately. Open all the windows in the property and phone Scottish Gas Networks on 0800 111 999.**



# Your Responsibilities as a Tenant



## As a tenant, you're responsible for minor repairs such as:

- fittings that you installed or accepted at the start of your tenancy, such as shelves, built-in wardrobes and all floor coverings;
- fitting additional locks;
- resetting tripped switches, fuses and light bulbs (not communal stair lighting);
- attempting to clear plumbing blockages;
- repairing minor cracks and holes in walls and ceilings that can be reasonably filled before decorating;
- television aerials and reception equipment (unless installed by the Council);
- all internal decoration;
- maintenance of paths, fences, gates, driveways and any garden structure not put in place by the Council. (Responsibility may be jointly shared among owners for fences, gates and driveways in communal areas);
- rechargeable repairs are detailed in the Rechargeable Repairs Policy, unless an exemption is applied.

Our Repairs Centre Staff (phone 01738 476000 and choose option 1) can offer help and advice on getting this work done if you're having problems.

## As a tenant you should also:

- report criminal damage or vandalism to the police and get an incident number;
- take action to prevent further damage once a fault has been identified;
- take action to avoid condensation by ventilating your home, not blocking air vents and opening windows;
- get written permission before making alterations to your home;
- allow us access to your home to carry out safety checks required by law;
- repair any damage that you, your family or any visitors have caused, other than through fair wear and tear. If the Repairs Service puts right this damage you will be responsible for paying a recharge cost in advance. The repair must be carried out by a competent person and to an acceptable standard. Any gas or electrical work must be completed by a qualified tradesman.

## If the Council is responsible for the repair you can request this by:

- **using the MyPKC service. Visit [www.pkc.gov.uk](http://www.pkc.gov.uk) and click the 'MyPKC' button. This quick and simple service is available 24 hours a day, seven days a week.**
- phoning the Repairs Centre on 01738 476000 and choose option 1 - please remember we only deal with emergency calls on a Monday;
- emailing [HousingRepairs@pkc.gov.uk](mailto:HousingRepairs@pkc.gov.uk)
- using the freephone service at your local Area Office;
- if you live in a multi-storey block you can speak to the Caretaker to arrange repairs;
- if you're in sheltered housing accommodation, your warden can help you arrange repairs.



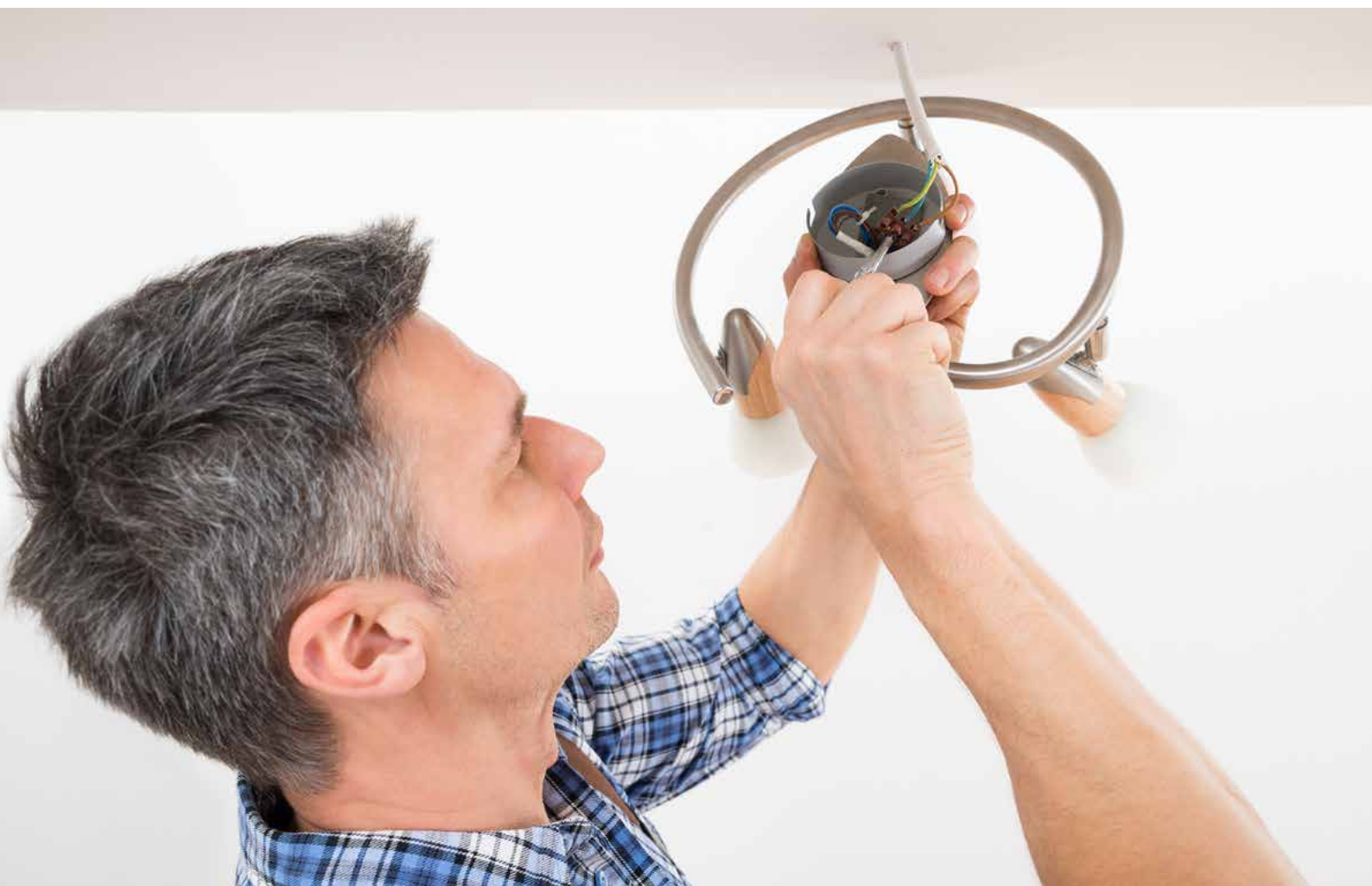
**When requesting an appointment please make sure:**

- *you arrange the appointment at a time when you will be at home;*
- *you always give a contact number in case we need to reschedule the work;*
- *you let us know of anything that may stop us gaining access to the property or your ability to clear the area around the fault.*

Once you've arranged an appointment date, there are a number of things you should do to make sure we can carry out our job as quickly, effectively and safely as possible.

**Before we arrive to carry out the work it is your responsibility to:**

- *make sure there is a responsible adult present to allow our staff access to the repair. If a responsible adult over 16 is not in when we call we will have to cancel the appointment;*
- *clear the area around the repair before our staff arrive to carry out the work. This may include lifting carpets, laminate flooring, clearing work surfaces, emptying cupboards, taking down curtains or moving furniture away from the area;*
- *for health and safety reasons, keep pets and young children away from the area of the repair work whilst we carry out the repair;*
- *refrain from smoking in the area whilst our staff or trades operatives are in the property.*





# What if I am a New Tenant?



When you move into your new home, we will have carried out all repairs according to our void lettable standard.

At the start of your tenancy, the Housing Officer will show you where your electricity fuse box, water stopcock, and gas stopcock (if the property has gas) are, and explain how to turn these off in an emergency. You will also be given general advice on how to prevent and fix some minor faults. Find out more in the Common Faults section of this booklet on page 22.

At the start of your tenancy, the following items below will be supplied. After this, it is your responsibility to replace them:

- *internal door handles, hinges and catches (except fire exit doors and kitchen doors);*
- *drawer handles;*
- *external door numbers and letter plates (not fitted by the Council).*
- *plugs and chains for baths and basins.*
- *draught excluders (where appropriate).*

You need to decide what supplier you want to have your energy bills with and create an account in your name before we can uncap and service the gas boiler to your home. Please note that if you have a heating charge included with your rent, you can't change your supplier.





## The Right to Repair

The Housing (Scotland) Act 2001 introduced the Right to Repair scheme. This gives tenants the right to have small emergency or urgent repairs done quickly and to be paid compensation if we don't meet the legal timescales.

To qualify for the Right to Repair scheme, the repair must:

- *have an estimated value of £350 or less;*
- *be a 'qualifying repair' (Qualifying repairs are listed in the table on page 11).*

## Requesting a Repair

When you contact the Repairs Centre, we will let you know if the repair is a qualifying repair and how long we have to fix the fault.

We will record in the system that this is a qualifying repair and use this information for reporting purposes and also monitoring compensation payments.

## Contact the Repairs Centre

To report a repair to us please:

- **report your repair online using the MyPKC service. Visit [www.pkc.gov.uk](http://www.pkc.gov.uk) and click the 'MyPKC' button. This quick and simple service is available 24 hours a day, seven days a week;**
- **email us at [HousingRepairs@pkc.gov.uk](mailto:HousingRepairs@pkc.gov.uk)**
- **write to us at:**  
*Housing Repairs Service  
Housing & Environment  
Perth & Kinross Council  
Pullar House  
35 Kinnoull Street  
PERTH  
PH1 5GD*
- **telephone us on 01738 476000 - please remember we only deal with emergency calls on a Monday.**

## Timescales for Completion

**Many qualifying repairs have a one working day completion time. For example, if a repair is requested on a Tuesday, we have until 5.00 pm on Wednesday to complete the repair. If a repair is reported on a Friday, we normally have until 5.00 pm on Monday to complete the work.**

These are the timescales set out in the Right to Repair legislation and establish your right to any compensation. Our internal targets mean we will usually complete the repair more quickly than this.

## Exceptional Circumstances

Sometimes there may be circumstances beyond our control which will make it impossible to carry out the repair within the maximum time allowed. This could include severe weather or the availability of parts from the manufacturer.

In these circumstances we may need to make temporary arrangements and extend the maximum time to complete the repair. We will let you know if we need to do this.

If boiler parts are unavailable, temporary heating can be provided. You will then be offered an appointment as soon as the parts become available.





| Fault                                                                                                 | Timescale (full working days) |
|-------------------------------------------------------------------------------------------------------|-------------------------------|
| Blocked flue due to an open fire or boiler.                                                           | 1                             |
| Blocked, leaking or foul drains, soil stacks or toilet pans.                                          | 1                             |
| Blocked sink, wash-hand basin.                                                                        | 1                             |
| Loss of electric power.                                                                               | 1                             |
| Partial loss of electric power.                                                                       | 3                             |
| External window, door or lock not secure.                                                             | 1                             |
| Significant leaks or flooding from water or heating pipes, tanks or cisterns and cannot be contained. | 1                             |
| Loss or partial loss of gas supply.                                                                   | 1                             |
| Loss or partial loss of hot water and/or heating and no alternative heating is available.             | 1                             |
| Toilet not flushing and there is no other toilet in the house.                                        | 1                             |
| Unsafe power, lighting socket or electrical fitting.                                                  | 1                             |
| Loss of water supply.                                                                                 | 1                             |
| Partial loss of water supply.                                                                         | 3                             |
| Loose or detached banister or handrail.                                                               | 3                             |
| Unsafe timber flooring or stair treads.                                                               | 3                             |
| Mechanical extractor fan in kitchen or bathroom not working and no alternative ventilation.           | 7                             |

## Compensation

If we don't attend and make safe a qualifying repair within the time allowed, you're entitled to £15 compensation. You're also entitled to a further £3 each day until the repair is completed. The maximum compensation that can be paid is £100.

## Alternative Contractors

If we fail to carry out the repair within the timescale set out in the legislation, you're entitled to contact an approved alternative contractor and ask them to carry out the repair. You will be given the names and contact details of an alternative contractor/s when you first report the repair. If you contact an alternative contractor you are still entitled to compensation.

### The Right to Repair does not apply if:

- the date for repair was extended because you asked for an alternative appointment;
- the cost of the repair exceeds £350;
- we have been unable to gain access for an inspection or for the repair to be carried out. If this happens you will need to make a new repair request and the Right to Repair process will start again.



## The Council may limit your access to services if:

- you or your family present a current risk of violent or abusive behaviour towards Council staff or representatives;
- you are in rent arrears - this will include access to the Improvements Service;
- you have concluded missives;
- your home is scheduled for demolition. If your home is subject to demolition, you will receive information which outlines what repairs can be carried out. Under normal circumstances tenants will receive the full Repairs Service and only when demolition is imminent will there be the possibility of a more limited Repairs Service;
- in some circumstances where a fault is reported that requires replacement rather than repair it will be dealt with as part of a planned maintenance programme;
- you have the right to appeal against any decision to limit repairs by writing to the:  
*Housing Repairs Service  
Housing & Environment  
Perth & Kinross Council  
Pullar House  
35 Kinnoull Street  
PERTH  
PH1 5GD  
  
Tel 01738 476000 and select option 1  
Email [HousingRepairs@pkc.gov.uk](mailto:HousingRepairs@pkc.gov.uk)*

Any restrictions or limited access would not affect your statutory right of repair within your home ie Right to Repair or where there is a health and safety risk to either the household or residents.

## Our Policy on Violence/ Abuse to Employees at Work

Our staff have the right to work without fear of violence or abuse. Anyone threatening or abusing our staff will be reported to the police and we will press for prosecution. If such an incident occurs on any occasion, your access to the Council's Repairs Service will be restricted and your tenancy may be put at risk.

## Rent Arrears

If you are currently in rent arrears and you have failed to keep to your payment agreement or a payment plan has not been made to repay the outstanding balance, the Council will restrict any repairs to your property unless they are of an emergency nature.

## Will I Have to Pay For Any Repairs?

You're responsible for any damage that you, your family or visitors have caused. If we carry out a repair for such damage you'll be asked to pay for it in advance. We will give you an estimate for the repair. If you can't afford to pay it all at once, alternative arrangements can be made.

When you give up the tenancy we will inspect the property and its state of repair. If any repair work that you have carried out has not been completed to the required standard, then remedial work will be carried out by the Council. You will have to pay the full cost of the repair. If you don't leave a forwarding address, the Council will initiate its usual debt recovery process.

You can make your own arrangements for repairs to be carried out, provided the work is completed to an adequate standard and permission has been given by the local Area Team. Any gas or electrical work must be completed by a qualified tradesperson for that specific repair. After the work is completed a Repairs Inspector will need to visit your home to agree the standard of workmanship.

A record of the repairs and the outstanding bill will be kept and taken into account should you approach the Council for housing in the future. If you feel that you're not responsible for the cost of the repair you can appeal by contacting your Area Office. If the appeal is not settled it will be directed to the Housing Repairs Service Manager. Contact details are available on page 21.



# Different Types of Repairs and Their Response Times



There are 4 different categories of day to day repairs - **emergency, urgent, appointment** and **long-term repairs** - each one is described here.

## Emergency Repairs

An emergency repair is classed as one where there is threat to health and safety or where we need to take quick action to prevent damage to your home or neighbouring property.

Some examples are:

- *burst water or heating pipe;*
- *no heating or hot water;*
- *no electricity;*
- *carbon monoxide alarm sounding.*

Emergency repairs will be attended to and made safe within 24 hours of being reported and, where possible, we will carry out the full repair. If this is not possible, we will carry out temporary repairs immediately to make the situation safe, and then return to complete the repair.

Emergencies during working hours should be reported by phoning:

*Repairs Centre*

*Tel **01738 476000** and select **option 1***

## Emergency repairs outwith normal working hours (out-of-hours emergencies)

Some Emergency Repairs are available to all tenants 24 hours a day, every day of the year.

**If a serious fault occurs outside normal working hours, and it isn't safe to wait until the next working day, you should report it to the out-of-hours emergency Repairs Service by calling 01738 476000 and selecting option 4.**

The out-of-hour's emergency service is available on:

**Weekdays** *Monday to Thursday  
5.00 pm to 8.45 am*

**Weekends** *Friday 5.00 pm to Monday 8.45 am*

Emergency repairs will be attended to out-with normal working hours only when:

- *there is a serious risk to health and safety;*
- *there is a serious risk to the structure of the property;*
- *the property is not secure.*

Examples are:

### ■ **Electrical**

- *Total or significant partial loss of electrical power (eg lighting circuit, no sockets).*
- *Unsafe power of light socket/electrical fitting.*
- *CO detector activated after Transco attending.*

### ■ **Gas**

- *Fires and explosions.*
- *Gas leaks/escapes.*
- *No heating or hot water (without any other means of heating).*
- *Soot identified at gas appliance.*
- *Carbon Monoxide detector activated .*
- *Appliance (including fire) which cannot be switched off.*
- *Central heating system overheating.*

### ■ **Water and Drainage**

- *Blocked or leaking external drains, toilet waste pipe, or toilet pans.*
- *Blocked sinks, basins or baths (where no access to other washing facilities).*
- *Leaks or flooding from water or heating pipes.*
- *Toilet not flushing, (where there is only one toilet within the property or where the tenant is vulnerable or elderly - advice will be given for all others).*



- *Loss of water supply reported.*
- *Loss of washing facilities eg shower (where tenant is vulnerable or elderly).*

#### ■ **Other**

- *Tenant locked out (rechargeable to tenant).*
- *Requirement to board-up windows or secure entry doors.*
- *Loose slates or masonry likely to fall from height.*
- *Roof leaks.*
- *Delivery of temporary heating.*

If the repair doesn't qualify as an out-of-hours emergency we will let you know.

If a responsible adult is not present at the property when the operative responds, the job will have to be cancelled.

We will let you know when you report an emergency repair when we will respond, normally up to six hours from the time of reporting. In some cases, such as severe weather conditions, where there may be a high demand for repair work, some delays to the service may be expected.

The work will be to make the situation safe and/or carry out a temporary repair.

If further work is needed, arrangements for a follow-on appointment will be made.

### **Recharges for emergency repairs**

Where an emergency repair has been caused by neglect or recklessness, then costs of all work (including call-out costs) will be recharged to the tenant. Similarly, if the emergency work is later found to be the tenant's responsibility then a recharge will be made (see 'Will I Have to Pay for Any Repairs?' section for further details).

Where a tradesperson attends to an emergency repair and no access is given by the tenant the cost of a 'No Access' will be recharged to the tenant.

## **Urgent Repairs**

These are repairs that are not emergencies, but need to be carried out quickly to prevent more damage to your home. These repairs will be carried out within 5 working days of being reported. Some examples are:

- *minor leaks and overflow;*
- *damaged flooring and floor tiles*
- *minor faults to showers where other washing facilities are available.*

## **Appointments**

These are everyday repairs that are needed as a result of normal wear and tear of the property. These repairs will be carried out through a mutually agreed appointment. Some examples are:

- *faulty radiators;*
- *faulty electrical switch or light pendant.*

If you are unable to keep an appointment, please let us know and we will be happy to arrange another date to suit you. If you do not notify us that you are unable to keep an appointment and we attend to carry out the repair and do not get access to your home, the repair request will normally be cancelled.

Below are the different appointments and times available:

- **Morning Appointments**  
*We will arrive between 8.00 am and 12.30 pm, Monday to Thursday*
- **Afternoon Appointments**  
*We will arrive between 12 noon and 4.30 pm, Monday to Thursday*
- **Friday Appointments**  
*We will arrive between 8.00 am and 1.00 pm*

We will make every effort to keep all appointments, however, if there is any delay that we are aware of, we will call you in advance.



### Factors affecting repair timescales

The repair timescales may vary in severe weather conditions. In these circumstances, we will let you know when you report repairs that severe weather delays are occurring and indicate when a repair will be completed.

If a repair requires parts or materials that must be ordered, the repair may not be completed within the usual timescale. If this is the case, we will let you know when it is likely to be completed.

When the tenant is unable to give us access to meet the timescale of the works needed, eg an emergency repair can be changed to an urgent repair with mutual agreement between the tenant and our Service.

### Long-Term Repairs

These are day-to-day repairs which are our responsibility but which don't fall in to the categories of emergency, urgent or appointment.

Generally these are non-urgent maintenance repairs and many of these jobs will involve renewing items, working at height or common repairs involving owners.

There can be instances where it is of benefit to carry out some repairs (particularly larger scale repairs) on a programmed basis rather than carrying out individual responsive repairs.

Some types of repairs may therefore be included in programmed repairs, for example where:

- *more than one property requires the same type of repair;*
- *the value or volume of work means that a programmed approach will be better value for money;*
- *larger dry/wet rot work repairs are needed.*

We will inspect all jobs that fall into this category before we programme the work. The length of time to complete programmed repairs will vary dependent on the volume and type of work, but generally we hope to complete these works within 60 working days.



# Common Repairs



As well as attending to emergency and routine repairs in your home, the Housing Repairs Service also carries out external repairs, for example to certain communal areas of flats such as stairs or roofs.

This service will depend on the type of property you live in. There are two basic types of property where we will carry out communal repairs: multi-storey blocks and low rise blocks.

In multi-storey blocks, generally those that have lifts, the caretaker and the Council has full responsibility for carrying out common repairs. Our normal standards and procedures for repairs apply. Owners in multi-storey blocks are recharged for their share of the costs. In some cases, such as severe weather conditions where there may be a high demand for repair work, some delays to the service may be expected.

Low-rise blocks are generally those without lifts or caretakers. Responsibility for repairs and the maintenance of common areas is shared between all owners.

Under the Tenements (Scotland) Act 2004, the Council will, if asked, help homeowners reach a decision on getting repairs to communal areas carried out according to the Tenement Management Scheme.

The Housing Repairs Service will arrange for the repair to be inspected, and then gather a range of estimates from different contractors.

They will contact all homeowners and try to reach a majority decision on a contractor. All homeowners are responsible for repairs to communal areas and contributing their share of the costs. This can cause delays and you will be kept updated on progress.

In all cases of communal/block repairs where the fault is a risk to health and safety or requires repair under the Council's wind and watertight landlord commitments, the fault will be repaired according to our standards on the completion of emergency and urgent jobs. Owners can also get emergency repairs carried out for communal/block repairs.

Stair lighting is a Council responsibility. Please report your repair online using the MyPKC service. **Visit [www.pkc.gov.uk](http://www.pkc.gov.uk) and click the 'MyPKC' button.** This quick and simple service is available 24 hours a day, seven days a week. Or alternatively you can:

- email us at [HousingRepairs@pkc.gov.uk](mailto:HousingRepairs@pkc.gov.uk)
- write to us at:  
*Housing Repairs Service  
Housing & Environment  
Perth & Kinross Council  
Pullar House  
35 Kinnoull Street  
PERTH  
PH1 5GD*
- telephone us on 01738 476000 - please remember we only deal with emergency calls on a Monday.







Every year, the Council repair and modernise properties where the fixtures and fittings need repair or replacement. This is carried out on a pre-programmed basis and is known as an improvement work.

If the property is due to have improvement work carried out in the next 12 months, such as a new kitchen or bathroom, repairs will only be ordered if the fault:

- *is an emergency;*
- *poses a health and safety risk;*
- *is covered by the Right to Repair;*
- *is unrelated to the planned work;*
- *will cause you serious inconvenience.*

If your property has had improvement work completed within the past 12 months, please report any repairs in the normal way by reporting online at **[www.pkc.gov.uk/reportarepair](http://www.pkc.gov.uk/reportarepair)** and we will work with the relevant contractor to resolve.





We aim to deliver the best service possible to all our tenants but realise that some may need to ask for a little extra help. For example:

- *tenants aged over 75 years;*
- *people with disabilities who use a wheelchair or walking frame;*
- *tenants with an advanced terminal illness;*
- *tenants who use medical equipment, eg ventilators or kidney dialysis machines;*
- *tenants within the Community Alarm Scheme.*

You or someone you live with may have a disability or medical condition which requires some repairs to be carried out more quickly or for more help to be made available. However, we can only make arrangements for this if the fault reported clearly has a negative effect on this condition.

When requesting your repair, please ensure that you clearly describe your situation to our call centre staff if:

- *you need repairs to be completed faster than normal because of your circumstances;*
- *you have an impairment that will affect the arrangements of the appointment (such as hearing impairment or mobility restriction).*

*We can ensure that our staff are aware of this and, for example, knock loudly or allow extra time for the door to be answered or make contact via a third party such as a support worker;*

- *you will have difficulty clearing the area around the fault (including lifting carpets and moving furniture) and you can't get help from relatives or neighbours;*
- *you can't carry out minor repairs that you are responsible for (see page 10), and you don't live with an able-bodied person. In some cases we may carry out these repairs but these will be rechargeable to you in advance.*

## **Please note:**

- *We will record this information in our tenant notes for future repairs only with your permission.*
- *We will arrange repairs through a third party such as a friend, relative or carer if necessary.*
- *We are unable to respond to requests for services that are not normally offered (changing light bulbs, fire alarm batteries, removing curtains for example).*





We want to get the right operative, with the correct materials to all our jobs each time, every time. To do this, it is sometimes necessary to arrange for one of our Repairs Inspectors to carry out a pre-inspection.

Pre-inspections may be carried out in cases where:

- *you are unable to fully explain the problem;*
- *it isn't clear who is responsible for the repair;*
- *measurements and/or technical specifications are needed before ordering work;*
- *we need to identify the source of the problem;*
- *specialist materials or equipment may be required.*

Our Repairs Centre Advisors will determine if there is a need for an inspection and in these cases make an appointment with you for a Repairs Inspector to call.

When the Repairs Inspector calls they will discuss with you what work is required.

Post-inspections will be carried out on a random sample of completed repairs, to ensure our staff and sub-contractors provide a high standard of workmanship.

We will also carry out quality checks when a tenant reports that:

- *the work carried out has not rectified the problem;*
- *the quality of workmanship was not acceptable.*

We may also carry out a quality control check if you were dissatisfied about the repair.





We will actively seek the views of our tenants using customer surveys for all normal repairs. The returned survey forms will be analysed to highlight any issues with the service and help us to make improvements.

Any specific complaints made in respect of the repair on the survey forms are looked at by the appropriate repairs staff and are fully investigated. This would normally involve a further phone call to the tenant and may result in a visit to the tenant's home to establish the full picture. Issues relating to poor customer care or workmanship are discussed during regular performance meetings with our operatives.

## Complaints and Feedback

We want to make sure you are satisfied with our work first time, every time. But mistakes do sometimes happen. We would encourage you to give us feedback on the service provided. We're equally committed to resolving complaints and problems as providing the best possible service first time round.

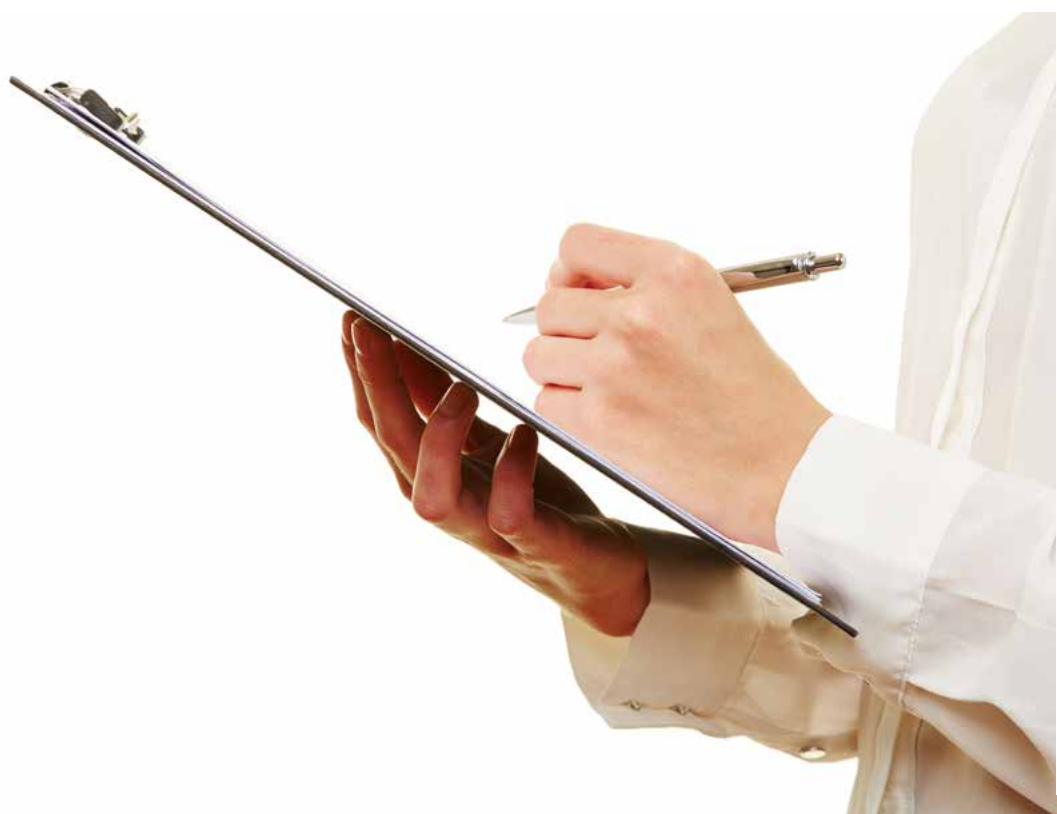
We value the feedback we receive from our customers as an opportunity to find out how we can improve our service. If, for any reason, you are not satisfied with the service we provide, our complaints process gives you the chance to state your reasons for dissatisfaction and get something done about it. We will then investigate what went wrong and, where appropriate, correct the problem and take measures to make sure it does not happen again.

## What is a Complaint?

We define a complaint as a formal expression of unhappiness with the service we have provided.

## What is Not a Complaint?

Requests for repairs, requests to reschedule a repair appointment or requests for a higher level of service than that outlined within this policy are not complaints.





# What to Do if You Have a Complaint or a Compliment



## Complaints/Compliments

### Contact the Repairs Centre:

Email **HousingRepairs@pkc.gov.uk**

Tel **01738 476000** who will log this for you

Write to us at **Housing Repairs Service  
Housing & Environment  
Perth & Kinross Council  
Pullar House  
35 Kinnoull Street  
PERTH  
PH1 5GD**

## Our Commitment to You

### What sort of Service can you expect?

- *We will be polite and helpful on the phone and in your home.*
- *Our operatives will be tidily dressed and wear a uniform.*
- *We will take care of your property and possessions, protecting them from damage, dust and paint.*
- *We will be polite and respectful to you and your family.*
- *We will keep noise to a minimum and warn you and neighbours of any likely disturbance.*
- *We will not work in your home without a responsible adult to allow us access to your home or hold keys to your home.*
- *We will follow Health and Safety Requirements.*
- *When we visit your home we will ensure the tradesperson shows their ID card.*
- *We will tidy up after all repair work.*
- *We will ensure that the quality of repair work is to a high standard.*
- *We will measure satisfaction levels by routinely sending our tenants and residents customer satisfaction surveys that we will use to improve the Service.*
- *We will monitor performance on a monthly basis and let you know how we perform.*





Below are some general guidelines on what you should do if you discover a fault with gas systems or appliances. You may want to use the boxes below to record the location of your gas and electricity meters, stopcock and fuse box.

## The gas meter and stopcock are located:

## Gas Leak/Smell of Gas

- ✗ Don't turn electric switches on or off.
- ✓ Turn off the gas supply at the meter.
- ✗ Don't smoke.
- ✓ Open doors and windows to get rid of the gas.
- ✗ Don't use naked flames.
- ✓ Call Scottish Gas Networks on the emergency freephone number **0800 111 999**.

### No gas Fire or explosion

Call Scottish Gas Networks immediately on **0800 111 999**

## No heating or hot water

- Check the pilot light has not gone out.
- Check the timer is set correctly.
- Check the isolation switch.
- Check the gas meter has not run out of funds.

## Pilot light has gone out

- Press the reset button on the boiler.

## Radiators are not very hot

- Check the timer is set correctly; adjust the thermostatic valves or boiler temperature setting.

## Other

- Call the Repairs Service for advice on **01738 476000** and select **option 1**.

## Electricity

### Meter, fuse box and trip switches are located:

If you have no electricity to all or part of your property the first thing you should do is check the trip switch.

### No electricity (power points and lights) at all

- The trip switch/fuse box is next to your electricity meter, if any of the switches are down push them to the up position. (The main switch may need to be turned off then on again to reset the system).

If this does not fix the problem, you should then try the following:

- Check the Card meter

The power will be cut off if you do not have enough credit on your card meter; you will need to get more credit to reinstate the supply.

### Are your neighbours affected?

You could also check the stair-well or communal areas.

- ✓ **Yes** Call SSE on **0800 300 999**

- ✗ **No** It is likely that the fault originates from inside your home. Call the Repairs Service on **01738 476000** and select **option 1** stating that you have no electricity at all. An emergency electrician will come and investigate the problem.

### No electricity (power points or lights) to part of the property

- Is it the electrical supply or the appliance?

### Electrical Supply

If lighting is affected in a part of your home, or if no appliance will work in the affected



socket, report this online at [www.pkc.gov.uk/reportarepair](http://www.pkc.gov.uk/reportarepair) We will arrange an appointment for an electrician to call.

### Appliances

If only one appliance is not working it may be faulty. If other appliances work in the same socket, you should get the appliance checked by a qualified electrician.

## Plumbing

### The water stopcock is located:

### Stopcock

This is a tap that controls water flowing from the mains into your home. If you have a leak you should turn the water off at the stopcock to prevent any more water leaking.

A leak may not stop immediately because water is still flowing from the main tank or the hot water tank. You should turn on other taps to drain down the tank.

Check the immersion heater is switched off before the hot water tank is drained down. In the case of gas heating, switch off the water heater. Stopcocks are often located in the hallway or under the kitchen sink; there is sometimes more than one stopcock to allow you to turn water off to part of the property.

### Frozen pipes

If the temperature inside a property drops below freezing, water may freeze inside the pipes. When the ice thaws out it may cause pipes to burst. To prevent frozen pipes always ensure that you turn the water off at the mains, or leave central heating on if the property is going to be unattended for long periods of time during the winter months.

### No water

Check the stopcock and then check to see if your neighbours have water. If they don't - there may be a burst mains. Contact Scottish Water on **0845 600 8855** to report it.

### Taps won't turn off

Contact us and we will arrange an appointment to repair it.

If the water is running very quickly (full stream) you may need to turn the water off at the stopcock. (Sometimes there is a separate stopcock for the kitchen sink; this is usually under the sink).

You can turn the stopcock on if you need water in the meantime.

### Water discoloured

If your tap water is a different colour to normal, there may be a problem with the water supply. You should contact Scottish Water on **0845 600 8855** for further advice.

### Blocked toilet

As a responsible tenant you should ensure that your toilet doesn't become blocked due to objects being flushed down it. Common examples are:

- children's toys
- nappies or baby wipes
- entire toilet rolls
- kitchen roll
- paper
- plastic toilet fresheners

If an object causes a blockage, the cost of the repair will be recharged to you. If an object accidentally falls into the toilet bowl, you should always remove it by lifting it out; **NEVER** try to flush it away.

### Blocked shower head

It is your responsibility to clean the shower head.

### Blocked sink/bath

Using a plunger, sink unblocking agent or sodium bicarbonate can often clear blocked sinks or baths quickly and easily. Some blockages will also clear themselves if they're left for a few hours.



### Toilet won't flush

If this is your only toilet, we will respond as an emergency and make safe within 24 hours. In the meantime toilets can be flushed manually by pouring a bucket of water down it after each use.

### Water from above

If you are on the top floor, a leaking roof could be the cause. We will arrange a temporary roof repair to ensure your home is wind and water tight. Please be aware that we cannot go onto a roof in the dark, during high winds or when it is raining for health and safety reasons.

If there is another flat above you and if you would be comfortable doing so, please try speaking to the occupier and get them to turn off their water. If they are not in, check the flats on both sides and the floor above, as sometimes the leak can travel some distance before it becomes noticeable.

Where the property is privately owned, we cannot break in to repair a leak without first going through a legal process. This may take some time.

### Lost keys

If you lose your keys, door entry key, or get locked out, you will be charged for any costs associated with gaining access to your property. This includes:

- *cost of replacing all locks;*
- *cost of repairing any associated damage to the door;*
- *cost of repairing any associated damage to the door frame.*

We must attend other emergency repairs before attending to anyone who is locked out. This means you could wait up to six hours before we're able to gain access to your property. To avoid this we strongly recommend that you leave a spare set of keys with family, friends or neighbours.

### Condensation/Dampness

Condensation dampness is caused by droplets of moisture in the air, often causing a mould to grow on walls. This mould growth can be inhibited and prevented by reducing the amount of moisture in your home by:

- *drying laundry outside or using a proper indoor dryer;*
- *making sure when using a tumble dryer that it is properly ventilated to outside;*
- *covering pans when cooking;*
- *leaving air vents open and unblocked;*
- *using extractor fans in kitchens and bathrooms every time they are in use;*
- *making sure all rooms are aired every day;*
- *opening windows as often as possible;*
- *heating all rooms sufficiently.*





**Housing Repairs Service  
Housing & Environment  
Perth & Kinross Council  
Pullar House  
35 Kinnoull Street  
PERTH  
PH1 5GD**

Tel **01738 476000**  
Email **HousingRepairs@pkc.gov.uk**

**All Housing Services are now  
reached through the same number -  
01738 476000**

## City Central

**Areas covered:** Bridgend, City Centre, Craigie, Errol, Friarton, Glencarse, Inchtute, Invergowrie, Leetown, Longforgan, Moncreiffe, Muirton, North Muirton, Scone, Rae Place, Stanley Crescent, Florence Place, Balhousie Street, Dunkeld Road.

Pullar House  
35 Kinnoull Street  
PERTH  
PH1 5GD

Email **CityCentralHousing@pkc.gov.uk**

## Letham and Hillyland

**Areas covered:** Letham, Hillyland, Double Dykes and Fairfield (**Council Housing only**).

Letham Area Office  
Letham Centre  
Tweedsmuir Road  
PERTH  
PH1 2HJ

Email **LethamHousing@pkc.gov.uk**

## Auchterarder (visits by appointment only)

**Areas covered:** Aberuthven, Almondbank, Auchterarder, Blackford, Braco, Dunning, Methven, Chapelhill.

Auchterarder Area Office  
Aytoun Hall  
High Street  
AUCHTERARDER  
PH3 1QD

Email **SouthAreaTeam@pkc.gov.uk**

## Blairgowrie

**Areas covered:** Alyth, Kirkmichael, New Alyth, Meigle, Rattray, Blairgowrie, Carsie, Murthly, Caputh, Spittalfield, Forneth, Meikleour, Stanley, Luncarty, Coupar Angus, Balbeggie, Burrelton, Kinrossie, Saucher, Collace, Guildtown, Wolfhill, Bankfoot.

Blairgowrie Area Office  
46 Leslie Street  
BLAIRGOWRIE  
PH10 6AW

**Closed between** 12.30 pm - 1.30 pm, Mon - Fri  
Email **NorthAreaTeam@pkc.gov.uk**

## Crieff

**Areas covered:** Almondbank, Chapelhill, Comrie, Crieff, Gilmerton, Madderty, Methven, Muthill, Pitcairngreen.

Crieff Area Office  
32 James Square  
CRIEFF  
PH7 3EY

Email **SouthAreaTeam@pkc.gov.uk**

## Kinross

**Areas covered:** Aberargie, Abernethy, Blairingone, Bridge of Earn, Cleish, Crook of Devon, Forgandenny, Glenfarg, Kinnesswood, Kinross, Milnathort, Powmill, Scotlandwell.

Loch Leven Community Campus  
Muir  
KINROSS  
KY13 8FQ

Email **SouthAreaTeam@pkc.gov.uk**

## Pitlochry

**Areas covered:** Aberfeldy, Ballinluig, Grandtully, Blair Atholl, Dunkeld, Birnam, Kenmore, Fearnan, Acharn, Glenlyon, Kinloch Rannoch, Pitlochry, Killiecrankie, Dull, Weem.

Pitlochry Area Office  
26 Atholl Road  
PITLOCHRY  
PH16 5BX

Email **NorthAreaTeam@pkc.gov.uk**

**Housing Repairs Out of Hours Emergency 01748 476000 (Option 4)**  
**Customer Service Centre 01738 475000**





It has been agreed in conjunction with our tenants that the definition of 'complex repairs' for reporting purposes is:

**Typical works that will also be considered as complex are:**

- asbestos removal (as a licensed contractor must be used, and specific procedures followed);
- works of high value - this is set at £800;
- work involving drying out periods;
- a course of work, eg pest control over an extended period;
- where there are shared responsibilities, eg with former RTB properties;
- insurance claims, which are dependent on the insurer's response;
- ordering of bespoke manufactured items eg double-glazed windows.





## Scottish Social Housing Charter (Indicators)

We respond to repair requests as soon as possible ensuring work is carried out effectively and efficiently.

We have clear target timescales that we need to meet. We must also check our performance and take action where necessary. Statutory Indicators are reported on annually to the Scottish Housing Regulator and compared with other local authorities to see how well we are performing.

The Indicators we need to report on are:

| Indicator Number | Description                                                                                                                                 |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| 11               | Average length of time taken to complete emergency repairs.                                                                                 |
| 12               | Average length of time taken to complete non-emergency repairs.                                                                             |
| 13               | Percentage of reactive repairs carried out in the last year completed right first time.                                                     |
| 14               | Percentage of repairs appointments kept.                                                                                                    |
| 15               | Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date.        |
| 16               | Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the Repairs and Maintenance Service. |

Effective performance management should have a positive effect on the operation of the Repairs Service. We share this information with our tenants and ensure we improve in areas highlighted as concerns during our routine monitoring.



## Definitions

*"The Policy"* is the Perth & Kinross Council Responsive Repairs Policy.

A *"house"* is any part of a building, being a part that is occupied as a separate dwelling and includes any garden or other structure within the grounds of the house.

Perth & Kinross Council (PKC), or any sub-contractor or outside agency carrying out a repair on behalf of PKC, are referred to as *"we"* or *"us"* throughout this policy.

A *"mainstream"* house refers to one that is to be permanently occupied as a Perth & Kinross Council Scottish Secure Tenancy.

An *"owner"* means any person who acts as landlord for either privately owned or local authority homes.

## The Legal Framework for Repairs

There are a range of legislative and regulatory responsibilities which affect the Repairs Service. These include:

- *a range of health and safety duties to ensure our tenants, staff and contractors are living or working in a safe environment;*
- *various landlord responsibilities for repairs set out in the Housing (Scotland) Act 2001 & 2010;*
- *contractual arrangements for repairs through leases or management and service level agreements with partner organisations;*
- *the Scottish Housing Regulator will measure the performance of the Repairs Service through the standards set out in the Social Housing Charter;*
- *Gas Safety Regulations.*





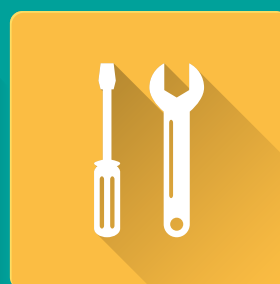


If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

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

All Council Services can offer a telephone translation facility.

[www.pkc.gov.uk](http://www.pkc.gov.uk)





## PERTH AND KINROSS COUNCIL

### Housing and Communities Committee

21 August 2019

#### Gypsy/Traveller Strategy 2018-21 – Year 1 Progress Reprt

#### Report by Executive Director (Housing and Environment) (Report No. 19/227)

This report provides members with an update on progress for the first year of the Gypsy/Traveller Strategy 2018-21.

### 1. BACKGROUND / MAIN ISSUES

- 1.1 The Gypsy/Traveller Strategy was approved by the Housing and Communities Committee on 22 August 2018 (Report No 18/258 refers), and the Community Planning Partnership Executive Officer Group on 23 November 2018.
- 1.2 Members requested that the Executive Director (Housing & Environment) brings an annual update on the Strategy's progress back to the Committee in August 2019.

### 2. PROPOSALS

- 2.1 The aims of the Gypsy/Traveller Strategy 2018-21 are to continue to:
  - ensure services provided to meet the needs of the Gypsy/Traveller community in Perth and Kinross are provided in a non-discriminatory way and take account of cultural requirements;
  - plan to meet the future needs of Gypsy/Traveller community members in Perth and Kinross;
  - involve Gypsy/Traveller community members in planning any future service developments which may be relevant to them;
  - improve access to local services for the Gypsy/Traveller community in Perth and Kinross;
  - raise awareness amongst staff in partner organisations and elected members of issues which impact on Gypsy/Travellers locally;
  - promote positive images of Gypsy/Travellers in local media and to wider community where possible.
- 2.2 The 5 key themes of the strategy are:
  - site provision
  - improving access to services and advice on employment and health
  - anti-discrimination advice and training
  - addressing operational issues at Bobbin Mill and Double Dykes
  - community engagement and empowerment.

- 2.3 The strategy Action Plan is monitored by the Gypsy/Traveller Strategy Working Group, in partnership with a third sector engagement Group. The working group consists of representatives from across Council services, partner organisations (NHS Tayside and most recently Police Scotland) and third sector organisations working with Gypsy/Traveller communities directly, including MECOPP Gypsy/Traveller Carers Project; PKAVS; Ethnic Minorities Law Centre and Article 12.
- 2.4 The Action Plan (Appendix 1) details how actions against each theme have progressed. Some specific positive actions worth noting include:
- approval of the negotiated stopping sites pilot by Housing and Communities Committee (report No. 19/145 refers);
  - issuing an easy-read leaflet with key contacts and information for Gypsy/Travellers;
  - hosting a successful Annual Wellbeing Mela Event with a record number in excess of 250 in attendance;
  - 128 young people from 5 primary schools attended specific Show Racism the Red Card Out of Site workshops during 2018/19 (an anti-racism education programme focussing on racism and discrimination targeted at Gypsy/Roma/Travellers) - the delivery of these sessions involved a Gypsy/Traveller Youth Assembly member. This remains part of the overall Show Racism the Red Card education programme within local schools and will continue for the lifetime of the strategy.
  - a number of events in partnership with MECOPP and Culture PK for Gypsy/Roma/Traveller History month (including displays in the Civic Hall, Perth Museum, Loch Leven Community Campus and the AK Bell Library);
  - a pilot initiative for Gypsy/Traveller women to allow them to take part in Salle Ossian's Project Forte, a Sport for Change initiative that aims to reach out to community groups who might benefit from the therapeutic opportunities inherent in the sport of fencing;
  - ongoing commitment to improving and maintaining site standards and engagement with Gypsy/Travellers at Double Dykes and Bobbin Mill through a separate dedicated improvement plan
  - the inclusion of Double Dykes and Bobbin Mill in the Local Stock Condition Survey, to validate self-assessment of adherence to Scottish Government's minimum site standards and future financial investment levels
  - succesful funding applications through Participatory Budgeting for Double Dykes residents 'Happy Cabin' and through Creative Scotland by Pitlochry based Rajpot Project for inter-cultural mini-festival and scoping exercise;
  - approval for siting of a bus stop near to the private site of Gairneybank in Kinross in response to resident consultation.
- 2.5 It should also be noted that we await formal approval of the proposed joint Scottish Government/COSLA Action Plan 'Improving the Lives of Scotland's Gypsy/Travellers' so that any required actions from it can be implemented at a local level. The Council is aware of proposals within the draft stages of the Plan through the COSLA Leaders Briefings.

- 2.6 Implementation of the Negotiated Stopping Sites Pilot provides a positive and proactive opportunity to address the occasional tensions that arise within communities when temporary or “unauthorised” encampments are set up”.

### 3. CONCLUSION AND RECOMMENDATIONS

- 3.1 This Strategy has been developed for a specific community of interest that may experience significant inequalities of outcome, with a view to reducing those inequalities through the actions reported on.
- 3.2 It is recommended that the Committee:
- (i) approves the contents of this report
  - (ii) agrees that the report is shared with the Community Planning Partnership for their approval
  - (iii) requests the Executive Director (Housing & Environment) brings a second annual update on the Strategy’s progress to the Committee in August 2020

#### Author

| Name         | Designation            | Contact Details                                                                                  |
|--------------|------------------------|--------------------------------------------------------------------------------------------------|
| David McPhee | Equalities Team Leader | <a href="mailto:HECommitteeReports@pkc.gov.uk">HECommitteeReports@pkc.gov.uk</a><br>01738 475000 |

#### Approved

| Name           | Designation                                | Date         |
|----------------|--------------------------------------------|--------------|
| Barbara Renton | Executive Director (Housing & Environment) | 15 July 2019 |

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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>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 This report supports all outcomes in the Community Plan:

- 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 This report supports all outcomes in the Corporate Plan:

- 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; and
- v) Creating a safe and sustainable place for future generations.

## 2. Resource Implications

### Financial

- 2.1 There are no additional financial implications arising directly as a result of this report at this time. Ongoing work is managed within existing budgets and any new developments which arise in the future will be subject to budget approval as appropriate.

### Workforce

- 2.2 There are no additional workforce implications arising directly as a result of this report at this time. Ongoing work is managed within existing officer workloads.

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

- 2.3 There are no additional Asset Management implications arising as a result of this report at this time. Any new proposed developments which arise in the future will be subject to the relevant approval process at that time.

## 3. Assessments

- 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.
- 3.2 This section should reflect that the proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:
- 3.3 The Strategit itself was assessed as **relevant** and the following positive outcomes expected following implementation:
- provision of appropriate information and access to appropriate services
  - increased engagement with all members of the Gypsy/Traveller community regardless of gender
  - improved service for those taking account of their disability or age-related requirements as appropriate

### Strategic Environmental Assessment

- 3.4 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.

- 3.5 The proposal recommended in this paper has been considered under the Act and the pre-screening has identified that the proposal will have no environmental effects, it is therefore exempt. The reason for concluding this is that the recommendation in this report will have no direct environmental effects.

#### Sustainability

- 3.6 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.
- 3.7 No steps are required to be taken in this area.

#### Legal and Governance

- 3.8 The Head of Legal and Governance has been consulted during the development of this Strategy.

#### Risk

- 3.9 Any risks associated with this Strategy will be mitigated by the monitoring and reporting procedures which have been put in place.

### **4. Consultation**

#### Internal

- 4.1 This Strategy has been developed across services within the Council and all relevant Senior Management Teams have been consulted along with the Executive Officer Team and colleagues in the Community Planning Partnership.

#### External

- 4.2 This Strategy has been developed in partnership with key Community Planning Partners, NHS Tayside and Police Scotland and third sector organisations who contribute to the delivery of the strategy. Members of the Gypsy/Traveller community also contributed to the process. The consultation was also made publicly available on the Council website.

### **5. Communication**

- 5.1 Section 6 of the Strategy document outlines the process for managing, monitoring and reviewing it.



## **2. BACKGROUND PAPERS**

- 2.1 No other background papers were referred to in the preparation of this report.

## **3. APPENDICES**

- 3.1 Appendix 1: The Gypsy/Traveller Strategy 2018-21 Action Plan



## ACTION PLAN GYPSY/TRAVELLER STRATEGY 2018-21

| Action Point                                                                                                                            | Lead Service Responsible | Timescale * | Progress                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | RAG                                          |
|-----------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
| <b>1. <u>Key Theme - Site Provision</u></b>                                                                                             |                          |             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                              |
| 1.1 We will revise our policy relating to Managing Temporary Encampments and will consider a Managed Stopping Sites process within that | Housing and Environment  | Medium      | <p>Proposed pilot for Negotiated Stopping approved by Housing and Communities Committee 15/05/19<br/> <a href="https://perth-and-kinross.cmis.uk.com/perth-and-kinross/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/2223/Committee/90/Default.aspx">https://perth-and-kinross.cmis.uk.com/perth-and-kinross/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/2223/Committee/90/Default.aspx</a></p> <p>Work ongoing to identify potential sites and agree process.</p> | Work ongoing but required steps in place (G) |
| 1.2 We will continue to consider the accommodation needs of Gypsy/Travellers                                                            | Housing and Environment  | Short       | <p>Local Housing Strategy will be updated and will include Housing Needs Demand Assessment for Gypsy/Travellers.</p> <p>Currently planning consultation on Private Site Standards in Local Development Plan.</p>                                                                                                                                                                                                                                                                         | Ongoing (A)                                  |

| Action Point                                                                                                                                                                                                                                                                                                                 | Lead Service Responsible          | Timescale * | Progress                                                                                           | RAG                                          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|-------------|----------------------------------------------------------------------------------------------------|----------------------------------------------|
| 1.3 We will make sure that community members are aware of the Planning guidance available to them via PAS (formerly known as Planning Aid Scotland)<br>( <a href="https://www.pas.org.uk/news/recognition-of-unique-gypsytraveller-culture/">https://www.pas.org.uk/news/recognition-of-unique-gypsytraveller-culture/</a> ) | Housing and Environment           | Short       | To include in any information sent out to Gypsy/Travellers (see below) – leaflet agreed and issued | Completed (G)                                |
| <b><u>2. Key Theme - Improving Access to Services and Advice on Employment and Health</u></b>                                                                                                                                                                                                                                |                                   |             |                                                                                                    |                                              |
| 2.1 We will update contact information with details of people in relevant services and make it available and accessible for members of the Gypsy/Traveller community staying in Perth and Kinross or travelling through the area                                                                                             | All                               | Short       | Leaflet agreed and issued                                                                          | Completed (G)                                |
| 2.2 We will continue to work closely with MECOPP Gypsy/Traveller Carers Project and respond to issues they raise on behalf of community members                                                                                                                                                                              | Corporate and Democratic Services | Short       | Monitored as part of Service Level Agreement                                                       | Work ongoing but required steps in place (G) |
| 2.3 We will continue to work closely with the PKAVS Bridging the Gap Project (for older community members) and respond to issues they raise on                                                                                                                                                                               | Health and Social Care            | Short       | Health and social care funding ceased at end of May 2019 – ongoing discussions regarding           | Ongoing (A)                                  |

| Action Point                                                                                                                                                                                                                                                                                                      | Lead Service Responsible          | Timescale * | Progress                                                                                                                                                                                                                                                        | RAG                                          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
| behalf of community members                                                                                                                                                                                                                                                                                       |                                   |             | alternative plans within PKAVS restructuring proposals                                                                                                                                                                                                          |                                              |
| 2.4 We will work with parents, schools and community members to encourage continuing education in school and the community                                                                                                                                                                                        | Education & Children's Services   | Short       | Guidance being finalised and will be shared with group members and community members for comment                                                                                                                                                                | Ongoing (A)                                  |
| 2.5 We will continue to work with community members to access adult and family learning, literacy and employability skills where required and support/signposting for interests/issues they have                                                                                                                  | Corporate and Democratic Services | Short       | Kinross area – work ongoing notably with 2 young women working towards numeracy qualifications with CLD Literacy worker and 2 x 12 year olds girls working with Community Link Worker on a weekly basis<br><br>Perth area – ongoing work with community members | Work ongoing but required steps in place (G) |
| 2.6 We will encourage the use of the Your Community PK website ( <a href="https://yourcommunitypk.org/">https://yourcommunitypk.org/</a> ). This is a one-stop online resource from the Health and Social Care Partnership for information and things to do to support health and well-being in Perth and Kinross | Health and Social Care            | Medium      | Included in leaflet (see above)                                                                                                                                                                                                                                 | Completed (G)                                |

| Action Point                                                                                                                                                                                                 | Lead Service Responsible          | Timescale * | Progress                                                                                                                                                                                          | RAG                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
| <b>3. <u>Key Theme – Anti-Discrimination Advice and Training</u></b>                                                                                                                                         |                                   |             |                                                                                                                                                                                                   |                                              |
| 3.1 We will continue to arrange Gypsy/Traveller Cultural Awareness Raising training for staff with community members involved in training delivery                                                           | Corporate and Democratic Services | Short       | Session held with staff members in October 2018 and Elected Members during Gypsy/Roma/Traveller History month in June 2019                                                                        | Work ongoing but required steps in place (G) |
| 3.2 We will continue to include specific 'Out of Site' training within the Show Racism the Red Card schools programme annually with community members trained by Article 12 involved in the session delivery | Corporate and Democratic Services | Short       | Part of existing partnership programme with Saints in the Community and Show Racism the Red Card – ongoing programme in place – supported by Article 12 and involving Gypsy/Traveller in delivery | Work ongoing but required steps in place (G) |
| 3.3 We will continue to work closely with the Ethnic Minorities Law Centre and respond to issues they raise on behalf of community members                                                                   | Corporate and Democratic Services | Short       | Monitored as part of Service Level Agreement. Agreed to introduce surgery at Double Dykes to raise awareness                                                                                      | Work ongoing but required steps in place (G) |

| Action Point                                                                                                                                                                                                                                                                                                       | Lead Service Responsible | Timescale * | Progress                                                                                                                                                                                                                                                                                    | RAG           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| 3.4 We will promote other advice and support information which may be available for example through Welfare Rights, Perth Citizens Advice Bureau or the Equality Advisory Support Service (EASS) free helpline ( <a href="https://www.equalityadvisoryservice.com/">https://www.equalityadvisoryservice.com/</a> ) | All                      | Short       | As for 2.1 above                                                                                                                                                                                                                                                                            | Completed (G) |
| <b>4. <u>Key Theme - Addressing Operational Issues at Bobbin Mill and Double Dykes</u></b>                                                                                                                                                                                                                         |                          |             |                                                                                                                                                                                                                                                                                             |               |
| 4.1 We will manage local authority sites at Bobbin Mill and Double Dykes in accordance with the Improving Gypsy/Traveller Sites – National Guidance on Minimum Site Standards                                                                                                                                      | Housing and Environment  | Medium      | <p>Housing co-ordinate relevant Action Plans for each site – ongoing work.</p> <p>Residents meeting held at Double Dykes around current and long-term priorities for site.</p> <p>Additional validation process for self-assessment to be in line with Housing Conditions Stock Survey.</p> | Ongoing (A)   |

| Action Point                                                                                                                                                                                                                                           | Lead Service Responsible          | Timescale * | Progress                                                                                                                                                                                                                            | RAG                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
|                                                                                                                                                                                                                                                        |                                   |             | Responded to enquiries from Bobbin Mill about proposed site visits and agreed will be at residents' request.                                                                                                                        |                                              |
| 4.2 We will support Double Dykes residents to re-establish a Tenants and Residents Group                                                                                                                                                               | Housing and Environment           | Medium      | <p>This is progressing informally at residents' own pace.</p> <p>Funding approved through Participatory Budgeting for upgrade of 'Happy Cabin' at site and this is now being progressed.</p>                                        | Work ongoing but required steps in place (G) |
| <b>5. <u>Key Theme – Community Engagement and Empowerment</u></b>                                                                                                                                                                                      |                                   |             |                                                                                                                                                                                                                                     |                                              |
| 5.1 We will continue to support community members to host an annual Wellbeing Mela involving Gypsy/Traveller and other communities in partnership with Third Sector partners PKAVS Bridging the Gap Project and MECOPP Gypsy/Travellers Carers Project | Corporate and Democratic Services | Short       | Wellbeing Mela held on Saturday 17 November 2018 – 3 Gypsy/Travellers involved in planning group. Event attended by in excess of 250 people from all communities – presentation provided to Equalities Strategic Forum on 25/04/19. | Work ongoing but required steps in place (G) |



| Action Point                                                                                                                                                                                | Lead Service Responsible                          | Timescale * | Progress                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | RAG                                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
|                                                                                                                                                                                             |                                                   |             | Meeting to be arranged to plan 2019 event.                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                              |
| 5.2 We will continue to support community members to participate in groups which offer support to participate in community activities or events suitable to the locality in which they stay | Corporate and Democratic Services                 | Short       | <p>Current projects updated:</p> <p>Project Forte – sword-fencing project undertaken with 6 Gypsy/Traveller women attending for 6 weeks at Scottish Fencing Centre – to be evaluated but feedback and participation was very positive.</p> <p>Gypsy/Roma/Traveller History Month – high profile programme of activities and events in partnership with Culture PK led by MECOPP.</p> <p>Funding for bus stop agreed near Gairneybridge Private site in response to resident consultation.</p> | Ongoing (A)                                  |
| 5.3 We will support the Bridging the Gap project and MECOPP to work with partner organisations to deliver                                                                                   | Housing and Environment /Corporate and Democratic | Short       | Programme at Double Dykes to be agreed for 2019/20 but agreed that                                                                                                                                                                                                                                                                                                                                                                                                                            | Work ongoing but required steps in place (G) |

| Action Point                                                                                                                                                                      | Lead Service Responsible                                   | Timescale * | Progress                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | RAG         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| outreach surgeries at permanent Gypsy/Traveller sites as agreed with site residents                                                                                               | Services                                                   |             | any invitations for consultation discussions should be agreed with community members first and also use of Notice Board at Double Dykes should be encouraged.<br><br>Health and wellbeing meetings planned at Kinross every 6 weeks.                                                                                                                                                                                                                                                        |             |
| 5.4 We will continue to work with the Rajpot Project in Pitlochry through their development. The project has a particular focus on cultural heritage, traditional art and history | Housing and Environment /Corporate and Democratic Services | Medium      | Chalet currently provided for office space and advice being offered on regular basis by Council and partners in Culture PK. Initial Community Investment Fund application was unsuccessful but external funding application from Creative Scotland successful, to enable artistic development of the project over a six-month period. This would involve viewing existing models elsewhere in the UK and overseas as part of a scoping exercise. Additionally, as an integral part and main | Ongoing (A) |

| Action Point | Lead Service Responsible | Timescale * | Progress                                                                                                                                                      | RAG |
|--------------|--------------------------|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
|              |                          |             | immediate focus of the project, to pioneer an inter-cultural mini-festival over two days, which could then be used as a touring model throughout the country. |     |

\*Timescales:

- Short = within 3 -12 months of Strategy being published
- Medium = within 12 – 18 months of Strategy being published
- Long = within 18 months – 2 years of Strategy being published

*n.b. Future updates may be required to the Action Plan depending on planned discussions at CoSLA relating to Gypsy/Traveller Policy Development and Delivery*

