

Appendix 1



HOUSING'S CONTRIBUTION TO THE PERTH & KINROSS HEALTH AND SOCIAL CARE PARTNERSHIP

JANUARY 2019

CONTENTS

	Page No
Introduction	3
Strategic Context	4
How we work together	4
Challenges	5
Achievements and next steps	7
References	22
Appendix – Independent Living Project	

Introduction

The Housing (Scotland) Act 2001 places a statutory requirement on local authorities to produce a Local Housing Strategy (LHS) which sets out its strategy, priorities and plans for the delivery of housing and related services. In developing this strategy we are also required to meet regulatory standards and outcomes agreed with the Scottish Government and the Scottish Housing Regulator. These outcomes cover: equalities; communication; participation; quality of housing; repairs, maintenance and improvements; estate management, anti-social behaviour, neighbour nuisance and tenancy disputes; access to housing and support - housing options; access to social housing; tenancy sustainment; homeless people; value for money; rents and service charges and gypsy travellers.

In summary the delivery of these outcomes outline what:

- tenants can expect from social landlords, in terms of the quality and value for money of the services they receive, the standard of their homes, and opportunities for communication and participation in the decisions that affect them
- homeless people can expect from social landlords in terms of access to help and advice, the quality of temporary accommodation, and continuing support to help homeless people access and keep a home
- owners can expect from the property management services they receive from social landlords
- Gypsy / Travellers can expect in terms of the maintenance and management of sites

As well as meeting these national regulatory requirements we also have a responsibility for delivering on our local priorities in relation to the Perth & Kinross Community Plan, the Perth and Kinross Corporate Plan and the **Health and Social Care Strategic Commissioning Plan**.

In relation to Health and Social Care outcomes, the Scottish Public Health Network in their “Foundations for well-being: reconnecting public health and housing” clearly set out the contribution Housing can have on health and wellbeing.

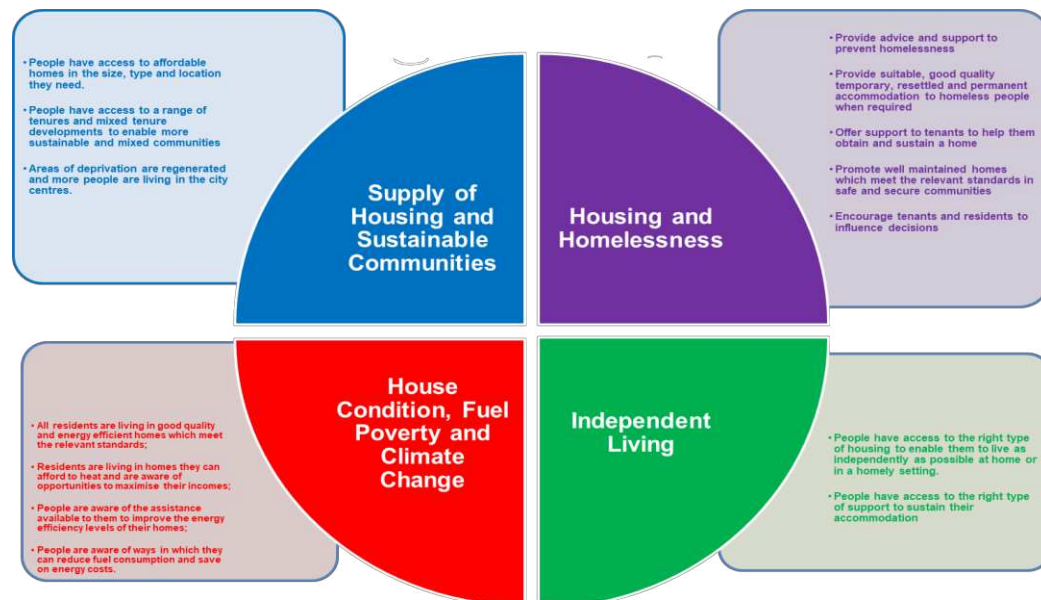
“Good housing is an essential pre-requisite for human wellbeing, and is central to some of the most pressing health challenges in Scotland, including poverty and inequality; climate change; and population ageing. Long-standing interests and new developments – for instance, legislation on health and social care integration, community planning, and community empowerment – have combined to create an ideal window of opportunity for a reconnection between public health and housing.

Physical characteristics of the dwelling itself, household experience, and aspects of place and community can all impact directly on health, as well as indirectly on health determinants, such as financial circumstances, education and employment, relationships and social life. Housing also has the potential to create, sustain, or exacerbate inequalities in health between different social groups.”

Our vision for Perth and Kinross is to make it an area where everyone will have access to good quality, energy efficient housing which they can afford to live in and which is in a safe and pleasant environment. We want to ensure that people have access to services that can enable them to live independently and that they have the opportunities within their communities to participate and make social connections which they can then rely on for support in times of need.

Strategic Context

The Local Housing Strategy sets out our key priorities and how these will be delivered.



Throughout this paper links are made to the contribution towards the achievement of Community Planning & Corporate Objectives, the objectives of the LHS and the Health & Social Care National Outcomes. The key links to the National Health & Wellbeing National Outcomes are :-

- National Outcome 1 – People are able to look after and improve their own health and wellbeing and live in good health for longer.
- National Outcome 2 – People, including those with disabilities, long-term conditions, or who are frail, are able to live, as far as reasonably practicable, independently at home or in a homely setting in their community.

The Perth & Kinross Strategic Commissioning Plan 2016 -2019 sets out, how by working together we meet people's needs both now and into the future. The 'Housing Contribution Statement' is detailed within the plan and sets out how, through the Local Housing Strategy, housing will support the delivery of the aims of the Health and Social Care Partnership. This report provides an update on our achievements in delivering the housing contribution, the challenges and the next steps.

How we work together

The Housing Service is a key contributor to the development and implementation of the priorities set out within the Health & Social Care Strategic Commissioning Strategy and there are a range of governance and operational arrangements in place to ensure the achievement of these priorities.

The Health & Social Care Partnership are responsible for providing the Perth & Kinross Community Planning Partnership (CPP) with updates on the relevant actions within the Community Plan and in

particular reporting on the outcomes achieved from the delivery of the Strategic Commissioning Strategy.

Housing's contribution to this strategy is regularly discussed within the Health and Social Care Management Teams, specifically the Executive Management Team and the Integrated Management Team. In addition to this, regular meetings take place between the Head of Housing and the Head of Adult Social Work and Social Care and between Service Managers from the Health and Social Care Partnership and Housing and Environment.

The Head of Housing is a member of the Adult Protection Committee and chair of the Alcohol and Drugs Partnership. Officers with strategic housing, health and social care responsibilities are in regular liaison around strategic needs assessment and planning activities. At an operational level, locality housing teams work closely with health and social care locality teams to support the delivery of housing, health and social care outcomes within our communities.

More recently, to strengthen joint working and the delivery of shared outcomes, it has been agreed that senior managers within Housing co-chair the Independent Living Group and Housing is also represented on the Mental Health & Wellbeing Group; the Older People & Unscheduled Care Board ; the Primary Care Board; and the Planning and Commissioning Board.

The Public Sector budget setting and monitoring process also allows a shared understanding of financial pressures together with the ability to effectively provide housing solutions to prevent costly health and social care responses.

What are the challenges?

To meet our joint aims and outcomes in relation to prevention and the ability to provide person-centred support we must make best use of available resources. Through the actions in the LHS it is clear that there are many effective housing solutions that can prevent costly health and social care responses. The assessments of housing need and demand highlight a number of key challenges that need to be collectively addressed by the Health and Social Care Partnership and housing partners to support people to live at home or in a homely setting for as long as possible.

Challenges include:

- The changing demographics in Perth and Kinross, particularly relating to an ageing population profile, leading to an increased requirement for new and specialist housing.
- Increasing demands for adaptations to existing homes.
- The increasing range and complexity of requirements for housing support to help people live independently in the community.
- The need for a specific housing and health focus on vulnerable groups such as homeless people, older people, people with mental health issues, people with learning disabilities and drug and alcohol issues.

There are a number of areas which require to be explored further:-

- The collation of robust housing, support and care needs information on current and future demand for housing and support which recognises the importance of location and amenities, including broadband connectivity, has in sustaining independent living.

- The development of a modelling tool to support short, medium and longer term planning for housing and support.
- Further exploring the use of Technology Enabled Care solutions within the Housing service.
- The development of an older persons housing, support and care strategy detailing plans for service transformation and remodelling of existing accommodation and the delivery of new models of older persons housing and housing with care.

Supply of Housing & Sustainable Communities

- People have access to affordable homes of the size, type and in a location they need.
- People have access to a range of tenures and mixed tenure developments to enable more sustainable and mixed communities
- Areas of deprivation are regenerated centres

Our aim – Create more affordable homes and manage existing stock to create homes in the size, type and location people want to live with access to suitable services and facilities which encourage community integration.

Strategic Links



What have we achieved?

Good quality homes have a positive impact on the quality of life of households. The development at [Blackthorn Place](#) provides an example of how good quality housing, together with tackling overcrowding and meeting households' needs can have a positive impact on the general health and wellbeing of individuals and improve community spirit.

We continued to work with our partners in the delivery of the outcomes within the Strategic Housing Investment Plan. We exceeded our annual new build target of 550 units by delivering a total of 585. 161 of these new build houses were for social rent and all complied with the "housing for varying needs" standard. The housing for varying needs sets out design standards for mainstream housing to achieve "barrier free" design, which aims to ensure a home is flexible enough to meet the existing and changing needs of most households, including those with temporary or permanent physical disabilities, especially as the occupants age, but also provides further details of design standards for ambulant disabled people and for wheelchair users.

The design need is for a home that provides a completely step-free environment, space for a wheelchair to circulate and access all rooms, a kitchen and bathroom that suits the occupant's particular needs and fittings and services that are within reach and easy to use.

Through our new build developments at Scone, Blairgowrie and Stanley a number of homes were designed to facilitate independent living to meet the specific needs of households in the area, for example wet floor showers, wheelchair access, automatic door closers and wet rooms. These properties have all been built to a high standard with a range of features including assisted bathing facilities, additional bedrooms for carers, lowered or adapted kitchen units and structures to support the installation of hoists should they be required in the future.

In addition, through our Buyback Scheme we purchased 41 ex-Council properties in high demand areas whilst also converting 23 non-residential units to mainstream housing.

Through our Allocation Policy we reduced waiting lists, tackled overcrowding and provided permanent and temporary housing to homeless households. We supported 221 social tenants to move to homes that better met their housing and medical needs as well as their aspirations.

There has been a substantial increase in the private rented sector throughout Scotland and the proportion of households living in private rented housing increased from 10% to 15% in Scotland as a whole. The proportion of households in Perth & Kinross in 2016 was 19%. It is therefore important that we continue to have ongoing engagement with private landlords. This engagement includes the provision of support and assistance to enable them to access grants to ensure that people are living in good quality housing and to raise awareness of topics such as fire safety and child and adult protection.

IMPACT

The impact of these achievements has been that many people in the area have been enabled to access housing of a type and in an area that is suitable for their current and future households' needs, enabling them to live independently at home for longer.

What are we doing next?

- Undertaking a modelling exercise to support improved planning and delivery of housing for older people and people with particular needs.
- Increasing the supply of affordable housing in rural areas through the Strategic Housing Investment Plan.
- The creation and implementation of the "Design Guide" for new build developments will further address the needs for specific client groups.
- Further develop our engagement with Private landlords.

Housing and Homelessness

- Provide advice and support to prevent homelessness
- Provide suitable, good quality temporary and permanent accommodation to homeless people when required
- Offer support to tenants to help them obtain and sustain a home
- Promote maintained homes which meet the relevant standards in safe and secure communities
- Encourage tenants and residents to influence decisions

Our aim – To promote safe and secure communities for residents of Perth & Kinross with access to good quality, affordable accommodation with the necessary support in place to sustain them in their homes and prevent them from becoming homeless.

Strategic Links



What have we achieved?

Homelessness and Housing Access

We continue to work with our partners to provide people seeking information about their housing situation with advice and assistance about the range of housing options available to them. The Housing Options approach also allows early intervention to prevent homelessness and identify any support requirements to enable tenants to sustain their tenancy.

The need for collaborative working between Homelessness and Health and Social Care is clear. Recent health and homelessness research in Scotland evidenced that:

- 49% of homeless people have conditions relating to drugs/alcohol or mental health
- the average death of a homeless person is 47 years for a male and 43 for a female
- depression and suicide are higher among homeless people
- homelessness can also impact on the health of children – homeless children have higher rates of acute and chronic health problems

Although this is a challenging area, we have delivered some significant achievements over the past year:

During 2017/18 we:

- Carried out 2,438 housing options interviews
- Supported 181 households to access accommodation in the private-rented sector through the Rent Bond Guarantee Scheme.
- Saw 999 households present as homeless with 792 (79%) of these requiring an offer of permanent accommodation. The main reasons for homeless presentations continue to be as a result of people being asked to leave their current accommodation (30%) or a breakdown in relationship (24%).
- Saw the remainder not being assessed as homeless or resolving their homelessness either with or without our support in such a way that they did not require an allocation of permanent housing.

We successfully implemented our Home First Transformation project and significantly reduced the reliance on temporary accommodation by delivering immediate, permanent and affordable housing wherever possible. We also:

- Reduced the number of homeless households waiting for an offer of settled accommodation from **550 to 218**.

- Reduced the average length of time in temporary accommodation from 131 days in 2015/16 to 81 days in 2017/18
- Increased the proportion of housing allocations to homeless people from **50% to 56.3%**
- Allocated 645 lets to homeless applicants through Common Housing Register partners.
- Reduced the homeless case duration from 52.97 weeks to 20.77 weeks.
- Introduced a personalised budget to enable frontline staff to respond quickly and more effectively to people who are faced with a homeless or crisis situation which could impact on their ability to keep a roof over their head.

Floating Housing Support (FHS) services enable vulnerable individuals at risk of losing their tenancy to live independently and maximise their independence. The aim is to provide short-term personal outcomes focussed support, on both a practical and emotional level, to support people to live independently in their own home. People who receive the service are generally:

- Living with mental health issues
- Struggling with substance misuse issues
- Struggling with offending behaviour
- Fleeing domestic abuse
- At risk of rough sleeping/homelessness
- Displaying anti-social behaviour
- New to their own tenancy

By using monitoring data from housing support providers in the area, we know the following:

- A large number of people who use FHS services live with poor mental and emotional health
- More than half of the people who use FHS live in Perth City
- Most people who use FHS are aged 50 or over
- Slightly more than half are male
- Most people who use FHS live in social rented accommodation
- Most referrals come from the Early Intervention and Prevention Team but an increase in referrals is noted from PKC Housing Services and Registered Social Landlords (RSLs).

It is widely accepted that such preventative services have a positive financial impact on social outcomes and contribute to reducing crime, anti-social behaviour, insolvency and hospitalisation.

The Homelessness Rough Sleeping Action Group (HRSAG) was established by the Scottish Government to identify the actions and changes needed to end rough sleeping and transform the use of temporary accommodation in Scotland. Following a meeting with the HRSAG, the chair commented on our approach as follows: -

“This is the best example I have seen so far of a systems-change approach to moving the dial on homelessness and the use of traditional temporary accommodation models”.

As a result of the work undertaken with Home First, we are at an advanced stage with some of the recommendations made by both the Local Government and Communities Committee and HRSAG report. In partnership with a range of key stakeholders including the Health and Social Care Partnership we have prepared and submitted our Rapid Rehousing Transition Plan to the Scottish

Government which sets out our vision and outcomes for the delivery of homeless services over the next 5 years.

IMPACT

Home First has transformed the way we assist homeless people straight into permanent accommodation in Perth and Kinross. It has also delivered considerable savings for the Council (£676K), and had a positive impact on the outcomes for many households by reducing the stigma, duration and experience of homelessness. This can be demonstrated through the positive feedback received from people who have benefited from our approach:-

Getting a permanent house for me and my family was a god send – I thought I'd have to wait an eternity in temporary accommodation and uproot my children from their school. It wasn't their fault that the Landlord wanted his own property back".

Older Persons Housing

Our aim for older persons' housing is:

- To provide older people with easy-to-access, high quality advice on housing options and support
- To provide older people with high quality housing support and advice that is right for them
- We will work in partnership with a range of services and agencies to enable older people to fully participate in their communities
- We will provide a responsive service that can adapt to support the needs of older people when their needs, choices or decisions change
- We will promote the services on offer and encourage older people in the local communities to make use of the services as and when they feel the need
- We will actively seek feedback from older people and stakeholders to ensure that our service is fit for purpose, responsive, can adapt and remains person-centred.
- We will provide a service that is well-led and managed where staff are well trained and highly motivated to deliver the vision of the service.

During 2018 the Housing Service appointed an Older Persons Project Development Officer to support the development of housing options and solutions for older people. This officer supports the Housing Service to respond to and meet the number of cross-cutting issues affecting older people such as dementia, social isolation and loneliness, with a focus on the following activities:

- to develop social inclusive and health based projects and initiatives for tenants within our housing for older people
- to promote wider use of communal facilities within our sheltered housing for tenants living in communities – hub and spoke model
- to support the service to ensure housing for older people and the housing support provided is "future proof" - new technologies, changes to legislation, feedback from Care Inspectorate
- to support the actions for "Independent Living" as detailed below
- to support the delivery of the Housing contribution statement in relation to older people

During 2018 with funding from the Scottish Government Age Scotland published ***"Your choice of home in later life: a guide to housing options for older people in Scotland"***. The guide covers many aspects of buying or selling a home, renting, sheltered housing, retirement housing, care homes, adaptations as well as a wide range of other issues and is a useful reference guide for older people who may be looking to make changes to their current living arrangements.

To complement this guide and to enhance the service offered by the Housing Options Team and Locality Teams, the Housing Service has recently developed a Housing Options guide for older people in Perth and Kinross. This guide provides a range of useful information including details of home care services, Care and Repair, assistive technology, selling and buying, renting, retirement, sheltered and amenity housing.

A recent consultation exercise with sheltered housing tenants stated the need for housing that is good quality, technology-enabled, affordable and offers a safe and secure environment where all staff are fully trained and approachable. They want to be able to have access to services that will enable them to live independently and participate in their communities.

IMPACT

This work has enabled us to ensure that we provide individuals with housing information which assists them to make informed choices around their current and future housing needs. It also ensures we plan our service provision to meet the challenges of an ageing population, particularly as a consequence of the increasing diagnosis of dementia to ensure people can remain safely at home in their local community for longer.

Affordability and Income Maximisation

We understand that household income and/or high housing costs can impact on a person's health and wellbeing. In Perth and Kinross the median earnings in 2015 were below the Scottish average. We are therefore committed to providing tenants with value for money services and maintaining affordable rents. In partnership with our tenants our rent restructure project provided the opportunity to create a transparent and fair rent system. A rent affordability model was developed which demonstrated that our rent levels remained affordable to our current and future tenants based on local income levels. Through the review we introduced a weekly rent reduction for properties which through their physical structure were considered hard to heat.

Managing rent arrears and collection of rents remains a significant challenge and the introduction of Universal Credit in June 2018 has resulted in increased arrears for many of our tenants. The introduction of a Tenancy Sustainment Fund during last year has enabled us to support many of our tenants with rent arrears who are experiencing genuine financial hardship. We continue to work in partnership with colleagues in Welfare Rights and the Citizens' Advice Bureau to support our tenants to maximise their income.

IMPACT

Nationally, we have the 9th lowest rent levels in Scotland. In 2018/19, 88.18% of our tenants told us that they felt their rent represent good value for money an increase from 84.79% the previous year. We continue to remain the most affordable housing option in Perth and Kinross with 83% of our overall population able to afford rents without the need for support with housing costs. By maintaining low rents and supporting our tenants to maximise their incomes we are minimising the negative impacts of poverty on low income households.

Tenancy Sustainment

As the main provider of social housing in Perth and Kinross supporting our tenants to sustain their tenancies is at the heart of the services we deliver. Underpinning our approach is delivering services locally, with a greater emphasis on prevention, sustainability and early intervention promoting positive outcomes for people and communities. We continue to have high levels of tenancy

sustainment with around 90% of our tenancies being sustained. People who want to apply for social housing are invited to attend an enhanced housing options interview to discuss their options with a trained advisor. At the interview a range of solutions are discussed, tailored to the person's needs, to help prevent homelessness and/or promote successful tenancy sustainment.

Our Locality Housing Teams work in close partnership with a variety of internal and external stakeholders to ensure that where needed wraparound support is provided to tenants to help them sustain their tenancy. Through our targeted annual visit approach our teams are identifying at risk tenancies and those tenants who have been reluctant to come forward and ask for support. In 2018, 94.57% of tenants told us that they were happy with the way we managed their neighbourhood, an increase from 79.12% in 2016. Furthermore, 94.77% of tenants told us they were satisfied overall with the services they received from us.

Hoarding

Compulsive hoarding is challenging to treat because many people who hoard do not consider it to be an issue and often have little awareness of their disorder and how it impacts on their life, on others and is often associated with anxiety and depression. During 2017/18 we introduced a joint Hoarding Protocol in partnership with Scottish Fire and Rescue Service, Adult Social Work Services and the NHS, the first of its kind nationally. At the heart of this collective approach the protocol describes the role and responsibilities of each service to support and help tenants regain control of their homes and their lives. This is echoed in the feedback from one of our tenants who was supported through the Protocol:

"I am delighted to testify to the courteous approach of all professionals in regarding to my hoarding. From initial response to current resolutions my Housing Officer and support personnel created the route to progress. The intelligent holistic approach applied a basic needs foundation I lacked and mapped a road toward physical and mental recovery. You have my unreserved thanks.....".

Digital Inclusion

In today's changing world the need to support residents to become digitally included has never been more important. The Scottish Government has a vision that 95% of people under 70 are to be classed as digitally included by the year 2020. The benefits of supporting this type of work are wide ranging both in access to services and preventing social isolation.

In partnership with LEAD we have delivered 1-2-1 digital skills training to a number of tenants throughout Perth and Kinross ranging from those with no previous experience to those with basic skills. The impact of this is highlighted in the two examples below:

- ***"I now order lots more on the internet shopping and barely need to go to the shops which suits my disability, it has made my life much easier."***
- ***One lady enjoyed being shown about the internet and was impressed by the amount of tenancy information on the Council website, however she was visibly over the moon when she realised she could video call her family in Australia.***

Offering as many potential opportunities for tenants to help shape and influence the services they receive is a key priority for Housing. In late 2018 we developed an E-Panel for tenants who wished to be involved but for various reasons are unable to attend meetings or who felt uncomfortable in

that type of environment. Through the exchange of information digitally they can choose to contribute or not on various topics. To date there are 23 panel members.

Safe and Secure Communities

Involving and empowering our communities is at the heart of creating safe and sustainable communities where people want to live. We are committed to providing our tenants and residents with a range of opportunities to become involved to help shape, influence and improve the services we deliver and continue to build on our previous successes with our Estate Based Initiatives (EBI) projects. During 2017/18, we invested £200k over 50 environmental improvements projects which has delivered improvements to the safety and appearance of many localities. Works have included the repair and reconstruction of perimeter / retaining walls, improvements to footpaths and steps, installation of new perimeter fencing, car park re-surfacing and attending to soil contamination. Other community examples include:-

- Cleared snow keeping pathways clear during extreme weather.
- Supported vulnerable people whilst developing a community asset through the Westbank Project.
- Worked with Beautiful Perth and Community Greenspace in the Ladeside Renovation Project.
- Transformed a derelict bowling green into a community allotment - North Perth Allotment Association.
- Tackled graffiti across Perth & Kinross in conjunction with the Safer Communities Team.
- Enabled homeless people to participate in physical activity through the Boxing Project.
- Supported residents to obtain academic qualifications - Residents' Academy Programmes.
- Through the provision of a ride on lawnmower volunteers were supported to mow the grass for elderly and vulnerable tenants and residents in their area -North Muirton in Bloom Committee.
- Home safety visits are carried out jointly by Scottish Fire and Rescue and Community Wardens. These visits are undertaken when elderly and other vulnerable people have been identified and referred. They are essential in helping people stay in their own homes, while arrangements are put in place to get them access to the services they need.

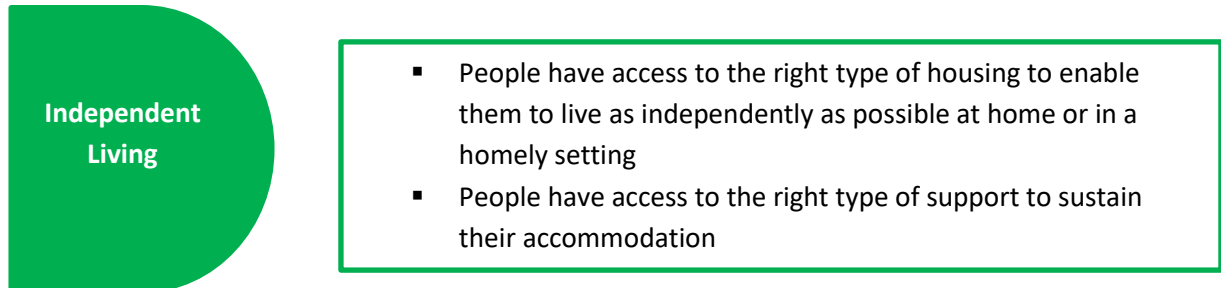
IMPACT

The wider impact on people involved in these activities include reduced social isolation through participation in a range of activities, enhanced feelings of safety within communities, enhanced wellbeing through the range of environmental improvements and enhanced confidence, communication and community belonging.

What are we doing next?

- Continue to minimise the duration of homelessness
- Implement the Rapid Rehousing Transition Plan (RRTP) including:
 - Undertaking research to gain a greater understanding of the local homelessness context and the links with health

- To undertake a review of our floating housing support service to provide a greater level of flexibility and the introduction of an intensive support service.
- The introduction of tenancy ready packs
- Continue to monitor and take actions to mitigate the impacts of Welfare Reform and Universal credit, supporting our tenants to maximise their income and reduce rent arrears



Our aim – To support people to live independently at home for as long as possible with help from the community and local support networks.



What have we achieved?

Access to good quality suitable housing and support is key to enabling people to live independently.

There are a number of factors which allow people to live as independently as possible and Housing's contribution to this includes:-

- Work with developers to build future proof sustainable housing which can be easily adapted to meet changing household needs. As mentioned the 161 new build houses for social rent complied with the "housing for varying needs" standard.
- Working with colleagues within the Health and Social Care Partnership to ensure suitable housing and/or support is available to prevent admission and deliver a seamless service for people discharged from hospital. This includes pathways to housing and adaptations to properties. These preventative measures can reduce demands on other health and social care services.
- Working with a range of partners including Occupational Therapists within the Health and Social Care Partnership we ensure residents and tenants have access to services to allow their homes to be adapted to meet their medical needs. These adaptations allow people to live at home safely and independently. During 2017/18:-
 - There were 253 Major Adaptations, 486 Small Repairs and 16 door entry grants provided to private home owners through this scheme. Some of the major adaptations included adaptations such as ground floor bedroom and bathroom extensions to meet specific needs of household members.

- There were 1,605 adaptations for 1,145 different council tenants. 1,061 were minor adaptations such as the installation of safety rails and 544 of these were major adaptations such as full alterations to a home to enable greater mobility.
 - The recent introduction of a modular ramp scheme providing temporary, moveable ramps to Council and privately owned homes has allowed the installation of 22 ramps assisting residents who are wheelchair users or have restricted mobility.
 - During 2017/18 Care and Repair completed 24 new shower adaptations to elderly or vulnerable private residences under the Over 80's Level Access Shower Scheme and provided financial support for 16 secure door entry installations for residents who are vulnerable or on a low income within flatted blocks where Perth & Kinross Council has a shared interest.
- We provide a Garden Maintenance Service for council tenants with a disability or those aged 65 years and over. This is currently provided to 648 tenants who enjoy the benefits of a garden however who struggle to maintain it.

Sheltered Housing

The Housing Service owns and manages 7 sheltered housing complexes, providing 190 homes to older people throughout the area. We also manage 2 complexes on behalf of Cairn Housing Association. The service provides a valuable service to support older people to live as independently as possible.

During 2018/18 through investment of £940,000 major capital refurbishment delivered significant enhancements to 2 sheltered housing schemes within Perth City.

At Carpenter Court improvement works involved the construction of a new glazed sun-room; the central courtyard was fully redesigned and landscaped with new exterior lighting and seating areas. Other upgrades included a new assisted bathing facility, updated walls and flooring, and upgraded communal lighting and signage. The new designs are aimed at helping those with dementia and to make the circulation areas brighter, safer and more comfortable to move about in. Work to improve the communal facilities and garden areas has supported increased social activities for the residents by creating a “social hub” for people to meet and get involved in various activities.

At Strathmore Street improvement works have enhanced communal facilities by extending the communal lounge and adding a large communal kitchen and assisted bathing. Work to improve access around the scheme has also been completed including installation of electronic corridor and external doors.

In both complexes we have installed assisted bathing facilities for use by our tenants and those in the wider community, with an assessed need, to prevent an admission to hospital or residential care.

The number of tenants within our sheltered housing units with dementia has increased and we have enhanced our training so our support staff are equipped to meet the changing needs of our residents. In addition we have worked in partnership with the Health & Social Care Partnership to expand the use of Technology Enabled Care (TEC) by the expansion of the SMART flat to enable people with learning disabilities to enhance their independent living skills.

Staff in our sheltered housing complexes have worked closely with the Care Inspectorate to deliver the Care about Physical Activity (CAPA) improvement programme. Through this programme, support officers have supported five sheltered tenants to increase their levels of physical activity resulting in various improvements in the tenants' health and wellbeing.

The Housing and Environment Zero Waste initiative has resulted in joint working with staff and tenants in sheltered housing to deliver cooking sessions to help improve the health and wellbeing of tenants. These sessions have proved extremely positive and have also helped to address some isolation issues with our older tenants.

We continue to build on our intergenerational work with some primary and secondary schools. Pupils from Perth High have supported tenants to redesign and plant borders within the courtyard area of our sheltered housing unit. Some pupils have also supported sheltered housing tenants to use technology such as i-pads and in return the tenants have supported pupils with history and modern studies projects.

Following an unannounced inspection by the Care Inspectorate in 2017/18, our Sheltered Housing Support Service was evaluated under 'Quality of Care and Support' and 'Quality of Leadership and Management'. The service was graded as very good in both of these categories. The Inspector commented that:

- Staff were very responsive, warm, friendly and approachable"
- "There are good intergenerational links"; and "The Care about Physical Activity (CAPA) implemented by officers is making a real difference by improving the health and wellbeing of some tenants".

Housing Services Housing Support

Our team of support officers provides support and assistance to tenants within our 190 units of retirement and 114 units of amenity housing. For tenants in retirement housing this is a daily welfare check and for both tenants they have access to a range of activities and events delivered in partnership with a range of services to help tackle isolation, and improve their health and wellbeing.

Following an unannounced inspection of the Housing Support Service by the Care Inspectorate in January 2018, the service was considered to be "sector leading" and received excellent grades for both the quality of care and support; and the quality of staffing and leadership. The Inspector commented: -

"The staff team had a real pride in their work, were knowledgeable, professional and, above all, fully committed to supporting people";

"The management team are extremely knowledgeable and professional."

IMPACT

All of this activity has enabled many older people to continue to live independently and safely at home and has increased their health and wellbeing. In particular the developments within our sheltered housing units has also allowed some older people within the surrounding community to benefit from activities and events in sheltered housing despite not living within the complex. This has had a significant impact in reducing social isolation.

Special Need Housing Review

During 2017/18 we undertook a review of special need housing and the final report was circulated in March 2018. This was informed by feedback from over 500 stakeholders including people with learning disabilities, autism spectrum disorder (ASD), profound and multiple learning disabilities

(PMLD), physical disabilities, mental health and older people. The final report made it clear that current accommodation with support options are highly valued by the people who live there. Overall feedback received as part of the review was very positive:-

- people enjoy living in their accommodation
- choices available to people living in accommodation with support has increased and facilitated independent living
- accommodation with support has contributed to the recovery and rehabilitation of people
- staff members are supportive in terms of helping people work towards their outcomes and life goals.

The review also highlighted that improvements could be made. Broadly, the findings and recommendations have been themed into four work streams which are being progressed by the Independent Living Group.

1. **Planning Ahead and Identifying Need:** Develop longer term and anticipatory understanding of the requirement for supported housing.
2. **Pathways into Housing:** Ensure there are clear and effective processes in place to facilitate a person's pathway into appropriate supported housing.
3. **Maximising Successful Transitions:** Review pathways for people requiring specialist housing.
4. **Appropriate Provision for the Future:** Appropriate future supported housing options for mild, moderate and severe needs, to ensure needs are being appropriately met and enable best practice.

We are working with our partners including Health and Social Care to progress these recommendations, Appendix A details a high level overview of the project plan.

What are we doing next?

- Delivery of new houses built to inclusive and universal design standards
- Take forward the recommendations identified through the review of special needs housing through the Supported Living Project.
- Further developing our approach to medical adaptations:-
 - Reviewing the process for referral prioritisation for medical adaptations
 - Exploring our housing allocation policy in relation to previously medical adapted properties to ensure that we are making best use of our resources
 - Reviewing the resource allocation for medical adaptations (financial and staffing resource including Occupational Therapy).

House Condition, Fuel Poverty and Climate Change

- All residents are living in good quality and energy efficient homes which meet the relevant standards;
- Residents are living in homes they can afford to heat and are aware of opportunities to maximise their incomes;
- People are aware of the assistance available to them to improve the energy efficiency levels of their homes;
- People are aware of ways in which they can reduce fuel consumption and save on energy costs.

Our aim – Support residents of Perth and Kinross to live in warm, dry, energy efficient and low carbon homes which they can afford to heat.



What have we achieved?

We recognise the impact that poor quality housing can have on a person's health and wellbeing and we are progressing a range of measures to support the provision of good quality housing in the area.

Good quality and energy efficient homes

In order to achieve this outcome, we need to ensure that the design of all new build homes, as well as that of our existing stock, meets the relevant energy efficiency standards. We also need to ensure that they are built in a way in which they are resilient to the future impacts of climate change.

We have also been working closely with the Council's Structures and Flooding Team to install automatic flood vents in Aberfeldy and Alyth.

Existing Housing Stock – Social Housing

Good quality housing has a direct impact on the general health and wellbeing of households and we continue to invest in our housing stock to improve emotional wellbeing, decrease the risk of long-term health conditions and improve educational attainment.

During 2017/18 we invested over £23m in the Council's Housing Capital Investment Programme to improve the condition and energy efficiency levels of council housing and helps us to work towards achieving the Scottish Government targets. During 2017/18, the following number of council properties benefitted through this programme: -

- 147 homes received kitchen replacements;
- 294 homes received bathroom replacements;
- 694 homes received upgraded central heating systems;
- 526 homes received new triple glazed windows and insulated exterior doors;
- 75 homes were fitted with externally applied wall insulation;
- 367 homes had cavity wall insulation extractions and re-fills;
- 82 homes have been fitted with new gas mains connections; and
- 28 homes were fitted with renewable energy measures such as air source heat pumps or solar panels.

A longitudinal study community health study published in June 2018 tells us that for people over 60 who were living in homes which met the national quality standard resulted in 39% fewer emergency admissions compared with those living in homes that were not upgraded.

Overall, **96.15%** of our stock now meets the Scottish Housing Quality Standard against a national average of **93.6%**. Our recent **Tenant Satisfaction Survey** evidenced the impact of these improvements with **95.83%** of tenants surveyed indicating that they are satisfied with the quality of their home. This is an improvement from 84.65% in 2016/17.

In addition, the Scottish Government has set new targets for social landlords in relation to energy efficiency. The Energy Efficiency Standard for Social Housing (EESH) sets a minimum energy efficiency rating for landlords to achieve by December 2020. As at 31 March 2018 the Council housing stock complaint rate is 80.2%. Following improvements to a property a tenant commented:-

“The house is much warmer and I use less gas. It’s fantastic”.

The design guide for new build housing developments which will address energy efficiency and climate change issues.

Through our Empty Homes Initiative (EHI) we provide grants to bring properties up to the Repairing Standard to enable properties to be rented out to private tenants through our Rent Bond Guarantee Scheme. These improvements include energy efficiency measures including replacement windows, upgrades to heating systems etc.

Fuel Poverty

The three main factors influencing fuel poverty are fuel prices, household incomes and energy efficiency levels within the housing stock. These three factors are inextricably linked meaning that households can move in and out of fuel poverty as circumstances change. It also means that a household with a good income could still face fuel poverty if their home is unaffordable (e.g. if it’s energy inefficient and/or in a location which is not on the gas network).

Although we do not have control over energy prices or households incomes, we do offer comprehensive benefits checks to everyone contacting the Welfare Rights Hotline and work with partners to provide information on income maximisation and fuel advice. Referrals are made to Home Energy Advice Team (HEAT) for people who may find themselves in fuel poverty and requiring further assistance.

Our Energy Efficiency Programme and HEAT ensures people are aware of other opportunities to maximise their incomes by saving on their fuel costs (through private sector grants and schemes). One Council tenant made the following comment about the Council’s energy efficiency programme:

“I’ve just received my quarter electricity bill and it’s saved me an average of 9% on my bill – fantastic”.

We have received a further funding award for 2018/19 of £1,345,635 through the HEEPS-ABS programme. 170 private homes are included within this proposal. A Warm Homes Funding Grant of £1.4M has also been secured. The fund is primarily designed to encourage the installation of

affordable heating solutions in fuel poor households who do not use mains gas as their primary fuel. Works will be undertaken during 2018/19.

We are also continuing to maximise grant assistance from Scotland's Gas Network (SGN) to help pay for new gas connections. More than £1.75M has been saved since 2012 and 1,614 new connections have been installed. Mains gas supplies have been fitted to a further 68 Council houses during 2017/18

A Climate Sensitivity Mapping Exercise was carried out in 2017/18 to establish which areas of Perth and Kinross are most prone to fuel poverty based on the climate. This exercise demonstrated that Blair Atholl, an area close to Killin (but within P&K boundary), Rannoch, Lochearnhead, and Aberfeldy are most prone to the effects of the climate. Work is ongoing to establish how this exercise can be linked with other housing data we hold to organise specific fuel poverty awareness sessions alongside Home Energy Scotland and our Home Energy Advice Team.

District heating is a way of producing an energy efficient heating system whilst also reducing carbon emissions at the same time. While no district heating projects have yet been identified, Perth and Kinross is currently participating in a Local Heat and Energy Efficiency Strategy (LHEES) Pilot Project. A LHEES which would designate zones for energy efficiency and heat decarbonisation by assessing heat demand and local conditions, including existing district and communal heating, local and national energy efficiency, heat decarbonisation and fuel poverty objectives; and local development planning. The pilot project is underway and we are currently awaiting a baseline data report before an energy option appraisal will be undertaken alongside engagement activity with Zero Waste Scotland/Resource Efficient Scotland to target key commercial operators and potentially residents.

We also have another project underway to investigate the feasibility of serving a new significant development site on the edge of Perth at Bertha Park through a biomass district heating system with possibilities to tie-in with other key anchor loads in the city.

A large part of our fuel poverty and energy efficiency work is trying to raise awareness of the assistance which is available to residents of Perth and Kinross to improve the energy efficiency levels of their homes.

Within Perth and Kinross, we have a Home Energy Advice Team (HEAT) service which is delivered by SCARF. The HEAT service offers free and impartial advice to all Perth and Kinross residents based specifically on their property and household circumstances. Free home visits are included to help householders to manage their fuel spend effectively, while maintaining a warm, dry, and comfortable living environment. HEAT offered **1,164** instances of advice to residents within the area. However, efforts are ongoing to continue to raise awareness of HEAT and also the assistance that can be provided by Home Energy Scotland. When added to advice issued as part of the external wall insulation programme, HEEPS Loan Scheme and Scheme of Assistance, the total instances of advice issued in relation to energy efficiency was **1,478**, just below our target of 1,500.

Discussions took place during 2017/18 with Scottish Fire and Rescue Service to hold fuel poverty awareness sessions for the 5 different watches in Perth. The idea behind this is that Firefighters could use the information to help direct households in Perth and Kinross to our HEAT service for further help and advice while carrying out 'Safe and Well' Visits.

Climate Change

It is important to ensure people are aware of ways in which they can reduce fuel consumption and save on energy costs in order to decrease fuel poverty levels and increase energy efficiency whilst minimising our carbon footprint.

Energy Efficiency Guides were distributed by SCARF and through locality offices and campuses during 2017/18. The new guide is currently being designed for 2018/19.

The HEAT team also attended a range of events during 2017/18 to raise awareness about energy efficiency and provide advice and tips on how to reduce our carbon footprint. Sessions with Housing and Welfare Rights teams were organised to discuss how tenants could benefit from assistance. Stalls were also organised within Pullar House, Blairgowrie Area Office and Crieff Area Office to offer advice to customers on energy efficiency. HEAT also attended a dementia coffee morning to provide advice and had stalls at the Carers Conference, Financial Capability Week and at the North Church Dementia Cafe Awareness Day.

What are we doing next?

- Increase awareness of Repairing Standard and examine ways of enforcing sub-standard properties within the Private Sector (including below tolerable standard properties).
- Examine Private Landlord compliance levels with the minimum standards within Perth and Kinross.
- Ensure new build houses are designed with energy efficiency and climate change in mind
- Build a profile of properties and areas in which energy efficiency improvements could improve fuel poverty levels.
- Continue to offer a comprehensive benefits check to everyone contacting the Welfare Rights Hotline and work with Partners to provide information on income maximisation and fuel advice.
- Work closely with Community Planning Partners to raise awareness amongst staff visiting residents in their own homes.
- Organise events for residents and Private Landlords to raise awareness of fuel poverty and the agencies who can help with loans or funding for energy improvements.
- Support and promote HEEPS Equity Loan Scheme delivered by Care and Repair.

References

- Scottish Public Health Network – Foundations for well-being: reconnecting public health and housing. A Practical Guide to Improving Health and Reducing Inequalities. Emily Tweed, lead author on behalf of the SctPHN Health and Housing Advisory Group with contributions from Alison McCann and Julie Arnot – January 2017
- Emergency hospital admissions associated with a non-randomised housing intervention meeting national housing quality standards: a longitudinal data linkage study – Rodgers SE, Bailey R, Johnson R et al, J Epidemiol Community Health 2018;72:896-903

Independent Living Project

To progress workstreams that will enable the development of housing for individuals who require care and support, or physically adapted properties; such as wheelchair accessible housing, to live independently in the community. To meet the demand for housing for people with special needs covering Learning Disabilities, Autism Spectrum Disorder (ASD), Profound and Multiple Learning Disabilities (PMLD), Physical Disabilities, Mental Health, Older People in the community:

