



Securing the future... • *Improving services*
• *Enhancing quality of life* • *Making the best use of public resources*

Council Building
2 High Street
Perth
PH1 5PH

08 May 2019

A Meeting of the **Housing and Communities Committee** will be held in **the Council Chamber, 2 High Street, Perth, PH1 5PH** on **Wednesday, 15 May 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 Tom McEwan
Councillor Bob Brawn (Vice-Convener)	Councillor Crawford Reid
Councillor Chris Ahern	Councillor Caroline Shiers
Councillor Alasdair Bailey	Councillor Richard Watters
Councillor Harry Coates	
Councillor Eric Drysdale	
Councillor Tom Gray	
Councillor David Illingworth	
Councillor Sheila McCole	

Housing and Communities Committee

Wednesday, 15 May 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 AND COMMUNITIES COMMITTEE OF 20 MARCH 2019 FOR APPROVAL AND SIGNATURE** **5 - 10**
(copy herewith)
- 4 POLICE AND FIRE REFORM: LOCAL SCRUTINY AND ENGAGEMENT**
- 4(i) SCOTTISH FIRE AND RESCUE SERVICE QUARTERLY PERFORMANCE REPORT - 1 JANUARY - 31 MARCH 2019** **11 - 34**
Report by Area Manager G Pryde, Scottish Fire and Rescue Service (copy herewith 19/141)
- 4(ii) PERTH AND KINROSS LOCAL POLICING AREA PERFORMANCE RESULTS - 1 JANUARY - 31 MARCH 2019** **35 - 48**
Report by Chief Superintendent Andrew Todd, Police Scotland 'D' Division (Tayside) (copy herewith 19/142)

Note: As part of the quarterly update, Members will also receive a Presentation by Constable Kevin Wilkie on Road Policing.
- 5 HOUSING AND ENVIRONMENT BUSINESS MANAGEMENT AND IMPROVEMENT PLAN** **49 - 96**
Report by Executive Director (Housing and Environment) (copy herewith 19/133)
- 6 ANNUAL UPDATE ON PERTH AND KINROSS LOCAL HOUSING STRATEGY 2016-2021** **97 - 146**
Report by Executive Director (Housing and Environment) (copy herewith 19/143)
- 7 SERVICE USER REVIEW AND EVALUATION TEAM - SCRUTINISING HOUSING SERVICES TENEMENT MANAGEMENT SCHEME** **147 - 196**

Report by Executive Director (Housing and Environment) (copy herewith 19/144)

- 8 PARTICIPATION IN NEGOTIATED STOPPING PLACES 197 - 210**
Report by Executive Director (Housing and Environment) (copy herewith 19/145)
- 9 COMMUNITY PLANNING PARTNERSHIP UPDATE 211 - 220**
Report by Depute Chief Executive, Chief Operating Officer (copy herewith 19/146)
- 10 COMMUNITY ASSET TRANSFER AND PARTICIPATION REQUESTS ANNUAL REPORT 221 - 232**
Report by the Depute Chief Executive, Chief Operating Officer (copy herewith 19/147)

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**

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.

PERTH AND KINROSS COUNCIL
HOUSING AND COMMUNITIES COMMITTEE
20 MARCH 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 20 March 2019 at 9.30am.

Present: Councillors P Barrett, B Brawn, R Brock (substituting for Councillor A Bailey), E Drysdale, T Gray, D Illingworth, R McCall (substituting for Councillor C Ahern), S McCole, T McEwan, C Reid, C Shiers and R Watters.

In Attendance: B Renton, Executive Director (Housing and Environment); C Mailer, M Dow, E Ritchie, J Cruickshanks, M Smith, 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 and Detective Inspector D Keith (all Police Scotland); Area Manager G Pryde and Group Manager B McLintock (both Scottish Fire and Rescue Service); C Stewart (Tenants' Representative); and L Davies (Audit Scotland).

Apology for Absence: Councillors C Ahern and A Bailey.

Councillor Barrett, Convener, Presiding.

The Convener led the discussion for Arts. 128-133(i) and 135-136 and the Vice-Convener for Arts. 133(ii)-134.

128. WELCOME AND APOLOGIES

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

129. DECLARATIONS OF INTEREST

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

130. MINUTE OF THE MEETING OF THE HOUSING AND COMMUNITIES COMMITTEE OF 23 JANUARY 2019 FOR APPROVAL AND SIGNATURE

The minute of the meeting of the Housing and Communities Committee of 23 January 2019 (Arts. 20-28) 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 RECOMMENDED 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 SCHEDULED 7A TO THE LOCAL GOVERNMENT (SCOTLAND) ACT 1973.

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

The Committee received and noted a joint verbal report from Area Manager G Pryde and Group Manager B McLintock of the Scottish Fire and Rescue Service (SFRS) on information which was not to be made publically available.

132. POLICE SCOTLAND – OPERATIONAL UPDATE FROM PERTH AND KINROSS

Police Scotland had no operational update to report.

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

133. POLICE AND FIRE REFORM: LOCAL SCRUTINY AND ENGAGEMENT

(i) Scottish Fire and Rescue Service Quarterly Performance Report – 1 October to 31 December 2018

There was submitted a report by Area Manager G Pryde, Scottish Fire and Rescue Service (19/75) 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 third quarter, 1 October to 31 December 2018.

Councillor Drysdale made reference to the regular callouts being made to Perth Prison and queried whether these were as a result of deliberate acts of fire-raising. In response Area Manager Pryde confirmed that six of the callouts had been as a result of deliberate fires being set in cells, with a further fire being started accidentally. He advised that SFRS continue to engage with prison staff regarding these issues and assured Members that a resilient and well organised response to these calls was in place to help minimise any damage caused.

Councillor Illingworth made reference to the total of non-fatal road casualties and sought some clarification as to what exactly constitutes a casualty in these circumstances. In response Area Manager Pryde advised that a casualty will be recorded if first aid had to be performed, this can be anything from a low-level injury right up to the most serious of injuries.

PERTH AND KINROSS COUNCIL
HOUSING AND COMMUNITIES COMMITTEE
20 MARCH 2019

Councillor Shiers made reference to the 'Safe Drive Stay Alive' Campaign and queried whether funding was in place to allow this campaign to continue. In response Area Manager Pryde confirmed that partners remained fully committed to the campaign and that sufficient funding is in place to keep the campaign resourced in the short-term.

Councillor Barrett made reference to the leaflet on unwanted fire alarm signals (UFAS) attached as Appendix 3 to the report, which are handed out to premises where there have been unwanted fire alarm signals, he queried how the Perth and Kinross area compared proportionally against the rest of Scotland in terms of the UFAS encountered. In response Area Manager Pryde confirmed that Perth and Kinross does not have a significant number of UFAS, however SFRS have national agreed responses, locally the SFRS continue to engage and target premises to help make a difference.

Councillor Reid made reference to fatal road traffic casualties and queried the annual target figure of four and sought some clarification on why this was not set at zero. In response Area Manager Pryde explained that by using historical evidence on the road structures in the Perth and Kinross area targets are set using a rolling three-year average but assured Members that work will continue with all partners to try and drive these down further with the ultimate target being zero.

(ii) Perth and Kinross Local Policing Area – Quarterly Performance Report – 1 October to 31 December 2018

There was submitted a report by Chief Superintendent A Todd, Police Scotland 'D' Division (Tayside) (19/76) 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 October – 31 December 2018.

Councillor Brawn made reference to the recent incident in Christchurch, New Zealand and queried whether Police Scotland see a surge of racial abuse or hate crimes. In response Chief Superintendent A Todd advised that there is a national response to step up and Police Scotland anticipate increases in these types of crimes but Chief Superintendent A Todd reassured Members that Police Scotland had seen no such increase in the Perth and Kinross area or nationally.

Councillor McCall made reference to a recent seminar held in Blairgowrie by a Community Officer on the growing problem of internet banking frauds and queried whether this was something that was going to be carried out in other rural areas. In response Chief Inspector Scott confirmed that we continue to work with the banking networks, the care and social work networks and communities to raise awareness of these

PERTH AND KINROSS COUNCIL
HOUSING AND COMMUNITIES COMMITTEE
20 MARCH 2019

cyber related crimes and confirmed he would continue to highlight these in his weekly bulletin issued to communities.

Councillor Illingworth made reference to the statistical breakdown of all the Wards in Perth and Kinross and queried what the definitions of Groups 1-5 crimes are. In response Chief Inspector Scott confirmed that he would provide for clarity to Members a written breakdown of all the definitions of the various groups.

In response to a question from Councillor McEwan on the problem of shops selling illegal tobacco products and the issue of public safety, Chief Inspector Scott confirmed that there is a concern, not just with tobacco but also with alcohol and highlighted some national cases where members of the public had suffered health effects by consuming counterfeit alcohol.

Detective Inspector K Duncan then provided Members with a presentation covering all aspects of Group 2 sexual offence crimes.

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

134. COMMUNITY PLANNING PARTNERSHIP UPDATE

There was submitted a report by the Depute Chief Executive and Chief Operating Officer (19/77) providing an update on the activities of the Community Planning Partnership.

Resolved:

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

F ROBERTSON LEFT THE MEETING AT THIS POINT.

135. HOUSING CONTRIBUTION STATEMENT

There was submitted a report by the Executive Director (Housing and Environment (19/78) providing updates on (1) the contribution housing is making to delivering the Health and Social Care priorities within the Strategic Commissioning Plan; and (2) the achievements delivered, the impact these have had on outcomes for people along with an overview of some of the challenges and next steps.

C Mailer, Head of Housing, delivered a presentation providing a summary of the report.

Resolved:

- (i) The contribution the Housing Service has made to the implementation of the Perth and Kinross Health and Social Care Strategic Commissioning Plan 2016 – 2019, be noted.

PERTH AND KINROSS COUNCIL
HOUSING AND COMMUNITIES COMMITTEE
20 MARCH 2019

- (ii) It be noted that the Chief Officer of the Health and Social Care Partnership, agreed through approval at the Integrated Joint Board on 15 February 2019, to integrate the Housing Contribution Statement within the revised Health and Social Care Partnership Strategic Commissioning Plan.
- (iii) The proposal to integrate the contribution housing makes toward the delivery of the strategic aims within the revised Health and Social Care Partnership Strategic Commissioning Plan, be approved.

136. REVISED COMMON ALLOCATIONS POLICY

There was submitted a report by the Executive Director (Housing and Environment) (19/79) (1) providing an overview of a 'light-touch' review of the Common Housing Allocation Policy which has been undertaken with partners and in consultation with key stakeholders; and (2) seeking Committee approval on the revised changes to the document.

Resolved:

The revised changes to the Common Allocations Policy as detailed in Report 19/79 be approved, with an implementation date set as 1 April 2019.

~~~~~





## REPORT TO: PERTH AND KINROSS COUNCIL HOUSING AND COMMUNITIES COMMITTEE

15 MAY 2019

Report by Area Manager Gordon Pryde, Local Senior Officer,  
Scottish Fire and Rescue Service (Report No. 19/141)

### SUBJECT: FIRE AND RESCUE QUARTERLY PERFORMANCE REPORT

1 JANUARY TO 31 MARCH 2019

#### **Abstract**

The Reports contain performance information relating to the fourth quarter (January – March) of 2018-19 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 Four: 2018/19**

**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 change the status of the figures quoted in this and other SFRS reports reported to the Committee.

| <b>TABLE OF CONTENTS</b>                                                           | <b>PAGE</b> |
|------------------------------------------------------------------------------------|-------------|
| <b>Introduction</b>                                                                | 5           |
| <b>Quarterly Performance Summary</b>                                               | 6           |
| <b>Quarterly Performance Highlights</b>                                            | 7           |
| <b>Priority 1 - Improving Fire Safety in The Home</b>                              | 8           |
| HI 1 – Accidental Dwelling Fires (ADF)                                             | 8           |
| HI 2 – ADF Fatal Casualties                                                        | 8           |
| HI 3 – ADF Non-Fatal Casualties                                                    | 8           |
| <b>Priority 2 - Improving Fire Safety and Resilience in the Business Community</b> | 10          |
| HI 4 - Non-Domestic Building Fires                                                 | 10          |
| HI 5 – Fatal Casualties in Non-Domestic Buildings                                  | 10          |
| HI 6 – Non-Fatal Casualties in Non-Domestic Buildings                              | 10          |
| <b>Priority 3 - Minimising the Impact of Unintentional Harm</b>                    | 12          |
| HI 7 – Road Traffic Collision (RTC) Incidents                                      | 12          |
| HI 8 – Fatal RTC Casualties                                                        | 12          |
| HI 9 – Non-Fatal RTC Casualties                                                    | 12          |
| <b>Priority 4 - Reducing Unwanted Fire Alarm Signals</b>                           | 14          |
| HI 10 – Unwanted Fire Alarm Signals (UFAS)                                         | 14          |
| <b>Priority 5 - Reducing Deliberate Fires</b>                                      | 16          |
| HI 11 – Deliberate Primary Fires                                                   | 16          |
| HI 12 – Deliberate Secondary Fires                                                 | 16          |
| <b>Priority 6 - Effective Risk Management and Operational Preparedness</b>         | 18          |
| <b>Activity Update</b>                                                             |             |
| APPENDIX 1: COMMUNITY SAFETY ENGAGEMENT PROGRAMMES                                 | 19          |
| APPENDIX 2: NOTABLE INCIDENTS / EVENTS                                             | 22          |

This page is intentionally blank

## INTRODUCTION

This is the quarter four 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 four 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.

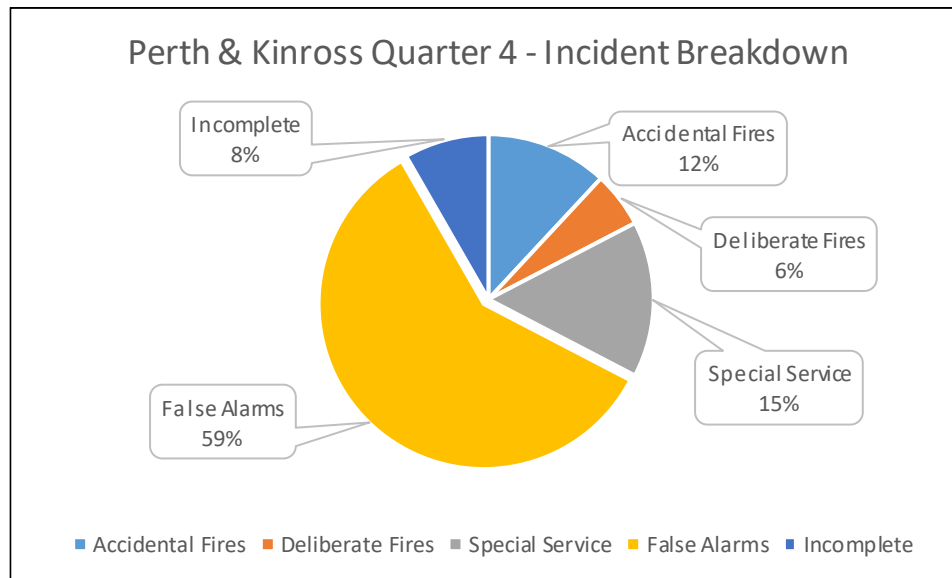
|                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                        |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>HI 1</b><br/><b>Accident Dwelling Fires</b></p>  <p><b>Q4 – 15 Incidents</b><br/><b>YTD – 106 Incidents</b><br/><b>Annual Target – 122 Incidents</b></p>                | <p><b>HI 2</b><br/><b>ADF Fatal Casualties</b></p>  <p><b>Q4 – 0</b><br/><b>YTD – 1</b><br/><b>Annual Target – 0</b></p>                                        | <p><b>HI 3</b><br/><b>ADF Non-Fatal Casualties</b></p>  <p><b>Q4 – 4</b><br/><b>YTD – 13</b><br/><b>Annual Target – 20</b></p>                                      |
| <p><b>HI 4</b><br/><b>Non-domestic Building fires</b></p>  <p><b>Q4 – 11 Incidents</b><br/><b>YTD – 53 Incidents</b><br/><b>Annual Target – 66 Incidents</b></p>              | <p><b>HI 5</b><br/><b>Fatal Casualties in Non-Domestic Building Fires</b></p>  <p><b>Q4 – 0</b><br/><b>YTD – 0</b><br/><b>Annual Target – 0</b></p>             | <p><b>HI 6</b><br/><b>Non-Fatal Casualties in Non-Domestic Building Fires</b></p>  <p><b>Q4 – 0</b><br/><b>YTD – 1</b><br/><b>Annual Target – 2</b></p>             |
| <p><b>HI 7</b><br/><b>Road Traffic Collision (RTC) Incidents</b></p>  <p><b>Q4 – 15 Incidents</b><br/><b>YTD – 80 Incidents</b><br/><b>Annual Target – 89 Incidents</b></p> | <p><b>HI 8</b><br/><b>Fatal RTC Casualties</b></p>  <p><b>Q4 – 1</b><br/><b>YTD – 7</b><br/><b>Annual Target – 4</b></p>                                      | <p><b>HI 9</b><br/><b>Non-Fatal RTC Casualties</b></p>  <p><b>Q4 – 12</b><br/><b>YTD – 72</b><br/><b>Annual Target – 66</b></p>                                   |
| <p><b>HI 10</b><br/><b>Unwanted Fire Alarm Signals</b></p>  <p><b>Q4 – 112 Incidents</b><br/><b>YTD – 590 Incidents</b><br/><b>Annual Target – 593 Incidents</b></p>        | <p><b>HI 11</b><br/><b>Deliberate Primary Fires</b></p>  <p><b>Q4 – 8 Incidents</b><br/><b>YTD – 29 Incidents</b><br/><b>Annual Target – 30 Incidents</b></p> | <p><b>HI 12</b><br/><b>Deliberate Secondary Fires</b></p>  <p><b>Q4 – 13 Incidents</b><br/><b>YTD – 103 Incidents</b><br/><b>Annual Target – 75 Incidents</b></p> |

### Year-to-Date Legend

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

## PERFORMANCE HIGHLIGHTS

During Quarter four (January - March) the SRFS attended a total of 386 (483) incidents across Perth & Kinross.

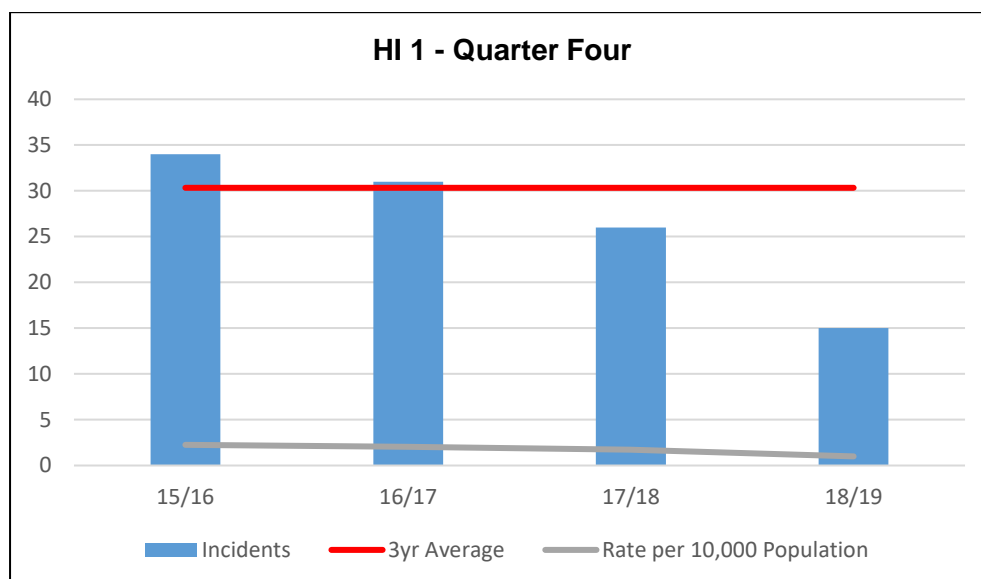


Of the 12 headline indicators and targets, the following performance should be noted for Quarter four 2018/19:

- 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 four reflects a significant decrease (53%) on last quarter and a decrease (11%) on the year to date (YTD) target.
- There were no **ADF Fatal Casualty** during this reporting period.  
The number of **ADF Non-fatal Casualties** continues to reduce over the long-term. The performance during quarter four is reporting four casualties and the lowest YTD for the last five years.
- The number of **Non-Domestic Building fires** remains relatively constant over the long-term with low numbers. The performance during quarter four is reporting the lowest number of fires over the previous 5 years. There were no fatal or casualties reported for quarter four in non-domestic fires.
- The number of **Road Traffic Collisions** for quarter four is reporting a decrease (18%) against the 3-year average for this quarter. There is a significant decrease (25%) on the same quarter last year. The YTD incidents are reporting a 12 % reduction against the target. The number of **Fatal RTC Casualties** reports one this quarter and seven for YTD, whilst **Non-Fatal RTC Casualties** are reporting twelve for this quarter and seventy-two YTD.
- The number of **Unwanted Fire Alarm Signals (UFAS)** caused by automatic fire alarms (AFAs) in non-domestic buildings reflects a slight decrease on the 3 year average for this quarter whilst also reflecting a decrease on the same quarter last year.
- The number of **Deliberate Secondary Fires** is reporting a slight decrease in number compared with the three-year average during quarter four, whilst reporting an increase against the YTD figures.

## PRIORITY 1 - IMPROVING FIRE SAFETY IN THE HOME

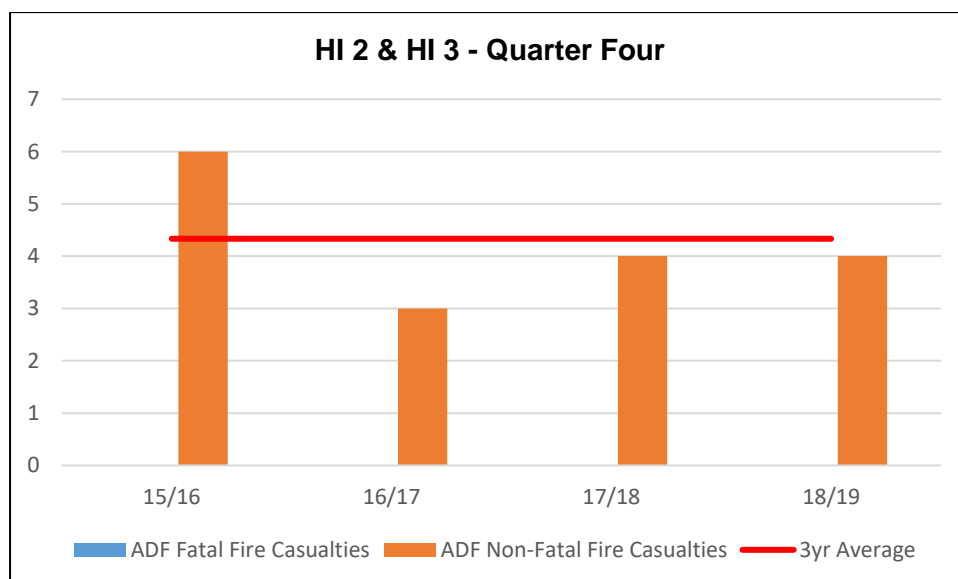
### HI 1 – Accidental Dwelling Fires (ADF)



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

|                  | 15/16 | 16/17 | 17/18 | 18/19      | Annual Target |
|------------------|-------|-------|-------|------------|---------------|
| <b>H1: ADF's</b> | 120   | 137   | 113   | <b>106</b> | 122           |

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



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

|                                     | 15/16 | 16/17 | 17/18 | 18/19     | Annual Target |
|-------------------------------------|-------|-------|-------|-----------|---------------|
| <b>H2: ADF Fatal Casualties</b>     | 0     | 1     | 0     | <b>1</b>  | 0             |
| <b>H3: ADF Non-Fatal Casualties</b> | 23    | 20    | 20    | <b>13</b> | 20            |



### 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 122**, 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 20**, 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 15 ADF's reported during quarter four, which reflects the lowest number of fires for this quarter over the last five years. The fire damage in 14 incidents was reported as low level, whilst one sustained significant damage. Of the 15 fires 10 were fitted with smoke detection, of which 9 operated and gave early warning to the occupiers. The total number of ADF's continues to decrease, for the year 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.

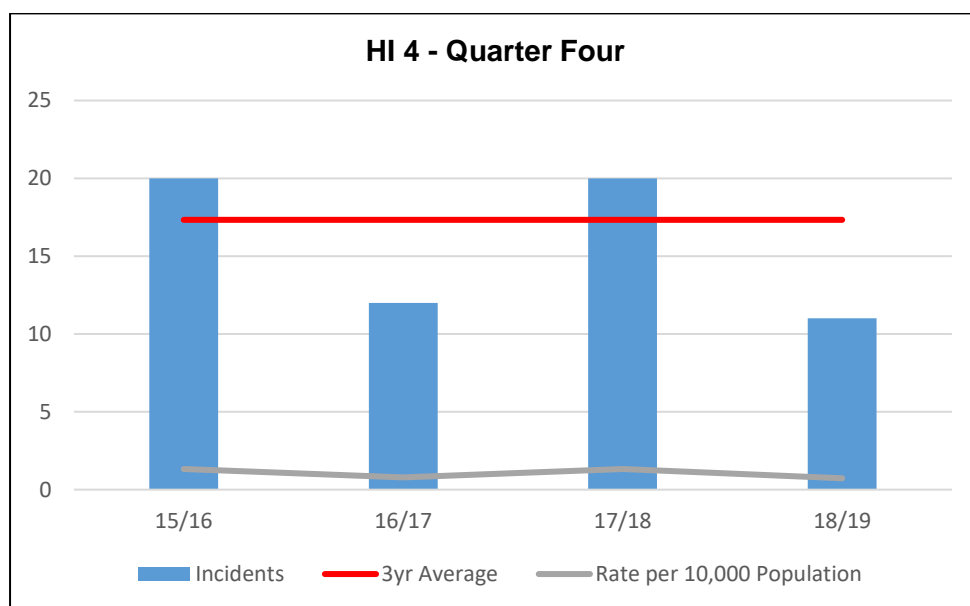
There was no ADF Fatal Casualty during quarter four, however tragically we are reporting one fatal casualty for the year. We are therefore showing **Red** for achieving the HI 2 annual target.

There were four ADF Non-Fatal Casualties during quarter four, all receiving first aid on scene and did not require hospital treatment, whilst reporting the lowest number of fire casualties YTD for the five years. We are showing **Green** 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

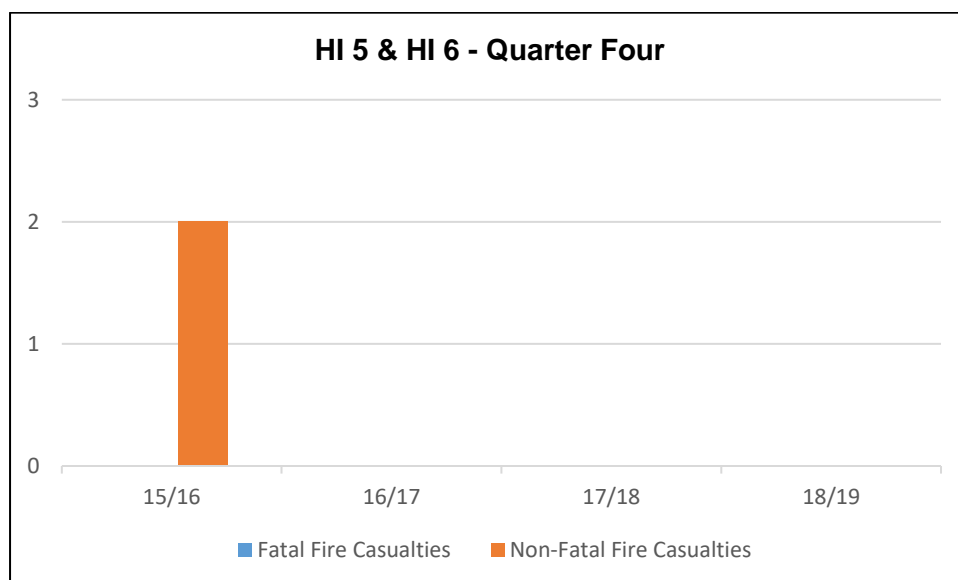
### HI 4 - Non-domestic Building Fires



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

|                                        | 15/16 | 16/17 | 17/18 | 18/19 | Annual Target |
|----------------------------------------|-------|-------|-------|-------|---------------|
| <b>H4: Non-domestic Building Fires</b> | 73    | 70    | 57    | 53    | 66            |

### 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 March) Performance**

|                                      | 15/16 | 16/17 | 17/18 | 18/19 | Annual Target |
|--------------------------------------|-------|-------|-------|-------|---------------|
| <b>H5: Fatal Fire Casualties</b>     | 0     | 0     | 0     | 0     | 0             |
| <b>H6: Non-Fatal Fire Casualties</b> | 10    | 12    | 2     | 1     | 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 66**, in Perth & Kinross each year. The numbers as currently well below this target.

#### 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, the numbers are currently below the target.

### 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 11 fires in non-domestic building fires during quarter four which reflects a decrease on the three year average. Three of the incidents were the result on a number of calls to one location. 10 incidents resulted in minor damage, whilst one building fire resulted in the roof being destroyed by fire. This reflects the lowest numbers for the quarter and YTD last five years. This therefore is showing **Green** for achieving the HI 4 against the annual target to date.

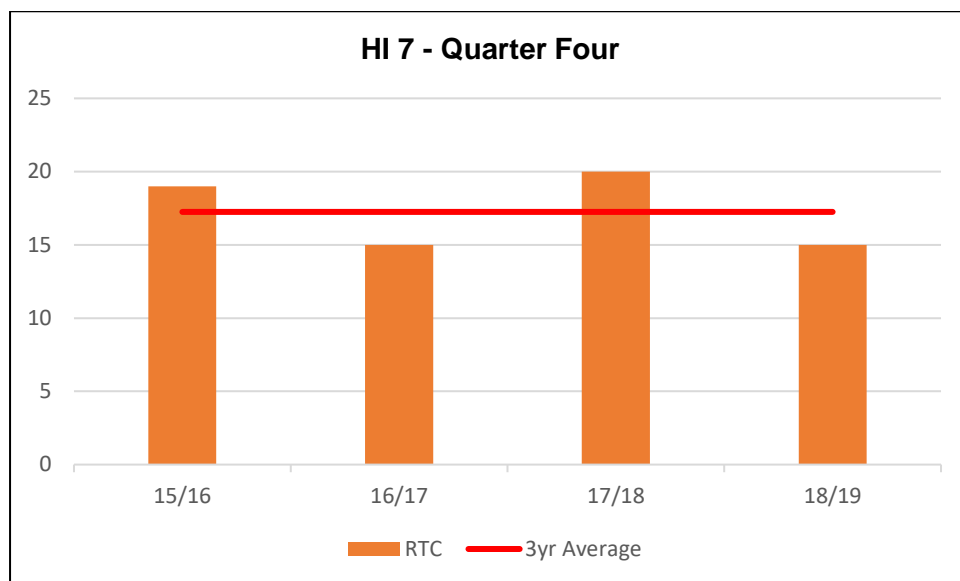
There were zero Non-Domestic Fatal Casualties during quarter four. There have been no fatal casualties for over 5 years and we are therefore showing **Green** for achieving the HI 5 annual target to date.

There was one Non-Domestic Non-Fatal Casualties during quarter four. We are showing **Green** for achieving the HI 6 annual target to date.

In total, 297 fire safety audits were targeted at high life risk non-domestic buildings for quarters one, two, three and four, which included 52 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

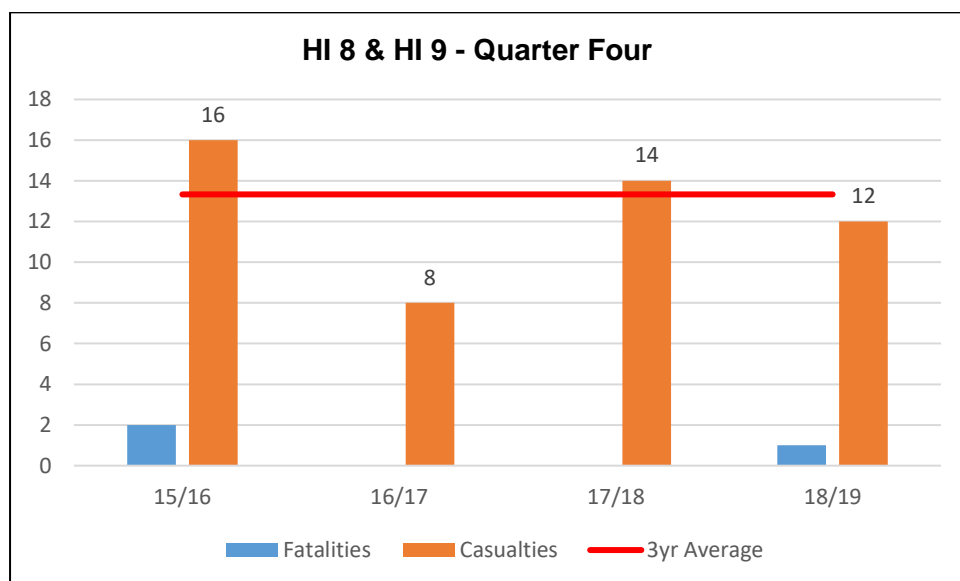
### HI 7 – Road Traffic Collision (RTC) Incidents



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

|                          | 15/16 | 16/17 | 17/18 | 18/19 | Annual Target |
|--------------------------|-------|-------|-------|-------|---------------|
| <b>H7: RTC Incidents</b> | 91    | 86    | 118   | 80    | 89            |

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



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

|                                     | 15/16 | 16/17 | 17/18 | 18/19 | Annual Target |
|-------------------------------------|-------|-------|-------|-------|---------------|
| <b>H8: Fatal RTC Casualties</b>     | 6     | 4     | 4     | 7     | 4             |
| <b>H9: Non-Fatal RTC Casualties</b> | 68    | 62    | 99    | 72    | 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 89** 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 15 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 a decrease (25%) in comparison to the same quarter in 2017/18 when there were 20, whilst reporting a reduction (17%) on the 3 year average (18). We attended 80 incidents YTD which reports a decrease on the target (89) and are showing **Green** for achieving the HI 7 annual target.

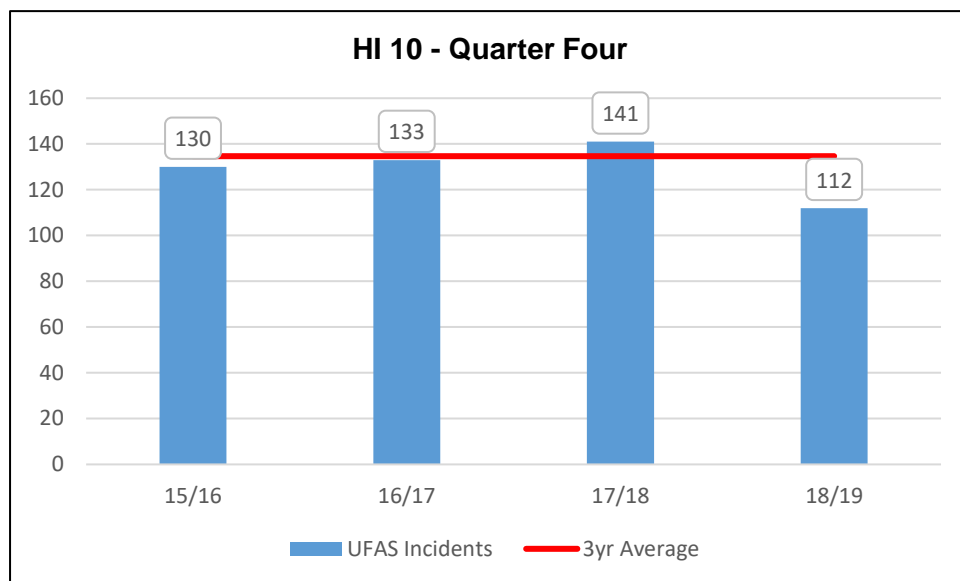
Of the 15 RTC Incidents we attended during quarter four there was one fatality which is comparable with previous years for this quarter. YTD we are reporting an increase on target and are showing **Red** for achieving the HI 8 annual target.

Of the 15 RTC Incidents we attended during quarter four, there were 12 non-fatal casualties which reflects a slight decrease in the three year average (13) however the year to date casualties (72) reflects slightly lower than the 3 year average (76). We are showing **Red** for achieving the HI 9 annual target.

This type of incident accounts for around 4% of all incidents and 25% 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 partnership approach to reduce these risks. Road Safety within Perth & Kinross is going through a refresh with a Road Safety Partnership being re-established 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. 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

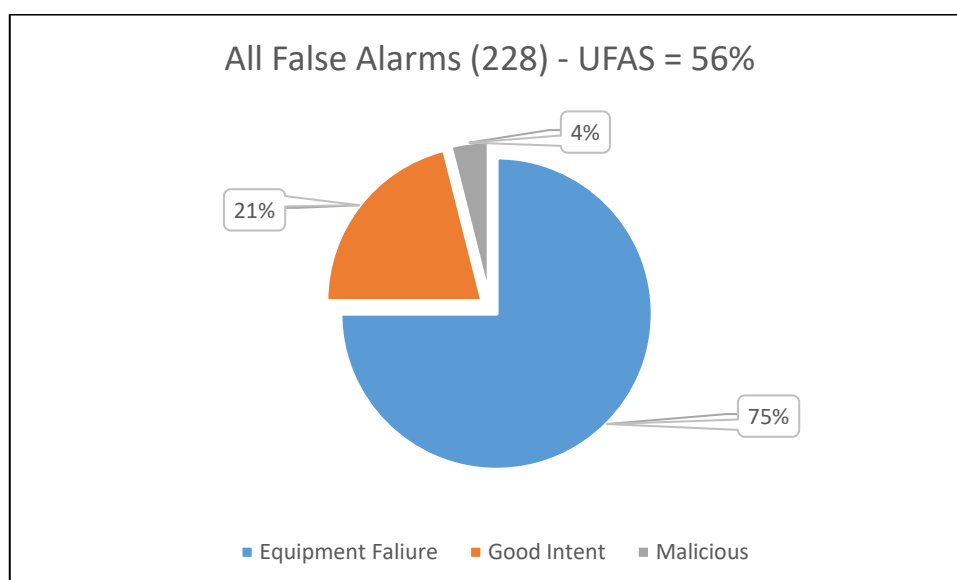
### HI 10 – Unwanted Fire Alarm Signals



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

|                       | 15/16 | 16/17 | 17/18 | 18/19 | Annual Target |
|-----------------------|-------|-------|-------|-------|---------------|
| HI 10: UFAS Incidents | 570   | 617   | 600   | 590   | 593           |

### All False Alarms for Quarter four



### 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 593** 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 four 2018/19, SFRS were called out to 112 UFAS from a total of 228 False Alarms. This a decrease (21%) in comparison to the same quarter in 2017/18 when there were 141 UFAS whilst reflecting a decrease in the 3 year average of 135. In total, UFAS accounted for 29% of our total operational demand and were the cause of 54% of all false alarms in Perth & Kinross during quarter four.

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 four. When analysed further, it is the same property types that are causing UFAS in Perth & Kinross and nationally, the picture is very similar.

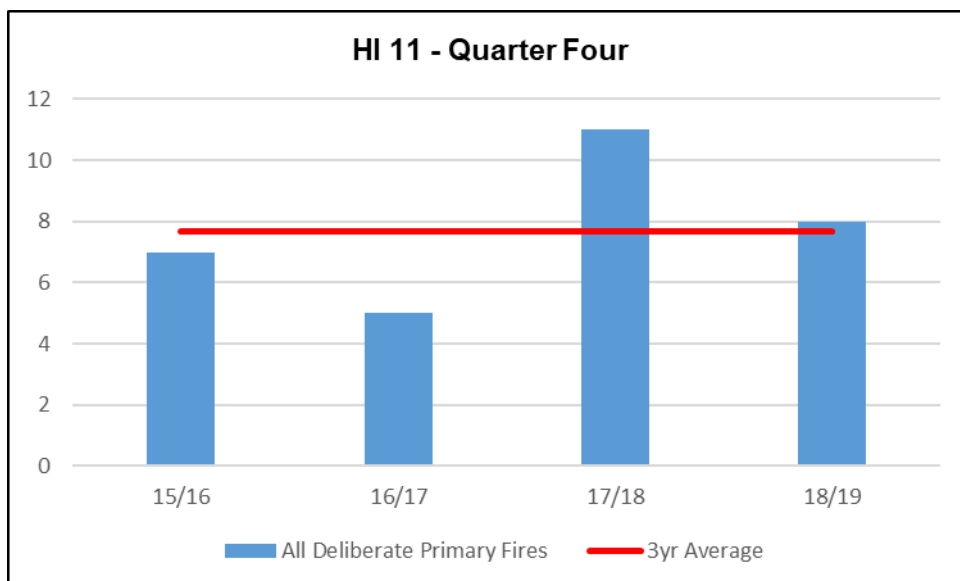
| Property Types - UFAS                               | 18-19<br>Q3 | 17-18<br>Q4 | 18-19<br>Q4 |
|-----------------------------------------------------|-------------|-------------|-------------|
| Residential - Home, Nursing/Care, school, sheltered | 37          | 26          | 23          |
| Education, school                                   | 32          | 18          | 29          |
| Retail/Offices                                      | 26          | 30          | 25          |
| Entertainment and culture                           | 12          | 11          | 9           |
| Industrial Processing                               | 10          | 17          | 12          |

During quarter four 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

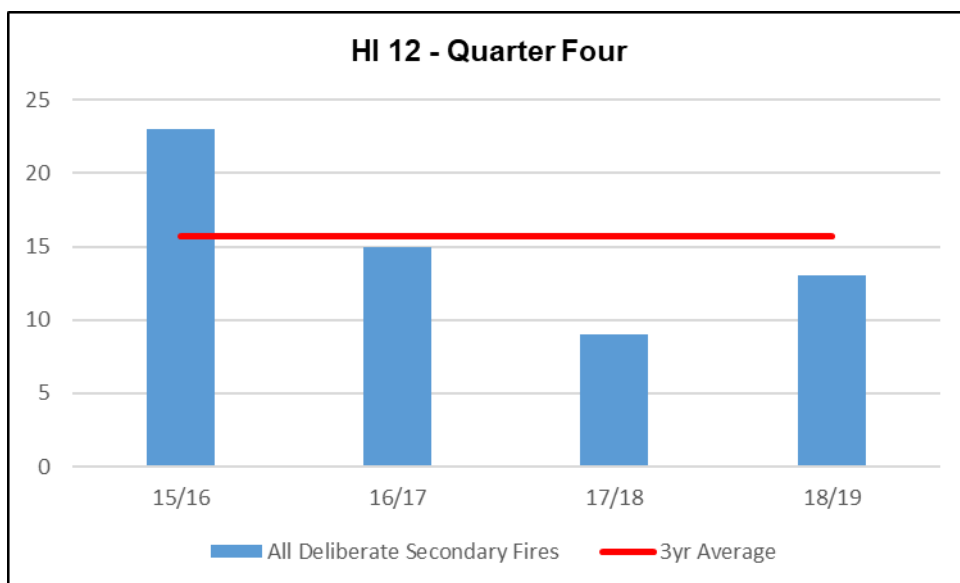
### HI 11 – Deliberate Primary Fires



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

|                                 | 15/16 | 16/17 | 17/18 | 18/19 | Annual Target |
|---------------------------------|-------|-------|-------|-------|---------------|
| HI 11: Deliberate Primary Fires | 32    | 33    | 28    | 29    | 30            |

### HI 12 – Deliberate Secondary Fires



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

|                                   | 15/16 | 16/17 | 17/18 | 18/19 | Annual Target |
|-----------------------------------|-------|-------|-------|-------|---------------|
| HI 12: Deliberate Secondary Fires | 88    | 79    | 89    | 103   | 75            |



### 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 30** each year. The number for quarter four is lower than the previous three years and we are currently below the annual target.

#### 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 75** 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 8 deliberate primary fires reported during quarter four, which is reporting comparable to the last five years with relatively low numbers, whilst also showing comparable in the three year average of 7. YTD we are reporting a similar number of fires as the incidents remain relatively low year on year. All the incidents were of differing types reported. This reflects slightly below the year to date target and is therefore showing **Green** against the HI 11 annual target.

There were 14 deliberate secondary fires reported during quarter four, which is an increase in comparison to the same quarter in 2017/18 when there were 9 deliberate secondary fires. This also reflects a slight decrease on the three year average for this quarter with 16. This also reports a decrease on last quarter with 27 incidents. The majority of these incidents were in Perth City area with 7. 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 four we delivered our quarterly training commitment to operational firefighters, whereby we trained and tested their preparedness to deal with:

- Incident Command
- Breathing Apparatus
- Safe Working at Height
- Protecting the Environment
- Commercial/Office Properties
- Lifts/Escalators

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 fourth 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 four. 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 RDS/VDS firefighters in the Perth & Kinross area continues to be a priority during this quarter. Point of Entry Selection Testing events have taken place at Perth to identify and selection test candidates to undertake training to become, part time and volunteer firefighters. These 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. To further support our RDS/VDS stations we have introduced a full time rural post (FTRP) in Highland Perthshire which will provide added resilience to support our RDS/VDS stations. The role is now fully embedded within the area and is providing valuable support to stations and its' personnel.

## APPENDIX 1: COMMUNITY SAFETY ENGAGEMENT PROGRAMMES

This section provides details of Community Safety Engagement initiatives undertaken within Perth & Kinross during the fourth 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;

### Safety events

We continue to provide a number of safety messages and advice to local groups, recently we delivered basic live safety skills, Firefighting skills, Home and Fire Safety, CPR and Water Safety sessions. Some examples of these events recently delivered to local groups;

#### Kinnoull Event

Community safety staff delivered a safety advice and CPR training to the Innerlink 2 Group at Kinnoull Bowling Club on January 8th. This educational training went down very well with an enthusiastic group. They kindly gave a charitable donation.



#### Blairgowrie Event

on February 18<sup>th</sup> Community safety arranged a visit to Blairgowrie Parish Guild. This interactive day gave a number of Safety messages along with some practical live saving skills which was enjoyed by all who attended.



#### Kinross Event

On February 20<sup>th</sup> a multi-agency team visited Kinross Schools. The aim of the interactive session was to educate local children around water safety. This included discussing the hazards and risks when near to water. There was also further sessions with input on electrical safety, particularly phone charges and Hair Straighteners. This event was very well received by all involved.





### Perthshire Lipreading Group



On March 7<sup>th</sup> Chris Smith and his Community Safety team delivered home and fire safety education and advice to a group of willing participants from the Perthshire Lipreading Group. They also received basic life saving skills with they demonstrated very well.

### Perth Prince's Trust

On March 25<sup>th</sup> a group of participants for the Prince's Trust attended a group learning event at Perth Fire Station as part of their programme, where they were given important safety education and advice around home and Fire safety and Anti-Social Behaviour. They also participated in basic lifesaving skills.



### Newhill Primary School

On March 27<sup>th</sup> some very enthusiastic primary one and two pupils from Blairgowrie received some very important safety education from local firefighters. 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.



During this period the Scottish Fire and Rescue embarked on a number of national safety campaigns which included;

Electrical Safety  
Candles  
Electric Blankets  
Phone Chargers

Smoke Alarms  
Portable heaters  
White Goods  
Product recalls

Cooking safely  
Gas Safe  
Your safety (Escape Plan)

## APPENDIX 2: NOTABLE INCIDENTS / EVENTS

SFRS attended 386 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:

### Water Rescue Training

Members of Red Watch Perth attended their annual re assessment of Swift Water Technician (SRT) skills during a comprehensive 2-day course which involved both technical and practical training scenarios. The crews from Perth were assessed during various rescue scenarios at Dunkeld Bridge on Saturday 23<sup>rd</sup> March 2019. These assessments ensure the maintenance of skills within high risk water environment of type of rescue. This is an important part of the operational training to ensure we continue to maintain our skills at a high level.



### Animal Rescue Training

Firefighters at Perth receive some welcomed input on animal rescues which is an area we have become very familiar with over the last few months locally. This training involved input on techniques and equipment around various animals rescue. This training is well received by our operational firefighters to ensure they can work effectively in this type of environment.







## **PERTH AND KINROSS COUNCIL**

**Housing and Communities Committee – 15<sup>th</sup> May 2019**

### **PERTH AND KINROSS LOCAL POLICING AREA PERFORMANCE RESULTS 1<sup>st</sup> January – 31<sup>st</sup> March 2019**

**Report by Chief Superintendent Andrew Todd, Police Scotland 'D'  
Division (Tayside) (Report No. 19/142)**

#### **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 against performance indicators that will facilitate local scrutiny.
- 2.2 Appendix A will provide context to the information provided 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**

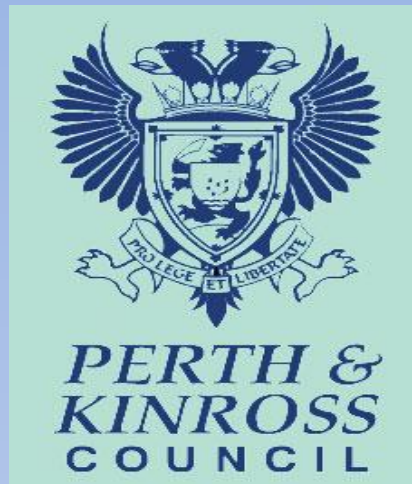
7.1 The attached report updates members regarding significant operational matters and gives context to the performance of the local policing area.

## **8. COMPLIANCE**

Is the proposal;

- |                                      |     |
|--------------------------------------|-----|
| (a) Human Rights Act 1998 compliant? | YES |
| (b) Equality & Diversity compliant?  | YES |





## PERTH & KINROSS COUNCIL

### Housing & Community Safety Committee

Report by Chief Superintendent Andrew Todd  
(1<sup>st</sup> January – 31<sup>st</sup> March 2019)



## Contents

|                                            |        |
|--------------------------------------------|--------|
| <b>Background to this Report</b>           | page 3 |
| <b>Local Policing Priority Updates:</b>    |        |
| Putting Victims at the heart of what we do | page 4 |
| Tackling Crime and ASB                     | page 5 |
| Protecting Vulnerable People               | page 6 |
| Maintaining Public Safety                  | page 7 |
| <b>Figures Relevant to this report</b>     | page 8 |

## **BACKGROUND TO THIS REPORT**

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

Performance in relation to the identified policing priorities is monitored and reviewed internally on a weekly basis. Quarterly reports are produced to allow scrutiny by Perth and Kinross Housing and Communities Committee.

This report covers the period from 1<sup>st</sup> January 2019 to 31<sup>st</sup> March 2019 and provides a synopsis of our performance against the Local Policing Plan priorities for Perth and Kinross, these priorities being Putting Victims at the heart of what we do, tackling crime and anti-social behaviour, protecting vulnerable people and maintaining public safety. The report does not include performance figures for this period and they will be released in due course.

## Putting Victims At The Heart of What We Do

Domestic violence is a priority investigation for Police Scotland and are supported by partners in relation to the investigation and protection of victims. Incidents that are reported are risk assessed in terms of potential future offending and risk faced by the victim. High risk incidents are prioritised to ensure the victim is protected.

On the 20<sup>th</sup> January officers attended at Gray Street, Perth following a report of an assault with a female victim having been struck with a knife. The female had received injuries and was treated at Perth Royal Infirmary. A 43 year old local male has been charged with the offence and is awaiting trial on petition in respect of the incident.

On the 18<sup>th</sup> February a particularly vulnerable female from Crieff reported contact from her former partner. The male is of significant risk to the victim and support has been provided via several agencies. In addition, the male resides in Wales and communication channels are maintained between Police Scotland and Gwent Police. For this particular incident the male was arrested and received specific conditions not to be in Scotland.

We are also aware of the lengthy sentence for Stefan Scott who was convicted of several offences against former partners and also would support the comments of the Domestic Abuse Task Force emphasising the strength and dignity of the victims through the case which secured the conviction and lengthy custodial sentence.

Hate crimes have a detrimental impact on victims and as such Police Scotland with the assistance of partners ensure that reports are fully investigated and support is provided to the victims of such incidents.

On the 9<sup>th</sup> February, graffiti had been painted at an address in Errol, targeting the victim's disability this was also linked to other incidents reported by the victim identifying a possible local perpetrator. Enquiry was instigated by the Community Team and a 42 year old local male was charged with vandalism and a breach of the peace in respect of his conduct. The victim has received support in respect of this incident by Perth and Kinross Council.

On the 25<sup>th</sup> February in Dunkeld Road, Perth a report was received from the victim who had abuse shouted at them based on their religion. The victim managed to record the incident and the accused was identified by officers. Officers thereafter traced the accused who was arrested and is awaiting trial.

On the 19<sup>th</sup> March, two local males entered the Fairfield Store, Crieff Road and shouted racist abuse at the workers within the premises. The witnesses contacted Police Scotland and both male offenders were arrested and are currently awaiting trial.

## Tackling Crime and ASB

For the period under review there have been the following items of note in respect of criminality in Perth and Kinross.

On the 12<sup>th</sup> January 2019, a male from Perth was arrested and charged for four commercial housebreakings at Beales, Letham Bowling Club, McCash Country Store and Usave, Jeanfield Road in Perth. As a result of this the male has received a 20 month prison sentence.

Two housebreakings were reported to JL Gill, High Street, Crieff in the space of three weeks. The lengthy investigation to these crimes were led by the Community Investigation Unit resulting in a Polish male from Kirkcaldy being arrested and charged with the crime and enquiries are continuing to trace other outstanding perpetrators.

On the 3<sup>rd</sup> February a housebreaking was reported to Café 98, High Street, Kinross. Local officers completed enquiry and a 38 year old local male was traced and charged with this offence.

On the 9<sup>th</sup> March two males from the Central Scotland and Glasgow areas were arrested and charged with theft of plant machinery from A9. These males were linked to further thefts across the central belt of Scotland.

When intelligence has been received from the community in respect of individuals involved in the illegal drugs trade this can lead to a drugs warrant being executed at the address. For the quarter under review there have been several successes to report including:

On the 9<sup>th</sup> January a vehicle was stopped on the A9 near to Glencarse and £10,000 herbal cannabis was found within the vehicle. Two males from Dundee are awaiting trial in respect of this incident.

On the 18<sup>th</sup> January, a male from Scone was arrested and charged with offences relating to the supply of heroin.

On the 12<sup>th</sup> February, 2 males from St Madoes were arrested and charged with being concerned in the supply of cannabis after £10,000 of cannabis was recovered

On the 2<sup>nd</sup> March, officers based at Auchterarder stopped a vehicle near to the A9 which then led to another vehicle being searched. As a result of the diligence of the officers concerned a quantity of cocaine was recovered and an address in Auchterarder was the subject of a search leading to other items being recovered and a local male and female are awaiting trial in relation to the offences.

On the 15<sup>th</sup> March, two males from Perth were charged in relation to the supply of cocaine after nearly £2,000 of drugs were recovered.

As part of Claudia's bike initiative we have held Bike Workshops some just by police and some with Bike Station (charity retailer in Perth City Centre) these have been held outside Bells Sport Centre and aimed at providing security and safety advice to bike users in addition to having their bike marked with a unique reference/code and added to the Bike Register which is a national database. Therefore if the bike is stolen or lost and is recovered/ found it can be reunited with

the owner.

## Protecting Vulnerable People

Constables Preston and Spence attended the Big January Get together at Rattray Primary School. The event was well attended with approximately eighty adults and children present. Contact was made with a number of locally active agencies.

On 1<sup>st</sup> February, Con Preston and Con Polson attended at Rattray Primary School and carried out high visibility preventative work around parking and speed of traffic. There they engaged with pupils and the Deputy Head, including media release for the work carried out.

On Sunday 3<sup>rd</sup> February, Sergeant Bryce and Constable Westwood attended at the cattle market in Stirling to engage with the farming community and provide them with crime prevention advice and also to gain information and local intelligence. The event was supported by the national Safer Communities team and was well received by the farming community.

On 5<sup>th</sup> February, in support of Safer Internet Day, Constable Preston and Sergeant Forrester attended at the community Campus to provide a safer internet day talk to P6 and P7 pupils from both Newhill Primary and St. Stephen's Primary.

On the 21<sup>st</sup> February, Constable Preston attended at Blairgowrie High School and held 8 classes with all S3 pupils in relation to Hate crime.

On the 19th February 2019, a Facebook chat took place at D Division HQ, with Police Scotland and Perth and Kinross Reps taking part. This chat was primarily aimed at parents and carers to make them aware of the risks that young people may come across when they go online. The event reached 8670 people with 809 active engagements within the two hour event

Prevention Hub staff attended this local event along with a variety of other partner agencies to raise awareness of current trends in terms of Financial Harm/Door Step Crime.

Between the 26<sup>th</sup> and 27<sup>th</sup> February, presentations by Police Scotland took place at the Chinese Community Lunch and The Centre For Inclusive Living to raise awareness of hate crime, making the community feel more comfortable to report incidents and giving guidance on the ways these incidents can be reported. The attending officers provided reassurance that incidents will be fully investigated and offenders would be reported for offences with the sufficiency of evidence.

## Maintaining Public Safety

Maintaining public safety is a key priority for Police Scotland. Public safety is not only within communities but also on our roads network as well ensuring safety is for all people who either reside, work or visit Perth and Kinross.

Tragically there were 3 fatalities within Perth and Kinross during the last quarter. On the 16<sup>th</sup> January, on the A90 near St Madoes a 60 year old female driver was killed colliding with an articulated lorry. On the 27<sup>th</sup> January on the B951 Kirriemuir road, near to Cray a 64 year old female driver was killed after a one vehicle collision. Finally on the 15<sup>th</sup> February on the A94 Coupar Angus to Forfar road at Eassie a 68 year old male driver was killed.

Between the 21<sup>st</sup> and 27<sup>th</sup> January a national campaign was led by the Road Policing Unit the operation was in partnership with the Motor Insurers Bureau targeting uninsured vehicles on the roads. Across Scotland 140 vehicles were seized for not being insured on the roads.

Between the 18<sup>th</sup> and 24<sup>th</sup> February North Command Road Policing Unit led an operation in relation to trucks and buses and the carriage of dangerous goods ensuring they are roadworthy. This has led to 100 offences across North Command with 16 immediate prohibitions.

On the 20<sup>th</sup> February a public consultation event was held at Blairgowrie Community Campus hosted by Sergeant Forrester. The event identified speeding and other traffic related issues from parents taking children to and collecting them from the schools.

Between the 4<sup>th</sup> and 10<sup>th</sup> March Road Policing Unit focused on pedal cyclist and motorists whose behaviour placed vulnerable road users at risk. The operation led to advice being provided to 135 users of the road.

Perth Community Team hold regular 'Coffee with a Cop' drop in sessions at McDonalds and Asda on Dunked Road. This has also been in conjunction with a deterrent to the youth issues they have been having. In addition we have held a Coffee with a Cop at St Catherine's Square. All drop in sessions have had people attend and we will continue to hold these varying the location which will be advertised via social media.

The work of the Preventions and Interventions Hub is also a vital part of Community Policing within the LPA. They work with partners especially in relation to our MAPPA commitments ensuring we support the process and provide advice in relation to high risk offenders. One recent incident relates to an individual who had been released from prison on licence. A report was received from a female who claimed that the offender had made sexualised comments towards her. This led to The Preventions and Interventions Hub attending meetings with Criminal Justice Social Work. Due to the conduct of the offender, the Parole Board decided to revoke his licence due to the risk of serious harm to the public.

**LOCAL AUTHORITY SCRUTINY BOARD – Perth and Kinross**  
**March 2019**

| Violence, Disorder & Antisocial Behaviour |                                         |                              |                              |                |             |              |
|-------------------------------------------|-----------------------------------------|------------------------------|------------------------------|----------------|-------------|--------------|
|                                           |                                         | Apr<br>2018 -<br>Mar<br>2019 | Apr<br>2017 -<br>Mar<br>2018 | Victims        | %<br>Change | 5 Yr<br>Mean |
| 1                                         | Total No Group1: Crimes of Violence     | 163                          | 131                          | 32<br>more     | 24.4%       |              |
| 2                                         | Murder                                  | 2                            | 2                            | Same<br>Number | 0.0%        |              |
| 3                                         | Attempted Murder                        | 6                            | 5                            | 1 more         | 20.0%       |              |
| 4                                         | Culpable Homicide (common law)          | 0                            | 0                            | None           | -           |              |
| 5                                         | Culpable Homicide (other)               | 3                            | 2                            | 1 more         | 50.0%       |              |
| 6                                         | Serious Assault detection rate          | 82.7%                        | 89.7%                        |                | -7.0%       |              |
| 7                                         | Serious Assault                         | 81                           | 78                           | 3 more         | 3.8%        |              |
| 8                                         | Robbery detection rate                  | 81.5%                        | 65.5%                        |                | 16.0%       |              |
| 9                                         | Robbery                                 | 27                           | 29                           | 2 fewer        | -6.9%       |              |
| 10                                        | Common assault detection rate           | 77.6%                        | 80.7%                        |                | -3.1%       |              |
| 11                                        | Common assault                          | 992                          | 992                          | Same<br>number | 0.0%        |              |
| 12                                        | Number of complaints regarding disorder | 4,831                        | 5,760                        | 929<br>fewer   | -16.1%      |              |



**LOCAL AUTHORITY SCRUTINY BOARD – Perth and Kinross**  
**March 2019**

**Violence, Disorder & Antisocial Behaviour (continued)**

|    |                                                                                                      | Apr<br>2018 –<br>Mar<br>2019 | Apr<br>2017 –<br>Mar<br>2018 | Victims | %<br>Change | 5 Yr<br>Mean |
|----|------------------------------------------------------------------------------------------------------|------------------------------|------------------------------|---------|-------------|--------------|
| 13 | Number of Domestic Abuse Incidents Reported to the Police                                            | 1,189                        | 1,139                        |         | 4.4%        |              |
| 14 | Total Crimes and offences in domestic abuse incidents                                                | 745                          | 702                          |         | 6.1%        |              |
| 15 | Percentage of Domestic Incidents that result in a crime being recorded                               | 44.7%                        | 45.1%                        |         | -0.4%       |              |
| 16 | Total crimes and offences in domestic abuse incidents detection rate                                 | 67.4%                        | 70.1%                        |         | -2.7%       |              |
| 17 | Total Detections for Domestic Bail Offences                                                          | 55                           | 47                           |         | 17.0%       |              |
| 18 | Ensure 95% of domestic abuse initial bail checks are conducted within a prescribed timeframe (24hrs) | 91.8%                        | -                            |         | -           |              |
| 19 | Hate Crime and offences detection rate                                                               | 83.8%                        | 73.6%                        |         | 10.2%       |              |

**Violence, Disorder & Antisocial Behaviour - Stop and Searches**

|    |                                                  | Apr<br>2018 –<br>Mar<br>2019 | Apr<br>2018 –<br>Mar<br>2019<br>Positive | Victims | %<br>Change |  |
|----|--------------------------------------------------|------------------------------|------------------------------------------|---------|-------------|--|
| 20 | Number of stop and searches conducted (total)    | 627                          | 257                                      |         |             |  |
| 21 | Number of statutory stop and searches conducted  | 627                          | 257                                      |         |             |  |
| 22 | Number of consensual stop and searches conducted | 0                            | 0                                        |         |             |  |
| 23 | Number of consensual stop and searches refused   | 0                            | -                                        |         |             |  |
| 24 | Number of seizures made                          | 7                            | -                                        |         |             |  |

On the 11th May 2017 Police Scotland adopted a new code of practice on the use of stop and search. At this time the use of non-statutory (Consensual) search ceased. The period covered by this report includes searches conducted prior to the introduction of the code. The table above provides information on consensual searches carried out before 11th May. Further information on Police Scotland's use of stop and search and on the code of practice is available on the Police Scotland Website.

**LOCAL AUTHORITY SCRUTINY BOARD – Perth and Kinross  
March 2019**

**Additional Identified Local Priorities**

|    |                                                                                                    | Apr<br>2018 –<br>Mar<br>2019 | Apr<br>2017 –<br>Mar<br>2018 | Victims      | %<br>Change | 5 Yr<br>Mean |
|----|----------------------------------------------------------------------------------------------------|------------------------------|------------------------------|--------------|-------------|--------------|
| 25 | Number of detections for drugs supply, drugs productions, drugs cultivation                        | 61                           | 85                           |              | -28.2%      |              |
| 26 | Theft by housebreaking (including attempts) detection rate                                         | 21.0%                        | 35.9%                        |              | -14.9%      |              |
| 27 | Theft by housebreaking (including attempts)                                                        | 224                          | 209                          | 15<br>more   | 7.2%        |              |
| 28 | Theft by shoplifting detection rate                                                                | 81.5%                        | 83.1%                        |              | -1.6%       |              |
| 29 | Theft by shoplifting                                                                               | 622                          | 705                          | 83<br>fewer  | -11.8%      |              |
| 30 | Vandalism & Malicious Mischief detection rate                                                      | 34.7%                        | 35.4%                        |              | -0.7%       |              |
| 31 | Vandalism & Malicious Mischief                                                                     | 643                          | 754                          | 111<br>fewer | -14.7%      |              |
| 32 | Number of detections for Consuming Alcohol in a designated place (where appropriate byelaws exist) | 3                            | 15                           |              | -80.0%      |              |

**Public Protection**

|    |                              | Apr<br>2018 –<br>Mar<br>2019 | Apr<br>2017 –<br>Mar<br>2018 | Victims    | %<br>Change | 5 Yr<br>Mean |
|----|------------------------------|------------------------------|------------------------------|------------|-------------|--------------|
| 33 | Number of Sexual Crimes      | 336                          | 290                          | 46<br>more | 15.9%       |              |
| 34 | Sexual Crimes detection rate | 53.0%                        | 67.9%                        |            | -14.9%      |              |
| 35 | Rape detection rate          | 48.7%                        | 54.1%                        |            | -5.4%       |              |

**LOCAL AUTHORITY SCRUTINY BOARD – Perth and Kinross**  
**March 2019**

**Road Traffic Casualty Statistics**

|                                      | Apr<br>2018 –<br>Mar<br>2019 | Apr<br>2017 –<br>Mar<br>2018 | Victims     | %<br>Change | 5 Yr<br>Mean |
|--------------------------------------|------------------------------|------------------------------|-------------|-------------|--------------|
| People Killed                        | 14                           | 12                           | 2 more      | 16.7%       |              |
| People Seriously injured             | 71                           | 73                           | 2 fewer     | -2.7%       |              |
| People Slightly Injured              | 162                          | 219                          | 57 fewer    | -26.0%      |              |
| (Context)                            |                              |                              |             |             |              |
| Children (aged<16) Killed            | 0                            | 0                            | None        | -           |              |
| Children (aged<16) Seriously Injured | 3                            | 3                            | Same number | 0.0%        |              |

**Road Safety & Road Crime**

|                         | Apr<br>2018 –<br>Mar<br>2019 | Apr<br>2017 –<br>Mar<br>2018 | Victims | %<br>Change | 5 Yr<br>Mean |
|-------------------------|------------------------------|------------------------------|---------|-------------|--------------|
| 36 Dangerous driving    | 88                           | 97                           |         | -9.3%       |              |
| 37 Speeding             | 2,067                        | 1,518                        |         | 36.2%       |              |
| 38 Disqualified driving | 39                           | 42                           |         | -7.1%       |              |
| 39 Driving Licence      | 215                          | 264                          |         | -18.6%      |              |
| 40 Insurance            | 440                          | 638                          |         | -31.0%      |              |
| 41 Seat Belts           | 79                           | 56                           |         | 41.1%       |              |
| 42 Mobile Phone         | 101                          | 133                          |         | -24.1%      |              |

Contact Details

Divisional Commander - Chief Superintendent Andrew Todd  
D Division HQ  
West Bell Street, Dundee

Area Commander - Chief Inspector Ian Scott  
Perth & Kinross Local Policing Area (LPA) HQ  
Barrack Street, Perth

## PERTH AND KINROSS COUNCIL

**Housing and Communities Committee – 15 May 2019**  
**Environment & Infrastructure Committee – 15 May 2019**  
**Scrutiny Committee – 12 June 2019**

### **Business Management & Improvement Plan 2019-20**

#### **Report by Executive Director (Housing and Environment) (Report No. 19/133)**

This report presents the first combined Housing & Environment Annual Performance Report for 2018/19, and Business Management Improvement Plan 2019-20.

#### **1. BACKGROUND / MAIN ISSUES**

- 1.1 Council Services produce a combined Annual Performance Report (APR) and Business Management Improvement Plan (BMIP) on an annual basis. These documents set out the key actions which the Service will deliver in the coming year, to ensure better outcomes for everyone in Perth & Kinross that also report on the previous year's performance.
- 1.2 These plans are an important part of the strategic planning framework for the organisation, translating the strategic objectives of the Community Plan (Local Outcome Improvement Plan) and Corporate Plan into the contributions that each Service makes to achieving these objectives, including supporting actions and performance indicators. Individual team plans are then developed, based on Service BMIPs.

#### **2. PROPOSALS**

- 2.1 This is the first combined APR and BMIP for the Housing and Environment Service. The BMIP focusses on our key service objectives and aims to:-
  - provide clear direction and actions for the future within the context of national agendas, the Community Plan (Local Outcome Improvement Plan) and the Corporate Plan.
  - set the context within which we work, including workforce development, financial overview and performance and risk management.
  - outline our key strategic priorities and improvement areas.
  - provide a focus on delivery of outcome focused services.
  - set out our objectives, with measures and targets.
- 2.2 Our Annual Performance Report includes the following:-
  - what we have done to achieve our strategic objectives and outcomes
  - key performance indicators, with results for each indicator
- 2.3 The APR and BMIP have continued to be developed in collaboration with managers and team leaders. A number of workshops have been undertaken to collectively build on our ethos, culture and objectives across the Service

We aim to further embed this approach over the coming months through more staff engagement sessions and visits.

2.4 In the coming year our key priorities will be:-

- Supporting business to grow and attract investment and higher value jobs into Perth & Kinross, along with working towards securing new hotel accommodation in Perth City Centre.
- Narrowing inequalities gaps and demonstrating a consistent and systematic approach to prevention, particularly in relation to The Child Poverty Action Plan.
- Further supporting our homelessness approach through our Rapid Rehousing Plan.
- Focussing on the connections between leadership, organisational culture and employee engagement to continue the integration of our Service.
- Enhancing our consultation and engagement with communities to ensure consistently high standards across the Service.

2.5 We will take forward these priorities by building on and embedding our performance management framework across the Service. Key to demonstrating progress towards the achievement of these priorities will be team plans which will :-

- provide clarity of purpose for teams across the Service and a yardstick to assess progress against targets.
- link strategic plans to employee roles.
- improve accountability.
- ensure learning and development is linked to supporting improvement.

### 3. CONCLUSION AND RECOMMENDATIONS

3.1 The Housing and Communities Committee and the Environment and Infrastructure Committee are asked to approve the first combined Housing & Environment Annual Performance Report (2018/19) and Business Management Improvement Plan (2019/20).

3.2 The Scrutiny Committee is asked to scrutinise and comment as appropriate on the contents of the Annual Performance Report and the Business Management Improvement Plan.

#### Author

| Name          | Designation                  | Contact Details                                                                                     |
|---------------|------------------------------|-----------------------------------------------------------------------------------------------------|
| Fraser Crofts | Head of Business & Resources | <a href="mailto:TESCommitteeReports@pkc.gov.uk">TESCommitteeReports@pkc.gov.uk</a><br>01738 475 000 |

#### Approved

| Name           | Designation                                 | Date       |
|----------------|---------------------------------------------|------------|
| Barbara Renton | Executive Director<br>Housing & Environment | 3 May 2019 |

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

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

All Council Services can offer a telephone translation facility.

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

### 1. Strategic Implications

1.1 The Community Plan and the Council's Corporate Plan, has five outcomes which provide clear strategic direction, inform decisions at a corporate and service level and shape resource allocation.

- Giving every child the best start in life;
- 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.

This report contributes to all five outcomes.

### 2. Resource Implications

#### Financial

2.1 None

#### Workforce

2.2 There are no workforce implications.



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

- 2.3 None

### **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) and were assessed as not relevant for the purpose of EqIA.

#### 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.

#### Sustainability

- 3.4 None

#### Legal and Governance

- 3.5 None

#### Risk

- 3.6 Risk Management features as part of the 'organised to deliver' section of the BMIP. The Housing and Environment Senior Management Team regularly review monitoring reports that highlight individual project progress and risk.

### **4. Consultation**

#### Internal

- 4.1 The Head of Legal and Governance has been consulted in the preparation of this report.

#### External

- 4.2 None

## **2. BACKGROUND PAPERS**

2.1 There are no background papers.

## **3. APPENDICES**

3.1 **Appendix 1** – Housing & Environment Business Management Improvement Plan 2018/19.



# **HOUSING and ENVIRONMENT SERVICE**

## **Joint Service Annual Performance Report 2018/19 & Service Business Management and Improvement Plan 2019/20**

Version as at 03.05.19

| <b>Contents</b>                                                                                         | <b>Page</b> |
|---------------------------------------------------------------------------------------------------------|-------------|
| <b>Introduction</b>                                                                                     | <b>3</b>    |
| <b>Vision, Strategic Objectives and Local Outcomes</b>                                                  | <b>4</b>    |
| <b>Strategic Objectives</b>                                                                             |             |
| Giving Every Child the Best Start in Life and Developing Educated,<br>Responsible and Informed Citizens | <b>5</b>    |
| Promoting a Prosperous, Inclusive and Sustainable Economy                                               | <b>9</b>    |
| Supporting People to Lead Independent, Healthy and Active Lives                                         | <b>12</b>   |
| Creating a Safe and Sustainable Place for Future Generations                                            | <b>15</b>   |
| <b>Organised to Deliver</b>                                                                             |             |
| Senior Management Structure of the Service                                                              | <b>19</b>   |
| Customer Focus and Community Engagement                                                                 | <b>19</b>   |
| Preparing our People for the Future                                                                     | <b>20</b>   |
| Partnership Working                                                                                     | <b>21</b>   |
| Financial and Resource Management                                                                       | <b>22</b>   |
| Performance, Self Evaluation and Risk Management                                                        | <b>22</b>   |
| Health and Safety                                                                                       | <b>24</b>   |
| <b>Service Improvement Plans</b>                                                                        |             |
| Progress Update for Improvement Plan 2018/19                                                            | <b>25</b>   |
| Service Improvement Plan for 2019/20                                                                    | <b>29</b>   |
| <b>Key Performance Indicators</b>                                                                       |             |
| Performance Indicators for 2018/19                                                                      | <b>31</b>   |
| Changed/Deleted Indicators                                                                              | <b>40</b>   |

# 1. INTRODUCTION

Housing & Environment are pleased to introduce our second Business and Management and Improvement Plan for Housing and Environment, following our formation on 1 April 2018. It has been a very exciting and productive year. We have continued to undertake a range of activities to create a unified service, focused on our key objectives developed by staff. This has included an ongoing programme of engagement across the whole service to ensure that the aims, ethos and culture are understood and adopted in all of our areas of activity, and demonstrated by all our employees.

We continue to deliver a significant number of successes over the last year – our tenant satisfaction levels have never been higher, our approach to homelessness continues to achieve good outcomes for people, we work with large number of volunteers to make Perth and Kinross more attractive and we have supported many people into jobs. These are only a few of our highlights.

A key issue for us over the next year, and beyond, will be to consult and engage more effectively with our employees, our service users and our communities. As a service, we currently do this in a variety of ways, but there is a need to do it on a more consistent basis. While we have many examples of good practice in working with our tenants, service users and communities, we need to develop this further, particularly within the context of our new service. Over the last year, we have produced a consultation and engagement policy and we will roll this out across the Service as the year progresses. This will also be undertaken through the emerging Perth and Council Offer, which will be developed in a collaborative way with all our stakeholders. Listening more will be a key component of our future approach. We will develop our ‘think yes’ approach across the Service, and when we are unable to do things asked of us, we will explain why, while looking for other ways we can help.

As ever, we continue to face a number of challenges including changing demographics both in terms of our ageing population, a growing number of people with additional support needs, the ongoing financial pressures faced by the public sector, and the unknowns currently arising as a result of exit from the European Union. The latter has added considerably to the work of the service, both from the business continuity perspective and the leading role officers have undertaken to ensure that the Council, EU citizens in our area and businesses understand the potential impact of the EU Exit.

There has been genuine commitment to the level of ownership of our improvement agenda by everyone across the whole Service. There is still work to be done, but it is clear that the development of the Service, along with the required culture change, is not simply the work of managers to lead and deliver. It is the role for all of us across the Service. Based on the evidence, commitment and enthusiasm to date from all those involved, there is confidence that we will continue to work together towards our objectives, and deliver the best services possible to our residents, investors and visitors.

Barbara Renton  
Executive Director

Keith McNamara  
Depute Director

## 2. VISION, STRATEGIC OBJECTIVES and SERVICE PRIORITIES

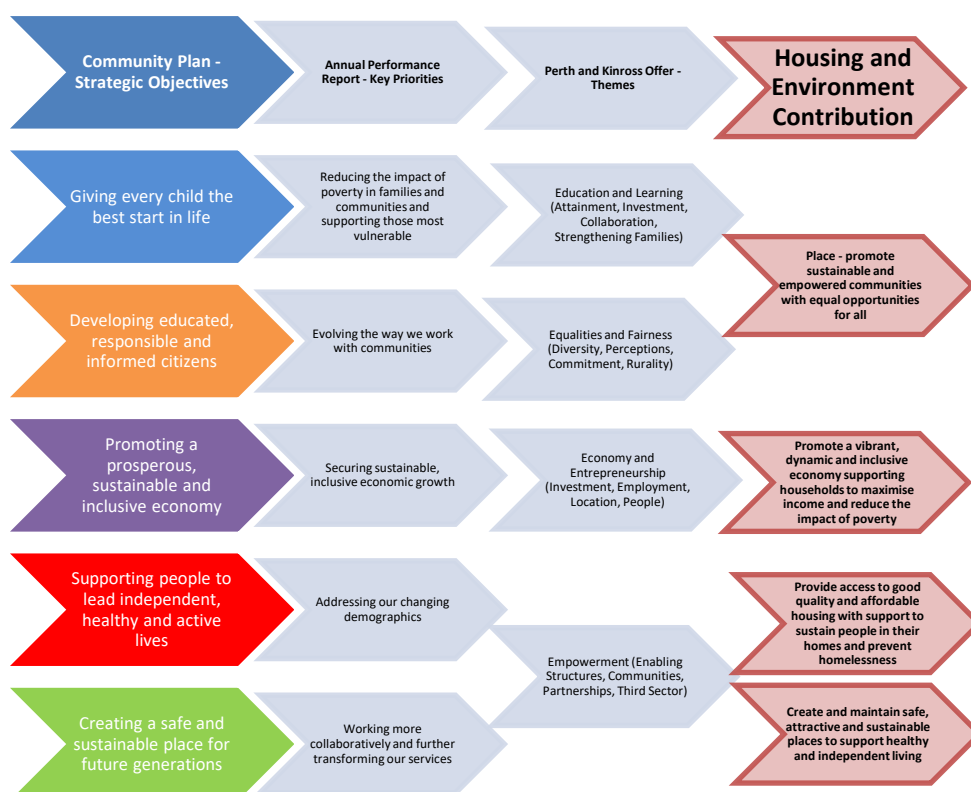
### OUR VISION

We support the Vision of the Community Planning Partnership, for our area:

***“Creating a confident, ambitious and fairer Perth and Kinross, for all who live and work here.”***

This report and plan translates how Housing & Environment contributes towards the achievement of both the vision and the strategic objectives set out within the Community Plan and Corporate Plan in the delivery of positive outcomes for our citizens and communities. The following diagram set out how the Housing and Environment objectives fit with the wider corporate and Community Planning strategic priorities.

### THE COUNCIL’S STRATEGIC OBJECTIVES



The delivery of these outcomes is underpinned by our shared ethos and culture:-



# GIVING EVERY CHILD THE BEST START IN LIFE & DEVELOPING EDUCATED, RESPONSIBLE AND INFORMED CITIZENS

## Our contribution:

Teams across Housing and Environment have a key role in giving every child the best start in life and in helping to develop responsible and informed citizens. We continue to work with all partners to achieve positive outcomes and deliver the Fairer Futures ambition to give every child a **strong start** and **equal footing in life** in respect of chances, choice and confidence.

Overcrowding, homelessness, dampness, fuel poverty, poor neighbourhood condition, and negative aspects of place and community can have a detrimental impact on our children and young people's developmental milestones, educational attainment, emotional wellbeing and wider outcomes in life.

Our contribution includes preventing and responding to homelessness by ensuring that families have immediate access to good quality housing. We recognise that good quality affordable housing, of the right size and close to family networks, employment and education can positively impact on children and young people. Through our Common Housing Register and Housing Options approach, we aim to meet the housing needs of households in our communities.

We recognise the significant challenge faced by all services and communities in tackling and mitigating the impact of child poverty. We are supporting the development of the Child Poverty Action plan and have a key contribution to make in mitigating and addressing child poverty in the area through a focus on:

- maximising our tenants incomes, reducing households costs and maintaining rents at affordable levels
- minimising fuel poverty
- supporting the availability of affordable public transport
- supporting digital connectivity within rural areas
- the delivery of employability initiatives
- investment in a range of activities to sustain and grow our economy

Open space allows children and young people to be physically active and challenge themselves so they sleep and eat well and form healthy habits. We know that children and young people who play outdoors often have better social networks, are more confident and are more involved in their local communities than those who are outside less often.

We recognise that communities value opportunities that enable children to play outdoors including green space, parks and in their local streets.

Our contribution is significant. Our Community Greenspace team ensures the provision and maintenance of 142 high quality play parks, paths and open spaces, along with a range of activity programmes and educational events that encourage family activity and sport. Our local spaces are well designed, maintained and free to use, so all children and young people can get involved – regardless of their background, gender, age, stage or ability.

We recognise the importance of the whole play landscape for children and young people, and where appropriate take measures to curb or calm traffic, provide well-lit footpaths and walk ways, gathering spaces and litter bins. Our Community Safety team work with communities and Police Scotland to address any concerns and ensure that young people feel safe.

Our Public Transport team organises travel to school for school age children and, through active engagement with schools and parent teacher associations, we raise awareness and undertake enforcement of safe parking around schools.

## Performance Summary for 2018/19

A proactive approach to early intervention and prevention through a range of measures including the integrated schools programme, family mediation, our hospital and prison discharge protocols and personalised budgets has led to a **reduction of 6.1%** in the overall number of households presenting as homeless (from 999 in 2017/18 to 938 in 2018/19).

Positively, the number of families presenting as homeless over the last 12 months has **reduced by 24% from 306 to 232**, demonstrating our continued commitment to minimising the impact of homelessness on children.

We have reviewed our Integrated Schools Programme during 2018/19. The programme, initially focussed on homelessness and housing issues facing young people, has been enhanced to incorporate awareness of drug and alcohol issues. The sessions enable young people to think about their personal attitudes and values which influence homelessness and their decisions about drug and alcohol use. Sessions have been delivered to all S3 and S4 pupils in the majority of our secondary schools.

While the overall reduction in homeless presentations is very encouraging, we continue to face challenges in supporting young people with their housing situations. A small increase in the number of young people presenting as homeless can, in part, be attributed to our proactive schools programme and the delivery of comprehensive information for young people on housing options. This demonstrates that young people are accessing and receiving professional advice and assistance in respect of their housing circumstances.

In April 2018, we introduced personalised budgets to allow frontline staff to use this fund for homeless prevention or to respond to crisis situations.

Nationally, many Local Authorities have been criticised for their continued use of Bed and Breakfast and indeed for breaches of the Unsuitable Accommodation Order, whereby households with children are placed into B&B accommodation for longer than 7 days. In Perth and Kinross we have not used B&B routinely for a number of years, and where we do, this is in response to emergency situations such as fires, floods or domestic abuse cases that occur over the weekend.

During 2018/19, there were 4 short stay bed and breakfast placements of one or two nights while alternative housing was sought. This is a significant achievement in the **national** context of homelessness with 345 breaches of the Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014, between April and September 2018 across Scotland. Perth and Kinross Council have not breached the Unsuitable Accommodation Order since 2008.



Our 1.5% rent increase has placed us at around the 6<sup>th</sup> lowest Local Authority rent in Scotland and ensured that our rent levels remain affordable to all of our tenants. The installation of a range of home improvements and energy saving measures across our housing stock and within the private sector has helped to reduce household fuel bills and minimise fuel poverty. These measures support our commitment to mitigating the impacts of child poverty for many of our households.

This year, our intergenerational work involved primary school children interacting with residents within our sheltered housing complex to share skills. Residents were able to help children with projects on the eco system by sharing their gardening knowledge and the children were able to assist residents to develop technological skills.

During the year the Housing Team have revised our child and vulnerable adult policy and procedures. Staff across the service have continued to attend relevant child protection training and to further enhance our person centred approach, we undertook a programme of awareness training to staff in relation to Adverse Children Experience (ACE).

Officers from Housing and Community Greenspace have played a key role in supporting colleagues in Education & Children's Services with the development and implementation of the Perth and Kinross Play Strategy. This has a particular focus on play in the community and a review on the Council's Playground Strategy.

Community Greenspace has continued the programme of capital investment upgrading 9 play areas during 2018/19. These included community led improvements at St Fillans with a new play area and MacRosty Park in Crieff with the completion of a new 'all abilities' extension of the play area. A further 4 play area upgrades have started on site and design work for the next priority sites, including engagement with local schools and workshops is underway.

A new seven year café franchise has been opened at the South Inch Pavilion in Perth, seeing significant private investment in developing a much enhanced facility beside the premier children's play area.

In partnership with Pitlochry High School, the Cairngorms National Park Authority and the John Muir Trust our Community Greenspace Team supported, the Junior Ranger programme in Highland Perthshire. Young participants completed a weeks' course, learning about the National Park, exploring new areas, getting involved in conservation projects and learning bush craft skills. The week concluded with a presentation to parents and past pupils. A follow-up programme, run at weekends and during school holidays, enables pupils to participate in conservation management and practical tasks.

The Council's Westbank site has developed its role as a community asset where people and partners work together. It offers Modern Apprenticeships in horticulture and other related outdoor skills and activities: In Addition, young people who have disengaged at school are able to come to the site and gain an insight to work, learn new skills, and develop qualifications in partnership with their school.

The Council's wider capital investment plan including schools has allowed the Service to leverage community benefits related to construction activities being planned and in progress. Graduates, school placements and training opportunities/achievements are tracked and form part of continuous improvement targets.

The cumulative impact of our work has been significant. We have minimised the impact, stigma and duration of homelessness for many children and young people. Participation in outdoor play, intergenerational activities and work experience has enhanced many young people's resilience, confidence, social skills and general wellbeing. Our commitment to staff training ensures that children and young people at risk are identified and protected.

## **Our Focus for 2019/2020**

- In collaboration with partners, develop and publish our Local Child Poverty Action Report in response to The Scottish Government's Child Poverty Delivery Plan 2018-22 "*Every child, every chance*"
- Deliver planned investment in new schools, play areas and community greenspaces and road safety measures.
- Continue active engagement with partners to deliver community benefits in the form of training, employability skills and work placements as a dividend of the Council's capital investment.

# PROMOTING A PROSPEROUS, SUSTAINABLE AND INCLUSIVE ECONOMY

## Our contribution:

Through the Tay Cities Regional Economic Strategy, we will deliver inclusive growth by addressing inequality of economic opportunity, improve productivity by supporting the creation of higher value, better paid jobs, and deliver a more prosperous and fairer future for people in our area. The agreed heads of terms for the Tay Cities Deal will see over £150m of new Scottish and UK Government investment in our area over the next 10-15 years, in addition to the significant £600m capital investment already committed by the Council.

Our Local Development Plan sets out policies and proposals to ensure our area continues to be an attractive place to live and has a good supply of housing and employment land.

Together with other public, private and third sector partners, we invest in physical and digital infrastructure; business and skills development; events and festivals to sustain and grow our economy. We also want to attract new businesses and employment into the area and collectively continue our drive to make Perth one of Europe's greatest small cities.

It is important that we harness our investment to ensure that those most in need of employment are not excluded. We adopt an Inclusive Growth approach including, for example, the use of Community Benefit clauses in our contracts, whenever possible and encouraging payment of the Scottish Living Wage. We positively influence employment rates and average earnings by supporting businesses and individuals directly, as well as through our partnerships with Business Gateway, Growbiz and Employment Connections Hub services.

We will also continue to work with the private sector to ensure all households across Perth and Kinross can access superfast broadband and that our key settlements have access to a Full Fibre Network.

We support our tenants and residents to maximise their income through signposting and supporting them to enhance and develop their skills. By doing so, we aim to enhance their employment opportunities and contribute to the Fairer Futures aims under Fairer Working Lives.

We continue to focus on the delivery of efficient services to ensure that our tenants' rents remain at levels that are affordable to them, based on local income levels.

## Performance Summary for 2018/19

Following 20 months of discussions and negotiations, the Heads of Terms for the Tay Cities Deal were agreed in November 2018. The Deal will result in the biggest ever injection of capital into the wider region over a 10 year period, with almost 50% of the £350 million funding being allocated to projects physically located in Perth & Kinross that will deliver economic impact regionally and nationally.

Significant progress was also made in delivering the economic development priorities contained within the Council's capital programme. Work commenced at the former St John's primary school in Perth to deliver the Creative Exchange – one of the most exciting projects of its type in Scotland providing a home for the Famous Grouse Ideas Centre, workspace for creative industries businesses, and teaching facilities for Perth College UHI students. A café and exhibition area will also be provided to encourage public interaction with both visitors and local residents.

Outreach programmes with North Perth communities is an important part of the Creative Exchange's inclusive growth ethos. In the city centre, work also commenced on the reimagining of the former St Paul's Church to provide a new public performance space.

The second Perth and Kinross Local Development Plan was also approved by the Council and submitted for examination prior to seeking adoption in 2019. This is a milestone document setting out the Council's policies and proposals to support sustainable economic growth as well as creating great places.

A core part of economic development activity is our support for business growth. Over the past year, Business Gateway supported 321 business start-ups and 39 early stage growth companies. Business Gateway ran 54 start-up workshops and 7 existing business workshops. European Regional Development Funding led to 136 businesses accessing expert help particularly on exporting. 42 individuals participated in our Famous Grouse Accelerator Programme and 270 individuals were given Human Resources support and advice. We also continued to support the Growbiz Programme in rural Perth & Kinross which is targeted at micro-business and social enterprise creation.

A key milestone was achieved at the Perth Food & Drink Park with the completion of five food manufacturing units. All five of these units are now leased with demand being expressed for a further phase.

The Council recognises that inclusive growth across our large geography will be assisted by ensuring residents and business have access to super and ultra fast broadband. The Scottish Government's R100 programme continues to roll out access to superfast broadband. The Council, along with Tay Cities partners, submitted an ambitious bid in 2018 to the UK Government to use public sector buildings as hubs for the roll-out of ultrafast broadband in larger communities outside Perth.

Although unemployment across Perth and Kinross remains low, there are still many workless households, or households where income levels are too low. A total of 407 people were assisted into work through the Employment Connections Hub. In 2018/19, the new EmployabilityTAY project was delivered across the region focussing on individuals with specific employment barriers and in Perth and Kinross we achieved 59 job outcomes. Across the programme, we achieved a 68% outcome rate, which is well above the national standard of 55% for employability outcomes. The Council launched its Rural Micro Enterprise Fund which offered grants towards 90% of eligible project costs to a maximum value of £5,000. The scheme was oversubscribed with a total of 36 applications approved in 2018/19.

Two Construction Skills Academies were run to secure job opportunities on the A9/A85 construction project, illustrating the important role our major capital projects can play in delivering wider Community Benefits. One Hospitality Skills Academy was also delivered to assist rural hotel address recruitment/retention issues.

Our Inward Investment activities in 2018/19 included working with the Lamberkine Trust to convert aspiration into an investor ready proposition that could feature in the Scottish Cities Alliance Pitch Book, promoting hotel investment and development opportunities at an event in London in partnership with Scottish Development International and attending MIPIM 2019, again to promote hotel investment opportunities.

The Winter Festival is now a major highlight of Scotland's events calendar, and the 2018/19 programme was no exception with the Christmas Lights switch-on event alone generating an estimated £1.96 million of net additional expenditure. Our Scotland's Tay Country travel trade campaign generated 11 new business opportunities in Perth and Kinross and we supported 15 businesses to attend the VisitScotland Expo.

We undertook a range of measures to maximise income and reduce household costs:-

- 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. Our average rent level is 20% lower than similar housing options in the area and our rent levels remain around the 6<sup>th</sup> lowest in Scotland.
- 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.
- The continuing investment, in energy efficiency improvements (such as installation of new central heating systems, renewable technologies, and wall insulation) is helping people lower energy bills and increase the energy efficiency of our housing stock.

## **Our Focus for 2019/20**

- Commence delivery of the funded Tay Cities Deal projects with a site start on the new cultural attraction at Perth City Hall; and complete our key projects at St Paul's and Creative Exchange.
- Engage with investors to support the investment and delivery of additional hotel capacity within Perth City.
- Deliver economic development activity to:
  - (i) establish a new Rural Recruitment Incentive, supporting rural business to recruit young rural residents.
  - (ii) introduce new support to businesses for Market and Trade Development
  - (iii) review and enhance our support for Inward Investment
- Deliver the £1.9m Town Centres Fund to stimulate and support town centres as well as establish the Perth City Centre Action Group.

## SUPPORTING PEOPLE TO LIVE INDEPENDENT, HEALTHY AND ACTIVE LIVES

### Our contribution:

Our staff play a central role in supporting people to live life well, wherever they stay, and whatever their stage in life. Every day, we work closely with our partners, tenants and residents to enable people to remain in their homes, preventing homelessness and ensuring housing needs are identified and met.

Safe and secure housing is a basic human need, and through our Local Housing Strategy we ensure people have access to the right type of housing and support to enable them to live as independently as possible at home. Our Housing Service is a partner with Perth and Kinross Health and Social Care Partnership, and plays a key role in helping to achieve the national health and wellbeing outcomes.

People are living longer and many are healthy and independent. However, people who experience ill health or have a range of support and care needs - due to mental health, homelessness, learning disability, age, substance misuse issues for example - often need additional support. Our Floating Housing Support Service enables vulnerable individuals at risk of losing their tenancy to live independently and maximise their independence. It aims to provide short term personal outcomes focussed support, on both a practical and emotional level, to help people live independently.

We ensure that housing developments are flexible and meet the housing for varying needs standards to address people's existing and longer term needs. Many of our new build properties are designed to facilitate independent living to meet the specific needs of households in the area for example wet floor showers, wheelchair access, assisted bathing facilities and additional bedrooms for carers. We undertake a range of minor and major adaptations, such as property extensions, the installation of safety rails and ramps, stair lifts and level access showers to allow people to live in their existing homes.

We keep Perth and Kinross on the move, so that people stay mobile, connected and able to access services and activities. We manage and maintain the 2,700 kilometres of roads network. We ensure that people who rely on parking, can do so by providing parking spaces for motorists with disabilities and supplying around 2,500 blue badges each year. One in five households across Perth & Kinross does not have access to a vehicle. Our ongoing investment in public sector bus travel and community transport provides accessible transport to allow people to stay independent, participate in their communities and access vital public services and employment. Our Active Travel Strategy focuses on reducing car dependency and promotes active travel and health and well-being for all across Perth & Kinross.

Our community based activities help people access the significant social and health benefits from interacting with each other, often across generations, and connecting with our outstanding natural environment. Our Community Greenspace team is sector leading in encouraging local groups, by providing hands on support. The 45 Bloom groups are the longest established of these partnerships, and have over 450

committee members. Together with hundreds of volunteers, they deliver over 20,000 hours of voluntary effort on an annual basis. This brings communities together, uniting them behind a single, common purpose, to make towns and villages better places to live, and creates a strong sense of civic pride.

## Performance Summary for 2018/19

Home First continues to be successful and its sector leading approach is improving outcomes and reducing the stigma, experience and duration of homelessness for many households. We have submitted our [Rapid Rehousing Transition Plan](#) to the Scottish Government and the recommendations to further improve outcomes for homeless people will be implemented from April 2019. In their feedback, the Scottish Government commented that the outcomes from Home First “have been very impressive to date”. Our proactive approach to homelessness prevention has resulted in an overall 6% reduction in homeless presentations.

Our [Housing Contribution Statement](#) was presented to both the Health & Social Care Integrated Joint Board as well as Housing & Health Committee. This outlined the significant impact our services have in the delivery of some of the, key health and social care outcomes. We are currently establishing the Health & Social Care Partnerships commissioning requirements around their housing specifications to meet the needs of a wide range of client groups to support independent living.

We have continued to focus on our approach to increase the supply of affordable housing. During the year 162 new build properties have been delivered, 28 empty homes brought back into use, 26 properties purchased through the buy-back scheme and 1 property has been converted. These additional homes have enabled us to meet the housing needs of many households in the area and through the use of vacancy chains ensure that we are making best use of our existing stock to meet multiple needs.

Good quality housing has a direct impact on the general health and wellbeing of households improving emotional wellbeing, decreasing the risk of long-term health conditions and improving educational attainment. During 2017/18 we invested £9,828,00 in our Housing Capital Investment Programme to improve the condition and energy efficiency levels of our homes. Our compliance with the Scottish Housing Quality Standard is 96.15% against a national average of 94.2%. We have received a further funding award for 2018/19 of £1,345,635 through the HEEPS-ABS programme and 170 private homes are included within this proposal. A Warm Homes Funding Grant of £1.4M has also been secured, to encourage the installation of affordable heating solutions in fuel poor households who do not use mains gas as their primary fuel.

Through investment of £940,000 major capital refurbishment we delivered significant enhancements to 2 sheltered housing schemes within Perth City. The number of tenants within our sheltered housing units with dementia has increased and we have enhanced our training to enable our support staff to be equipped to meet the changing needs of our residents.

Working with a range of partners, we ensured that residents and tenants had access to services to allow their homes to be adapted to meet their changing needs. For example 89 major adaptations and 219 minor adaptations were made to council homes and 215 major adaptations and 240 small repairs to private home owners.

Supporting new tenants to sustain their homes is a key priority. Providing additional support and dealing with any concerns at the beginning of a new tenancy enables us to establish a

good tenant landlord relationship. Our target is to contact new tenants within 5 days of them receiving their keys. In 2018/19 we achieved this for 89% of new tenants, an increase from our 85% performance in 2017/18.

Having safe, welcoming and well-kept neighbourhoods has a positive impact on the general wellbeing of residents. Through our Estate Based Initiatives, we have continued to work with tenants and residents to deliver environmental improvements such as improved lighting, open spaces and car parking.

Working with a range of partners including the Centre for Inclusive Living and Living Streets Scotland, a number of audits were undertaken across Perth & Kinross. This assessed the overall quality of the accessibility and walkability of our streets to identify opportunities to improve the local walking environment and enable and encourage people of all ages and abilities to walk for every day journeys. The “Streets for Everyone” projects has been shortlisted in the Scottish Transport Awards 2019.

In addition to Perth’s successes at UK level, Perth and Kinross communities also had an incredible set of results in the Beautiful Scotland competition as follows:

- 3 gold medals, 2 silver gilt medals, 1 silver medal and 1 bronze medal.
- Bridge of Earn (Brig in Bloom) was awarded Best Large Village in Scotland.
- The Royal Horticultural Society have nominated Perth for the 2019 Champion of Champions competition. There are only five communities chosen from across the whole of the UK so this is a significant achievement.

Feedback from Local Action Partnerships, along with the recommendations of the Fairness Commission, highlight public transport as a significant concern for many rural communities. We have established a Perth & Kinross wide Community Transport Forum, with a community led Chairperson. This brings together the shared expertise of local community transport groups, Council staff and other groups looking to develop their own community transport initiatives. Local groups successfully bid for £50,000 of Council funding to support the establishment of local community transport initiatives.

## **Our Focus for 2019/20**

- Implement the recommendations outlined within our Rapid Rehousing Transition Plan, to extend our successes in tackling homelessness
- In collaboration with the Health and Social Care Partnership, develop and progress actions within the Independent Living Plan
- Create the conditions for healthy, active lifestyles through our joint work with Live Active Leisure to develop a robust business case for a redeveloped Perth Leisure Pool facility, and submit a comprehensive bid to the Sustrans Community Links fund to deliver an ambitious cycle network around Perth.



# CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS

## Our contribution:

Our outstanding natural landscapes, and the high quality of our urban environment, play an important role in supporting economic growth, improving health and wellbeing, and providing us with a strong sense of identity, while being a principal reason why so many people choose to visit, live and work in Perth and Kinross.

In Housing and Environment, we are committed to ensuring that everyone in Perth & Kinross has the right to live in a safe and secure environment, within neighbourhoods that are well maintained and have a positive community spirit. Our Safer Communities Team operate throughout the area. Their preventative role provides reassurance to members of the public while providing valuable information for Community Planning Partners to reduce the risk of harm to people in communities.

For the minority of people in our community who place their own interests over others, to cause harm to people, or damage to the environment, our Regulatory Services of Environmental Health and Trading Standards use persuasion and, if necessary, enforcement powers to protect the health, safety and wellbeing of Perth & Kinross. This team also leads on monitoring and measures to improve air quality standards.

We work closely with our public service partners to ensure public protection. An example of this is our shared proactive approach to public events. Through the multi agency Safety Advisory Group, we work with Police Scotland, the Scottish Fire and Rescue Service, NHS Tayside, and the Scottish Ambulance Service to identify upcoming public events, and influence the organisers to ensure any risks are minimised.

The safety of our roads, is a high priority for our communities. Our Traffic and Network team work with elected members and communities to identify locations where road safety improvements, such as road re-design, road crossings and vehicle activated signs, are required. We lead the design and installation of these solutions to support the continued safety of road users and pedestrians. We work closely with groups such as the Centre for Inclusive Living Perth & Kinross to ensure our footways and carriageways are accessible to people with a range of mobility requirements.

Our many rivers and other watercourses help define our iconic scenery, but can also present a flood risk to residents and businesses. We work closely with local communities, SEPA and the Scottish Government to tackle flood risk - from providing local guidance and keeping watercourses clear, to developing and maintaining major multi-million pound flood schemes which protect numerous properties.

The land use planning system contributes to both enhancing and protecting our built and natural environment as well as supporting economic growth. The second Local Development Plan (LDP2) sets out our policies and programmes to achieve this and following its examination, it will be formally adopted by the Council later in 2019.

Responding to the climate change agenda is a key challenge for local authorities. We lead the delivery at local level on policy and targets as outlined in national Climate Change, Energy, Waste and Fuel Poverty strategies. This ensures we proactively address climate change issues, tackle pollution, minimise energy consumption, reduce and recycle waste, and promote low energy, and active transport options.

## Performance Summary for 2018/19

Perth & Kinross Council and Bertha Park Ltd worked collaboratively through a clear partnership approach to progress the Bertha Park Strategic Development Site from conception, through Masterplan and to delivery of the first residential units within 5 years. This approach has supported the delivery of Phase 1 of the Perth Transport Futures project, the new Bertha Park Secondary School as well as future delivery of 3,000 dwellings including 750 affordable houses and 25 hectares of employment land. This commitment to partnership working was recognised at the Scottish Awards for Quality in Planning 2018 with an award under the Partnership Category.

The supply of effective housing land has supported an increase in house completion rates during 2018-19 to a level similar to pre recession performance. We have exceeded our annual new build target of 550 units by delivering a total of 605 homes:

- 414 private housing properties
- 191 social rented houses, of which 68 are council homes
- Invested circa £10m on council houses across Perth and Kinross area

Phase 1 of the Perth Transport Futures Project has provided a new link road from the A85 across the A9 dual carriageway and River Almond into Bertha Park. This was recognised on the Social Value Portal as an effective approach to delivering on social value which involved engaging the local community, engagement events at schools, work placements, creation of 16 apprentices, graduates and trainees as well as raising funds for local charities. The specimen design for Phase 2 (the Cross Tay Link Road) is being developed and £40m funding has been secured, adding to the committed Council resources.

Once implemented these will reduce congestion and improve air quality whilst opening up opportunities for the sustainable economic growth of the City of Perth.

We contribute to the sustainable use of resources, by continuing to be one of the leading Council's in Scotland in achieving high levels of diversion of municipal waste from landfill (53%) This generates financial savings, and provides recycled materials for manufacturing, minimising the need to use raw materials. We developed a set of new initiatives which were approved by Committee, to increase our landfill diversion levels, to meet upcoming Scottish Government targets and upcoming legal requirements. This includes extending our kerbside recycling facilities, and increasing our support for separation of materials at recycling centres.

We participated in pilot studies relating to the development of Local Heat and Energy Efficiency Strategies (LHEES), with support from Scottish Government and the Scottish Cities Alliance. These studies investigated methods for the identification and targeting of energy efficiency measures such as demand reduction and district heating schemes. Our study is now coming to a close and lessons learned will be shared with both Scottish Government and other local authorities to help develop robust methodologies to enable wider roll out across Perth & Kinross. Development and implementation of LHEES is likely to become a statutory duty after the transition period ends in 2020.

Our Flooding team completed the Almondbank Flood Protection Scheme with £25m of works undertaken, to give reassurance and protection to households and businesses in the local area.

We successfully bid to be part of Scottish Government "Can-Do " funded competition to investigate the application of Smart Energy Networks across the PKC estate. Smart Grids can ensure the best possible balance between renewable generation, storage and

utilisation. They have the potential to deliver energy related cost savings as well a possible revenue generation. Five private sector teams are currently developing models of potential prototype systems.

We engage closely with many rural communities to support local resilience, which prepares them to be ready for extreme weather, flooding, power outages or any other disruption to normal activities. Participation has reached the highest level - 24 community groups now have resilience plans in place, and tailored support has been provided to other groups to enhance their local capability.

Our Food Safety team achieved the Customer Service Excellence standard for the 20<sup>th</sup> year in a row, demonstrating the continued dedication of the team to delivering the highest standards of customer focus and public protection.

With the support of additional investment in 2018/19 our Traffic and Network team led the introduction of 63 vehicle activated speed signs, 3 formal pedestrian crossings (with up to a further 14 designed for planned installation in 2019/20), 4 new rural footways/cycleways, 8 town street audits, and speed mitigation measures in Braco and on the A977.

The Council, with financial assistance from Transport Scotland, continues to roll out electric charging stations across Perth and Kinross. There have been 10 installations completed in a number of rural towns and villages across Perth & Kinross.

During 2018/19, the Safer Communities Team supported 203 clients under Community Payback Orders to undertake Unpaid Work in local communities amounting to 28,472 hours.

In 2018/19, we completed 63 projects through Estate Based Initiatives. Through our environmental improvements programme, we also invested £500,000 across Perth & Kinross to improve the safety and appearance of localities. Works included the repair and reconstruction of perimeter/retaining walls, improvements to footpaths, secure door entry upgrades, retardant paint in blocks of flats, new perimeter fencing and car park re-surfacing.

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.

We have reduced energy consumption in PKC buildings. Carbon dioxide emissions for 2018/19 were 15% lower than the same period in 2017/18. Emissions continue to fall due to actions taken by Property Services (maximum heating temperatures, lighting upgrades etc) aided by using electricity from more sustainable sources.

Through the Tay Cities Deal, we successfully made the case for funding of a Low Carbon Transport Hub at Broxden. This will include provision for hydrogen fuelling as a potential route to the decarbonisation of transportation. We will continue to develop the business case around this. In addition, we will advocate a wider regional approach to the development of this strategic resource, developing close collaboration with Tay City Deal Partners, and potential private sector stakeholders, linking to emerging renewable energy developments and laying the foundations for infrastructure deployment.

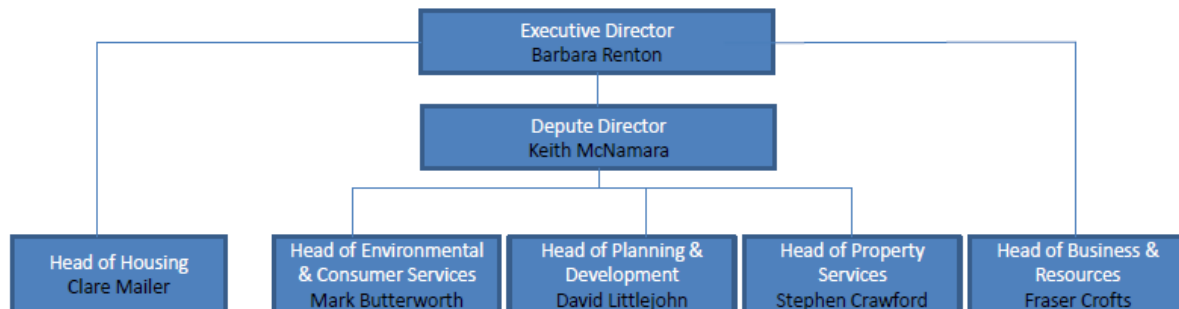
From our monitoring, exceedances of national air quality objectives have been identified within the high street corridor in Crieff. Following extensive analysis and consultation, a comprehensive draft Air Quality Action Plan (AQAP), which detailed the short and long term improvement measures to tackle air quality issues, was agreed by the Environment and Infrastructure Committee in September 2018.

## Our Focus for 2019/20

- Develop a new Climate Change Strategy for Perth and Kinross, setting out our plans and actions to lower our carbon usage, reduce our costs, and meet our obligations on upcoming regulatory requirements.
- Further reduce, reuse and recycle municipal waste, to meet Scottish Government targets of 60% recycling/composting of municipal waste by 2020 and assist in meeting the ban on biodegradable waste to landfill by 2021.
- Develop major infrastructure projects which aim to protect communities from the impact of climate change (Comrie Flood Protection); promote sustainable travel while improving traffic congestion and air quality in Perth City Centre (Cross Tay Link Road); and develop sustainable transport solutions (Low Carbon Transport Hub at Broxden)

### 3. ORGANISED TO DELIVER

#### Senior Management Structure of the Service



#### Customer Focus and Community Engagement

As a customer focussed organisation, we continually explore improved ways to ensure that the needs of our service users are at the heart of service design and delivery.

We employ a wide range of methods of engagement, ranging from information sharing to consultation and active engagement, where we design and deliver services with our communities. The consultation process on the Local Development Plan was recognised as a model of good practice which offered a wide range of opportunities for the public to have their input.

There are many examples of our employees helping local communities to develop their skills, abilities and capacity to address their own needs, such as Local Action Partnerships, Local Resilience Partnerships, Bloom Groups and Estate Based Initiatives.

We recognise that our expertise and levels of engagement are not uniform across the Service, and have developed a new Policy and Framework for Consultation and Engagement, where we can use best practice to drive a consistent approach throughout Housing & Environment. The new corporate Consultation Hub is an example of one tool we can use support better engagement with our communities.

Our customer surveys show high satisfaction levels amongst the majority of responders, although keeping customers up to date on progress with their enquiries remains an area for improvement. We will continue to develop new approaches to effectively manage both current and future demand for our services and keep our customers informed of progress. For example, our roads safety priorities are now assessed on an objective scoring basis and the relative priority of each scheme will shared publicly online this year.

Our regulatory activities such as Environmental Health, Development Management and Building Standards can seem complex to users of these services. We need to balance ensuring regulatory standards are maintained with taking a customer focussed approach to support users of the service through these legislative processes.

Tenant satisfaction results for “opportunities for tenants to participate in decision making” are sector leading at 99%. We offer a wide range of opportunities for tenants to participate and through ongoing engagement with our tenants, they determine our annual service priorities and their level of rent increase each year. This year, the number of tenants who voted on proposed rent levels increased by 298% to 1,064 from the previous year.

Our Service Review and Evaluation (SURE) Team continue to review the services we provide and have recently concluded an evaluation of our Tenement Management Scheme, making recommendations for further improvement. We continue to deliver the Tenant and Resident Participation Strategy. This year, we introduced two new tenant/staff working groups around the monitoring of our Housing Revenue Account Monitoring Group and our Tenant and Resident Participation Strategy.

Narrowing inequalities gaps and building family and community capacity are challenges which sit at the heart of our role as public servants. By focussing on dealing with the symptoms of disadvantage and inequality by tackling their root causes, we make a difference to our most vulnerable citizens to give people an equal chance in life while balancing the sustainable use of public resources.

This has been demonstrated through the successes of our sector-leading Home First initiative which we are taking to the next stage through our Rapid Rehousing Plan. Housing and Environment Staff are leading on a joint approach with NHS to develop a Child Poverty Action Plan for Perth & Kinross. We will extend this proactive approach, wherever possible, to systematically embed preventive interventions across all our services.

#### **Our priorities are to:**

- Roll out the new consultation and engagement approach for Housing & Environment approved at Strategic Policy Resources Committee in April 2019.
- Further integrate our systems and processes to incorporate customer and citizen feedback into service delivery improvement., using a clear “You Said, We Did” approach.

## **Preparing our People for the Future**

At the very heart of Housing and Environment is the commitment and dedication of those who work in the Service. We have collectively focussed on leadership, organisational culture and employee engagement to support the integration of our new Service to manage the pace and scale of reform and retain our talented and dedicated workforce.

We are committed to supporting and maintaining a high performing workforce with the capabilities and resilience to meet the changing demands of public service delivery. We do this through shared learning and ensure time for our people to develop, and reflect on how we need to change - ‘time for reflection’ is one of the seven themes of the Service’s culture and ethos.

We support learning and development, particularly in areas such as digital skills, commercial/ entrepreneurial activity and community capacity building - developing new working relationships with our communities and promoting fairness - as well as working across organisational boundaries as more services are delivered on a collaborative basis.

We will continue our work on restructuring the service to ensure that job roles are flexible and responsive to the changing needs of the organisation. Recent developments with our job families initiative have contributed to this flexible approach. This will provide opportunities for personal and professional development, create opportunities for employees to fully participate and develop leadership at all levels. Succession planning and growing our own will continue to be a focus as we seek to develop strong leaders and a responsive workforce to navigate the complex challenges to transform service delivery.

We recognise the pressures on recruiting and retaining people in several key work areas and we will build on our successes with Graduate Trainees and Modern Apprentices to attract more young people into our work activities.

Sustaining effective employment relationships is vital as we collectively build a relationship of trust to create the conditions for fair work, equality, diversity, dignity and respect.

#### **Our priorities are to:**

- further develop and implement our employee engagement programme led by a cross Service working group to establish a shared understanding of our purpose, to further embed our culture and ethos and have a shared understanding of how we all contribute to deliver the best possible service.
- progress our approach to workforce planning and organisational development to identify and develop talent at all levels and promote staff development and succession planning supported by job families.

## **Partnership Working**

We continue to look for collaborative working opportunities with other Councils to unlock efficiencies, share best practice and potentially allow us to offer services to our communities that could otherwise be unachievable in the current financial climate. This approach is evident in the collaborative work undertaken to secure the Tay Cities Deal and the establishment of the new Roads Network Partnership.

We also work in partnership with local, national developers, housing associations and the Health & Social Care Partnership. This is to extend the supply of affordable mainstream and social housing to design and build homes that meet the needs of people now, and in the future, so that people can live as independently as possible and live life well.

A practical example of successful partnership at locality level is the improved local resilience to severe weather events through the development of 24 Local Resilience Partnerships with rural communities. Further opportunities to work more closely in partnership with local communities have been developed, through our contribution to Local Action Partnerships, in areas such as transport in the community. A new Perth & Kinross Community Transport group, led by community representatives has been established, with support from our staff.

#### **Our priorities are to:**

- contribute to the development of the Perth & Kinross Offer while continuing to support the Local Action Partnerships in the co-ordination and delivery of priority needs for local areas, through their Local Action Plans, to encourage active, self-sustaining and resilient communities.
- continue to support the Health & Social Care Partnership in the delivery of the outcomes within their strategic commissioning plan.



## Financial and Resource Management

Housing and Environment manages a gross annual revenue budget of £134m and a 10 year capital budget of c£400m. The Housing Revenue Account has an annual revenue budget of £30m and a 5 year capital allocation for investment of £68m.

As part of the Budget Setting process for 2019/20, we received additional funding for priorities including economic development and road safety. This will be delivered through planning and appropriate allocation of resources to best realise the intended benefits.

We face the ongoing challenge of meeting an ever increasing demand for high quality services, with decreasing resources both in terms of funding and staff. In addition, we are responding to market pressures for some of our income generating services - for example Commercial Property, planning and building warrants and recycled waste - as well as having to meet the cost of contract inflation and inflationary increases for core service provision.

Our approach to asset management and rationalisation is a key part of our response to the financial challenges. One of our strengths is the ownership our staff have for managing capital and revenue budgets, with financial decisions being made by staff closest to the delivery of services.

Supporting our tenants to maximise their incomes and meet their rent obligations continues to be challenging as many households on low incomes are struggling to meet their daily living costs. The impact of universal credit is evident in our arrears levels and we are progressing a range of measures to support our tenants. We continue to monitor the effects of universal credit and financial hardship on our tenants, as well as the HRA business plan, to ensure we are planning effectively and mitigating these impacts.

A key element of our strong financial management has been our transformation and service redesign programme. We are focussed on delivering our existing transformation reviews and recognise the need to develop further transformative opportunities for innovation, such as shared working and digital services to respond to the financial challenges ahead.

### Our priority is to:

- ensure the Service makes best use of the resources allocated to it (financial, IT, people, assets) in delivering on the priorities and outcomes set out in this document.

## Performance, Self Evaluation and Risk Management

Our ambitious objectives were agreed jointly through engagement with our staff. These are critical to ensuring Housing and Environment delivers on the Council's, and the Community Planning Partnership's, wider strategic ambitions.

Performance plans are developed from this Business Management and Improvement Plan (BMIP) into team plans and individual work plans. The Senior Management Team is accountable and responsible for the delivery and review of BMIP outcomes and objectives. We have revised our Performance Framework to further enhance our systematic approach.

Progress is regularly monitored at the Executive Officer Team, Corporate Management Group, the Service Management Team, Service Committees, as well as Divisional and Team meetings. The Scrutiny Committee also has a valuable role to play in monitoring our performance.



This development of our APR and BMIP has been informed by the 'How Good is our Council?' toolkit, which allows us to reflect on and assess our performance and identify areas for improvement. Our priorities are also influenced by the outcome of external inspection reports from scrutiny bodies, customer feedback, and the employee survey and engagement sessions.

We undertake a range of benchmarking activities through forums such as the Scottish Housing Network; Housemark; Association of Public Service Excellence; the Local Government Benchmarking Framework and its family groups including Active Asset Management. This allows us to measure our performance at a national level, and identify innovative and new ways of working to drive improvement.

As our services are publicly funded, we are accountable to the public for the spending decisions we make and the services we deliver. Through our public performance reporting arrangements, we continue to raise awareness of our services, how well we are doing and where we need to improve.

Risk management is embedded within the day to day operations of the Service and forms part of our Performance Management Framework. We have developed a risk profile for the new Service which is regularly reviewed in line with the Council's risk management policy and procedures, ensuring risks are also escalated to the appropriate forum. For example, the risk identified through our process around the exit from the European Union was escalated and a collaborative approach to agree mitigating actions was taken across the Council and its Community Planning Partners.

| Strategic Objective                                                                                                                                                          | Service Risk                                                                                                                                                                                                                                                                           | Residual Risk |       |       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-------|-------|
|                                                                                                                                                                              |                                                                                                                                                                                                                                                                                        | Impact        | Prob. | Score |
| Promoting a prosperous, inclusive and sustainable economy                                                                                                                    | As a result of the withdrawal from the EU with "No Deal" there is a risk of economic downturn and a reduction in housebuilding, business expansion and investment as well as the availability of skilled staff.                                                                        | 4             | 5     | 20    |
|                                                                                                                                                                              | As a result of reduction in general fund settlements, there is a risk there is less funding for universal discretionary and regulatory services impacting on our ability to meet current and future demands, expectations and standards.                                               | 3             | 5     | 15    |
|                                                                                                                                                                              | Without strong stakeholder engagement, there is a risk that we fail to deliver on the expectations of the Community Empowerment Act                                                                                                                                                    | 3             | 3     | 9     |
| Creating a safe and sustainable place for future generations                                                                                                                 | As a result in changes in demographics of the population, there is a risk that our housing stock (new and old) does not meet the needs of the population, impacting on the delivery of key service and council objectives                                                              | 3             | 5     | 15    |
| Organised to Deliver                                                                                                                                                         | As a result of the pace of technological developments, there is a risk that we fail to keep up and invest in technologies impacting on our ability to meet stakeholders' expectations as well as the inability to streamline our processes and address inequity in access to services. | 3             | 3     | 9     |
| <b>KEY : Impact:</b> 1 - Insignificant 2 - Minor 3 – Moderate 4 – Major 5 – Critical<br><b>Probability:</b> 1 – Rare 2 – Unlikely 3 – Possible 4 – Likely 5 – Almost Certain |                                                                                                                                                                                                                                                                                        |               |       |       |

**Our priority is to:**

- embed our Performance Management Framework controls across Housing and Environment to evidence that performance is driving improvement and to understand the reasons why this is not the case.

## **Health and Safety**

We fulfil the corporate role to support the entire organisation in meeting its legal obligation as well as providing a duty of care to employees and people who may be affected by our activities.

We follow the corporate governance arrangements for Health, Safety and Wellbeing and ensure that staff and elected members across the Council are familiar with the Corporate Occupational Health and Safety Policy, and guidance.

We consult with all staff through the Service Health & Safety Consultative Committee. Membership of the Committee includes senior managers from every area within the Service as well as safety representatives from all the trade unions.

As part of our self-evaluation, we are taking a fresh look at the way our health and safety team assist colleagues in services meet their responsibilities to ensure, this assistance is practical and customer focussed.

Health and Safety performance is regularly reported to individual management teams and is included within the key performance monitoring process to the Senior Management Team. The Health & Safety team will also continue to support all Services and the Corporate Health and Safety Committee in the delivery of their functions.

**Our priority is to:**

- review the application of Health & Safety Policy and Management arrangements to ensure the corporate Health & Safety team provides a customer focused approach, while ensuring safety standards are maintained.

## 4. SERVICE IMPROVEMENT PLANS

The following section provides an update on Service Improvement Plans for 2018/19 and the key areas for focus in 2019/20.

### Service Improvement Plan 2018/19: Progress Update

| Our Focus and Major Change for 2018/19                     | Key High Level Actions                                                                                                                                        | Delivery Time-scales | Comments on Key Actions and Outcomes Delivered                                                                                                      |
|------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Strategic Objective:</b>                                |                                                                                                                                                               |                      |                                                                                                                                                     |
| Developing a Prosperous, Inclusive and Sustainable Economy | Continue the Commercial Property Investment Programme<br>(E & I Committee)                                                                                    | 31 March 2019        | Continues to be delivered in line with approved programme. A revised CPIP will be submitted to Committee in 2019.                                   |
|                                                            | Support the delivery of the Perth City Plan<br>(E & I Committee)                                                                                              | 31 March 2019        | Plan reviewed in September 2018 and a number of enhancements and revisions required. Revised Plan to be considered by the Board by 2019.            |
|                                                            | Deliver the projects agreed through the Tay Cities Deal<br>(E & I Committee)                                                                                  | 31 March 2019        | Heads of Terms signed and planning underway to support delivery.                                                                                    |
|                                                            | Complete the A9/A85 link road, and continue to develop the Cross Tay Link Road<br>(E & I Committee)                                                           | 31 March 2019        | A9/A85 - Completed – Officially opened on 1 February 2019.<br>Cross Tay Link Road – Design work is progressing.                                     |
|                                                            | Complete and publish the updated Local Development Plan<br>(E & I Committee)                                                                                  | 31 March 2019        | Plan published in September 2018 – adoption post examination by a Reporter appointed by the Scottish Ministers is expected late Summer 2019.        |
| Independent, Healthy and Active Lives                      | Ensure we are supporting the implementation of Full Service Universal Credit<br>(H & C Committee)                                                             | 31 March 2019        | Introduced the tenancy sustainment fund.<br>Continue to monitor the impact of UC and undertake analysis.<br>Appointed peripatetic Housing Officers. |
|                                                            | Delivery of the key priority areas outlined within the Local Housing Strategy<br>(H & C Committee)                                                            | 31 March 2019        | Progress update presented to Housing & Communities Committee 15 May 2019                                                                            |
|                                                            | Delivery of a range of Estate Based Initiative projects identified and prioritised in consultation with tenants across Perth and Kinross<br>(H & C Committee) | 31 March 2019        | 63 projects delivered throughout Perth & Kinross                                                                                                    |

## Service Improvement Plan 2018/19: Progress Update

| Our Focus and Major Change for 2018/19                       | Key High Level Actions                                                                                                                                                     | Delivery Time-scales | Comments on Key Actions and Outcomes Delivered                                                                                                                                                                                |
|--------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Strategic Objective:</b>                                  |                                                                                                                                                                            |                      |                                                                                                                                                                                                                               |
|                                                              | Support the delivery of the Fairness Commission's Fairer Futures report<br>(H & C Committee)                                                                               | 31 Dec 2018          | Developing P&K Child Poverty Action Report<br>Maintained affordable rents                                                                                                                                                     |
|                                                              | Produce a Rapid Rehousing Transition Plan<br>(H & C Committee)                                                                                                             | 31 March 2019        | Plan submitted to Scottish Government and reported to Housing & Communities Committee – 23 January 2019                                                                                                                       |
|                                                              |                                                                                                                                                                            |                      |                                                                                                                                                                                                                               |
| Creating a Safe and Sustainable Place for Future Generations | Complete the Crieff Air Quality Action Plan<br>(E & I Committee)                                                                                                           | 31 March 2019        | Public consultation concluded and final plan to be submitted to Committee in August 2019.                                                                                                                                     |
|                                                              | Create a new "Transport in the Community" Group with local community groups, and with expert support, to develop new community transport initiatives.<br>(E & I Committee) | Dec 2018             | Group established and chaired by a community representative.                                                                                                                                                                  |
|                                                              | Produce a revised Road Safety Plan                                                                                                                                         | 31 March 2019        | Led by the Scottish Fire & Rescue Service through the Community Planning Partnership Plan                                                                                                                                     |
| Governance and Management                                    | Complete the management review following the merger of two Services into Housing and Environment                                                                           | 31 March 2019        | Head of Service review complete and posts filled. Work is ongoing in relation to the overall service structure.<br><br>Aims, objectives along with culture and ethos work undertaken and is ongoing across the whole service. |
| Customer Focus and Community Engagement                      | Integrate systems and processes from two former Services to ensure consistent monitoring and reporting of complaints, requests and feedback                                | 31 March 2019        | A revised Performance Management Framework has been approved and work is ongoing to embed throughout the Service.                                                                                                             |
|                                                              | Ensure effectiveness of feedback loops to keep customers up to date with progress on their requests                                                                        | 31 March 2019        | New policy approach to customer consultation and engagement developed by H&E Service.                                                                                                                                         |
|                                                              | Review consultation and engagement approaches, ensuring consistency and good practice across all parts of Housing and Environment                                          | 31 March 2019        | Engagement Strategy to be updated to reflect the outcome of the development of the P&K Offer.<br><br>Consultation and feedback to our customers will be through the new PKC Consultation Hub.                                 |
|                                                              |                                                                                                                                                                            |                      |                                                                                                                                                                                                                               |

## Service Improvement Plan 2018/19: Progress Update

| Our Focus and Major Change for 2018/19 | Key High Level Actions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Delivery Time-scales | Comments on Key Actions and Outcomes Delivered                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Strategic Objective:</b>            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Preparing our people for the Future    | <p>Develop and implement a service specific plan with particular emphasis on:</p> <ul style="list-style-type: none"> <li>Bringing the new service together in terms of culture, strategy, structure, synergy and systems</li> <li>Continuously improving how we engage, communicate and value contribution</li> <li>Ensuring fair work and wellbeing</li> <li>Developing skills in priority areas of commercial, business, digital, community engagement and equality/diversity</li> <li>Managing skills requirements in areas of growth and hard to fill roles (flexible workforce/transferable skills – linked to job families)</li> </ul> | 31 March 2019        | <p>Plan implemented with culture and ethos established for the Service – designed and agreed via engagement with staff.</p> <p>New Service structure developed and shared with staff via large scale engagement activities in December 2018. Phase 1 of new structure implemented with the appointment of Heads of Service - January 2019</p> <p>Staff have integrated systems relating to risk management, performance monitoring, consultation &amp; engagement, and human resources support</p> <p>Several staff engagement sessions held to develop Service approaches in business approach, engagement and empowerment.</p> |
| Preparing our people for the Future    | Develop our approach to workforce planning to ensure a suitable supply of qualified employees                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 31 March 2019        | Modern Apprentices and Graduate trainees appointed in areas where there are recruitment challenges such as Traffic, Structures & Flooding, Fleet Maintenance, Regulatory Services.                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|                                        | Prepare a communications plan to manage the integration of the new Service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 30 Sept 2018         | Communications plan prepared and implemented. Communications delivered through a range of means such as delayed office opening sessions, blogs, 'H&E News', H&E ERIC site, videos, service engagement sessions, visits to teams by Director/ Depute                                                                                                                                                                                                                                                                                                                                                                              |
| Partnership and Collaborative working  | Support the five Action Partnerships in the coordination and delivery of priority needs for local areas, evidence this through Local Action Plans and follow up support activities by Housing and Environment                                                                                                                                                                                                                                                                                                                                                                                                                                | 31 March 2019        | Action Partnerships are supported to tackle local issues regarding public transport, road safety, housing supply and digital connectivity.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

## Service Improvement Plan 2018/19: Progress Update

| Our Focus and Major Change for 2018/19 | Key High Level Actions                                                                                                                                                                                                                          | Delivery Time-scales         | Comments on Key Actions and Outcomes Delivered                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Strategic Objective:</b>            |                                                                                                                                                                                                                                                 |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                                        | Implement the collaboration with Dundee and Angus Councils for Roads Network, Street Works and Traffic Signals Management (E & I Committee)                                                                                                     | 1 Nov 2018                   | Continue to monitor progress – revised implementation date 1 May 2019.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                        | Develop further collaborative opportunities with other local authorities                                                                                                                                                                        | 31 March 2019                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                                        | Support the delivery of the Council's capital programme to achieve objectives in project delivery and spend. (E & I Committee)                                                                                                                  | 31 March 2019                | Officers continue to deliver the capital programme with support from the Capital Programme Office                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                                        | Deliver on the Transformation Reviews being led by Housing and Environment: <ul style="list-style-type: none"> <li>Property Asset Management</li> <li>Housing Repairs</li> <li>Equip, Engage, Empower</li> <li>Sponsorship of Assets</li> </ul> | As per individual timescales | Work is ongoing to deliver these transformation reviews.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                                        | Develop proposals for future service improvement and transformational activities                                                                                                                                                                | As per individual timescales | <p>New Rapid Rehousing Plan developed - December 2018</p> <p>New approach to improved prioritisation of road safety requests approved by E&amp;I Committee - March 2019</p> <p>New Cycling Masterplan developed, to transform key routes into Perth city and support modal shift from car use and approved by E&amp;I Committee - March 2019</p> <p>New collaboration with Dundee City and Angus Councils for roads network and urban traffic control approved by E&amp;I Committee November 2018</p> <p>Proposals developed to expand commercial waste and recycling services to generate additional income.</p> |
|                                        |                                                                                                                                                                                                                                                 |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

## Service Improvement Plan 2018/19: Progress Update

| Our Focus and Major Change for 2018/19                                                   | Key High Level Actions                                                                                                                                                                                       | Delivery Time-scales | Comments on Key Actions and Outcomes Delivered                                                |
|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-----------------------------------------------------------------------------------------------|
| <b>Strategic Objective:</b>                                                              |                                                                                                                                                                                                              |                      |                                                                                               |
| Performance, Self-Evaluation and Risk Management                                         | Integrate performance monitoring, reporting and publishing                                                                                                                                                   | 1 Nov 2018           | Performance Management Framework approved.                                                    |
|                                                                                          | Ensure a robust approach to benchmarking is taken across all parts of Housing and Environment                                                                                                                | 31 March 2019        | This will be further developed through the embedding of the Performance Management Framework. |
|                                                                                          | Complete the new risk profile for Housing and Environment                                                                                                                                                    | 1 Nov 2018           | Completed and built into the Service Performance Risk Management Framework                    |
| Giving every child the best start in life & Developing responsible and informed citizens | In collaboration with partners develop and publish our Local Child Poverty Action Report (H & C Committee)                                                                                                   | July 2019            | Head of Housing                                                                               |
|                                                                                          | Deliver planned investment in new schools, play areas and community greenspaces and road safety measures. (E & I Committee)                                                                                  | March 2020           | Head of Property<br>Head of Environmental & Consumer Services                                 |
|                                                                                          | Continue active engagement with partners to deliver community benefits in the form of training, employability skills and work placements as a dividend of the Council's capital investment (E & I Committee) | March 2020           | Senior Management Team                                                                        |
| Promoting a prosperous, inclusive and sustainable economy                                | Continue the Commercial Property Investment Programme (E & I Committee)                                                                                                                                      | Ongoing              | Head of Planning & Development                                                                |
|                                                                                          | Support the delivery of the Perth City Plan (E & I Committee)                                                                                                                                                | Ongoing              | Head of Planning & Development                                                                |
|                                                                                          | Commence the delivery of the projects agreed through the Tay Cities Deal (E & I Committee)                                                                                                                   | 2022                 | Head of Planning & Development                                                                |
|                                                                                          | Develop the Cross Tay Link Road (E & I Committee)                                                                                                                                                            | 2023                 | Head of Planning & Development                                                                |
|                                                                                          | Complete St Paul's Church and Creative Exchange projects (E & I Committee)                                                                                                                                   | 2019/20              | Head of Property                                                                              |
|                                                                                          | Deliver the £1.9m Town Centre Fund and set up the Perth City Centre Action Group (E & I Committee)                                                                                                           | March 2020           | Head of Planning & Development                                                                |
|                                                                                          |                                                                                                                                                                                                              |                      |                                                                                               |



## Service Improvement Plan 2018/19: Progress Update

| Our Focus and Major Change for 2018/19                          | Key High Level Actions                                                                                                                                                                                                                                        | Delivery Time-scales | Comments on Key Actions and Outcomes Delivered |
|-----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------------------------------------------|
| <b>Strategic Objective:</b>                                     |                                                                                                                                                                                                                                                               |                      |                                                |
|                                                                 | Engage with investors to support the investment and delivery of an additional hotel capacity within Perth City (E & I Committee)                                                                                                                              | March 2020           | Head of Planning & Development                 |
|                                                                 | Deliver the priorities economic development activity in this BMIP (E & I Committee)                                                                                                                                                                           | Ongoing              | Head of Planning & Development                 |
| Supporting people to live independent, healthy and active lives | In collaboration with the Health & Social Care Partnership, develop and progress actions within the Independent Living Plan (H & C Committee)                                                                                                                 | March 2020           | Head of Housing                                |
|                                                                 | Implement the recommendations outlined within our Rapid Rehousing Transition Plan (RRTP) (H & C Committee)                                                                                                                                                    | March 2020           | Head of Housing                                |
|                                                                 | Through joint working with Live Active develop a robust business case for a redeveloped Perth leisure Pool facility as well as submitting a comprehensive bid to the Sustrans Community Links fund to deliver a cycle network around Perth. (E & I Committee) |                      |                                                |
|                                                                 | Continue to take forward actions within Air Quality plans (E & I Committee)                                                                                                                                                                                   |                      | Head of Environmental & Consumer Services      |
|                                                                 | Develop a new Climate Change Strategy for Perth and Kinross (E & I Committee)                                                                                                                                                                                 |                      | Head of Environmental & Consumer Services      |
|                                                                 | Further reduce, reuse and recycle municipal waste (E & I Committee)                                                                                                                                                                                           |                      | Head of Environmental & Consumer Services      |
|                                                                 | Develop major infrastructure projects – Comrie flood protection, promote sustainable travel and develop sustainable transport solutions (E & I Committee)                                                                                                     |                      | Head of Environmental & Consumer Services      |
|                                                                 |                                                                                                                                                                                                                                                               |                      |                                                |
| Organised to Deliver                                            | Further embed our Engagement & Communication strategy across the Service                                                                                                                                                                                      | March 2020           | Depute Director                                |
|                                                                 | Further integrate our systems and processes to incorporate customer and citizen feedback into service delivery improvement                                                                                                                                    |                      |                                                |
|                                                                 | Further develop our employee engagement programme                                                                                                                                                                                                             | March 2020           | Depute Director                                |



## Service Improvement Plan 2018/19: Progress Update

| Our Focus and Major Change for 2018/19 | Key High Level Actions                                                                                    | Delivery Time-scales | Comments on Key Actions and Outcomes Delivered |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------|----------------------|------------------------------------------------|
| <b>Strategic Objective:</b>            |                                                                                                           |                      |                                                |
|                                        | Progress our approach to workforce planning and organisational development                                | March 2020           | Depute Director                                |
|                                        | Contribute to the development of the Perth & Kinross Offer                                                | March 2020           | Depute Director                                |
|                                        | Deliver on existing transformation review and generate proposals for further innovations and efficiencies | March 2020           | Senior Management Team                         |
|                                        | Embed our Performance Management Framework across the Service                                             | March 2020           | Senior Management Team                         |
|                                        | Review our Health & Safety Policy and Management arrangements                                             | March 2020           | Head of Business Resources                     |

The following section provides a performance update on key performance indicators for 2018/19.

**GIVING EVERY CHILD THE BEST START IN LIFE & DEVELOPING, RESPONSIBLE AND INFORMED CITIZENS**

**Key Performance Indicators for 2018/19**

*(Data covering to year end unless otherwise stated)*

| Indicator (Source)                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Performance |         |         | Targets                                                                     |         |         |         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------|---------|-----------------------------------------------------------------------------|---------|---------|---------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 2016/17     | 2017/18 | 2018/19 | 2018/19                                                                     | 2019/20 | 2020/21 | 2021/22 |
| Number of families presenting as homeless (Housing and Communities Committee)                                                                                                                                                                                                                                                                                                                                                                                             | 319         | 306     | 232     | Regulatory guidance advises the setting of targets would not be appropriate |         |         |         |
| <b>Comments on performance during 2018/19 and targets:</b> Through a continued focus on intervening early and supporting households to prevent homelessness, we have reduced the number of families presenting as homeless this year. The impact of this has been to reduce the stigmas and experience of homelessness for many families, ensuring that current accommodation is sustained or that suitable alternative housing is identified before homelessness occurs. |             |         |         |                                                                             |         |         |         |
| Number of overcrowded households (Housing and Communities)                                                                                                                                                                                                                                                                                                                                                                                                                | 115         | 108     | 109     | 99                                                                          | 110     | 105     | 100     |
| <b>Comments on performance during 2018/19 and targets</b><br>The number of overcrowded households fluctuates as the composition of applicants households change e.g. due to births, relationship changes etc. We will, however, continue to focus on allocations of larger peroperties through our Housing Options approach and by maximising vacancy chains created through new builds and buy backs.                                                                    |             |         |         |                                                                             |         |         |         |

## PROMOTING A PROSPEROUS, INCLUSIVE AND SUSTAINABLE ECONOMY

### Key Performance Indicators for 2018/19

(Data covering to year end unless otherwise stated)

| Indicator (Source)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Performance |         |         | Targets |         |         |         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------|---------|---------|---------|---------|---------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 2016/17     | 2017/18 | 2018/19 | 2018/19 | 2019/20 | 2020/21 | 2021/22 |
| Gross arrears as a % of gross rent due for the reporting year<br>(Housing and Communities Committee)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 10.05       | 10.38   | 10.38%  | 9       | 8.75    | 8.5     | 8.5     |
| Rent collected as a % of the total rent due in the reporting year<br>(Housing and Communities Committee)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 99.59       | 98.73   | 98.57%  | 100     | 98.6    | 98.7    | 98.8    |
| <p><b>Comments on performance during 2018/19 and targets:</b> In June 2018, we moved to full service Universal Credit (UC) which has had a major impact on rent arrears and rent collection. In some cases, the payment received from DWP for Managed Payments can take up to 8 weeks resulting in a degree of technical rent arrears.</p> <p>The increase in arrears levels is similar to other Councils who moved to full service earlier in the roll out. Close monitoring and management of arrears levels, collection rates and the impact of UC continues. This pro-active approach ensures we are mitigating, wherever possible, the impacts of UC on our tenants and the HRA business plan.</p> <p>During the year, the Council wrote off a higher level of former tenant arrears. This approach was in line with that taken nationally and will be reflected in our gross arrears in 2019/20. (<i>Scottish Averages Gross Rent Arrears 5.2% and 99.4% for Rent Collection</i>)</p> |             |         |         |         |         |         |         |

| Indicator (Source)                                                                                                                                                                | Performance |         |                   | Targets |         |         |         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------|-------------------|---------|---------|---------|---------|
|                                                                                                                                                                                   | 2016/17     | 2017/18 | 2018/19           | 2018/19 | 2019/20 | 2020/21 | 2021/22 |
| Economic impact of events supported by the Council<br>(Environment and Infrastructure Committee)                                                                                  | -           | £9.6m   | £11.6 m           | £10m    | £11m    | £12m    | £13m    |
| Number of new businesses started up with support from Business Gateway<br>(Environment and Infrastructure Committee)                                                              | -           | 321     | 241<br>(Feb 19)   | 300     | 325     | 330     | 330     |
| No. of businesses supported by a growth programme<br>(Environment and Infrastructure Committee)                                                                                   | -           | 40      | 18<br>(Feb 19)    | 40      | 45      | 50      | 55      |
| Perth City Centre Footfall (Nos) % above the national level<br>(Environment and Infrastructure Committee)                                                                         | 9.2%        | 5.8%    | 1.9%<br>(Feb 19)  | 4.0%    | 4.0%    | 4.0%    | 4.0%    |
| % of vacant retail units in Perth City Centre<br>(Environment and Infrastructure Committee)                                                                                       | 9.2         | 9.4     | 7.9<br>(Feb 19)   | 9.2     | 9.0     | 8.8     | 8.5     |
| Area of available Serviced business land (Ha)<br>(Environment and Infrastructure Committee)                                                                                       | 48.6        | 81.2    | Avail.<br>June 19 | 14.9    | 14.9    | 14.9    | 14.9    |
| % of Scottish average monthly earnings<br>(Environment and Infrastructure Committee)                                                                                              | 98.5        | 94.6    | 94.2              | 95      | 97      | 98      | 100     |
| % of working age population unemployed, based on the Job Seekers Allowance claimant count<br>(Environment and Infrastructure Committee)                                           | 1.1         | 1.1     | 0.8%<br>(Feb 19)  | 1.0     | 1.0     | 1.0     | 1.0     |
| No. of unemployed people supported into work as a result of Employability programmes supported by the Housing & Environment service<br>(Environment and Infrastructure Committee) | 425         | 449     | 391<br>(Feb 19)   | 450     | 460     | 475     | 500     |
| % of residential and business premises with access to Next generation broadband<br>(Environment and Infrastructure Committee)                                                     | 71.2        | 83.9    | 84.9%             | 90      | 95      | 97      | 100     |
| % of employees paid Living Wage                                                                                                                                                   | 21.6        | n/a     | 20.4              | 20.5    | 20      | 19.5    | 19      |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |  |  |  |  |  |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--|
| (Environment and Infrastructure Committee)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |  |  |  |  |  |  |
| <p><b>Comments on performance during 2018/19 and targets:</b> Performance across all employability projects in 2018/19 has been strong. Throughout this year, the service delivered has changed constantly owing to additional funding drawn down from Scottish Government Innovation and Integration Fund, as well as co-location with Skills Development Scotland for the Employment Connections Hub site in Perth City.</p> <p>The employability offer and focus has shifted towards those in the 'harder to help' categories due to the economic backdrop of 0.8% unemployment against a target of 1.0%. All programmes have had a focus of assisting clients with at least one barrier to employment. Employment outcomes in these categories translate to less pressure on a whole range of public services including housing, welfare rights, health services and more.</p> <p>Additional funding had been received from Scotland's Employer Recruitment Incentive providing 18 employment opportunities. Total investment in local businesses was £81,000 with a 100% job sustainment record at 13 weeks employment.</p> |  |  |  |  |  |  |  |

## SUPPORTING PEOPLE TO LIVE INDEPENDENT, HEALTHY AND ACTIVE LIVES

### Key Performance Indicators for 2018/19

(Data covering to year end unless otherwise stated)

| Indicator (Source)                                                                                               | Performance |         |         | Targets                                                                     |         |         |         |
|------------------------------------------------------------------------------------------------------------------|-------------|---------|---------|-----------------------------------------------------------------------------|---------|---------|---------|
|                                                                                                                  | 2016/17     | 2017/18 | 2018/19 | 2018/19                                                                     | 2019/20 | 2020/21 | 2021/22 |
| Number of housing options interviews completed (Housing and Communities Committee)                               | 2,435       | 2,438   | 2,705   | Regulatory guidance advises the setting of targets would not be appropriate |         |         |         |
| Number of households presenting as homeless (Housing and Communities Committee)                                  | 825         | 999     | 938     | Regulatory guidance advises the setting of targets would not be appropriate |         |         |         |
| Number of applicants assessed as homeless (Housing and Communities Committee)                                    | 706         | 829     | 749     | Regulatory guidance advises the setting of targets would not be appropriate |         |         |         |
| Number of people who slept rough the night before their homeless application (Housing and Communities Committee) | 26          | 24      | 16      | Regulatory guidance advises the setting of targets would not be appropriate |         |         |         |
| Average days in temporary accommodation (all types) (Housing and Communities Committee)                          | 131.98      | 81.53   | 70.1    | 80                                                                          | 80      | 80      | 75      |
| % of allocations to homeless households in permanent settled accommodation (Housing and Communities Committee)   | 60.7        | 56.3    | 51.8    | 50                                                                          | 50      | 50      | 50      |

**Comments on performance during 2018/19 and targets:** There has been a significant increase in the number of housing options interviews demonstrating that people are seeking advice and information about their housing situation at an early stage. A proactive approach to early intervention and prevention through a range of measures including the integrated schools programme, family mediation, our hospital and prison discharge protocols and personalised budgets has led to a reduction in the overall level of homeless presentations. Of those households who presented as homeless 78% were assessed as homeless (83% in 2017/18). Our Home First approach continues to achieve positive outcomes with an increased proportion of households moving directly into settled accommodation together with a reduction of 16% in the average length of stay in temporary accommodation.

Through our increased support provision and enhanced advice surgeries, the number of people that slept rough the night before their homeless application has reduced. However, despite this reduction the majority of people that slept rough did so following a relationship breakdown that night and did not seek assistance until the following day.

*Scottish Average for average days in temporary accommodation – 103.2 days*

## Key Performance Indicators for 2018/19

(Data covering to year end unless otherwise stated)

| Indicator (Source)                                                                                                                          | Performance |         |         | Targets |         |         |         |
|---------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------|---------|---------|---------|---------|---------|
|                                                                                                                                             | 2016/17     | 2017/18 | 2018/19 | 2018/19 | 2019/20 | 2020/21 | 2021/22 |
| % of tenants satisfied with the overall service provided (Housing and Communities Committee)                                                | 85.16       | 95      | 95      | 95      | 95      | 95      | 95      |
| % of tenants satisfied with opportunities given to them to participate in the landlords decision making (Housing and Communities Committee) | 74.45       | 98.74   | 98.74   | 98.74   | 98.74   | 98.74   | 98.74   |

**Comments on performance during 2018/19 and targets:** In line with the Charter requirements, we undertake a full tenant satisfaction survey once every 3 years. The information and targets are reflective of this approach.

*Scottish Average Satisfaction with overall service 90.5% and % tenants satisfied with opportunities to participate 85.9%*

| Indicator (Source)                                                                                                                               | Performance |         |         | Targets |         |         |         |
|--------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------|---------|---------|---------|---------|---------|
|                                                                                                                                                  | 2016/17     | 2017/18 | 2018/19 | 2018/19 | 2019/20 | 2020/21 | 2021/22 |
| Average time (in days) taken to complete approved applications for medical adaptations in the reporting year (Housing and Communities Committee) | 73.75       | 95.53   | 56.20   | 80      | 70      | 65      | 60      |

**Comments on performance during 2018/19 and targets:** There has been a significant improvement in performance and this has been achieved by revised processes where Work Planners schedule all minor adaptations. We have outsourced all bathroom, kitchen and major adaptations to the capital programme or Term Maintenance Contractors (The previous in-house social work adaptations team is now utilised for voids and repairs).

*Scottish average 51.3 days*

## CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS

### Key Performance Indicators for 2018/19

(Data covering to year end unless otherwise stated)

| Indicator (Source)                                                                                                              | Performance |         |         | Targets |         |         |         |
|---------------------------------------------------------------------------------------------------------------------------------|-------------|---------|---------|---------|---------|---------|---------|
|                                                                                                                                 | 2016/17     | 2017/18 | 2018/19 | 2018/19 | 2019/20 | 2020/21 | 2021/22 |
| Number of communities with local resilience plans (Environment and Infrastructure Committee)                                    | 20          | 22      | 24      | 24      | 26      | 28      | 30      |
| Emissions from Council properties (tonnes CO2) (Environment and Infrastructure Committee)                                       | 16,387      | 15,051  | 12,308  | 14,500  | 13,000  | 12,500  | 12,000  |
| Municipal waste collected that is recycled or composted (%) (Environment and Infrastructure Committee)                          | 55          | 55.5    | 53      | 56      | 58      | 60      | 60      |
| Vacant residential / commercial premises brought back into use (Environment and Infrastructure Committee)                       | 139         | 146     | 145     | 135     | 135     | 135     | 135     |
| Proportion of operational buildings that are suitable for their current use (Environment and Infrastructure Committee)          | 83.97       | 83.48   | 82.17   | 90      | 85      | 87      | 90      |
| Proportion of internal floor area of operational buildings in satisfactory condition (Environment and Infrastructure Committee) | 91.24       | 85.14   | 90.4    | 95      | 91      | 92      | 92      |

#### Comments on performance during 2018/19 and targets:

We are engaged with 32 communities across Perth and Kinross to strengthen local resilience. 24 communities have full local resilience partnerships, ensuring the capacity to prepare for and respond locally to emergency situations.

Carbon dioxide emissions for 2018/19 were 2,743 tonnes or 15% lower than 2017/18.

Emissions continue to fall due to actions taken by Property Services (maximum heating temperatures, lighting upgrades including LED, BMS controls, etc.) aided by a reduction in the conversion factors (especially for electricity due to the changing generation mix across the grid).

| Indicator (Source)                                                                                                                       | Performance |         |         | Targets |         |         |         |
|------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------|---------|---------|---------|---------|---------|
|                                                                                                                                          | 2016/17     | 2017/18 | 2018/19 | 2018/19 | 2019/20 | 2020/21 | 2021/22 |
| No of new publicly available social housing units including buy backs, conversions and empty homes conversions (Housing and Communities) | 126         | 159     | 246     | 200     | 200     | 200     | 200     |



## Key Performance Indicators for 2018/19

(Data covering to year end unless otherwise stated)

| Indicator (Source) | Performance |  |  | Targets |  |  |  |
|--------------------|-------------|--|--|---------|--|--|--|
| Committee)         |             |  |  |         |  |  |  |

**Comments on performance during 2018/19 and targets:** We have continued to focus on our strategic priority to increase the supply of affordable housing and, during the year, 162 new build properties have been delivered, 28 empty homes brought back into use, 26 properties purchased through the buy-back scheme and 1 property conversion.

These additional homes have enabled us to meet the housing needs of many households in the area and through the use of vacancy chains, ensure that we are making best use of our existing stock to meet multiple needs.

| Indicator (Source)                                                                            | Performance |         |         | Targets |         |         |         |
|-----------------------------------------------------------------------------------------------|-------------|---------|---------|---------|---------|---------|---------|
|                                                                                               | 2016/17     | 2017/18 | 2018/19 | 2018/19 | 2019/20 | 2020/21 | 2021/22 |
| Overall % of new tenancies sustained for more than a year (Housing and Communities Committee) | 89.8        | 88.1    | 86.1    | 90      | 89      | 89      | 90      |

**Comments on performance during 2018/19 and targets:** Supporting new tenants to sustain their homes is a key priority. This indicator measures the % of new tenants that have remained in their tenancy for more than a year. In many cases tenancies end for positive reasons such as a move to another area or a move due to the formation of a new household. A key focus is supporting younger tenants to sustain their tenancies.

Providing additional support and dealing with any concerns at the beginning of a new tenancy enables us to establish a good tenant landlord relationship. Our target is to contact new tenants within 5 days of them receiving their keys and in 2018/19 we achieved this for 89% of new tenants, an increase from our 85% performance in 2017/18. *Scottish Average 88.9%*

| Indicator (Source)                                                                                     | Performance |         |         | Targets |         |         |         |
|--------------------------------------------------------------------------------------------------------|-------------|---------|---------|---------|---------|---------|---------|
|                                                                                                        | 2016/17     | 2017/18 | 2018/19 | 2018/19 | 2019/20 | 2020/21 | 2021/22 |
| Average length of time taken (hours) to complete emergency repairs (Housing and Communities Committee) | 3.78        | 3.57    | 3.54    | 4       | 4       | 4       | 4       |
| % tenants satisfied with the repairs service (Housing and Communities Committee)                       | 90.24       | 90.42   | 90.9    | 95      | 92      | 93      | 94      |
| Average calendar days to re-let properties (Housing and Communities Committee)                         | 24.05       | 27.81   | 28.4    | 29      | 29      | 29      | 29      |
| % of rent due in the year that was lost due to voids (Housing and Communities Committee)               | 0.61        | 0.7     | 0.88    | 0.8     | 0.9     | 0.9     | 0.9     |

**Comments on performance during 2018/19 and targets:**

**Emergency Repairs** -We have maintained strong performance for repairs and continue to respond to emergency repairs within less than 4 hours. *Scottish average 4 days.*

**Tenant Satisfaction** – Performance has remained consistent over the past 3 years. The introduction of mobile working solutions will offer the opportunity to both improve the effectiveness of the service and the ability to electronically capture tenant views. *Scottish average 90%*

## Key Performance Indicators for 2018/19

(Data covering to year end unless otherwise stated)

| Indicator (Source)                                                                                                                                                                                                                                                                                                                                                                                           | Performance | Targets |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------|
| <b>Voids</b> – Increased stock and turnover has resulted in a overall 5 % increase in voids since the previous year. Despite this, good performance has been maintained enabling us to ensure properties are ready to let to new tenants as quickly as possible. Levels of void rent loss reflect the increased number of voids. <i>Scottish averages: re-let days 30.5 and rent loss due to voids 0.7%.</i> |             |         |

## Key Performance Indicators for 2018/19

(Data covering to year end unless otherwise stated)

| Indicator (Source)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Performance |         |                   | Targets |         |         |         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------|-------------------|---------|---------|---------|---------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 2016/17     | 2017/18 | 2018/19           | 2018/19 | 2019/20 | 2020/21 | 2021/22 |
| % of properties meeting the EESSH<br>(Housing and Communities Committee)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 76.5        | 80.2    | Avail.<br>May 19  | 84.4    | 90.5    | 100     | 100     |
| <b>Comments on performance during 2018/19 and targets:</b> We continue to perform well in relation to the Scottish Housing Quality Standard. During this year, we have managed to gain agreement from a number of owners to undertake common works such as the installation of Secure Door Entries across multi tenure. This has also contributed to an increase in our SHQS performance of approximately 0.5%. <i>Scottish average 94.2% (2017/18)</i><br><br>Compliance with the Energy Efficiency Standard for Social Housing (EESSH) at 80.2% remains above the national average and on target to meet the 100% by 20/21. <i>Scottish average 79.9% - as above</i> |             |         |                   |         |         |         |         |
| Overall level of public satisfaction with the way the antisocial behaviour complaint was dealt with<br>(Housing and Communities Committee)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 65.6        | 41.4    | Avail.<br>June 19 | 75      | 75      | 75      | 75      |
| % of ASB complaints resolved within locally agreed targets<br>(Housing and Communities Committee)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 96.68       | 81.23   | 81%               | 90      | 90      | 90      | 90      |

### Comments on performance during 2018/19 and targets:

The reduced performance is largely due to a number of complex cases that are unable to be resolved within the locally agreed timescales of 20 days. As a result of changes to the Housing (Scotland) Act 2014 work, is underway to focus on recording outcomes of anti-social behaviour. *Scottish average 87.9%*

## CHANGED/DELETED PERFORMANCE INDICATORS

The following is a list of performance indicators which have changed since last year's BMIP or have been deleted.

| Deleted Changed/Indicators                                                           |             |         |                 |         |                                                                                                                                                                                           |
|--------------------------------------------------------------------------------------|-------------|---------|-----------------|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator (Source)                                                                   | Performance |         |                 | Target  | Reasons for Change/Deletion                                                                                                                                                               |
|                                                                                      | 2016/17     | 2017/18 | 2018/19         | 2018/19 |                                                                                                                                                                                           |
| % of council dwellings that are energy efficient (Housing and Communities Committee) | 100         | 99.8    | Avail<br>May 19 | 100     | This indicator is to be deleted as it is covered by the % of properties meeting the EESSH. We will continue to monitor performance at an operational level. <i>Scottish average 97.6%</i> |
| Average time taken to complete non-emergency repairs                                 | 13.42       | 8.59    | 9.17.           | 8.0     | Emergency repairs is one of the key priorities set by tenants. This will be continued to be monitored at an operational level                                                             |



## **PERTH AND KINROSS COUNCIL**

### **Housing and Communities Committee**

**15 May 2019**

#### **Annual Update on Perth and Kinross Local Housing Strategy 2016-2021**

#### **Report by Executive Director (Housing and Environment) (Report No. 19/143)**

This report asks Committee to note progress in implementing the Local Housing Strategy for Perth and Kinross previously approved at Housing and Health Committee on 25 May 2016. It also seeks approval for the revised Action Plan for 2019/2020.

### **1. BACKGROUND / MAIN ISSUES**

- 1.1 The Housing (Scotland) Act 2001 places a statutory requirement on local authorities to produce a Local Housing Strategy and provide regular progress updates. The strategy must set out its priorities and plans for the delivery of housing and housing related services over a five year period.
- 1.2 The Local Housing Strategy 2016-2021 was approved at Housing and Health Committee on 25 May 2016 (Report No.16/234 refers). The first annual progress update was reported to Housing and Communities Committee on 1 November 2017 (Report No.17/363 refers) with the second annual progress update reported to Housing and Communities Committee on 22 August 2018 (Report No. 18/255 refers). This report provides the third annual progress update in implementing the strategy.
- 1.3 Our Local Housing Strategy was developed through a series of themed workshops to discuss the main issues and agree priorities with key stakeholders. This included local communities and tenants, housing professionals, community care and health partners, specialists in other related disciplines and contractors. Follow on workshops have been held periodically to review progress and modify actions in the plan, where necessary.
- 1.4 A Local Housing Strategy Steering Group, comprising of Lead Officers for each of the themes within the Strategy, ensures the contribution of other Council services towards increasing the supply of affordable housing. This group meets quarterly and monitors progress towards the annual targets set in the strategy.

## 2. PROPOSALS

- 2.1 The annual progress report for 2018/19 is attached in Appendix 1. The Local Housing Strategy has the following four strategic objectives. Key areas of progress in delivering the outcomes include the following:

### 2.2 Supply of Housing and Sustainable Communities

**Our aim** is to 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.

During 2018/19, **we have**:

- delivered a total of 191 social housing completions, 30 shared equity houses and 26 buy backs across the Perth and Kinross area.
- included, within our new build developments, a number of wheelchair adapted properties and homes were designed to facilitate independent living to meet the specific needs of households in the area.
- supported the completion of the Muirton Regeneration Programme led by Caledonia Housing Association, in partnership with Perth and Kinross Council and Fairfield Housing Co-operative, realising the long term regeneration objectives to revitalise the Muirton area.

**The impact** of these activities has been to meet housing need in the area, providing housing for a number of households. The additional social housing also enabled turnover within the overall stock. This has reduced waiting lists and met a range of housing needs in the area including overcrowding, alleviating homelessness and addressing medical need.

### 2.3 Housing and Homelessness

**Our aim** is to promote safe and secure communities for residents of Perth and 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.

During 2018/19 **we have**:

- continued the successful delivery of Home First which has a considerable impact on outcomes for homeless people and has been recognised as sector leading. In December 2018, we submitted our Rapid Re-housing Transition Plan to the Scottish Government. In the feedback, they commented that “the outcomes of Home First have been very impressive to date”.
- continued to deliver efficiencies through our Repairs Transformation programme.
- undertaken extensive engagement and consultation with our tenants around their priorities and future rent levels.

- submitted our 2018/19 Annual Return on the Charter (ARC) to the Scottish Housing Regulator (SHR). This was our strongest submission since its introduction with strong levels of performance across all areas of service delivery.
- Perth & Kinross Council is one of only two Scottish local authorities where the Scottish Housing Regulator (SHR) has advised that they do not require further monitoring and assurance activity in the current year. This reflects our ongoing commitment to delivering high quality housing services for tenants and homeless people.
- continued to deliver services to the satisfaction of our tenants. Four of the six tenant satisfaction survey indicators placed the Council as the top performing local authority in Scotland for tenant satisfaction.
- maintained our commitment to provide affordable housing to our tenants; our rent levels are around the 6<sup>th</sup> lowest in Scotland and the most affordable in Perth and Kinross. (Average rent: PKC £69.14; RSL £82.79; Scottish Local Authority £71.87)

**The impact** of these activities has been the delivery of a good performing, high quality value for money service for our tenants. We have minimised the impact, stigma and duration of homelessness on people in Perth and Kinross. Tenants indicate they are happy with the services we provide and feel we offer them a range of opportunities to participate in, and influence, our decisions.

## 2.4 Independent Living

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

During 2018/19 **we have**:

- undertaken extensive capital works within sheltered housing to improve the environment for residents.
- undertaken 308 medical adaptations to council homes (89 major and 219 minor), such as the installation of safety rails and ramps and more major property alterations.
- highlighted our contribution to the delivery of outcomes within the Health and Social Care Partnership's Strategic Plan in a report to the Integrated Joint Board on 15 February 2019 (Report No.G/19/11 refers) and Housing and Communities Committee on 20 March 2019 (Report No.19/78 refers). The report outlines the positive impact our services has made to the outcomes for people both in terms of health and wellbeing as well as enabling people to remain at home for longer.

**The impact** of these activities has been to enable many households to access housing or remain in their homes, with support or adaptations and services that are suitable for their current and future needs, enabling them to live independently for longer.

## 2.5 House Condition, Fuel Poverty and Climate Change

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

During 2018/19 **we have:**

- invested over £9 million in our housing stock including renewals of windows, doors, kitchens and bathrooms, central heating and secure door entry systems.
- continued to deliver our external wall insulation programme.
- supported a range of local engagement events to promote grant funded initiatives to improve home energy efficiency levels for private owners and landlords.
- continued to work with SCARF to deliver our Home Energy Advice Team (HEAT) service, providing free and impartial energy efficiency advice to households.

**The impact** of these measures ensures that our tenants' homes meet the SHQS and are well maintained. In addition, many owners and private tenants are benefiting from more energy efficient homes.

2.6 While good progress is being made towards delivering our outcomes, a number of challenges continue. These include:

- the geography of the area presents some specific challenges in relation to the availability of land for new housing. This requires a strong focus on collaboration with partners to develop new housing.
- changing demographics as 45% of our tenants are 65 or over. National and local projections indicate a significant increase in our older population over the next 20 years. This will require close working with Health and Social Care colleagues to plan ahead to meet these future demands.
- in June 2018, we moved to "full service" Universal Credit (UC), presenting challenges around rent collection and arrears levels. Ensuring we maximise collection rates is directly linked to our ability to continue to deliver high quality services to our tenants.
- there is a significant challenge faced by all services and communities in tackling and mitigating the impact of poverty. High housing costs can be key driver of poverty, with 1 in 5 of our children estimated to live in poverty and 30% of households classed as fuel poor. Mitigating the impact of poverty will be a key priority for the year ahead.



- 2.7 We have consulted with professional stakeholders on the key priorities and actions for the strategy in the coming year. All feedback has been reviewed and the new action plan for 2019/2010 is attached in Appendix 2.

### 3. CONCLUSION AND RECOMMENDATIONS

Significant outcomes have been achieved throughout 2018/19 in delivering the key outcomes of the Local Housing Strategy. Working collaboratively with all our stakeholders has been key to the delivery of our success. This will be further enhanced as the Service play its part in the development of the emerging Perth and Kinross Offer.

- 3.1 It is recommended that the Committee:

- I. notes the progress made during 2018/19 towards achieving the outcomes set out within the LHS (Appendix 1).
- II. approves the revised action plan for the implementation of the Local Housing Strategy (Appendix 2).

#### Author(s)

| Name         | Designation     | Contact Details                                                                                     |
|--------------|-----------------|-----------------------------------------------------------------------------------------------------|
| Clare Mailer | Head of Housing | <a href="mailto:TESCommitteeReports@pkc.gov.uk">TESCommitteeReports@pkc.gov.uk</a><br>01738 475 000 |

#### Approved

| Name           | Designation                                 | Date       |
|----------------|---------------------------------------------|------------|
| Barbara Renton | Executive Director<br>Housing & Environment | 3 May 2019 |

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

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

All Council Services can offer a telephone translation facility.

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

- 1.1 The Single Outcome Agreement for Perth and Kinross has five outcomes which provide clear strategic direction, inform decisions at a corporate and service level and shape resource allocation. The following are reflected in the LHS:

- *Giving every child the best start in life;*
- *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.*

#### Corporate Plan

- 1.2 The new strategy reflects the Council's corporate plan objectives listed above.

## **2. Resource Implications**

### Financial

- 2.1 Funding for the developments in this report come from the Council's new build housing programme, use of the second home Council Tax Fund and Developer Contributions for affordable housing.
- 2.2 The strategy sets out the 2016/2017 HRA and General Fund budgets. Budgets for 2017-2021 are subject to future budget decisions by the Council.

### Workforce

- 2.3 There are no workforce implications.

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

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

## **3. Assessments**

### Equality Impact Assessment

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

A report is has been prepared using the online integrated appraisal toolkit, available at <http://www.pkc.gov.uk/EqIA>

### Strategic Environmental Assessment

- 3.2 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.

A report is has been prepared using the online integrated appraisal toolkit, available at <http://www.pkc.gov.uk/EqIA>

### Sustainability

- 3.3 Under the provisions of the Local Government in Scotland Act 2003 the Council has to discharge its duties in a way which contributes to the achievement of sustainable development. Under the Climate Change (Scotland) Act 2009 the Council also has a duty relating to climate change and, in exercising its functions must act:

- in the way best calculated to delivery of the Act's emissions reduction targets;
- in the way best calculated to deliver any statutory adaptation programmes; and
- in a way that it considers most sustainable.

A report has been prepared using the online integrated appraisal toolkit, available at <http://www.pkc.gov.uk/EqlA>

#### Legal and Governance

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

#### Risk

- 3.5 The Housing and Environment Senior Management Team regularly review capital monitoring reports that highlight individual project progress and risk.

### **4. Consultation**

#### Internal

- 4.1 Elected Members of Perth and Kinross Council, Perth and Kinross Executive Officer Team, Senior Management within Perth and Kinross Council and all staff of Perth and Kinross Council were consulted on the draft strategy.

#### External

- 4.2 The following organisations were consulted on the draft LHS for 2016-2021:
- Community Councils
  - Community Planning Partnership
  - Registered Social Landlords
  - Local Estate Agents
  - Registered Private Landlords
  - Scottish Government
  - Neighbouring Local Authorities
  - National Parks
  - Equalities Groups
  - Registered Tenant Organisations
  - Perth and Kinross Interested Persons Database
  - Housing and Community Care Working Groups
  - Homes for Scotland
  - Private Landowners and Developers
  - Residents of Perth and Kinross
  - Other Partners Organisations within the Private, Public, and Third Sector

- 4.3 Internal and external partners were involved in reviewing the priorities and challenges to be addressed by the Strategy in 2019/2020 and an updated Action Plan has been developed.
- 4.4 The Tenant Committee Report Panel were consulted on this report. The panel found this report well laid out and easy to understand. They commended the Council on their forward thinking with reasonable targets set.

## **5. Communication**

- 5.1 A communications plan has been prepared to work with operational teams on delivery of the outcomes within this strategy.

## **6. BACKGROUND PAPERS**

There are no background papers.

## **7. APPENDICES**

Appendix 1 – Progress Update for 2018/19 on Local Housing Strategy 2016-2021.

Appendix 2 – Revised Action Plan for 2019/20.





## Appendix 1

# **PERTH AND KINROSS LOCAL HOUSING STRATEGY 2016 - 2021**



## **PROGRESS REPORT 2018/2019 AND REVISED ACTION PLAN 2019/2020**

# CONTENTS

|                                                  | Page      |
|--------------------------------------------------|-----------|
| <b>Introduction</b>                              | <b>3</b>  |
| <b>Strategic Context</b>                         | <b>5</b>  |
| <b>Progress Report 2018/19</b>                   |           |
| Housing Supply and Sustainable Communities       | 8         |
| Housing and Homelessness                         | 12        |
| Independent Living                               | 22        |
| House Condition, Fuel Poverty and Climate Change | 25        |
| <b>Housing Priorities for 2019/20</b>            | <b>31</b> |
| <b>Revised Action Plan 2019/20</b>               | <b>32</b> |



# 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 over a five year period as well as a requirement for this strategy to be regularly reviewed.

The [LHS 2016-2021](#) was approved by Housing and Health Committee on 25 May 2016 ([Report 16/234](#)). This is the third annual update on progress. Since its approval, the Council has been working with partners to deliver its outcomes, regularly engaging with stakeholders to raise awareness, and provide opportunities to revise and shape the plans to ensure wider ownership in delivery of the strategy.

We continue to ensure the delivery of high quality housing services and maintain good levels of performance while ensuring our rents remain affordable to our tenants. Since the last update of the LHS, we have delivered a number of achievements:

- Increasing our housing stock and reducing the number of applicants on our waiting lists.
- Undertaken extensive capital works within sheltered housing to improve the environment for residents.
- Continued the successful delivery of Home First which has a considerable impact on outcomes for homeless people and has been recognised as sector leading.
- In December, we submitted our Rapid Re-housing Transition Plan to the Scottish Government and in their feedback, they commented that “the outcomes of Home First have been very impressive to date”.
- Continued to deliver efficiencies through our Repairs Transformation programme.
- Undertaken extensive engagement and consultation with our tenants around their priorities and future rent levels.
- Our 2018/19 Annual Return on the Charter (ARC) to the Scottish Housing Regulator (SHR) was our strongest submission since its introduction. This included the outcomes from our Tenant Satisfaction Survey, with 4 of the 6 indicators placing the Council as the top performing Local Authority in Scotland.
- Perth & Kinross Council is one of only two Scottish local authorities where the Scottish Housing Regulator (SHR) has advised that they do not require further monitoring and assurance activity in the current year, reflecting our ongoing commitment to delivering high quality housing services for tenants and homeless people.
- Our contribution to the delivery of outcomes within the Health and Social Care Partnership’s Strategic Plan was widely acknowledged when presented to the Integrated Joint Board on 15 February 2019 (Report G/19/11) and Housing and Communities Committee on 20 March 2019 (Report 19/78). The report outlines the positive impact our services have made to the outcomes for people both in terms of health and wellbeing and enabling people to remain at home for longer.

Although there have been many successes, we are also faced with challenges:

Demand for housing remains and we must continue to build more new homes and increase the supply of affordable and social housing in the area. We must also make the best use of our existing stock to meet the housing needs of people within Perth and Kinross.

The geography of the area presents some specific challenges. Around half of the population is located over a large rural area and challenges exist in relation to the availability of land for new housing. This requires a strong focus on collaboration with partners to develop new housing and meet housing need through the Allocations Policy and Common Housing Register.

Changing demographics presents us with real challenges. 45% of our tenants are 65 or over and national and local projections indicate a significant increase in our older population over the next 20 years. This will require close working with Health and Social Care colleagues to plan ahead to meet these future demands.

In June 2018, we moved to “full service” Universal Credit (UC), presenting challenges around rent collection and arrears levels. Ensuring we maximise collection rates is directly linked to our ability to continue to deliver high quality services to our tenants. Of equal importance is supporting tenants to maximise their incomes, offering value for money services and playing our part in ensuring household costs are affordable.

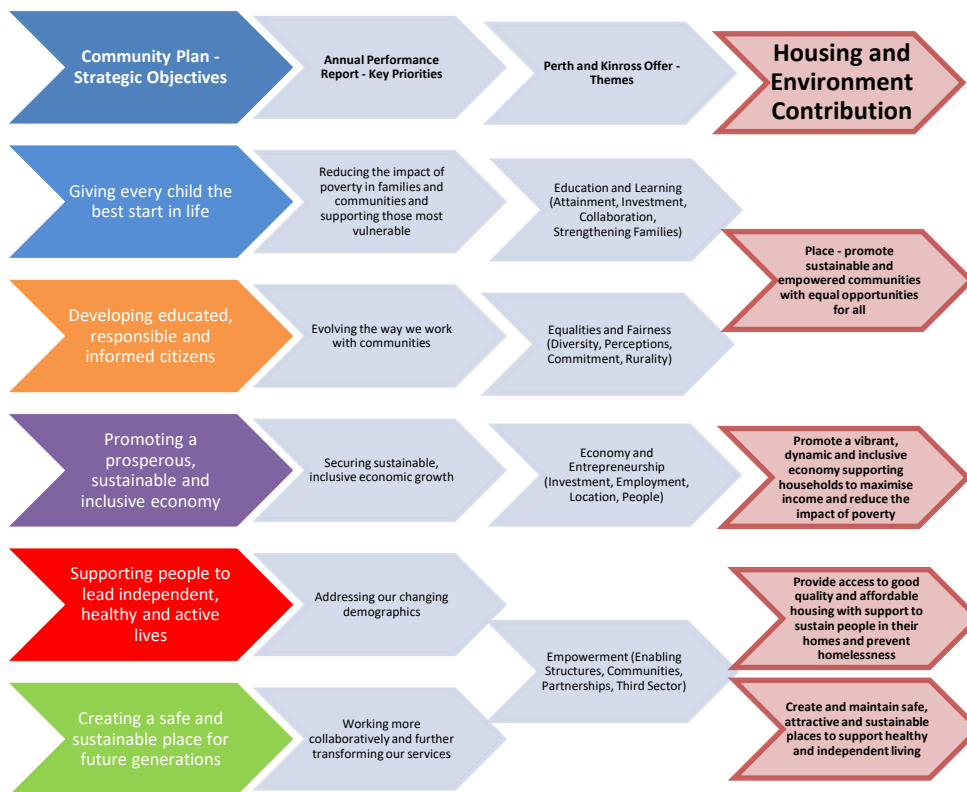
There is a significant challenge faced by all services and communities in tackling and mitigating the impact of poverty. Although Perth and Kinross is generally thought of as an affluent area, 1 in 8 of our households are classified as being the most socially and financially challenged in the United Kingdom. With greater levels of rurality than much of central Scotland, this presents a distinct challenge with residents finding it more difficult to access services due to geography, availability of public transport and digital connectivity.

High housing costs can be a key driver of poverty, with 1 in 5 of children in Scotland estimated to live in poverty and 37% of households classed as fuel poor. Mitigating the impact of poverty will be a key priority for the year ahead. One of the key drivers in tackling child poverty is ensuring that we maximise our tenants’ income and reduce their housing costs. We are currently developing a Child Poverty Action Plan which will be submitted to Scottish Government in June 2019.

Significant outcomes have been achieved throughout 2018/19 and this has been achieved through working collaboratively with all our stakeholders. This will be further enhanced as we play our part in the development of the emerging Perth and Kinross Offer.

# STRATEGIC CONTEXT

The Perth and Kinross Community Planning Partnership (CPP) is responsible for setting the local priorities for communities within the context of the National Performance Framework (NPF). The Perth and Kinross Community Plan sets out an overarching vision for Perth and Kinross. The Corporate Plan ensures that all Council plans and strategies are focused on delivering a shared vision for the area.



The Local Housing Strategy (LHS) outlines our contribution towards the achievement of the Council's objectives and sets out our vision, priorities and plans for housing and housing related services within Perth and Kinross over a 5 year period. The vision is to:

***'Make Perth and Kinross a place where everyone will have access to good quality, energy efficient housing which they can afford, that is in a safe and pleasant environment. People will have access to services that will enable them to live independently and participate in their communities'.***

As well as meeting these national regulatory requirements we also have a responsibility for delivering on our local priorities in relation to 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.”*

The LHS relies on the principles of public sector reform and the recommendations of the Christie Commission to deliver services into the future.



The LHS 2016-2021 identifies four priorities:-

**1. Supply of Housing and Sustainable Communities**

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. This priority links with the corporate and community priorities of *giving every child the best start in life; and creating a safe and sustainable place for future generations.*

**2. Housing and Homelessness**

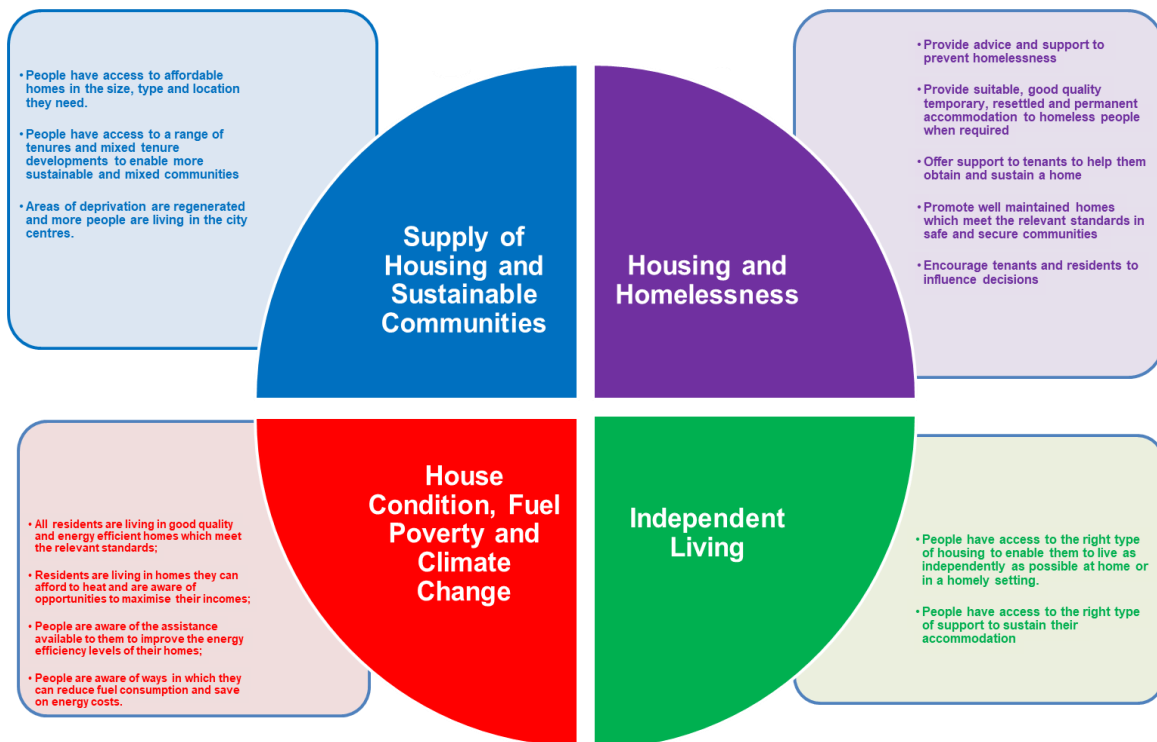
Promote safe and secure communities for residents of Perth & Kinross with access to good quality, affordable accommodation with the necessary support in place to sustain them in their homes and prevent them from becoming homeless. This priority links with the corporate and community priorities of *giving every child the best start in life; developing educated, responsible and informed citizens, supporting people to lead independent, healthy and active lives; and creating a safe and sustainable place for future generations.*

**3. Independent Living**

Support people to live independently at home for as long as possible with help from the community and local support networks. This priority links with the corporate and community priorities of *supporting people to lead independent, healthy and active lives; and creating a safe and sustainable place for future generations.*

**4. House Condition, Fuel Poverty and Climate Change**

Support residents of Perth and Kinross to live in warm, dry, energy efficient and low carbon homes which they can afford to heat. This priority links with the corporate and community priorities of *giving every child the best start in life; 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.*



## Supply of Housing & Sustainable Communities

- People have access to affordable homes in the size, type and location they need.
- People have access to a range of tenures to enable more sustainable and mixed communities.
- Areas of deprivation are regenerated and more people are living in the city centres (in line with the Perth City Plan 2015-2035).

## What have we achieved?

### Housing Supply

We continued to work with our partners to support the delivery of the outcomes within the Strategic Housing Investment Plan. We have exceeded our new build target of 550 units by delivering a total of 605 homes:

- 414 private housing properties
- 191 social rented houses of which 68 are council homes and 13 shared equity
- Invested circa £10m on council houses across the Perth & Kinross area.

Good quality homes have a positive impact on the quality of life of households and these additional homes have enabled us to provide much needed, good quality affordable accommodation to meet the housing needs and aspirations of people in the area.

#### Quote - New Build, Crieff Road Tenant

*"I love everything about my new flat. It's so light compared to my previous flat and it's very warm. I'm absolutely delighted with it".*

In 2018/19, we developed a design guide for Council new build housing to ensure the homes we build are not only of high quality but also comply with the housing for varying needs standards. This is to ensure homes are flexible to meet the existing and changing needs of households.

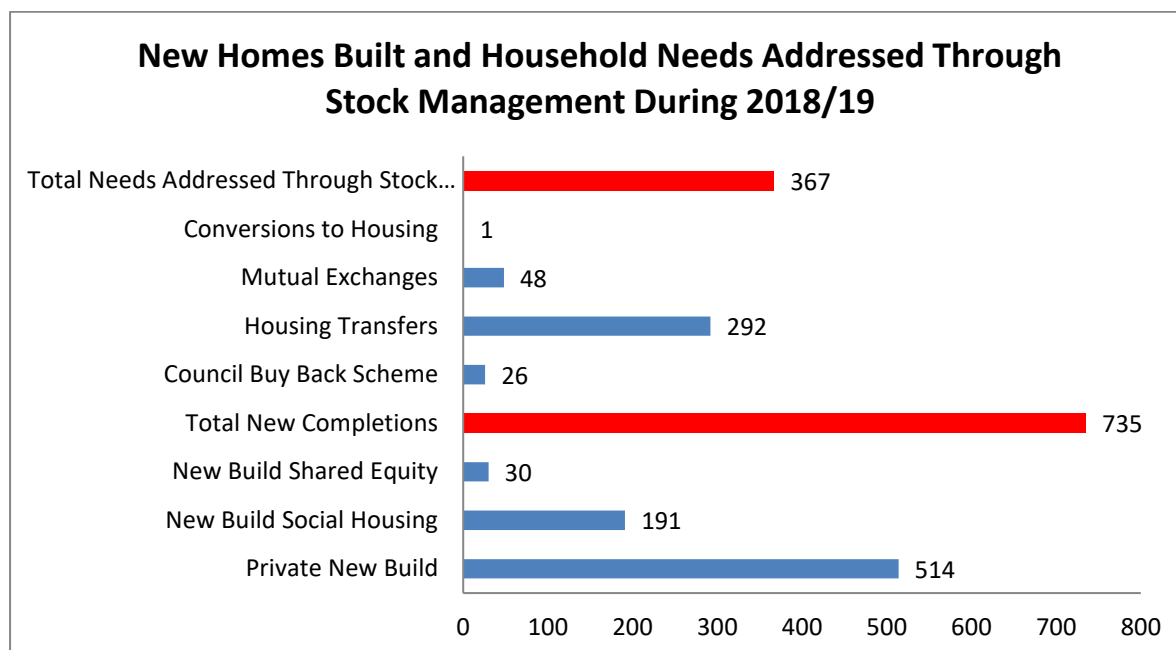
Of the social housing completions, 68 were additions to the Council stock and 123 were new Housing Association properties. Of the private new builds, we supported a bid to promote self-build/custom build in Dunning.



**New Build Housing in Blairgowrie and Crieff Road, Perth**

This level of housing completions means that we are making good progress towards the achievement of our 5 year target of 2,750 with 1,906 in the first three years of the strategy.

Through our Buyback Scheme, we have also purchased 26 ex-Council properties in high demand areas and undertaken 1 property conversion (with a further 10 property conversions being planned for 2019/20).



Through our Common Allocations policy, we supported 292 social tenants to move to another property and our Mutual Exchange scheme enabled 48 households to successfully swap homes to better meet their housing needs and aspirations.

All of this activity enabled the creation of vacancy chains and an increased turnover of properties demonstrating that we are making best use of our stock. This supported the Service to manage and reduce waiting lists, tackle overcrowding, and meet medical and other housing needs and aspirations of many people in the area.

## Housing Options

A range of housing options are available to residents in the private and social housing sectors in Perth and Kinross. The social sector provides access to affordable rented housing for rent from the Council or Housing Associations, as well as access to private sector properties at mid-market rent levels and homes available to buy. These options provide a choice based on people's needs, preferences and incomes while enabling mixed and sustainable communities.

We are one of the first Council's in Scotland to take forward a New Supply Shared Equity Housing Scheme (NSSE). This housing option supports households who cannot afford the full purchase price of a home to make their first step onto the property ladder. During 2018/19, a total of 13 new shared equity properties were sold by the council, at between 60-80% of the value, through the scheme.

The following case study demonstrates how shared equity has assisted a family to move into home ownership and realise wider household benefits.



### **Case Study – Shared Equity Ownership**

First time buyers made contact to view one of the new 3 bedroom homes available through the scheme. The family were living in private rented accommodation and working locally, with their son in his final years of secondary education. An NSSE application was completed and subsequently accepted.

As well as providing the family with high quality housing near their work and within a short distance of their son's school, the move also resulted in reduced household expenditure as their mortgage was £300 less per month than their rented accommodation.

In addition, they also saw a reduction in energy costs, as their previous home had been difficult, and costly, to heat.

Social housing continues to be in high demand and the private rented sector has a key role in providing alternative housing options. The proportion of households in Perth and Kinross living in the private rented sector was 19% in 2016. As at 31 March 2019, there were 8,156 private landlords providing 13,930 properties and we regularly organise and host landlord forums in the area.

We have continued to develop our suite of award-winning private sector access initiatives during 2018 -19. The recently published Rapid Rehousing Transitional Plan guidance suggests that local authorities should develop rehousing solutions in the private rented sector, including Rent Deposit Schemes, Social Letting Agencies and the use of empty Home Grants with conditions for rehousing homeless households. Since the scheme was launched in 2009, we have created 1,642 tenancies through our Rent Bond Guarantee Scheme and we currently manage 164 private rented properties through our successful PKC Lets.

PKC Lets is governed by the Housing (Scotland) Act 2014, and recently we received full registration to continue to deliver this service. Providing these initiatives expands the range of housing options available to people living in Perth & Kinross and provides further support and assistance to help improve standards and conditions within the sector.

### **Regeneration**

Empty properties can sometimes attract anti-social or criminal activity and have a negative impact on environments, as well as potentially devaluing neighbouring properties. Good neighbourhood management, environmental improvements, local lettings initiatives, community involvement, and partnership working are a range of measures progressed by landlords to support sustainable communities.

The £52.5 million Muirton Regeneration Programme, which spanned 12 years, was completed during 2018/2019. This project led by Caledonia Housing Association, in partnership with Perth & Kinross Council and Fairfield Housing Co-operative, saw the demolition of 564 dwellings (predominantly tenement flats) and the creation of 411 new mixed tenure homes – a mix of affordable rent by Caledonia Housing (180 homes) and



Fairfield Housing Co-operative (84 homes); homes for sale through Scottish Government's Shared Equity Scheme (46 homes) and also properties for private sale by Urban Union (101 homes).

The long term regeneration objectives were to revitalise an area of Perth with high levels of unemployment and deprivation, creating a greater sense of community pride and engagement. The development masterplan has created a community flat, neighbourhood play areas and an innovative electric car sharing club for residents.



***New Homes in Muirton following 12 Year Regeneration Programme***

We continue to bring back empty homes to increase the overall supply of housing. Through our Empty Homes Initiative (EHI), we provide grants to bring properties in the private sector to the Repairing Standard to enable them to be rented to private tenants, through our Rent Bond Guarantee Scheme. In 2018/19, 60 EHI inspections were carried out and 26 of these applications were approved for a grant with 25 completions. This initiative brings much needed housing stock into use while improving the condition of the property. The case study below provides an example of one of these properties.

### **Case Study – Bringing an Empty Home Back into Use**

The owner of a 2 bedroom flat was unable to sell or let the property due to issues with communal repairs and negative equity. The property had damp issues and required a new heating system, new window, re-wiring and re-plumbing. There were also issues with common repairs relating to the common entrance and hallway.

Through the Empty Homes Initiative (EHI) grant support was approved, and as a result, the property was brought back into use in January 2019 through the Rent Bond Guarantee Scheme. In addition to this, the Council Tax charge was reduced from 200% to 90% during the renovation programme.

## Housing and Homelessness

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

## What have we achieved?

### Housing Options

At the end of April 2019, over 1,800 people had used our Housing Options Self-Assessment (HOSA). This is an online system which supports people to find out about the housing options available to them. By answering questions about household size, tenure and income, the self-assessment provides a personalised summary and action plan with information on how to apply for housing and actions to resolve the applicant's housing situation.

The number of customers using HOSA is significantly higher than those presenting for a housing options interview, suggesting that many customers are finding the information and advice they need on the self-assessment tool. Through the Housing Options National Hubs, Perth and Kinross Council has taken a lead role in the development of a new national Housing Options Training Toolkit. This will be used by housing staff in all of Scotland's 32 local authorities to support people to find accommodation that is right for them. The first module of the toolkit will be released in June 2019 with the full toolkit being launched in early 2020.

We continue to operate a 'no appointment' system, ensuring customers have access to advice and support immediately. An increase in the number of housing options interviews (**2,438** in 2017/18 and **2,705** in 2018/19) demonstrates that people are seeking advice and information about their housing situation at an early stage. During the year, 956 people received an enhanced housing option interview where detailed support, advice and assistance were provided by housing options staff to resolve the household's acute housing needs.

The delivery of a housing options surgery at Perth prison provides people leaving the prison system with information and advice on their options to meet their housing needs.

The Common Housing Register continues to provide a single point of access to most social housing in the area. During 2018/19, Common Housing Register partners undertook a "light touch" review of the Common Allocations Policy to ensure it reflected both our legal obligations and our commitment to Home First. The new policy introduced on 1 April 2019, was approved by Housing and Communities Committee on 20 March 2019 (Report 19/79).

## Home First - Homelessness

A proactive approach to early intervention and prevention through a range of measures including the integrated schools programme, family mediation, our hospital and prison discharge protocols and personalised budgets has led to a **reduction of 6.1%** in the overall number of households presenting as homeless. In 2018/19, 938 households presented as homeless, a **reduction from 999** in 2017/18.

Positively, the number of families presenting as homeless over the last 12 months has **reduced by 24% from 306 to 232** demonstrating our continued commitment to minimising the impact of homelessness on children.

While the overall reduction in homeless presentations is very encouraging, we continue to face challenges in supporting young people with their housing situations. An increase in the number of young people presenting as homeless can, in part, be attributed to our proactive schools programme and comprehensive information for young people on housing options. This will, however, continue to be an area of focus in the coming year.

Of those households who presented as homeless **79%** were assessed as homeless (**83%** in 2017/18). The table below details some key performance outcomes:

| Indicator                                                                    | 2015/16 | 2016/17 | 2017/18 | 2018/19 |
|------------------------------------------------------------------------------|---------|---------|---------|---------|
| Number of housing options interviews completed                               | 2,027   | 2,435   | 2,438   | 2,705   |
| Number of households presenting as homeless                                  | 898     | 825     | 999     | 938     |
| Number of families presenting as homeless                                    | 337     | 319     | 306     | 232     |
| Number of young people presenting as homeless                                | 184     | 151     | 207     | 222     |
| Number of applicants assessed as homeless                                    | 745     | 706     | 829     | 749     |
| Number of people who slept rough the night before their homeless application | 39      | 26      | 24      | 16      |
| Average days in temporary accommodation                                      | 138     | 131.98  | 81.53   | 70.1    |
| % of allocations to homeless households in permanent settled accommodation   | 55.03   | 60.7    | 56.3    | 51.8    |
| Number of homeless households waiting for a permanent home                   | 537     | 321     | 218     | 63      |
| Bed and Breakfast placements                                                 | 13      | 14      | 14      | 4       |
| Case duration                                                                | 286     | 213     | 121.25  | 89.25   |

Our Home First approach continues to achieve positive outcomes with an increased proportion of households moving directly into settled accommodation avoiding the stigma, cost, experience and duration of homelessness.

For the few households we do place into temporary accommodation, we have significantly reduced the average length of stay, by a further 16%. This achievement is noteworthy in the context of a considerable reduced portfolio of temporary accommodation (**326 to 26** dispersed, **92 to 53** hostel spaces). The small number of households who are offered temporary accommodation tend to have more complex needs and require a higher level of support, until they feel they are ready to move on.

The number of homeless households waiting for an offer of accommodation was, for a number of years, over 500 households. Home First has enabled us to significantly reduce this backlog, demonstrating that we are responding quickly and immediately when homelessness occurs. We currently have only 63 homeless households awaiting an offer, our lowest recorded level.

Nationally, many Local Authorities have been criticised for their continued use of Bed and Breakfast accommodation and indeed for breaches of the Unsuitable Accommodation Order, whereby households with children are placed into B&B accommodation for longer than 7 days. In Perth and Kinross we have not used B&B routinely for a number of years. Where we do, this is in response to emergency situations such as fires, floods or domestic abuse cases that occur over the weekend.

During 2018/19, there were 4 short stay bed and breakfast placements of one or two nights while alternative housing was sought. This is a significant achievement in the **national** context of homelessness, given that there were 345 breaches of the Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014, between April and September 2018 across Scotland. We have not breached the Unsuitable Accommodation Order in Perth & Kinross since 2008.

We have received positive feedback from people who have used our service:-

***“Greyfriars House is not a homeless place, it’s a home”*** (GF Engagement 01/11/18)

***“One night in B&B and housing found the next day “A” rated service from the Team”*** (Temporary Accommodation Satisfaction Survey)

***“I avoided going into a hostel with my children which I was very happy about”*** (Temporary Accommodation Satisfaction Survey)

***“It was a pretty quick process. I was offered a house quickly, got a starter pack and a sofa and bed which helped a lot. The local housing officer visited me a week after I moved to see how I was settling in”*** (Scottish Housing Network Evaluation)

Preventing homelessness, and minimising its impact when it does occur, continues to be a key challenge and priority. Our Rapid Rehousing Transition Plan (RRTP) was submitted to the Scottish Government in December 2018. In their feedback, the Scottish Government commented that “the outcomes of Home First have been very impressive to date”. Implementation of the plan will continue to support further improvements.

One of our initial RRTP actions for the forthcoming year is to undertake research project covering some of the key local challenges we face. The research will cover the following four areas:

- **Health and Homelessness** - We want to have a better understanding of the links between health and homelessness in a local context.
- **Rough Sleeping** - We have extremely low levels of recorded rough sleeping in Perth and Kinross, significantly below the national average. However, we believe that this

can be reduced further and are looking to have a better understanding of the situation locally.

- **Youth Homelessness** - We have experienced a slight increase in homeless presentations from young people aged 16-25 during 2018/19. This is despite a range of prevention activities for young people being in place. We intend to develop a fuller understanding of the current and future housing needs of young people in a local context.
- **An independent evaluation of our Integrated Schools Education Programme** – the programme was reviewed in 2017/18 to have a wider focus on wellbeing, conflict resolution and alcohol/substance abuse. The new programme has significantly expanded in scale and reach with almost all secondary and some primary schools engaged. We intend to undertake an independent, external evaluation of the programme.

The findings from this research will inform future priorities, our approach to eradicating rough sleeping locally and areas of opportunity for improved partnership working. The research will be designed to have a greater focus on the impact of homelessness, based on feedback from those who have been homeless and the methodology will include extensive service-user engagement. This will provide a first-person review of our current service provision and an insight into our key challenges moving forward from the perspective of those that have lived experience of homelessness.

## Tenancy Sustainment

A key priority is to support tenants to sustain their tenancy. Pivotal to this is the provision of the right information and a range of support services. Our approach to tenancy sustainment starts at the point of allocation by ensuring that the property is of suitable size, type and in the right location. In 2018/19 we supported 86.11% of our new tenants to sustain their tenancies for 12 months or more compared to 88% in 2017/18.

It is important that we respond early to any difficulties experienced by tenants when they first move into their new home. Providing housing support and dealing with any concerns allows us to establish a good tenant landlord relationship from the outset. Our target is to contact new tenants within 5 days of them receiving their keys and in 2018/19 we achieved this for **89%** of new tenants, an **increase from our 85%** performance in 2017/18. We also increased the number of Settling in Visit satisfaction surveys **from 312** in 2017/18 **to 538** in 2018/19. The information from these inform improvements to service delivery.

Some new tenants need support with household items and furnishings. We have reviewed our Clean and Clear incentive scheme and introduced a Clean and Green Scheme, which encourages tenants who are moving, to leave household items and furnishings which are in good condition for incoming tenants.

To mitigate the impact of welfare reform challenges, in April 2018, we introduced our 'Sustaining Tenancies Fund'. This seeks to support tenants in arrears experiencing financial hardship and are at risk of losing their home. Arrears can often arise through no fault of the tenant, for example, zero hours contracts, ill-health and ongoing welfare reform. The fund provides assistance for tenants who are engaging with us and demonstrating a commitment to reducing their arrears. In 2018/19, **145 tenants** were supported by £135,000 from the fund, enabling them to remain in their home.

During 2018/19, we piloted mobile working for our frontline staff allowing them to access system information when meeting tenants within their localities enabling greater customer focussed services. This new way of working will be fully rolled out during 2019/20.

Our new Pre-Tenancy Information Leaflets developed with tenants from the Homeless Voice Group provides future tenants with information about what happens when they are made an offer, what their new home will look like and what they need to do to prepare for their move.

Also recently launched, the new Welcome Pack highlights key areas around responsibility for rent, reporting repairs, tenants and neighbours rights and responsibilities and details of the tenant's Locality Housing Team, opening hours and their Housing Officer.



The Welcome Pack was developed in partnership with our Quality Panel. We will continue to enhance this and listen to feedback from our tenants about what information they feel should be included.

All of these activities have enabled us to help households sustain their tenancies by:

- Early identification of support needs for new households;
- Ensuring that the information we provide is produced with tenants in mind;
- Identifying those tenants who have complex issues (such as hoarding) and providing wraparound support.

### **Value for Money and Affordability**

During 2018/19 we introduced additional opportunities for tenants to be involved in assessing the quality, value and impact of the services they receive.

Recognising the recommendations within the SURE Team's Estate Based Initiative scrutiny, as a pilot within Perth City, we introduced tenant led inspections for completed projects. As well as identifying and voting on projects, tenants also inspected the quality of the work undertaken and sought feedback from residents. During 2019/20 we will review the impact of this enhanced approach and look to extend it across all localities.

We have continued to work in partnership with the SURE Team and supported them to scrutinise the services we provide. In 2018/19 the Tenement Management Scheme was the 6<sup>th</sup> scrutiny activity undertaken by the SURE Team and their report to Housing Management Team made 19 recommendations. These improvements will be progressed during 2019/20 with updates provided to the SURE Team. This will also be reported to the Housing & Communities Committee in May 2019.

The Housing Revenue Account Monitoring Group, established in 2018, provides opportunities for tenants to be involved in scrutinising the HRA as outlined in Scottish Government Guidance and the Scottish Social Housing Charter. One of the group's key functions is to ensure that the housing services delivered to tenants represent value for money and are for the exclusive benefit of Council tenants. The work plan and key activities for the year ahead have been determined by tenant representatives. In March 2019 the group were provided with an overview of how we maximise our rent collection rates through our approach to managing rent arrears.

These actions have enhanced opportunities for tenants to be involved in assessing the value of the services they receive. They also supported them to be involved in a transparent information sharing process and to challenge what their rent money is spent on.



It is extremely important that, as a provider of social housing, we ensure that while delivering high quality services to our tenants, our rent levels remain affordable. Our affordability model assesses the impact of proposed rent level options. By using local income information, we can identify the % of tenants in Perth and Kinross who would be able to afford our rents without any assistance with their housing costs through either Universal Credit or Housing Benefit.

Housing costs is one of the key drivers of poverty and the approved 1.5% rent increase means that 83% of residents will be able to afford our new rent levels without additional assistance. This compares to 78% for other social housing providers in the area.

| Size      | PKC<br>Average<br>(19/20) | RSL<br>Average<br>(18/19) | LA<br>Average<br>(18/19) |
|-----------|---------------------------|---------------------------|--------------------------|
| Bedsit    | £47.51                    | £56.33                    | £60.24                   |
| 1 bedroom | £64.53                    | £78.25                    | £65.55                   |
| 2 bedroom | £69.55                    | £82.94                    | £72.61                   |
| 3 bedroom | £77.70                    | £90.51                    | £80.58                   |
| 4 bedroom | £83.85                    | £90.51                    | £91.45                   |
| Average   | £69.14                    | £82.79                    | £71.87                   |

Our rent levels are the most affordable in the area and around the **6<sup>th</sup> lowest** in Scotland.

### Rent Arrears and Income Maximisation

In June 2018, we moved to full service Universal Credit (UC) which has had a major impact on rent arrears and rent collection. In some cases, the payment received from DWP for Managed Payments can take up to 8 weeks resulting in a level of technical rent arrears. The increase in arrears is similar to other councils who moved to full service earlier in the roll out. Close monitoring and management of arrear levels, collection rates and the impact of UC continues. This pro-active approach ensures we are mitigating, wherever possible, the affect UC has on our tenants and the HRA business plan.

During the year, we wrote off a higher level of former tenant arrears. This approach was in line with national practice and will be reflected in our gross arrears in 2019/20.

Nationally, it is acknowledged that the time needed for frontline housing staff to support tenants with UC can be up to 4 times longer than a traditional housing benefit claim. To ensure our Locality Teams have capacity to provide the required level of support, we have recruited an additional 2 Housing Officers and 2 Housing Assistants.

The UC application and ongoing maintenance process is all managed on-line. The need to support tenants who lack digital skills is key, along with ensuring our staff are equipped with mobile technology to support tenants within their homes. During 2019/20, we will continue to focus on these areas of support and we will work with colleagues throughout the Council to ensure that we maximise the potential for digital inclusion activity.

We continue work in partnership with a range of external agencies including the Citizens Advice Bureau who have provided advice and assistance to **621 tenants** in relation to rent arrears and debt.

## Housing Repairs

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.

Full implementation of the new mobile scheduling and working system was completed in February 2019 and mobile working has now been rolled out to all trades and inspection staff. This has increased the number of appointments available to customers. From March 2019, we started capturing customer satisfaction levels electronically at the point of completion. This means there is no longer a need to issue paper based copies, allowing a more efficient analysis of results.

In October 2017, we introduced the facility for tenants to report housing repairs online 24 hours-a-day, 365-days-a-year at a time/place that is convenient to them. The provision of online repair reporting modernises our service, offers tenants a choice of options when they need to contact us and supports efficiency in service delivery. During 2018/19, we continued to encourage online reporting of repairs through social media advertising and videos that walk people through the sign-up and reporting process.

We have received very positive feedback from tenants who have used this service:

*"Really quick and easy to use"*  
*"Quicker than a phone call"*  
*"Touch of a button"*  
*"Instant response"*

From November 2018, we asked tenants to support us with online repairs and report all non-emergency routine repairs online each Monday. For every other day of the week, our normal service is in place. This has encouraged tenants to use the online reporting facility and has ensured we are able to efficiently respond to emergency repairs and follow up weekend repairs. We received good feedback from our tenants and the pilot scheme is now fully implemented. This has resulted in a steady increase in the number of repairs reported online. We continue to take telephone calls each Monday from people who are vulnerable or have no access to online services.

The improvements to our Repairs Service can be evidenced through our key performance indicators below:

| Indicator                                             | 2015/16 | 2016/17 | 2017/18 | 2018/19 | National Average 2017/18 |
|-------------------------------------------------------|---------|---------|---------|---------|--------------------------|
| Average calendar days to re-let properties (days)     | 25.2    | 24.05   | 27.81   | 28.42   | 30.5                     |
| Average time to complete emergency repairs (hours)    | 3.74    | 3.78    | 3.57    | 3.54    | 4.0                      |
| Average time to complete non-emergency repairs (days) | 13.26   | 13.42   | 8.59    | 9.17    | 6.4                      |
| Number of reactive repairs completed per property     | 3.27    | 2.94    | 2.78    | 2.63    | 3.4                      |
| % of repairs completed right first time               | 83.53%  | 82.76%  | 91.11%  | 96.51%  | 92.2%                    |
| % of repairs appointments kept                        | 94.40%  | 97.76%  | 97.94%  | 97.72%  | 95.5%                    |
| % of properties with gas safety record                | 97.49%  | 100%    | 100%    | 99.95%  | 99.8%                    |
| % medical adaptations completed                       | 84.7%   | 77.87%  | 84.53%  | 89.83%  | 84.3%                    |



Year on year, due to our increasing stock and approach to meeting housing need, our trades team have been managing a greater number of void properties. Since 2015/16 the total number of voids has **increased by 18.82%**. During 2018/19 the overall number of voids **increased by 6%**. Despite this increase the team exceeded the 29 day target and prepared properties for re-let within an average of **28.42 days**. This is significantly better than the national average of **30.5 days**.

We continue to receive very positive feedback from our tenants about our repairs service, as detailed below (2018 satisfaction survey):

| Question                                | Satisfied / Very Satisfied |
|-----------------------------------------|----------------------------|
| Ease of reporting repairs               | 98.8%                      |
| Being told of 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%                      |

The repairs service has continued to provide an efficient customer focussed service, meeting target timescales agreed with our tenants and maintaining tenant satisfaction with repairs service delivery.

### Gypsy/Traveller Sites

The Scottish Government introduced guidance on Minimum Site Standards for Gypsy Traveller sites, with a requirement for these to be met by June 2018. In October 2018, the Scottish Housing Regulator published their report into Landlord's compliance with the minimum site standards. Of the 19 Local Authorities who manage Gypsy/Traveller sites, Perth and Kinross was one of only 9 to achieve full compliance.

We have continued to seek opportunities to work with tenants on our sites throughout 2018/19. In October 2018, through participatory budget funding, tenants at Double Dykes launched a "Happy Cabin" project to furnish an existing portakabin and bring this into use as a lounge area. With colleagues from the Minority Ethnic Carers of People Project (MECOPP) and the Community Learning and Development Team, we offered drop in sessions for tenants to discuss how we could work together to continue to make improvements to the site.

In addition, through partnership working, we provided a venue for a cultural heritage centre for traditional art and history.

### Safe and Secure Communities

The external environment is important for health and wellbeing, creating a sense of place and community.

During 2018/19, through our environmental improvements programme, we invested £500,000 across Perth & Kinross to improve the safety and appearance of localities.



Works included the repair and reconstruction of perimeter/retaining walls, improvements to footpaths, secure door entry upgrades, use of fire retardant paint in blocks of flats, installation of new perimeter fencing, car park re-surfacing and attending to soil contamination.

### ***Secure door entry system***

Examples include:

- access ramps at James Court Sheltered Housing, Pitlochry and across Craigie, Tulloch & Letham.
- new access stairs at Muthill, Letham, Tulloch, Craigie, Scone, Gilmerton, Crieff, Potterhill Gardens and Blairgowrie.
- new drainage at Firbank Road, Letham, Potterhill Gardens and Pullar Terrace.
- various retaining walls at Letham, Hillyland, Craigie, Scone, Crieff, Gilmerton, Muthill, Bridgend, Aberfeldy, Kinross, Milnathort, Logierait, Rattray, Murthly, Braco and Abernethy.
- tree removal at Pullar Terrace, Hillyland and re-turfing in Craigie.
- path renewal and re-tarring at Potterhill Gardens, Tulloch, Letham, Craigie, Bridgend, Crieff, Gilmerton, North Muirton, Strathtay Road, Abernethy, Milnathort, Kinross and Pitlochry.

Every tenant has the right to the peaceful enjoyment of their home without the impact of undue levels of noise and anti-social behaviour. In 2017/18, we worked with tenants to agree targets for both responding to and resolving anti-social behaviour. Alongside this, we introduced a new monitoring system from 2018/19 to allow us to monitor and record complaints more effectively.

|                                                           | 2017/18 | 2018/19 |
|-----------------------------------------------------------|---------|---------|
| % of serious complaints <b>responded</b> to within 2 days | 74%     | 92%     |
| % of routine complaints <b>responded</b> to within 5 days | 96%     | 97%     |
| % of complaints resolved within target                    | 85%     | 80%     |

Our performance was impacted by a few challenging and complex complaints requiring a multi-agency approach, and, in some cases, lengthy court action to resolve. We continue to perform well in relation to our initial response with significant improvements in relation to serious complaints.

New guidance on anti-social behaviour within the Housing (Scotland) Act, 2014 come into effect on 1 May 2019. A Tenant and Staff Working Group has reviewed procedures, targets and the way we communicate with tenants about our expectations as a landlord in relation to anti-social behaviour. In addition:

- following tenant feedback, we extended our caretaking team across all four of our locality housing teams;
- we have continued to work in partnership with colleagues in the Safer Communities Team to ensure we use every appropriate option open to us;
- we responded to 1,634 service delivery requests (Safer Communities Team).

These activities to date have had a positive impact in relation to how safe individuals feel and how well their neighbourhoods are maintained.

- ✓ **95%** of tenants who responded to our Tenant Satisfaction Survey in 2018 were satisfied with the management of their neighbourhood;
- ✓ The Scottish Household Survey highlighted in 2018 that the percentage of adults in Perth and Kinross rating their neighbourhood either '**very good**' or '**fairly good**' as a place to live was **97%** (all tenure figure); the percentage of adults who **feel 'very safe' or 'fairly safe'** when walking alone in their neighbourhood was **87%**. The percentage of adults who feel '**very safe**' or '**fairly safe**' at home was **100%** (all tenures).

### Opportunities to Participate, Influence Decisions and Empowering Communities

Tenant satisfaction results for "**opportunities for tenants to participate in decision making**" are sector leading at 99%. We offer a wide range of opportunities for tenants to participate from completion of simple questionnaires to becoming fully involved in scrutinising our services and making recommendations for improvements. This approach ensures tenants can participate at a level that suits them.

Our Tenant and Resident Participation Strategy, written by the SURE Team, was approved in January 2018. The Strategy outlined the vision and direction for Tenant and Resident Participation (TRP) with a clear drive for a more locality focussed approach. During 2018/19, we developed our TRP Strategy Implementation Plan and introduced a new TRP Monitoring Group.



The Group brings together tenants, residents, housing staff and the SURE Team to promote, discuss, monitor and oversee TRP activities by developing a consistent, clear reporting and evaluation mechanism on the menu of local activities offered in each of our 4 localities.

In June 2018, we invited communities to nominate Young Community Champions; young people who have gone above and beyond to help communities or individuals and make a difference. We were delighted to award certificates to 11 young people at our Tenant Autumn Conference.



Participation is often influenced by the way we communicate. We recognise that not one size fits all and offer a range of communication channels from face to face, telephone, e-mail to social media. We have dedicated PKC Tenants Facebook and Twitter pages. During 2018/19 we **increased** the number of "likes" on our Facebook page by **26.20%** to 2,105; and our followers on Twitter have increased by **16.91%** to 2,365.

As a landlord, we must ensure that, when decisions need to be made, tenants have a strong voice and an opportunity to become involved. We do this in many ways, but each year the

most important decision for tenants relates to rent setting proposals. In December 2018, our Locality Teams, together with our Tenant and Resident Participation Team, focussed on improving the number of tenants returning a vote on proposed rent levels. This approach **increased** the return rate by **298%** to 1,064 from 2017/18.

The model by which we calculate and charge rent, introduced in April 2017 and designed in partnership with tenants and a dedicated Tenant Working Group was recognised in the “Achieving Better Outcomes in Partnership” category at the Securing the Future Awards in May 2018.

In 2018/19, we completed 63 projects through Estate Based Initiatives. Projects were identified through a range of methods including tenant feedback and estate walkabouts. Tenants then decided which projects they would like to see progress and voted accordingly. Recognising that it is not always possible for tenants to attend the drop in voting sessions, we introduced an on-line voting survey in 2018/19.

Our EBI project was awarded **Silver in the Securing the Future Awards** in May 2018 under the “Local Matters” category.

The SURE Team undertook its fourth assessment the Housing Service’s performance in delivering the Charter Outcomes. They reviewed our performance for 2017/18 and service improvements which had been identified for 2018/19 based on presentations and discussions with Head of Housing, Service Managers and Team Leaders. The results were published in our annual landlord report.

## Independent Living

- People have access to the right type of housing to enable them to live as independently as possible at home or in a homely setting
- People have access to the right type of support to sustain their accommodation.

## What have we achieved?

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. A report detailing housings contribution was submitted to the Integrated Joint Board in January 2019 and Housing and Communities Committee in March 2019. [Housing Contribution Statement \(January 2019\)](#)

## Type of Housing

Enabling people to have access to suitable housing and support is key to enabling them to live independently. All of our new homes meet or exceed the housing for varying needs standards, ensuring that our mainstream housing is barrier free with the flexibility to meet the existing and changing needs of most households, including those with temporary or permanent physical disabilities.

Through our new build developments, 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.



Working with a range of partners, 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 2018/19:-

- 89 Major Adaptations, and 219 minor adaptations to Council housing were undertaken including 12 access ramps to properties and 17 stair lifts installed.
- 215 major adaptations, 240 small repairs and 26 door entry grants provided to private home owners with financial support from the council through the Care and Repair Scheme. Some of the major adaptations included adaptations such as wet floor showers and providing suitable access to the house to meet the needs of household members.
- The recent introduction of a modular ramp scheme providing temporary, moveable ramps to Council and privately owned homes has allowed the installation of 35 ramps, assisting residents who are wheelchair users or have restricted mobility.
- During 2018/19 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 26 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.
- Over 86 stair lifts have been installed in both private and Council properties over the last 2 years.

The Independent Living Group is progressing a range of actions that will support future improvements, including:-

- collating 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.
- developing 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 Housing Services.
- developing 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 housing with care.



## Sheltered Housing

During 2018/19, through investment of £940,000, major capital refurbishment delivered significant enhancements to 2 sheltered housing schemes within Perth.

Works included the construction of a new glazed sun-room; landscaping, exterior lighting and seating areas, installation of assisted bathing facilities. New designs make the circulation areas brighter, safer and more comfortable to move about in, assisting people with dementia.



We support a wide range of social activities in our sheltered housing units and extend these to older residents who live in the wider community. 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.

Staff have delivered the Care about Physical Activity (CAPA) improvement programme, and the Zero Waste initiative has resulted in joint working with staff and tenants to deliver cooking sessions. We continue to build on our intergenerational work with primary and secondary schools, with a range of activities involving pupils and our elderly residents.

All this activity has enabled many older people to continue to live independently and safely at home, benefiting their health and wellbeing as well as having significant impact in reducing social isolation.

## Housing Support

People are living longer and while many are healthy and independent, there are also people who experience ill health or have a range of support and care needs, due to mental health, homelessness, learning disability, age, substance misuse issues etc. They often need additional support to live as independently as possible in their own homes and local community. Our team of support officers provide 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 all tenants

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.



TEC Smart Flat

### 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

## What have we achieved?

### Housing Quality Standards

Investment in measures aimed at improving the quality and energy efficiency of housing in Perth & Kinross has continued throughout 2018/19. Grant funding supports many of these projects and helps to improve privately owned and privately rented homes.

Capital funding has been accelerated to build more new energy efficient homes and to further improve existing Council stock. Our 'Design Guide' for new build council housing was completed during 2018/19 which will ensure the highest of standards are observed when developing all new build council housing so that we are continuing to build homes which are sustainable in the future.

The Council's Housing Capital Investment Programme improves the condition and energy efficiency levels of council housing and helps us to work towards achieving Scottish Government targets.

During 2018/19, our capital investment in our housing stock was £9,828,000. We effectively delivered the capital programme which allowed us to accelerate future funding for renewals of windows and doors, kitchen and bathroom, central heating and secure door entries, meaning that our tenants received improvements to their homes earlier than originally planned. The acceleration of the central heating renewal project meant that tenants' homes are more energy efficient and fuel poverty is reduced.

The Tenement Management Scheme allows owners to come to an agreement over the repair and maintenance of common areas. There have been some challenges in the installation of Secure Door Entry Systems within multi-tenure blocks. However, more owners have seen the benefits of the added security and have agreed to the installation. This has also contributed to an increase in our SHQS performance of approximately 0.5%.

The capital investment for each project during 2018/19 was as follows;

| Project                    | Spend 2018/19     |
|----------------------------|-------------------|
| Central Heating Renewal    | £1,695,000        |
| Triple Glazing             | £1,762,000        |
| Controlled Door Entry      | £244,000          |
| Kitchen Renewal            | £463,000          |
| Bathroom Renewal           | £1,398,000        |
| External Fabric            | £2,448,000        |
| Energy Efficiency          | £790,000          |
| Multi Storey Flats         | £213,000          |
| Environmental Improvements | £630,000          |
| Fire Precaution Measures   | £185,000          |
| <b>Total</b>               | <b>£9,828,000</b> |

During 2018/19, the following number of council properties benefitted through this programme:

| Improvement | Number of Homes<br>(2018/19) – At Dec 2018 |
|-------------|--------------------------------------------|
|-------------|--------------------------------------------|

|                                                                         |                                                        |
|-------------------------------------------------------------------------|--------------------------------------------------------|
| Kitchen Replacements                                                    | 80                                                     |
| Bathroom Replacements                                                   | 172                                                    |
| Upgraded Central Heating Systems                                        | 470                                                    |
| New Triple Glazed Windows and Insulated Exterior Doors                  | 443                                                    |
| Externally Applied Wall Insulation                                      | 100                                                    |
| Cavity Wall Insulation Extractions and Re-fills                         | 3                                                      |
| New Gas Mains Connections                                               | 159 (109 Warm Homes Fund/50 Central Heating Programme) |
| Renewable Energy Measures such as Air Source Heat Pumps or Solar Panels | 40                                                     |
| Auto Flood Air Vents                                                    | Alyth, Aberfeldy and Comrie                            |

The level of compliance with the Scottish Housing Quality Standard (SHQS) for Local Authority stock was 96.15% at 31/3/2018; and the level of compliance with the Energy Efficiency Standard for Social Housing (EESH) was 80.2% at 31/3/2018. Both of these figures are above the Scottish average.

Our recent Tenant Satisfaction Survey 2018 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.



***Kitchen Replacement Programme***

Our Licensing Team also issues licenses to Private Landlords for properties rented privately and Houses in Multiple Occupation (HMO). They also maintain this register and ensure licenses are renewed. Spot checks are also carried out to ensure compliance with the Repairing Standard/Tolerable Standard and the conditions of the HMO licences.

A Working Group was created during 2018/19 to look at options for dealing with missing shares (where owners of properties located within communal blocks are either unwilling or unable to pay their share of maintenance or repair costs).

The continuing investment in energy efficiency improvements is helping to lower energy bills and increase the energy performance of the housing stock. This work has included elements such as the installation of new central heating systems, new gas connections, renewable technologies such as air source heat pumps / PV panels, triple glazed windows, insulated exterior doors and externally applied wall insulation etc. The roll out of the smart metering programme is also continuing.



The main benefits of investment in energy efficiency measures are detailed above. However, the impact of certain types of home improvements, such as insulating solid walls or changing old electric storage heaters over to a modern efficient gas system can result in very significant savings on fuel bills.

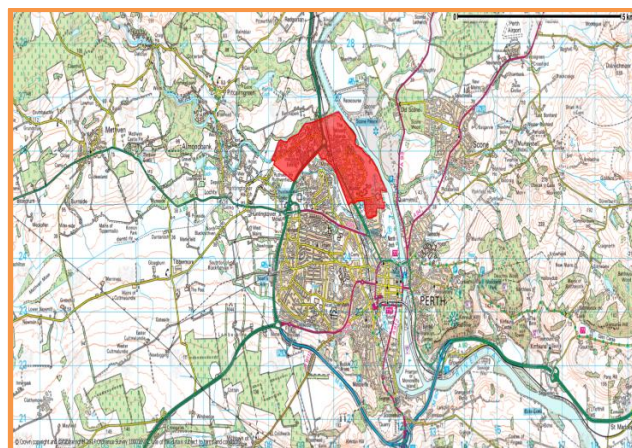


External wall insulation has been fitted to 100 council properties during 2018/19. This brings the total number of houses with EWI to **1,858**.

Funding from the HEEPS scheme has helped us in conjunction with SSE to insulate **233** private properties during 2018/19.

#### ***External Insulation – HEEPS-ABS Scheme***

We have also been involved in a joint project between Scottish Government and a Consultant consortium to pilot the development of a Local Heat and Energy Efficiency Strategy (LHEES) in the North Perth. The aim of this project is to identify options for decarbonising heat supply and improving energy efficiency. It is expected that LHEES's may well become a statutory requirement for Local Authorities in the future.



***Pilot Area for LHEES Project***

We have continued to roll out the implementation of SMART meters to our homes, installing these to void properties and as a pilot of 12 properties within St Catherine's Square, Perth.

All of the work undertaken in relation to the installation of energy saving measures and other home improvements has helped to:

- reduce household fuel bills;
- improve the comfort, safety and wellbeing of residents;
- reduce condensation & dampness (creating a healthier environment);
- reduce carbon emissions;
- improve the visual appearance of homes;
- reduce fuel poverty.

We are in the early stages of exploring the potential of a Smart Flexible Energy System which could help reduce energy costs and the carbon footprint, as well as having the potential to develop new income streams for the Council from energy storage. Both SSE and EDF Energy have signed up to be project Partners with Ofgem and the Department for Business, Energy and Industrial Strategy (BEIS) taking observer status on the project. It is expected that the development and testing of the system designs will run from September 2019 until February 2021.

We continue to work closely with Save Cash and Reduce Fuel (SCARF), Citizens Advice Bureau (CAB) and the Welfare Rights team to promote benefits and income maximisation checks to ensure people are receiving the financial assistance they are entitled to. Some benefits, such as the Warm Home Discount Scheme are not automatically paid and the review process can sometimes 'unlock' these payments.

## **Energy Assistance**

The successful outcome to our funding bid for Warm Homes Fund cash during 2019 has provided additional opportunities to offer assistance and improve home energy efficiency levels for households. Several local engagement events have been held to promote grant funded initiatives, such as the Warm Homes Fund (WHF), ECO, Home Energy Efficiency Programmes for Scotland (HEEPS) and HEEPS Equity Loan Schemes during 2018/19. Through engagement and direct communication with private owners and landlords, the level of uptake for HEEPS / ECO / WHF funding by private owners and private landlords has continued to be high. This has enabled works to proceed in mixed tenure blocks where agreement would otherwise be challenging.

A programme of awareness sessions was also organised for frontline staff and managers in the public, private and voluntary sectors who regularly visit people within their own homes. The aims of these sessions were to:

- raise awareness of fuel poverty and the key drivers of fuel poverty;
- discuss some of the key signs of fuel poverty;
- raise awareness of the help and assistance available to households living in fuel poverty or at risk of fuel poverty;
- explain the referral process to the Home Energy Advice Team (HEAT) for households in need of assistance.

A total of 7 awareness sessions were arranged between November 2018 and March 2019. 100 members of staff from across the council and many external organisations attended these sessions. These sessions will enable staff to identify and direct many households living in fuel poverty to the HEAT service before fuel poverty can start to impact on the health and wellbeing of the household.

By identifying 'fuel poor' or 'hard to heat' households and referring them to other agencies (or by offering assistance through schemes such as HEEPS, ECO or WHF), we have also been able to help householders of all tenures to improve the energy efficiency of their homes. This can vary from providing simple energy saving tips and advice (either over the phone or during home visits) to obtaining grant funding towards energy saving measures worth several thousands of pounds.

### **Case Study – Energy Efficiency Assistance**

During a home visit by the Home Energy Advice Team (HEAT) in April 2018, the householder explained that she had trouble heating the property the previous winter. The owner was partially sighted and received DLA/ESA.

The Energy Advisor made a call to Home Energy Scotland to seek further information on the Warmer Homes Scotland (WHS) scheme and a survey was booked for beginning May 2018.

Following completion of the WHS survey, it was confirmed that the household was eligible for a new condensing gas boiler; room thermostat; loft insulation; smoke alarms; central heat pipe enclosure; hot water tank jackets; and a carbon monoxide detector.

The measures were installed in July 2018 and owner was delighted with the outcome. By contacting the HEAT service, the customer has managed to save £5,625 on the cost of the energy efficiency equipment and a potential lifetime fuel bill saving estimated at £14k.

### **Home Energy Advice**

We have continued to work with our Partner SCARF to deliver our Home Energy Advice Team (HEAT) service, providing free and impartial energy efficiency advice to households across any tenure in Perth and Kinross on:

- getting the most from heating systems;
- identifying condensation, damp and potential for energy improvements;
- switching fuel supplier or tariff;
- understanding fuel bills;
- advice on tackling fuel debt.

Recent rises in prices by the 'big 6' energy suppliers have underlined the need for people to be energy efficient, choose the correct tariffs and get the best deals on their energy - possibly by switching supplier. Many people experience difficulties when contacting utility companies and we know that, by providing good advice and assistance, we can enable them to make savings.

During 2018/2019, HEAT received 250 enquiries to the service and carried out 124 home visits (244 enquiries and 125 home visits in 2017/18). We now have a Service Level Agreement in place from 1 April 2019 to deliver 390 home visits by 31 March 2020. Some of the most common advice given out to households during 2018/2019 included:

- heating demonstrations
- general information on fuel suppliers
- conserving hot water
- turning off appliances when not in use
- advice on fuel tariff switching
- applying for the warm home discount
- dampness and condensation
- having a shower rather than a bath
- installing draught proofing measures

This service is important as it helps people to reduce fuel consumption and save on energy costs. This, in turn, reduces the risk of fuel poverty and also minimises the carbon footprint thus reducing the impact on the environment.

We also published the third edition of our Home Energy Guide in 2018/19 and this has been distributed through a variety of outlets. This guide provides useful information, tips and advice on how to save money on energy bills

# HOUSING PRIORITIES FOR 2019/2020

## Supply of Housing & Sustainable Communities

- Maximise funding for affordable housing;
- Regeneration of deprived areas

## Housing and Homelessness

- Continue to deliver Home First model;
- Implement the Rapid Rehousing Transition Plan;
- Improve consultation, engagement and participation opportunities for tenants and communities;
- Maximise incomes for tenants, minimising rent arrears and mitigating the impact of welfare reform;
- Sustain tenancies;
- Develop and deliver Child Poverty Action Plan

## Independent Living

- Collating robust housing, support and care needs information on current and future demand for housing and support
- Develop a modelling tool to support short, medium and longer term planning for housing and support
- Exploring the use of Technology Enabled Care solutions

## House Condition, Fuel Poverty and Climate Change

- Capital Investment on Council properties/HEEPS-ABS/ECO;
- Minimum Energy Efficiency Standards (Energy Efficient Scotland Route Map) – Work with Private Landlords and Owner Occupiers;
- Fuel Poverty Bill;
- SCARF SLA – HEAT – Work to ensure inequalities are addressed;
- SMART flexible Energy Scheme;
- LHEES

## ACTION PLAN FOR 2019/2020

We consulted with various professional stakeholders on the existing action plans (for the 4 themes of the LHS) and asked for feedback on the following:

- Do you agree with the actions in the existing action plan?
- Do you feel we need to change anything in the existing action plan?
- Are there any areas of your work which you would like to see reflected in the action plan (and could provide quarterly updates on)?
- Is there anything else you would like to see happening as part of the LHS engagement process? Anything we could be doing better?

We received over 30 responses to the consultation on the action plans and have revised the plans accordingly taking into account the feedback, where possible. The following pages set out the action plans for the 4 themes of the strategy for 2019/2020.

Some stakeholders also expressed that they would like to receive more regular updates on the progress towards achieving our outcomes. We now plan to circulate two newsletters per year to all stakeholders, highlighting the progress we are making in delivering our Local Housing Strategy.

| Theme 1 – Supply of Housing and Sustainable Communities                                                                                   |                                                                                                                                                                                                                                                                                                                                                  |                                                                  |               |                                              |
|-------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|---------------|----------------------------------------------|
| Outcome 1 - People have access to affordable homes in the size, type and location they need.                                              |                                                                                                                                                                                                                                                                                                                                                  |                                                                  |               |                                              |
| No                                                                                                                                        | Measures                                                                                                                                                                                                                                                                                                                                         | Baseline (2018/19)                                               | Target        | Timescale                                    |
| 1.1                                                                                                                                       | Number of new affordable housing completions (including shared equity).<br><b>Specialist housing targets included in Section 3</b>                                                                                                                                                                                                               | 221 units<br>(191 units - social rent/ 30 units - shared equity) | 150 units     | March 2020                                   |
| 1.2                                                                                                                                       | Number of new private housing completions.                                                                                                                                                                                                                                                                                                       | 414 units                                                        | 400 units     | March 2020                                   |
| 1.3                                                                                                                                       | Number of additional social rented housing units through buybacks and conversions                                                                                                                                                                                                                                                                | Buybacks – 26<br>Conversions – 1                                 | Buybacks - 35 | March 2020                                   |
| No                                                                                                                                        | Actions                                                                                                                                                                                                                                                                                                                                          | Start Date                                                       | Milestone     | Lead                                         |
| 1.4                                                                                                                                       | Increase the supply of affordable housing in rural areas and prioritise rural areas through the SHIP.                                                                                                                                                                                                                                            | April 2019                                                       | March 2020    | Planning & Policy / Planning Team/ RSL's     |
| Outcome 2 - People have access to a range of tenures and mixed tenure developments to enable more sustainable and mixed communities.      |                                                                                                                                                                                                                                                                                                                                                  |                                                                  |               |                                              |
| No                                                                                                                                        | Actions                                                                                                                                                                                                                                                                                                                                          | Start Date                                                       | Milestone     | Lead                                         |
| 1.5                                                                                                                                       | Continue to support Self Build and Custom Build developments.                                                                                                                                                                                                                                                                                    | April 2019                                                       | March 2020    | Planning & Policy / Planning Team            |
| 1.6                                                                                                                                       | Establish a project vision and strategy for the Self/Custom Build pilot at Dunning, Perthshire, to enable site start.                                                                                                                                                                                                                            | April 2019                                                       | March 2020    | Planning & Policy / Planning Team            |
| 1.7                                                                                                                                       | Support the development of intermediate tenures such as mid-market rent (MMR), shared equity and shared ownership.                                                                                                                                                                                                                               | April 2019                                                       | March 2020    | Planning & Policy / Planning Team/ RSL's     |
| 1.8                                                                                                                                       | Continue engagement with Private Landlords through themed Forums for Private Landlords.                                                                                                                                                                                                                                                          | April 2019                                                       | March 2020    | Private Sector Team                          |
| 1.9                                                                                                                                       | Work with Landlord Accreditation Scotland to training opportunities and other support for Private Landlords                                                                                                                                                                                                                                      | April 2019                                                       | March 2020    | Planning & Policy Team/ Private Sector Team  |
| 1.10                                                                                                                                      | Ongoing review of Design Guide for new build developments taking into consideration aspects relating to Place-Making; housing quality and energy efficiency standards, Climate Change (Placemaking Guide for Perth and Kinross/Housing for Varying Needs Standard/Scottish Housing Quality Standard/Energy Efficient Scotland Minimum Standards) | April 2019                                                       | March 2020    | Planning & Policy/ Housing Improvements Team |
| Outcome 3 - Areas of deprivation are regenerated and more people are living in the city centres (in line with Perth City Plan 2020-2040). |                                                                                                                                                                                                                                                                                                                                                  |                                                                  |               |                                              |
| No                                                                                                                                        | Measures                                                                                                                                                                                                                                                                                                                                         | Baseline (2018/19)                                               | Target        | Timescale                                    |

|           |                                                                                                        |                   |                  |                                                |
|-----------|--------------------------------------------------------------------------------------------------------|-------------------|------------------|------------------------------------------------|
| 1.11      | Improve city centre/ town centre living as a housing option by bringing empty properties back into use | 145               | 150 properties   | March 2020                                     |
| <b>No</b> | <b>Actions</b>                                                                                         | <b>Start Date</b> | <b>Milestone</b> | <b>Lead</b>                                    |
| 1.12      | Housing developments contributing towards regeneration of an area are prioritised through the SHIP     | April 2019        | March 2020       | Planning & Policy Team                         |
| 1.13      | Support regeneration through bringing empty homes back into use (Number of EHI Completions)            | April 2019        | March 2020       | Private Sector Team/ Housing Improvements Team |

## Theme 2 – Housing and Homelessness

### Work Area 1 - Housing Options and Access/Homeless Prevention Outcomes:

- People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the Landlord allocates homes and on their prospects of being housed (Charter 10);
- People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them (Charter 7);
- Tenants and people on housing lists can review their housing options (Charter 8);
- People at risk of losing their homes receive advice on preventing homelessness (Charter 9).

| No  | Measures                                                                           | Baseline (2018/19) | Target                         | Timescale                   |
|-----|------------------------------------------------------------------------------------|--------------------|--------------------------------|-----------------------------|
| 2.1 | Number of people presenting as homeless (including young people aged 16-25 years). | 938 People         | Target Setting Not Appropriate | March 2020                  |
| No  | Actions                                                                            | Start Date         | Milestone                      | Lead                        |
| 2.2 | Minimise the duration of homelessness (case duration).                             | April 2019         | March 2020                     | Specialist Housing Services |
| 2.3 | Implementation of Rapid Rehousing Transition Plan (RRTP)                           | April 2019         | March 2020                     | Specialist Housing Services |

### Work Area 2 - Providing Temporary, Resettled and Permanent Accommodation for Homeless People Outcomes:

- Homeless people get prompt and easy access to help and advice; are provided with suitable, good quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to (Charter 12).

| No  | Measures                               | Baseline (2018/19) | Target | Timescale  |
|-----|----------------------------------------|--------------------|--------|------------|
| 2.4 | Time spent in temporary accommodation. | 70.1 days          | Reduce | March 2020 |



|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                |                           |                                |                         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|--------------------------------|-------------------------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                |                           |                                |                         |
| 2.5                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Percentage of people satisfied with temporary accommodation.                                                                                                                                                   | 76.6%                     | Increase                       | March 2020              |
| 2.6                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Number of homeless people waiting for an offer of permanent housing                                                                                                                                            | 63                        | Target setting not appropriate | March 2020              |
| <b>Work Area 3 - Managing and Sustaining Tenancies Outcomes:</b> <ul style="list-style-type: none"> <li>Tenants and customers get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the Landlord and by other organisations (Charter 11);</li> <li>Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay (Charter 13);</li> <li>A balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and service users can afford them (Charter 14);</li> <li>Tenants' homes 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 (EESH) by December 2020 (Charter 4);</li> <li>Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done (Charter 5);</li> <li>Our Gypsy/Traveller sites are well maintained and managed and meet the minimum site standards set in Scottish Government guidance (Charter 16)</li> </ul> |                                                                                                                                                                                                                |                           |                                |                         |
| <b>No</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>Measures</b>                                                                                                                                                                                                | <b>Baseline (2018/19)</b> | <b>Target</b>                  | <b>Timescale</b>        |
| 2.7                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Overall percentage of new tenancies sustained for more than a year.                                                                                                                                            | 86.11%                    | 90%                            | March 2020              |
| 2.8                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Percentage of new tenancies for 16-25 year olds sustained for more than a year.                                                                                                                                | 77.59%                    | 78.57%                         | March 2020              |
| 2.9                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Percentage of tenants satisfied with overall services provided by their Landlord.                                                                                                                              | 94.77%                    | Maintain                       | March 2020              |
| 2.10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Percentage of tenants who feel that the rent for their property represents good value for money.                                                                                                               | 88.18%                    | Maintain                       | March 2020              |
| 2.11                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Continue to maximise rent collection rates to support a reduction in rent arrears.                                                                                                                             | 98.57%                    | 99%                            | March 2020              |
| <b>No</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>Actions</b>                                                                                                                                                                                                 | <b>Start Date</b>         | <b>Milestone</b>               | <b>Lead</b>             |
| 2.12                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Enable eligible tenants to access Discretionary Housing Payments (DHP).                                                                                                                                        | April 2019                | March 2020                     | Housing Service Manager |
| 2.13                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Continue to monitor and take mitigating actions in relation to Welfare Reform and Universal Credit, particularly in respect of our tenants and their ability to maximise their income and reduce rent arrears. | April 2019                | Ongoing                        | Housing Service Manager |
| 2.14                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Take forward actions/recommendations identified through the Rapid Rehousing Transition Plan relating to housing support.                                                                                       | April 2019                | March 2020                     | Housing Service Manager |
| <b>Work Area 4 - Safe and Secure Communities Outcomes:</b> <ul style="list-style-type: none"> <li>Tenants are aware of their responsibilities and clear that the Council will intervene where individuals are not fulfilling the terms of their tenancy agreement or creating problems for other tenants and residents.</li> <li>Tenants and residents live in attractive, well maintained neighbourhoods, which are free from anti-social behaviour and vandalism,</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                |                           |                                |                         |

| where they feel safe (Charter 6).                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                     |                    |                               |                                    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-------------------------------|------------------------------------|
| No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Measures                                                                                                                                                                            | Baseline (2018/19) | Target                        | Timescale                          |
| 2.15                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Percentage of anti-social behaviour cases resolved within local target (Area Teams – <b>PKC tenants</b> ).                                                                          | 80.63%             | 90%                           | March 2020                         |
| 2.16                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Percentage of <b>tenants</b> satisfied with the management of the neighbourhood they live in ( <b>PKC tenants</b> ).                                                                | 94.57%             | Maintain                      | March 2020                         |
| 2.17                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Percentage of adults rating neighbourhood either 'very good' or 'fairly good' as a place to live ( <b>All Tenure statistics</b> from Scottish Household Survey – LA Tables)         | 95%<br>(2016 data) | Maintain                      | March 2020                         |
| 2.18                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Percentage of adults who feel 'very safe' or 'fairly safe' when walking alone in their neighbourhood.<br>( <b>All Tenure statistics</b> from Scottish Household Survey – LA Tables) | 95%<br>(2016 data) | Maintain                      | March 2020                         |
| 2.19                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Percentage of adults who feel 'very safe' or 'fairly safe' at home.<br>( <b>All Tenure statistics</b> from Scottish Household Survey – LA Tables)                                   | 99%<br>(2016 data) | Maintain                      | March 2020                         |
| No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Actions                                                                                                                                                                             | Start Date         | Milestone                     | Lead                               |
| 2.20                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Establish ways to increase the level of feedback from residents around how safe they feel (All Tenures)                                                                             | April 2019         | March 2020                    | Community Safety Team              |
| 2.21                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Work with partners to tackle impact of drug dealing and drug use within neighbourhoods                                                                                              | April 2019         | March 2020                    | Community Safety Team              |
| <b>Work Area 5 - Involving and Empowering Our Communities Outcomes:</b> <ul style="list-style-type: none"> <li>Tenants and other customers find it easy to participate in and influence their Landlord's decisions at a level they feel comfortable with (Charter 3).</li> <li>Tenants get clear information on how rent and other money is spent, including details of any individual items of expenditure above thresholds agreed between Landlords and tenants (Charter 15).</li> </ul> |                                                                                                                                                                                     |                    |                               |                                    |
| No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Measures                                                                                                                                                                            | Baseline (2018/19) | Target                        | Timescale                          |
| 2.22                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.                                                                  | 96.80%             | Maintain                      | March 2020                         |
| 2.23                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Percentage of tenants satisfied with the opportunities given to them to participate in their Landlords decision making process.                                                     | 98.74%             | Maintain                      | March 2020                         |
| <b>Theme 3 – Independent Living</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                     |                    |                               |                                    |
| <b>Outcome 1 - People have access to the right type of housing to enable them to live as independently as possible at home or in a homely setting.</b>                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                     |                    |                               |                                    |
| No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Measures                                                                                                                                                                            | Baseline (2018/19) | Target 2019/2020              | Timescale                          |
| 3.1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Delivery of new houses built to inclusive and universal design standards                                                                                                            | 191 units          | 150 units (all housing units) | March 2020                         |
| 3.2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Target for ambulant disabled Housing                                                                                                                                                | 14                 | 15 units                      | March 2020                         |
| No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Actions                                                                                                                                                                             | Start Date         | Milestone                     | Lead                               |
| 3.3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Develop a modelling tool to support short, medium and longer term planning and development of accommodation and support services                                                    | April 2019         | March 2020                    | Health and Social Care Partnership |

|                                                                                                    |                                                                                                                                                                                                                                       |                           |                          |                                    |
|----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|--------------------------|------------------------------------|
| 3.4                                                                                                | Develop an accessible register to match individuals to appropriate accommodation solutions                                                                                                                                            | April 2019                | March 2020               | Health and Social Care Partnership |
| 3.5                                                                                                | Review and refine pathways for accessing support and accommodation                                                                                                                                                                    | April 2019                | March 2020               | Health and Social Care Partnership |
| <b>Outcome 2 - People have access to the right type of support to sustain their accommodation.</b> |                                                                                                                                                                                                                                       |                           |                          |                                    |
| <b>No</b>                                                                                          | <b>Measures</b>                                                                                                                                                                                                                       | <b>Baseline (2018/19)</b> | <b>Target 2019/2020</b>  | <b>Timescale</b>                   |
| 3.6                                                                                                | Number of Adaptations through Care and Repair Scheme                                                                                                                                                                                  | 215                       | 250 adaptations per year | March 2020                         |
| 3.7                                                                                                | Number of Major and Minor Adaptations in Local Authority Housing                                                                                                                                                                      | 308                       | 310                      | March 2020                         |
| 3.8                                                                                                | Number of clients receiving floating housing support services                                                                                                                                                                         | 317                       | No target set            | March 2020                         |
| <b>No</b>                                                                                          | <b>Actions</b>                                                                                                                                                                                                                        | <b>Start Date</b>         | <b>Milestone</b>         | <b>Lead</b>                        |
| 3.9                                                                                                | Support people to live independently at home through use of community alarms                                                                                                                                                          | April 2019                | March 2020               | Health and Social Care Partnership |
| 3.10                                                                                               | Explore other options for the use of Technology Enabled Care in supported accommodation to enhance a person's independent living                                                                                                      | April 2019                | March 2020               | Health and Social Care Partnership |
| 3.11                                                                                               | 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 | April 2019                | March 2020               | Health and Social Care Partnership |

| Theme 4 – House Condition, Fuel Poverty and Climate Change                                                                 |                                                                                                                                                                                                                                                                                                                                                        |                                                                            |                                                                              |                                                                       |
|----------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| Outcome 1 - All residents are living in good quality and energy efficient homes which meet the relevant standards          |                                                                                                                                                                                                                                                                                                                                                        |                                                                            |                                                                              |                                                                       |
| No                                                                                                                         | Measures                                                                                                                                                                                                                                                                                                                                               | Baseline (2018/19)                                                         | Target (2019/20)                                                             | Timescale                                                             |
| 4.1                                                                                                                        | Number of properties with improvements carried out through Capital Investment Programme to improve standard and energy efficiency levels in council homes (including Central Heating [C/H], Windows and Doors [W/D], Controlled Door Entry [CDE], Replacement Kitchens and Replacement Bathrooms).                                                     | C/H – 465<br>W/D – 443<br>CDE – 35 Blocks<br>Kitchens - 80 Bathrooms - 172 | C/H – 500<br>W/D – 220<br>CDE – 6 Blocks<br>Kitchens – 15<br>Bathrooms – 125 | March 2020                                                            |
| 4.2                                                                                                                        | Percentage of council stock complying with Scottish Housing Quality Standard (SHQS).                                                                                                                                                                                                                                                                   | 96.15 (17/18)<br>18/19 figure available end May 19                         | Full compliance by April 2015                                                | March 2020 (subject to abeyances and exemptions)                      |
| 4.3                                                                                                                        | Percentage of council properties achieving Energy Efficiency Standard for Social Housing (ESSH).                                                                                                                                                                                                                                                       | 80.2 (17/18)<br>18/19 figure available end May 19                          | Full compliance by December 2020                                             | March 2020                                                            |
| 4.4                                                                                                                        | Percentage of Council Properties achieving ESSH 2 (EPC B) at year end                                                                                                                                                                                                                                                                                  | 4.5% (17/18)<br>18/19 figure available end May 19                          | Full Compliance by December 2032                                             | March 2020                                                            |
| No                                                                                                                         | Actions                                                                                                                                                                                                                                                                                                                                                | Start Date                                                                 | Milestone                                                                    | Lead                                                                  |
| 4.5                                                                                                                        | Increase awareness of Repairing Standard and Tolerable Standard with tenants and Landlords                                                                                                                                                                                                                                                             | April 2019                                                                 | March 2020                                                                   | Private Landlord Team/<br>Regulatory Services/<br>Private Sector Team |
| 4.6                                                                                                                        | Examine Private Landlord compliance levels with Repairing Standard within Perth and Kinross (number of enquiries/complaints from private sector households regarding housing issues/ number of complaints against private Landlords/ number of complaints resolved/ number of spot checks carried out/ number of spot checks where action is required) | April 2019                                                                 | March 2020                                                                   | Private Landlord Team/<br>Regulatory Services                         |
| 4.7                                                                                                                        | Assess housing conditions within Private Sector by carrying out Local House Condition Survey                                                                                                                                                                                                                                                           | April 2019                                                                 | March 2020                                                                   | Planning & Policy<br>Team/ Housing<br>Improvements Team               |
| 4.8                                                                                                                        | Explore opportunities across services for Council to create Missing Shares Fund which can fund missing shares then recoup cost from non-paying owner directly (where owners of properties located within communal blocks are either unwilling or unable to pay their share of maintenance or repair costs)                                             | April 2019                                                                 | March 2020                                                                   | Regulatory Services                                                   |
| 4.9                                                                                                                        | Work with Flood Team to help progress larger flooding agenda                                                                                                                                                                                                                                                                                           | April 2019                                                                 | March 2020                                                                   | Housing Improvements                                                  |
| 4.10                                                                                                                       | Finalise LHEES Pilot Project for the Perth North Area (Q1 2019/20) and continue to liaise with other Councils and the Scottish Government to inform and consider options for further roll out of LHEES Across Council Area and wider links with Energy Planning Work                                                                                   | April 2019                                                                 | March 2020                                                                   | Planning Team                                                         |
| Outcome 2 - Residents are living in homes they can afford to heat and are aware of opportunities to maximise their incomes |                                                                                                                                                                                                                                                                                                                                                        |                                                                            |                                                                              |                                                                       |
| No                                                                                                                         | Measures                                                                                                                                                                                                                                                                                                                                               | Baseline (2018/19)                                                         | Target (2019/20)                                                             | Timescale                                                             |
| 4.11                                                                                                                       | Number of households benefitting from energy efficiency programmes (including HEEPS-ABS/ ECO Funding/ Warm Homes Fund – list programme and council/private                                                                                                                                                                                             | 233 private<br>100 council                                                 | 163 (private)<br>173 (council)                                               | June 2020                                                             |

|             |                                                                                                                                                                                                                                 |                   |                               |                                                            |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------------------------|------------------------------------------------------------|
|             | households separately when reporting)                                                                                                                                                                                           |                   |                               |                                                            |
| <b>4.12</b> | Number of council properties with new mains gas supplies installed                                                                                                                                                              | 109 homes         | 142 homes<br>UPDATE FOR 19/20 | March 2020                                                 |
| <b>4.13</b> | Number of council properties with new renewable technology (e.g. solar water heating, air sourced heat pumps, solar photovoltaic panels).                                                                                       | 40 homes          | 46 homes<br>UPDATE FOR 19/20  | March 2020                                                 |
| <b>No</b>   | <b>Actions</b>                                                                                                                                                                                                                  | <b>Start Date</b> | <b>Milestone</b>              | <b>Lead</b>                                                |
| <b>4.14</b> | Build a profile of properties and areas in which energy efficiency improvements could improve fuel poverty levels                                                                                                               | April 2019        | March 2020                    | Planning & Policy/<br>Housing<br>Improvements/<br>Planning |
| <b>4.15</b> | Continue to examine potential of low carbon heating options                                                                                                                                                                     | April 2019        | March 2020                    | Planning Team                                              |
| <b>4.16</b> | Develop and test designs of Smart Flexible Energy System which could help reduce energy costs and reduce the carbon footprint as well as having the potential to develop new income streams for the Council from energy storage | April 2019        | March 2021                    | Economic<br>Development                                    |

| Outcome 3 - People are aware of the assistance available to them to improve the energy efficiency levels of their homes |                                                                                                                                                                               |                                  |                                                                                 |                                                           |
|-------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|---------------------------------------------------------------------------------|-----------------------------------------------------------|
| No                                                                                                                      | Measures                                                                                                                                                                      | Baseline (2018/19)               | Target (2019/20)                                                                | Timescale                                                 |
| 4.17                                                                                                                    | Number of staff attending fuel poverty awareness sessions (council staff and partner organisations)                                                                           | 100 staff                        | 100 staff                                                                       | Planning & Policy Team/ SCARF                             |
| No                                                                                                                      | Actions                                                                                                                                                                       | Start Date                       | Milestone                                                                       | Lead                                                      |
| 4.18                                                                                                                    | Support households through HEEPS Equity Loan Scheme delivered by Care and Repair                                                                                              | April 2019                       | March 2020                                                                      | Care and Repair Service                                   |
| 4.19                                                                                                                    | 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.           | April 2019                       | March 2020                                                                      | Private Sector Team/ Planning & Policy/ SCARF (HEAT/ HES) |
| 4.20                                                                                                                    | Review Scheme of Assistance                                                                                                                                                   | April 2019                       | March 2021                                                                      | Care and Repair Co-Ordinator                              |
| Outcome 4 - People are aware of ways in which they can reduce fuel consumption and save on energy costs.                |                                                                                                                                                                               |                                  |                                                                                 |                                                           |
| No                                                                                                                      | Measures                                                                                                                                                                      | Baseline (2018/19)               | Target (2019/20)                                                                | Timescale                                                 |
| 4.21                                                                                                                    | Number of Households assisted through HEAT Service (Number of Enquiries/ Number of Home Visits Carried Out)                                                                   | 250 enquiries<br>124 home visits | 500 Enquiries (All Tenures)<br>390 Home Visits (50% Council/ 50% Other Tenures) | March 2020                                                |
| No                                                                                                                      | Actions                                                                                                                                                                       | Start Date                       | Milestone                                                                       | Lead                                                      |
| 4.22                                                                                                                    | Work with SSE to get SMART meters installed into void council properties and council new build properties.                                                                    | April 2019                       | March 2020                                                                      | Housing Improvements                                      |
| 4.23                                                                                                                    | Create new Energy Efficiency Guide                                                                                                                                            | April 2019                       | March 2020                                                                      | Housing Improvements                                      |
| 4.24                                                                                                                    | Examine impacts of climate change on housing and particular geographic areas and explore implications of heat stress in housing (looking at research and strategy in England) | April 2019                       | March 2020                                                                      | Planning & Policy/ Planning Team                          |

## PERTH AND KINROSS COUNCIL

### Housing and Communities Committee

15 May 2019

#### Service User Review and Evaluation Team – Scrutinising Housing Services Tenement Management Scheme

#### Report by Executive Director (Housing and Environment) (Report No. 19/144)

This report provides an overview of the scrutiny activities undertaken by the Service User Review and Evaluation (SURE) Team in relation to landlord services delivered by Housing. It also provides details of their findings and recommendations in relation to their recent scrutiny of the Tenement Management Scheme and recommends that the Committee endorses the improvement plan.

### 1. BACKGROUND

- 1.1 Perth and Kinross Council have been working in partnership with tenants to scrutinise the standard and delivery of housing services since 2012.
- 1.2 To strengthen the approach, the Service User Review and Evaluation (SURE) Team was established in 2014. The team consists of tenants and service users and is supported by an Independent Advisor.
- 1.3 The SURE Team's role is to:
  - take an independent view of Perth & Kinross Council housing performance
  - prioritise and oversee service user review and evaluation activities
  - collect and examine evidence to enable housing services to be reviewed and evaluated
  - monitor and review agreed annual action plans
  - approve and validate the annual performance report on the charter.
- 1.4 Since 2014, the SURE Team has undertaken six different scrutiny activities, covering a range of areas from complaints to anti-social behaviour. Scrutiny of tenant participation activities led to the SURE Team developing and producing the Tenant and Resident Participation (TRP) Strategy for 2018-21. This was approved at Housing and Communities Committee on 24 January 2018 (Report No. 18/18 refers).

- 1.5 The Perth and Kinross 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.

They were impressed with the process and rationale, commenting:

*“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 and Implementation Plan”*

## **2. SCRUTINY IN PRACTICE**

- 2.1 Areas for scrutiny are determined jointly through discussion between the Housing Management Team (HMT) and the SURE team. They are often influenced by performance, customer feedback or where a need for improvement has been identified.
- 2.2 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 the SURE Team, providing an overview of the area of service delivery
  - the SURE Team meet to discuss the area for scrutiny, and agree the scope
  - undertake a series of interviews with Lead Officers and key frontline staff within Housing and other relevant partners (Legal Services, Safer Communities etc.)
  - analysis of background documentation, performance and other 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
- 2.3 HMT then meet with the SURE Team within 6 – 8 weeks, to provide feedback on the report and the recommendations, as well as present an action plan and timescales for implementation. On a regular basis, the SURE Team request updates on progress.



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

| <b>Scrutiny</b>                               | <b>Date</b>   | <b>No. of Recommendations</b> |
|-----------------------------------------------|---------------|-------------------------------|
| 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                            |

### **3. Scrutiny on Tenement Management Scheme (TMS)**

- 3.1 Over a seven month period during 2018, the SURE Team conducted their sixth scrutiny activity, on the Tenement Management Scheme (TMS), presenting a final report (Appendix 1) and recommendations to HMT on 26 November 2018 (Appendix 1).
- 3.2 Our total Council stock across Perth and Kinross is 7,635. Prior to the Right to Buy, the Council owned approximately 17,000 properties. As a result, all of our estates are now mixed tenure, comprising of Council, private rented and owner occupied. Overall 800 blocks are multi tenure with a significant number where we own only one property. All properties were sold with an equal share of responsibility for the repairs and maintenance of common parts i.e. roof and roof space, rhones, downpipes, external walls door entry and stairwells.
- 3.3 Over the last 5 years, as with all Local Authorities, our priority through the capital programme has been to bring our properties up to the Scottish Housing Quality Standard (SHQS). We have continually performed well in this area with over 96% of our stock meeting this standard against a national average of 93%. As a result, many properties that look tired and in poor condition are often privately rented or owned.
- 3.4 The multi tenure nature of our estates presents us with many challenges in maintaining and improving our properties. Although we can undertake work on behalf of owners, through the TMS, we must secure their agreement and they are required to pay for their share of the costs. It is not always possible for us to carry out improvements that we would like to, as owners and private landlords are often reluctant or unable to pay for their share. We have, however, been successful in securing significant funding to undertake external insulation to both council and private properties.
- 3.5 The Housing team established a focus group in March 2018 to review the management and monitoring of the TMS. As a result of improved arrangements, the average number of current TMS cases was reduced from 800 to 300 and the annual accrual for TMS has reduced from £46,000 at 31 March 2018 to £9,000 at 31 March 2019.

- 3.6 Secure door entry systems within multi-tenure blocks are a key component of the SHQS. This is an area where we have had difficulty in obtaining agreement for works from private owners. During the last year, more owners have seen the benefits of the enhanced security and have agreed to the installation of door entry systems. This has contributed to a recent increase in our SHQS performance of approximately 0.5%.
- 3.7 Given the complexity of the TMS and the challenges in its administration, it was agreed that this would be an area of scrutiny for the SURE team. This complements improvements already delivered and enables a more detailed scrutiny of our approach to identify further improvements.
- 3.8 The SURE team undertook a professional and detailed scrutiny of the TMS scheme, our approach and the legislative framework. The report by the SURE Team recognised that TMS is subject to detailed legislative requirements which, at face value, give little scope for, or flexibility in, the interpretation of its provisions.
- 3.9 The SURE team's report is contained in Appendix 1. It outlines 19 recommendations to improve our approach which include:
- supporting existing proposals identified by the service to streamline the TMS procedure
  - providing pre-tenancy information for new tenants in our Welcome Pack
  - reviewing the annual fee for the Factoring Service
- 3.10 Lead Officers met with the SURE Team and have agreed all 19 recommendations, detailed within an action plan which will be progressed over the course of next 24 months.

#### **4. CONCLUSION AND RECOMMENDATION(S)**

- 4.1 The SURE team to continue to play an important role in influencing and supporting improvements to the services we provide to tenants. Their recent scrutiny of the TMS has been of significant value in identifying a range of improvements that will ultimately benefit tenants.

It is recommended that Committee:

- (i) acknowledges 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 (Appendix 1).
- (ii) endorses the Action Plan agreed in partnership with the SURE Team (Appendix 2).
- (iii) requests the Executive Director (Housing & Environment) to submit a further update to Committee in August 2019 on progress around all scrutiny activities within the Tenant and Resident Participation Strategy Annual Update.

**Author(s)**

| <b>Name</b>  | <b>Designation</b> | <b>Contact Details</b>                                                                              |
|--------------|--------------------|-----------------------------------------------------------------------------------------------------|
| Clare Mailer | Head of Housing    | <a href="mailto:TESCommitteeReports@pkc.gov.uk">TESCommitteeReports@pkc.gov.uk</a><br>01738 475 000 |

**Approved**

| <b>Name</b>    | <b>Designation</b>                              | <b>Date</b>   |
|----------------|-------------------------------------------------|---------------|
| Barbara Renton | Executive Director –<br>Housing and Environment | 18 April 2019 |

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

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

All Council Services can offer a telephone translation facility.

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

### 1. Strategic Implications

#### Community Plan

- 1.1 This proposals within the report help the delivery of the Perth and Kinross Community Plan in terms of the following priorities:

- (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 proposals within the report help the delivery of the Perth and Kinross Corporate Plan in terms of the following priorities:

- (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 financial implications as a result of this report.

### Workforce

- 2.2 There are no workforce implications as a result of this report.

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

- 2.3 There are no asset management implications as a result of 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.

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

### Legal and Governance

- 3.2 The Head of Legal and Governance was involved in the scrutiny activity contained within the appendices to support this report.
- 3.3 There are no key risks identified as a result of this report.

## **4. Consultation**

### Internal

- 4.1 The Head of Legal and Governance and the Head of Finance have been consulted in the preparation of this report.
- 4.2 The Tenant Committee Report Panel were consulted on this report. They commented that this is a very good report, good to work with the managers involved and excellent how quickly they have dealt with the recommendations.

## **2. BACKGROUND PAPERS**

No papers were relied on in preparing this report.

## **3. APPENDICES**

Appendix 1 – SURE Team Scrutiny Report Overview and Recommendations  
Appendix 2 – Housing Service Scrutiny Action Plan



# SURE Team Sixth Scrutiny Report

## Review of the Operation of the Common Repairs Policy and Tenement Management Scheme (TMS) by PKC's Housing Service



To be presented to PKC's Housing Repairs Service  
on Monday, 26<sup>th</sup> November 2018  
by the SURE Team.



## Foreword

*This sixth scrutiny Report is dedicated to Liz Dewar,  
a founder member who sadly passed away on 17<sup>th</sup> July 2018.*

Perth and Kinross Council's (PKC) Housing Service has been working with their tenants and service users to develop their approach to scrutiny for two reasons: firstly, to ensure that housing services are delivered to a high standard and secondly, to place tenants and service users as customers at the heart of the business.

A staff/tenant working group, the Scrutiny Implementation Group, developed terms of reference for the Service User Review and Evaluation (SURE) Team in 2014. These are to:

- Take an independent view of Perth & Kinross Council's Housing Service performance.
- Prioritise and oversee service users' review and evaluation activities.
- Collect and examine evidence to enable housing services to be reviewed and evaluated.
- Report recommendations to senior management, Convenor, Vice Convenor and Committee as appropriate.
- Monitor and review agreed annual action plans.
- Tell other service users what the SURE Team is doing and encourage them to get involved.
- Validate the Annual Performance Report on the Scottish Social Housing Charter.

To ensure independence, the Council agreed the SURE Team would be supported by an Independent Advisor (IA), with Council staff having a liaison role to enable the SURE Team's activities. PS Consultants was initially appointed by the SURE Team in August 2014 on what was agreed as a 3 year contract. A second 3 year IA contract was tendered in July 2017. PS Consultants was retained as the IA for a further 3 years, with an option of a fourth year until August 2021.

SURE Team members are:

|                                                       |
|-------------------------------------------------------|
| <b>Derek Wilkie, Chair for this scrutiny exercise</b> |
| <b>Christina Stewart</b>                              |
| <b>Elizabeth Bradshaw</b>                             |
| <b>Joan Rose</b>                                      |
| <b>Katrina Whyte</b>                                  |



## Contents

| Section    | Section title                                       | Page |
|------------|-----------------------------------------------------|------|
| Foreword   | Foreword                                            | i    |
| Contents   | Contents and Acknowledgements                       | ii   |
| 1.         | Introduction                                        | 1    |
| 2.         | How we carried out this Scrutiny                    | 2    |
| 3.         | The Common Repairs Policy                           | 3    |
| 4.         | The Tenement Management Scheme (TMS)                | 6    |
| 5.         | Our understanding of the legal and policy framework | 9    |
| 6.         | PKC's Factoring Service                             | 12   |
| 7.         | Our Findings and Recommendations                    | 14   |
| Appendix 1 | SURE Team witness questions                         | 29   |
| Appendix 2 | Scrutiny Timetable and Work Plan                    | 33   |
| Appendix 3 | Housing Service TMS data January 2015 – August 2018 | 34   |

## Acknowledgements

We wish to thank:

- The Officers involved for their time and patience in providing information, in attending as witnesses and in answering our questions; and
- The Tenant and Resident Participation Team for administrative support, including the booking of rooms and refreshments.

# **Review of the Operation of the Common Repairs Policy and Tenement Management Scheme (TMS) by PKC's Housing Service**

## **Section 1 Introduction**

This is a different type of scrutiny exercise than the SURE Team usually conducts. In all our previous scrutiny work, and although the services we have scrutinised are often subject to legal and regulatory requirements, we have generally had a fairly free hand to make recommendations about how those services could be improved. In the case of the Tenement Management Scheme (TMS), however, this is subject to detailed legislative requirements which, at face value, give little scope for, or flexibility in, the interpretation of its provisions.

Our first thoughts when it was suggested to us that the TMS would be a good subject for scrutiny was to decline the invitation and look for another topic where we could usefully make some recommendations. As we began to look at the operation of the TMS in Perth and Kinross, and more broadly at the Common Repairs Policy within which it sits, we began to be interested in the challenge of reviewing service delivery in a subject area that is very heavily prescribed by legislation. **The more we thought about it, the more we began to see that whilst the TMS is more than fair in respects of the rights of owners, it is much less supportive of the rights of council tenants to repairs, maintenance and improvements in common areas within mixed ownership/tenure blocks.**

The remit of the SURE Team is to scrutinise housing services received by all service users. We felt that we ought to pursue this topic not simply to evaluate how well the Housing Service delivers common repairs to service users in general, but to this group of tenants in particular.

## **Section 2      How we carried out this Scrutiny**

### **2.1 Background Information**

In February 2018, June McColl (Service Manager, Housing & Environment) and John Cruickshank (Housing Capital Programme Manager) met with us to explain how the Housing Service delivers the TMS procedure and to invite the SURE Team's views on how these procedures might be streamlined along the lines of the recent revision to the management of void property procedures. In looking at the background information provided we realised the TMS procedure sits within the broader Common Repairs Policy as approved on 28 January 2015. This Policy is due for review, so the SURE Team's Scrutiny is timely. We also looked at how the Housing Service acts as a Factor for seven mixed tenure blocks.

### **2.2 Evidence Gathering**

Once we understood the legal and policy framework, we began to gather information from the following sources:

- The data from the TMS team on the number and size of blocks in mixed ownership, the implementation of TMS procedures to date, how the process is managed in practice, and we asked June McColl and Louise Robinson (Team Leader Repairs (City & South)) further questions which they answered.
- Witness evidence from interviews held with Louise Robinson, Ben MacFarlane (the Council's Legal Service), Lorna Leslie (TMS Administrator) and Roy Robertson (Repairs Inspector) who is involved in assessing and monitoring TMS works on site. These interviews were based on the series of questions in Appendix 1.
- The revised TMS procedures prepared by the staff team following their own internal discussions, which was shared with us in September 2018.

### **2.3 Managing our time**

We considered the relevant legislation, Council policies and procedures and gathered our witness evidence for this Scrutiny between 25 April and 3 July 2018. We were then involved in the annual review of the performance of the Housing Service 2017/18 in respect of the SHR Charter outcomes.

On 2 October we returned to discuss our evidence, the issues arising, and to shape our recommendations to complete the TMS Scrutiny Report. We presented the Report to June McColl and Louise Robinson on 26 November 2018.

We have spent 28.5 hours across 10 meetings to consider, agree and present our Scrutiny as set out in the timetable and work plan in Appendix 2.

## Section 3 The Common Repairs Policy

In January 2015 PKC adopted a Common Repairs Policy. It noted that in addition to its efforts to bring all its homes up to the Scottish Housing Quality Standard (SHQS) which would include all the flats in its ownership, the Council also had a responsibility to ensure that the common areas of blocks of flats were in good repair. The accompanying paper to the Housing and Health Committee pointed out that much of the latter part of the SHQS programme had involved “a lot of communal properties and repairs” and had “highlighted the need for a clear policy to deal with communal work, agreement and payment”. The Common Repairs Policy document aimed to meet that need.

The Tenement (Scotland) Act 2004 applies to what it calls ‘scheme property’. In this Scrutiny Report we use the simpler term ‘common parts or areas’ of a building. The 2015 policy document gave the following examples of what it means by ‘the common parts or areas’ of tenement blocks:

- Foundations and outside walls
- Chimneys, stacks and vents
- The close and staircase
- Bin stores and back courts
- The roof
- Gutters, downpipes and drainage system
- Door entry systems
- Common paths

What the Policy set out to do in relation to these was, in essence, to ensure that all owners were aware of their rights and responsibilities and how the Council, in turn, would manage common repairs in mixed ownership properties, giving details of the Council’s procedures and practices. It proposed to do this by ensuring compliance with legislation (particularly the 2004 Act) and by using best practice in communication and engagement both with joint owners and with council tenants in tenement blocks.

The policy document noted that in some cases title deeds for flats may be ‘silent, incomplete or inconsistent in setting how the responsibility for common repairs is to be shared among the flats’ and that an important element in the Common Repairs Policy was, therefore, implementing the procedures of the 2004 Act (‘the TMS’) where this applied. Although it did not specify in detail how many properties this might apply to, it did indicate something of the scale of the problem in the following passage:

**“The Council uses the TMS for managing the majority of common repairs carried out in mixed tenure blocks. This is because the title to the Council-owned properties within mixed tenure blocks is the original title granted in favour of the local authority at the time when the land for the entire estate (e.g. Letham or Muirton) was purchased. There are no individual titles for the**

**Council-owned properties, setting out liability for common repairs, as there are for those which have been sold to tenants. This means that, when read together, the title deeds for most mixed tenure blocks present an incomplete picture.”**

The Common Repairs Policy states that implementing an improvement programme (as opposed to repairs and maintenance) presents a particular challenge to a council. Under the TMS, once a scheme decision is made in favour of the works, all owners are legally liable for an equal share of the costs. In the case of improvements, the Council needs all owners to agree in advance to meet their share of the costs before it can proceed.

The Policy states “title deeds are generally silent on improvement” and the TMS itself doesn’t specifically deal with improvements unless they are “reasonably incidental to repairs.” We see this as a potential weakness in the TMS itself because, as we noted in our very first scrutiny exercise about communications around repairs, the line between repairs and improvements can often be a blurred one, as for example when repairs are “capitalised.”

Finally, the Common Repairs Policy contains a commitment to monitor PKC’s delivery. It sets out 11 criteria against which performance will be recorded and evaluated. These are:

- i. Number of occasions in which the TMS scheme is used
- ii. Number of improvements completed
- iii. Cost of common repairs
- iv. Payments recovered from common repairs
- v. Number of repayment plans
- vi. Management of repayment plans
- vii. Number of occasions on which a debt recovery process commenced
- viii. Household characteristics such as age , disability, ethnicity and gender
- ix. Number of disputes and their outcomes
- x. Customer satisfaction in the processing of common repairs
- xi. The number of applications to the Sheriff Court to have scheme decisions set aside

As we understand it, no formal monitoring has been carried out against these criteria, other than the TMS team records all the TMS procedures initiated by the Housing Service and their outcome. We were told that, “The Housing Service cannot monitor everything.” We were surprised, however, to learn that just under one third of the Council’s flats are in mixed tenure blocks. Just over 11% of these are in blocks where the Council owns 50% or less of the flats, and so is not able to control investment in repairs, maintenance and incidental improvements without the consent of at least a majority of other owners.

The Common Repairs Policy was to be reviewed every two years. It is now almost four years since it was approved. The Housing Service should review the operation and effectiveness of the Common Repairs Policy.

The SURE Team believes that the Housing Service should **continue to be pro-active on behalf of Council tenants. (Section 7.1, Recommendation 1)**

The Housing Service should review the monitoring criteria and if it retains this obligation, it should commit the staff and other resources that will be required to meet this requirement. **(Section 7.3, Recommendation 4)**

The TMS is at the heart of PKC's Common Repairs Policy. We set out in Section 4 our understanding of how it works.

## Section 4 The Tenement Management Scheme (TMS)

### 4.1 The Background

The law on the maintenance and management of tenements in Scotland, the common law rules, have been progressively developed since the 17<sup>th</sup> century. Unlike the freehold ownership of individual properties, the form of 'shared' ownership found in tenement blocks through one or more other joint owners, requires a clear specification not only of the individual owners' rights and responsibilities in relation to their individual property, but also of the joint responsibilities of each owner for the repair, improvement, and maintenance of the common parts of the whole building.

The situation in England is completely different from that in Scotland. In England, the concept of leasehold prevails: individual owners have those individual rights and responsibilities as 'leaseholders' but do not have collective 'ownership' of the building as a whole. That ownership is vested in the freeholder. In the case of a local authority owned block that freeholder is the council which has ultimate authority with respect to issues affecting the common parts of the building. Leaseholders are asked to contribute towards works to overall building structure and common parts with cost limits set for leaseholders by the UK Government.

The Scottish system does not have the same concept of leasehold, so it requires rules and procedures whereby equal ownership partners may institute common repairs, improvements, and maintenance. Each system has its pros and cons.

In Scotland, those rights and responsibilities are set out in title deeds for all owners, including the local authority where they have ownership within blocks. Some title deeds are clear and unambiguous in this respect, but many are not (and in some cases the original deeds may have been lost). In 2004 the Scottish Government, recognising that the specifications in title deeds did not always permit the simple identification of responsibility for repairs, improvements, and maintenance, or of procedures for reaching agreement on those rights and responsibilities, passed the Tenements (Scotland) Act 2004.

We were surprised to learn that although the Act contains the word 'Tenement' it actually applies to all owners, whether of homes, businesses, or shops where the property is divided into two or more flats/units on different floors. It sets out what is in effect *a default procedure* to be used in the event that shared owners cannot, initially, agree on works to common areas of their block.

The Housing Service's figures state that a total of 4,177 flats located in 800 blocks of property of different sizes across the district are now in mixed tenure. The Council owns 2,297 of these flats, which comprise 30.8% of the Council's housing stock as at 31 March 2018. The remaining 1,888 flats are owned by other owners (initially sold to the former council tenant through Right to Buy). Many have been sold on again, in some cases to be

used as private lets. However we note that these figures actually total 4,185, which must include 8 Non-Effective (NEFF) properties within the 2,197 flats in Council ownership. NEFF properties are not currently habitable possibly due to fire or water damage, and/or are awaiting significant refurbishment works.

#### **4.2 How the TMS works**

The Tenement (Scotland) Act 2004 talks about “procedures” (for example in Schedule 1 Rule 2) that must be followed to apply the provisions of the Act. These are procedures that *any* owner wishing to apply those provisions must follow. It does not, for example, specifically identify the role a local authority must play as an owner in this context. Any owner may initiate the process and must follow the general procedures laid down in the Act. If a local authority wants to use the provisions of the Act it will have to develop its own detailed policies and procedures for implementing those provisions. This is what PKC’s Common Repairs Policy sets out to do. So, whilst we understand that the TMS is highly prescriptive concerning *what* must be done, *how* a local authority, as an owner, chooses to implement its provisions is discretionary, provided its procedures are consistent with the provisions of the Act. The latter is, therefore, a legitimate subject for scrutiny whereas the former, at least at the local level, is not. To put it simply: only the Scottish Parliament can change the provisions of the TMS, but the Housing Service can change the way it implements these provisions providing that it respects them.

Our initial focus then was on this question of ‘how’. *How* does PKC apply the provisions of the Act? Essentially, the Council’s position is a *pro-active* one. We were interested in the fact that, as the ‘Taking Care of your Home’ leaflet puts it, “Although all owners have the right to set things in motion when repairs to common parts are needed, where the Council owns a flat in the building, we are *likely* to take the first steps to arrange repairs.” This statement simply repeats the Common Repairs Policy’s declaration (p78) that “The Council will make use of the TMS set out in the 2004 Act to manage common repairs proposed by the Council in mixed tenure blocks”. In other words, whereas the original intention of the Act was to provide guidance on how to proceed where title deeds are unclear, and thus act as a default mechanism which may or may not be used, PKC has gone further than this and adopted the provisions in the Act as its template to guide all its actions in respect of the management of common repairs where it is not the majority owner. This is why we described PKC’s approach as ‘pro-active’ and why we endorse it. **(Section 7.1, Recommendation 1)**

#### **4.3 The ‘Taking Care of your Home’ leaflet**

The Common Repairs Policy is summarised very clearly for all owners in the Council’s ‘Taking Care of Your Home’ leaflet. It involves four steps for all mixed tenure blocks in which the Council does not have a majority ownership of the flats. It can be simply summarised as:



### **Step 1 Initial contact with owners**

After PKC's initial assessment of a block, it writes to each owner to tell them that it has identified issues with the common parts to the block and that it intends to use the TMS to manage the process. After works and costs have been specifically identified, the Council contacts all owners again to tell them what these works and costs are.

### **Step 2 Reaching a scheme decision**

The 2004 Act makes provision for a vote amongst all owners about the proposal. This is called a 'scheme decision'. Owners, including PKC, each have one vote per flat they own. A simple majority in favour is required for work to go ahead. The Housing Service then communicates the result to all the owners.

### **Step 3 Implementing the decision**

If a majority of owners do not vote in favour (and a voting tie counts as no majority in favour) the process stops at that point, at least until PKC is able to re-visit and possibly revise its proposals for further consideration by owners. Once a majority vote for the works, the Council then gives details of costs, contractors, and the work programme.

### **Step 4 Invoicing and Payment**

Once the work has been completed and signed off, all owners are invoiced for their proportionate share of the cost.

Within Step 3 there is a form of legal redress for owners. This permits an owner who disagrees with the scheme decision to appeal, within 28 days, to the Sheriff Court against that decision. This right can be exercised by owners who do not want the work to go ahead although there is a majority of owners in favour. The Common Repairs Policy itself says that owners, who want the works to proceed, even though the scheme decision was against the proposal, can also appeal (although the summary leaflet does not state this). If the Sheriff Court finds for the owner (or owners), and where the successful claimants are opposed to the work being done, then the Council *cannot proceed unless and until* it can persuade those owners to agree to a programme of works.

There are exceptions to the scope of the TMS in the form of 'emergency repairs'. A council may by-pass its provisions (i) where work "needs to be done to prevent damage to any part of the tenement (ii) or in the interests of health and safety" and (iii) "where there is no time to get a scheme decision organised".

The TMS staff have revised the TMS procedures whilst we have been undertaking this Scrutiny. We endorse the simplification that has been achieved to set out clearly lead responsibility at each stage in the procedure. However, there is no requirement for the

Housing Service to consult with or inform its own tenants in mixed tenure blocks where the Council has equal ownership or less.

## **Section 5 Our understanding of the legal and policy framework**

In thinking through the implication of both PKC's Common Repairs Policy and the requirement of the Scottish Government's primary legislation (the 2004 Act) we were greatly helped by a briefing given to us by Ben MacFarlane from the Council's Legal Services team. What Ben told us was essentially this:

- i. The 2004 Act embodied some of the ideas previous identified by a Law Commission Review, and replaced what had been generally been known as feu (or feudal) burdens with the concept of community burdens. It built upon the provisions in the Abolition of Feudal Tenure (Scotland) Act 2000 which came in to force in 2004. Prior to 2004 those feudal burdens (the responsibility to maintain common parts) could be enforced by a council as the 'Feudal Superior'. After the Tenement Management (Scotland) Act 2004 councils lost that role and these new 'community burdens' were able to be enforced by any owner.
- ii. When the 2000 Act came in to force the title deeds giving ownership of the property was known initially as a Feu Disposition, and then later simply as a Disposition. In the Perth and Kinross Council area there is a difference between the feu dispositions and dispositions in the multi-storey blocks (Market, Milne and Lickley Courts, Potterhill, and Pomarium) and those in other blocks. In the former, what is known as a Deed of Conditions was recorded which defined the common parts of the block and the responsibility of owners in respect of those common parts. When flats were sold under 'Right to Buy' the Feu Dispositions and Dispositions would then refer directly to that Deed of Conditions.
- iii. Whereas flats sold by the Council will have individual title deeds (since the Council will have ensured that this is the case once a sale was underway) this is often not the case for the properties remaining in its ownership. The Council's ownership of those properties may still be derived from the title deeds for the ground on which the properties were built. In those circumstances the apportionment of responsibility for cost sharing amongst all owners will not neatly add up to 100% since the 'responsibility' for costs incurred by a single council-owned flat is not precisely defined in a title deed. Ben noted that in this context the TMS would have to be used.
- iv. The TMS itself is essentially a legacy issue. Although 'Right to Buy' has ended in Scotland its effects will be wide-ranging and long lasting. It has created a new class of owners whose rights, as shared owners of tenement blocks, may prevent local

councils from carrying out programmes of works in the way they would have done before the 2004 Act came into force.

- v. Linked to this, the 2004 Act did not foresee the extent of the secondary transfers of ownership from original 'Right to Buy' purchaser to what are effectively absentee landlords in many cases. In relation to a scheme decision, for example, the Act seems to have envisaged a civilised debate and vote between owner occupiers, including a council where the latter owned properties in the block. In reality, a significant proportion of non-council owners are not in fact owner occupiers at all – with the attendant difficulties of contact and communication where a scheme decision is needed. Although Ben did not say this to us, we also know that managing leasehold properties in England is one of the most difficult tasks social landlords have, since even where the owners (leaseholders in that case) are indeed owner occupiers they are often very reluctant to pay their share of common repairs. Indeed, both in Scotland and England many people who buy flats seem unaware that their initial capital outlay to buy their flat is only the beginning of their financial obligations as residents living in a shared ownership context. (**Section 7.8, Recommendations 14 and 15**)
- vi. The TMS gives the Council no extra powers as against other owners. So although, in a sense, the Council has both a moral and legal obligation to its own tenants, the TMS gives it no specific leverage to discharge those obligations. In this sense, the legislation is less fair to council tenants as it requires their landlord to reach agreement with other joint owners to get a scheme decision agreed by the majority of owners to allow work in common areas of each building.
- vii. Although the 2004 Act makes provision for appeals by owners against scheme decisions, Ben told us that to date no such appeals had been made in Perth and Kinross and that it was unclear how successful such appeals were likely to be. His view was an appeal that was based solely on the grounds that the owner did not want the scheme to proceed would be unlikely to succeed, and that there would have to be something manifestly unreasonable within the scope of the works, or its costs, for that to happen.
- viii. Finally, Ben talked us through the difficulties the Council's Housing Service may have in contacting owners. It had been suggested to us in witness evidence that it could use Council Tax data to identify owners. Ben was clear that this was not permissible. Whilst it may be true that other local councils had indeed used Council Tax data in this way, the provisions of the now superseded Data Protection Act 1998, he argued, clearly prohibited this. "Personal data shall be ... collected only for specified, explicit and legitimate purposes, and shall not be further processed in any manner

incompatible with that purpose or those purposes.” He further pointed out that the General Data Protection Regulations, which came into force in May 2018, have very similar prohibitions (e.g. Article 5(1) (b) “Personal data shall be... collected for specified, explicit, and legitimate purposes and not further processed in a manner that is incompatible with that purpose or those purposes.” Information on property and land ownership may be obtained from the Land Register of Scotland, which is a public record. It is difficult to know how up to date this information is. Also the Land Registry charges for this information.

Our general impression about the legal and policy framework within which the Common Repairs Policy (and the TMS) operates is that it was designed originally to introduce and clarify the concept of common ownership in respect of tenement blocks, and to give non-council owners a significant role in determining repair, maintenance, and improvement work to common areas. But in the process it seems to us that it has created some significant problems:

- a. If scheme decisions prevent necessary work to common areas in tenement blocks then it is quite possible that significant dis-repair issues will arise over time in mixed tenure blocks. This has the potential not only to impact adversely on the Housing Service’s ability to maintain properties at the Scottish Housing Quality Standard (SHQS), but also to impact adversely on the lives of Council tenants living in blocks where necessary works are being prevented through lack of agreement and/or the reluctance of other owners to pay for the necessary work.
- b. The overall effect of the 2004 Act has been to reduce the ability of prudent councils to manage the Scottish Housing Quality Standard directly as they could in the past. It does certainly make it much easier for individual owners to prevent unreasonable councils from foisting high costs on owner occupiers; but, at the same time, it potentially punishes prudent councils and their tenants.
- c. As stated in Section 4.3 above, there is no role for tenants in council-owned properties to have a voice equivalent to that of joint owners. Tenants must rely on the negotiation and advocacy skills of the Housing Service in cases where scheme decisions go against necessary work. In this respect, the SURE Team would like the Housing Service to find a way to give their tenants a voice. **(Section 7.6, Recommendation 8)** ,to lobby for change/recognition of the problem **(Section 7.2, Recommendation 2)** and to encourage Council tenants themselves to become involved in appropriate ways to raise awareness of the impact on living in mixed tenure blocks to support the effort to amend the legislation. **(Section 7.2, Recommendation 3)**

## **Section 6 PKC's Factoring Service**

The Council's Housing Service is registered as a property factor under, and is bound by, the provisions of the Property Factors (Scotland) Act 2011. This effectively forms a Code of Conduct with which the Housing Service has to comply.

As a result, the Housing Service will provide core services to external and internal common parts only in certain blocks.

The Housing Service has the delegated authority of the owners within each specific block to instruct and to have carried out repairs and maintenance to the common parts of the block being factored provided that the anticipated cost to each owner of any one item at the time when it is instructed does not exceed £50 excluding VAT or such other sum as may be agreed with a majority of owners of the block.

If the anticipated cost of any such item exceeds £50 excluding VAT per owner it shall be instructed and carried out only when the work has been approved by the requisite number of owners in the block as required by the title deeds or, if the title deeds do not specify such a number, under the provisions of the default TMS process.

In addition, the Housing Service is paid an annual management fee of £20 per owner for the Factoring Service which includes:

- Arranging maintenance and/or repair of the common parts but not the cost of the maintenance and /or repair itself.
- Liaising with contractors and tendering for the best service and price.
- Administrative costs relating to annual statements, invoicing, letters, newsletters and notes of meetings.
- Ensuring that everyone is invoiced for their respective share of costs.
- Working together with debt recovery agencies as detailed in the Debt Recovery Procedure and using other appropriate legal remedies to recover outstanding debts on behalf of the sharing owners within the block.
- Liaising with energy suppliers to make sure that all charges for common supplies such as stair lighting and district heating are accurate and fair.
- Paying energy invoices and recovering the costs from the owners within the block for common supplies.

The Council approved the proposals for the Factoring Service in March 2014, by which time votes had been held as follows:

### **Blocks agreeing the Housing Service as the Factor**

The Housing Repairs & Improvements Service, in conjunction with Neighbourhood Services, held open meetings in September and October 2013 for consultation and voting purposes. All owners within multi-storey blocks were invited to vote on whether to appoint Perth and Kinross Council as the factor. The decision to appoint a factor is made by the majority of owners and the dissenting minority are bound. The Council has one vote for every flat in its ownership (143); 56 private owners agreed and voted in favour of the Council being appointed as the factor; 1 owner disagreed. 50 owners did not reply. As a result of the vote these blocks agreed to the Council becoming the Factor: 1 to 8 Charterhouse Court (8 flats); 7 to 51 Pomarium (45 flats); 52 to 95 Pomarium (44 flats); 1 to 35 Market Court (35 flats); 1 to 35 Milne Court (35 flats); 1 to 35 Lickley Court (35 flats); and 1 to 48 Potterhill (48 flats).

**This is a total of 7 blocks comprising 250 flats.**

### **Blocks where the Housing Service continues to provide stair lighting only**

There are **9 smaller blocks** in the City/Central and Letham area comprising a total of **30 flats** that over the years through 'Right to Buy' are **now all privately owned**. These were: 14A-B Firbank Road, 28-30 Firbank Road, 35a to 35d Logie Crescent, 6A-B Campsie Road, 35 to 42 Cara Place, 100A-B Glengarry Road, 31A-D Victoria Street, 1A-B Cross Street and 86A-B Rannoch Road. These owners all agreed that the Housing Service should continue to provide these blocks with stair lighting only but no repairs to communal areas.

### **Blocks where the Housing Service has no further responsibility**

**In 2014**, there were **144 smaller blocks** throughout the district that were fully privately owned. The SURE Team believes that **444 blocks** are now fully privately owned. The Housing Service does not provide these blocks with any maintenance or stair lighting provision. There are no plans to include these blocks in the Factoring Service.

### **Mixed tenure blocks where the Housing Service is one of several owners**

**In 2014**, there were **1100 mixed tenure blocks** (now reduced to the **800 blocks** referred to in Section 4.1 above) throughout the district where the TMS procedure will be followed for all future works that are required in the common areas. Although a block vote would be required in each case, the SURE Team wonders whether Council tenants in some of these blocks might be better served through the Housing Service proposing to extend its Factoring Service, where the majority of owners agree.

We return to these and other themes in Section 7.

## Section 7 Our Findings and Recommendations

We have grouped our findings and recommendations around the following

issues: **7.1 Evidence arising from the legislation**

- i. TMS is a legacy issue. 'Right to Buy' has ended. It has made a big impact beyond the change in ownership initially expected.
- ii. The TMS procedures are designed as rules. They did not factor in subsequent changes in ownership beyond the tenant who became a home owner, the problems of dealing with the common parts, and the impact of deterioration in property condition over time due to owner reluctance to accept shared responsibility for repair, maintenance and improvement.
- iii. The marriage of tenants and owners living in the same mixed tenure block is not working. It's full of contradictions and conflict. The Council as a landlord has a desire to achieve the best for its tenants within its obligations and resources. Council tenants have rights through their tenancy agreement. Some joint owners are private landlords. Some of these are distant from the properties they let. The only way that the Housing Service can contact some private landlords is if private tenants can/will pass on information.
- iv. No owner wants to spend money on repairs and maintenance if they can avoid it. It is a bit like an MOT. Landlords try to get by doing either nothing, or as little as possible, in terms of repairs and maintenance. It's a balancing act. In mixed tenure blocks it has the potential to store up housing condition problems whilst ignoring how this impacts on the quality of life for occupants.
- v. The Council's Housing Service does not have any extra powers as a result of being a local authority. The Council is just another owner albeit perhaps the owner of a number of properties in a block. Any majority group of owners can get together and seek to maintain a block through the TMS process. In practice, it is easier for the Council to take the lead to organise a TMS in mixed tenure blocks as they have the knowledge, resources and finances to do so. Other owners could take on the responsibility and pay the missing shares of other owners in the first instance and then seek to recover the costs in the same way as the Council would. This may not be feasible due to the risk and costs involved.
- vi. The Housing Service does have an extra level of responsibility as a council landlord to its tenants. It cannot proceed with works if they are not agreed to by the majority of owners.

- vii. The TMS sets out a formal procedure including timescales that must be followed. This makes it difficult to streamline the process any further. The TMS staff team has successfully set out a clear process which allocates the lead responsibility at each stage between staff dealing with Administration and Inspection.
- viii. The TMS procedure does not allow for any consultation with council tenants. We think that this needs to change. **(Section 7.6, Recommendation 8)**

### **Recommendation 1**

**We recommend that the Council's Housing Service considers changing the way it implements the provisions of The Tenement (Scotland) Act 2004 to reflect the proposals that it accepts in this Scrutiny Report and any issues it has identified. This should be done in a way which respects the Act's provisions and enables the Housing Service to continue to be pro-active on behalf of its tenants to maintain the physical condition of their homes, to protect their rights, and to safeguard their quality of life in mixed tenure blocks.**

### **7.2 The TMS Procedures**

We were given the TMS data in Appendix 3.

Two tables show the breakdown of what are described as '**completed**' and **current small TMS Schemes** by Locality and in total district wide from approval of the Common Repairs Policy in January 2015 until the end of March 2018.

From this we note that a total of **292 small TMS schemes** have been *initiated*, of which:

- i. Sixty-three were led by the Housing Service, completed and the owners invoiced.
- ii. A further 21 were led by other owners and were completed, with the Housing Service paying its share of the repair costs.
- iii. In total only **84 TMS schemes (28.7%)** have been successfully completed to date across the district. This means that despite the staff input, a positive outcome for Council tenants has not been reached. With current legislation, it is hard to see an improvement on this ratio.
- iv. In 29 cases the majority of other owners did not agree to the works and to paying their share.
- v. One hundred and twenty-nine TMS were cancelled and closed down for various reasons including running out of time.



- vi. **A further 207 small TMS schemes are currently being progressed** by the Housing Service. Only time will tell whether a better overall success ratio can be achieved, although 33 of them (15.9%) are awaiting sign off by an Inspector in August 2018 as completed.

The Common Repairs Policy also noted that “title deeds are generally silent on improvement” and that the TMS itself doesn’t specifically deal with improvements unless they are “reasonably incidental to repairs.” We see this as a weakness in the TMS itself because, as we noted in our second Scrutiny exercise about ‘Communication around PKC’s Responsive Repairs Service’, the line between repairs and improvements can often be a blurred one, as for example, when repairs are ‘capitalised’.

However, in terms of:

- i. **Current TMS Improvement Contracts**, of 180 blocks where TMS was applied, 32 schemes had been agreed by all owners (18%); 98 had been agreed by a majority outcome (54%) and 50 (28%) had a NO vote outcome so cannot be progressed at this time. None of the agreed schemes had been started on site by March 2018. Assuming the 130 agreed TMS Improvement Contracts do proceed to completion, this would be a 72% success rate. These works include replacement of floor tiles; installation of controlled door entry systems and work to the external fabric of the blocks.
- ii. **The current planned TMS Maintenance Programme relating to external work and close painting** is proposed for 108 blocks. 100% owner agreement has been reached in 37 of these blocks (34%); majority agreement has been reached in 38 blocks (35%); and the remaining blocks have a NO vote outcome. Maintenance schemes are due to start in 21 blocks. If these maintenance programmes in all 96 blocks are completed as agreed, the Housing Service would achieve an 89% success rate.

The Housing Service has gone further than using the TMS procedures just as its ‘default’ position. Instead, the Council has adopted the provisions in the Act as its template to guide all its actions in respect of the management of common repairs irrespective of its level of ownership. This is why we described PKC’s approach as ‘**pro-active**’, and why we endorse this approach (**Section 7.1 Recommendation 1**).

## **Recommendation 2**

**In addition to doing what it can directly, the Housing Service should help to raise awareness of the concerns we have identified by working with other council landlords in their peer group, and nationally with the Scottish Housing Regulator and the Scottish Government. The aim would be to focus discussion on the current problems and potential**

future disrepair issues in mixed tenure blocks to achieve legislative change so that all councils can fulfil their obligations as the landlord to their tenants.

### **Recommendation 3**

**With appropriate advice and support, Council tenants could assist to raise awareness and to be part of this ‘campaign for change’. This would require support from Housing Officers, local Registered Tenant Organisations (RTO’s), the Perth and Kinross Tenant and Resident Federation, and regional tenant networks. Tenants could also lobby local MSPs to get the legislation reviewed.**

### **7.3 Review of the Council’s Common Repairs Policy**

The Common Repairs Policy has been in operation for almost four years since January 2015. It is due to be reviewed. As we understand it, no formal monitoring of the Common Repairs Policy has been carried out yet although the Housing Service has a record of all TMS initiatives, the progress made and outcomes achieved as discussed in Section 7.2 above.

### **Recommendation 4**

**The Housing Service should review the operation and effectiveness of its Common Repairs Policy and decide whether to keep the current monitoring commitment. If it does so, the Housing Service should agree the appropriate criteria to be used and allocate the resources that are required to fulfil the monitoring obligation.**

### **7.4 The scale of the problem across the Perth and Kinross District**

The Council has lost around 10,000 of its rented homes through the ‘Right to Buy’ scheme. As a result the Housing Service manages 800 blocks which comprise 4,177 individual properties (flats) that are now in mixed ownership/tenure. Of these, 2,297 are council owned and 1,888 are in private ownership, either in owner occupation or as private lets.

We have been advised that the 2,297 flats in Council ownership comprise 2,289 which are occupied or void awaiting work before re-letting and 8 are Non-effective properties (NEFF), which are not suitable for habitation, although we do not know why.

The Housing Service has said that of the 800 blocks and 2,297 flats in Council ownership (although the actual breakdown provided has been rounded up to total 2,300) there are:

- . 328 blocks where the Council is the majority owner totalling 1,471 properties/flats
- . 230 blocks where the Council is the minority owner comprising 349 properties, and

- 242 blocks where the Council and other owners have an equal ownership share, comprising 480 properties.

The Housing Service must be concerned about its ability to carry out the ongoing repair, maintenance and improvement of the mixed tenure blocks where the Council is a minority landlord with 50% or less ownership. The homes *most at risk of future disrepair problems* in the common parts and/or from the flats that the Council does not own are *the 829 flats in the 472 blocks* across the district where the Council is either a minority landlord or at most has equal ownership. This affects approximately 11.13% of the Council's housing stock of 7,450 at 31 March 2018. In both cases disrepair has the potential to impact adversely on the flats in Council ownership and on the quality of life of Council tenants.

Across the district, are another 444 blocks now entirely in private ownership. These blocks are potentially vulnerable to future disrepair issues if the joint owners fail to agree to invest adequately in the maintenance of the common areas. At a future date, these blocks might potentially create a problem for the Council in its district-wide strategic housing role should the deterioration in their physical condition reach the point at which the Environmental Health Service might have to intervene.

#### **Recommendation 5**

**The proposed 2019 Housing Stock Condition Survey will assess the condition of a cross-section of the Council's homes to identify future maintenance and investment needs, and plan for indicative costs. The Housing Service should ask the surveyors to focus in more detail on the 472 blocks in mixed tenure where the Council has 50% or less ownership. This would provide a realistic assessment of the scale of the problem that the Council might have to manage in the future to prevent a reduction in homes meeting the Scottish Housing Quality Standard or in the overall quality of life of its tenants in mixed tenure blocks.**

#### **7.5 The operation of the Factoring Service**

We have looked at the size of these blocks. They vary from as small as two flats per block to 48 in Potterhill and 89 in total in Pomarium. The majority, around 506 flats or 64% have four flats per block.

The Housing Service has been appointed as the factor in seven of the larger blocks of flats to investigate and carry out repairs on behalf of all owners up to the value at estimate of £50 per repair per flat, with an annual management fee of £20 per flat.

We asked some questions about the Factoring Service which we have set out below together with the replies we were given.

- Qi. Is there is a limit per flat per annum to the number of repairs or an overall annual cost ceiling eg say a maximum of 10 repairs at up to £50 each i.e. £500 contribution?

Ai. *There is no maximum number of repairs per property. As yet the Housing Service has not had to carry out any repairs above this threshold i.e. more than 10 repairs per flat.*

Qii. In practice what is the average number of repairs completed each year in the factored blocks?

Aii. *This varies depending on the type of communal items the Housing Service is responsible for which varies from lifts in some blocks and communal heating in others.*

We were given the table below which confirms the number of repairs per block. 100 have been carried out in total as at August in 2017/18:

| <b>Property Factors - Rechargeable Repairs 2017/2018</b> |                       |
|----------------------------------------------------------|-----------------------|
| <b>Property</b>                                          | <b>No. of Repairs</b> |
| Market Court                                             | 29                    |
| Milne Court                                              | 20                    |
| Lickley Court                                            | 20                    |
| Charterhouse Court                                       | 4                     |
| Potterhill                                               | 10                    |
| Pomarium - Block 1                                       | 6                     |
| Pomarium - Block 2                                       | 11                    |
| <b>Overall total</b>                                     | <b>100 repairs</b>    |

Qiii. Has the annual fee received by the Housing Service for the Factoring Service per other owner changed?

Aiii. *We were advised that this remains at £20.*

We assume it was set at this level so that it wasn't off-putting to other owners. The work carried out by both the TMS Administration and Inspection staff to deliver the Council's Factoring Service is more demanding than this fee produces as income to offset the costs to the Housing Service.

Q iv. Would it be feasible to expand the Factoring Service to more mixed ownership blocks if other owners agree?

Aiv. *We were advised that this would not be feasible at this time.*

Qv. Does the Housing Service continue to promote its Factoring Service to get more business?

Av. *We were told that this is not something that the Housing Service advertises.*

Qvi. Does the Housing Service have the capacity to deliver the Factoring Service and is it actually covering the staff costs involved for the amount of income recovered against providing the service?

*Avi. We were advised that the Factoring Service was introduced to protect Council tenants and to ensure that private owners paid their share for communal repairs. It was not set up to cover staff costs. The current factoring of seven blocks works well. The Housing Service introduced a new invoicing procedure last year to ensure that customers are kept up to date on a monthly basis about current costs and that invoices are issued annually. This means that the Council is cash-flowing the Factoring Service.*

We conclude from this that factoring is successful. Could the Housing Service do more to promote this approach particularly in the larger mixed tenure blocks where it has 50% or less ownership? This will not be easy to do as the Council's vote cannot be relied upon to get the initial majority scheme decision (unlike in the seven factored blocks).

In terms of the potential for expansion of the Factoring Service, we estimate that there are just over 100 blocks which contain 8 or more flats, and around 37 of these blocks have 10 or more flats.

The expansion of factoring would place more demands on the TMS Administration and Inspection teams. We wondered if it would be more cost effective to extend the Factoring Service to the larger of these blocks (and where a majority of joint owners agree) to help to prevent deterioration in their physical condition and to maintain quality of life for those living there.

However, we do not know whether this would:

- Offset staff time spent in initiating the small TMS initiatives which had the lowest ratio of successful completion at 28.7% and in effect balance out the overall demands on staff time.
- Require more staff resource in the TMS administration and/or inspection team.
- Be a more cost-effective approach in the medium to longer term to help to maintain the overall quality of these blocks on a 'little by little basis' to better protect the interests of Council tenants.

The Council's Factoring Service seems to have been set up as a loss leader to try to ensure that responsive repairs in these blocks were carried out on a timely basis to maintain the overall quality standard. Our recommendation that the stock condition survey should focus on the condition of the mixed tenure blocks should help to inform the Housing Service's decision about whether to proceed to extend the Factoring Service, and if so, on what scale.

## **Recommendation 6**

**We see the Factoring Service as another way of the Council being pro-active on behalf of its tenants. The Housing Service has no plans to expand this Service. A majority of joint owners in each block would have to agree to its doing so. We recommend that the Housing Service use the results of the Stock Condition Survey to assess the feasibility of extending the Factoring Service to the larger blocks in mixed tenure with 10 flats or more, and where the Council owns 50% or less of the properties.**

## **Recommendation 7**

**We think that there is scope to increase the annual fee for the Factoring Service, possibly in stages, up to say £30 per annum. This would bring in more income to help offset any increase in staff and operational overhead costs to the Housing Service.**

### **7.6 Can the Housing Service do more to protect its own tenants where its overall ownership is equal with other owners or is in the minority in mixed tenure blocks?**

The Housing Service wants to protect its tenants in mixed tenure blocks so that their needs are not overlooked where the Council has 50% or less ownership. This is why the Common Repairs Policy, the TMS procedures, the 'Taking Care of your Home' leaflet and the Factoring Service have all been approved and implemented. In this sense, within the legislation, the Council has been *pro-active*.

The SURE Team is concerned that in some cases Council tenants might be treated less fairly than they might have been had the ownership of the block in which they live remained entirely in Council ownership. The impact of the unwillingness or refusal of other joint owners to agree to works in common parts will be on Council tenants living with the consequences and with no other housing option.

The SURE Team is aware anecdotally of some difficult issues that have arisen in this way. Due to the legislation, Council tenants' rights have been placed second to those of other joint owners. We do not know the extent of tenant concerns, queries and informal complaints when delays occur in carrying out repairs to common parts.

### **(Section 7.7, Recommendation 13)**

The Council as the landlord could look to be more pro-active to redress the imbalance and to protect the interests of its tenants who are experiencing problems due to the reluctance or inability of other joint owners to pay for the necessary repairs to common parts. The Council might not be able to do this alone, but by acting jointly with other council landlords it might raise awareness, lobby, and have an effect in seeking legislative change.

Could the Housing Service work with other Council departments to invoke the use of Emergency Repairs powers sooner and/or more frequently (albeit for a smaller amount of

work) to demonstrate its commitment to do its utmost to protect the interests of its own tenants by using its wider powers relating to Environmental Health and Safety legislation?

The Housing Service could also ensure that it gives tenants in mixed tenure blocks a voice, by engaging directly with them when repairs concerns are voiced and/or when the Housing Service is aware that TMS responsive repairs, planned maintenance and/or TMS improvements works are proposed, and/or where these proposals have failed.

Could the Housing Service do more to get across to other owners the impact in human terms of the failure to agree to necessary repairs and/or to get owners to change their minds when initially they have refused to recognise the need for repair works?

Where the Housing Service has been unable to secure the agreement of enough joint owners to allow repairs, maintenance or improvements to be carried out, a prospective tenant should be told by the Housing Officer before the flat is signed for, even though in reality, this person may have no other housing option.

#### **Recommendation 8**

**There is no step either in the original, or the recently streamlined, TMS procedure for the Council to consult with its own tenants who live in mixed tenure blocks. Council tenants' concerns about the condition of their own home and any problems in the common areas should be discussed in appropriate ways in each Locality. Locality Housing Officers should find a way to give their tenants a voice through consultation on a block or scheme basis particularly where the Council owns 50% or less of the flats in a mixed tenure block.**

#### **Recommendation 9**

**The Council should invoke the use of Emergency Repairs powers sooner and more frequently (albeit for a smaller amount of work). This would demonstrate that it will do its utmost to protect the interests of its own tenants when joint owners have failed to agree to essential works in common areas. Where possible, Locality Housing Officers should seek to use the wider powers available to the Council under Environmental Health and Safety legislation.**

#### **Recommendation 10**

**In a mixed tenure block where the Council owns 50% or less and before the signing of the tenancy agreement takes place, the Locality Housing Officer should disclose to the prospective tenant that repair obligations in the common areas cannot be discharged without the agreement of at least the majority of owners in the block for the work to be done and paid for.**

#### **Recommendation 11**

**When the Housing Service has been unable to secure the agreement of enough joint owners to allow a TMS procedure to be carried out, a prospective tenant should be informed of that fact by the Locality Housing Officer before they sign for a flat in a mixed tenure block.**

#### **Recommendation 12**

**The Housing Service should provide information on the TMS procedure in the Pre-tenancy and in the Welcome Packs. Before signing the tenancy agreement for the property, the tenant should be made aware of the possibility that delays might be encountered in repairs to the common areas in a mixed tenure block, where the Council owns 50% or fewer flats.**

#### **7.7 Recording of Tenants' Concerns**

We asked if the Housing Service has any evidence that PKC tenants are 'treated less well' because of living in a mixed tenure block where the Housing Service has failed to get other owners to agree to works being done in common areas. We were advised that no formal complaints have been made. We are aware that tenants are contacting the Repairs Centre and the TMS Administration team to report repairs and to ascertain progress, some of which relate to the common areas. **These calls about tenant 'concerns or queries' are not formally recorded or monitored.**

The Team Leader Repairs (City & South) acknowledged that Council tenants and new applicants have little housing choice. Tenants find it hard to refuse/decline an offer. They don't know the mix of ownership in a block at letting. They are just desperate to move in. It is only later that they find out the limitations that can be created by joint ownership. The Team Leader Repairs (City & South) said she wasn't aware that this was a problem. However, when asked, the TMS Administrator said that the TMS team does receive this type of calls.

This is similar to the problem that the SURE Team identified in the first Housing Service Complaints Scrutiny where individual tenant concerns were not formally recorded at the front desk, so went 'un-noticed' by the Housing Service. As a result of that scrutiny exercise, we have been told that Housing Officers are now formally recording 'concerns' and are asking if the tenant wants to make a formal complaint.

We think this same approach should be followed in respect of queries and concerns that are expressed about the lack of progress in carrying out repairs in common areas in mixed tenure blocks to allow the Housing Service to assess the scale of the problem and to use this information as evidence of the need to either change how it complies with the provisions of the Tenement (Scotland) Act 2004 and/or in voicing concerns alongside other council landlords to press for effective legislative change.



### Recommendation 13

**The TMS team needs to properly understand the concerns of Council tenants living in mixed tenure blocks where the Council's ownership is 50% or less and be aware of the scale of the problem. All Housing Officers should keep a log of each query, concern and informal complaint from Council tenants living in mixed tenure blocks over a pilot exercise period of between 6 – 12 months.**

#### **7.8 Maintaining ownership records in mixed tenure blocks, raising awareness of local solicitors and educating joint owners**

In terms of legislation and General Data Protection Regulation, it is not permitted to use information acquired for Council Tax purposes for any other purpose. Article 5(1) (b) of the GDPR states that: "Personal data shall be ... collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with these purposes." Using Council Tax data for other purposes would definitely not be permissible.

The new General Data Protection Registration (GDPR) legislation which came into effect on 25 May 2018 reinforces the value of personal data and of using it only for the purpose it was given. Ben accepted that this puts Council tenants in mixed tenure blocks in a difficult position. **The SURE Team accepts this.**

Information on the current ownership of ex-Council properties can be obtained from the Land Register of Scotland, which is a public record, for a small fee (£4) per property but PKC would not be certain how up to date the information is. **The SURE Team recognises that this might not be a cost-effective approach to follow.**

Some joint owners don't realise at the time of purchase of their flat what their future repair and maintenance liabilities might be. Some owners inevitably are stretched because of the purchase price with little, if any, resources to pay for their on-going repair obligations. It would appear that only a few solicitors draw attention to the responsibilities of (and repairs and maintenance cost implications for) owners in mixed tenure blocks. The need for the education of owners in mixed tenure blocks was raised as a concern by the TMS staff team in their own review of the TMS procedures. We think that the Housing Service needs to be pro-active to encourage more solicitors to draw their clients' attention to these matters.

The Housing Service has produced a clear, attractive summary leaflet called 'Taking Care of your Home' which is aimed at other owners in mixed tenure blocks. This should be made available as widely as possible amongst solicitors in the district (although the SURE Team recognises that some of the solicitors carrying out conveyancing may not be local) and through local voluntary advice and support agencies. The aim would be to raise awareness and to encourage private tenants to inform absentee landlords to maintain contact with the Council for advice and support on improving the management and quality of their properties.

#### **Recommendation 14**

**The Council's Housing and/or Legal Service should write annually to all local solicitors enclosing copies of the 'Taking Care of your Home' leaflet to ask them to routinely inform prospective purchasers of:**

- i. The importance of fulfilling their repair and maintenance obligations in their own flat and as a joint owner, to agree and to pay a fair share towards the cost of repairs in the common areas in mixed tenure blocks**
- ii. The Council's TMS procedures and the Factoring Service, and**
- iii. Should the purchaser be a 'buy to let' landlord, to tell them about the Council's Scheme to support private landlords in managing privately-let property. This would increase awareness, help to improve management standards and encourage their involvement with this Scheme.**

#### **Recommendation 15**

**The Council's Housing and/or Legal Service should write annually to all voluntary advice and welfare support organisations in the district enclosing copies of the 'Taking Care of your Home' leaflet to help to raise awareness amongst all tenants who use these advice or support services of the issues which arise from joint ownership of blocks.**

#### **7.9 The TMS staff resource (Administration and Repairs Inspection)**

We asked about the resources in the TMS team. Lorna Leslie is the Administration Supervisor for a team of 3 FTE staff who provide a wide range of administration support to the Capital Improvement team. This includes dealing with central heating, double glazing, kitchen and bathroom renewal and planned maintenance programmes. **The equivalent of 1 full-time equivalent staff member (FTE) is dedicated to TMS procedures to multi-tenure blocks.**

The Repairs Inspectors estimate that they spend approx. 0.5 days per week covering TMS for small repairs. This can obviously vary depending on the number of repairs reported through the Repairs Centre. The construction industry background, core skills and building trade experience of Repairs Inspectors at appointment varies widely.

We know from the data in Appendix 3 how many TMS initiatives are being progressed annually, in addition to other capital repairs, maintenance and improvement programmes.

The TMS Administrator is very hands-on in managing, co-ordinating and monitoring a series of spreadsheets which set out the repairs issues, timescales and progress achieved in each TMS procedure. The TMS Administrator is reliant on Repairs Inspectors whose experience and knowledge varies significantly. Is there sufficient management control, given that the Housing Service structure is delivered through four Locality teams, the use of six different IT software platforms, and the in-built time limits within the TMS procedure?

Work involved to secure agreement from multiple owners to any work is subject to legally binding timescales and the agreement of at least the majority of owners. This is a time-consuming process which requires attention to both the calendar and to the actual detail of each TMS initiative to ensure a successful outcome.

The SURE Team is concerned that staff resources are considerably stretched. Due to the set timescales, this is a pressured role. We know that any recommendations for additional staff resources would be at the expense of funding some other aspect of work from within the Housing Revenue Account. However, the Housing Revenue Account must already be subsidising some of the staff costs required to deliver both the TMS procedures and Factoring Service. Legislation limits what the Council as one landlord can do. The Council cannot pay for repairs for which it is not responsible.

The views of the TMS Administration and Inspection staff from the internal staff review of TMS procedures were shared with us. We recognise the staff frustrations. We also agree with their list of the value and benefits of TMS procedures. These are:

**The values and benefits of TMS procedure as suggested by the staff team:**

- Owners have to pay their share of repairs and improvements works.
- There is transparency in the system throughout the whole process and an open dialogue with owners about works, etc.
- The Housing Service explains well to owners what is happening and their part in the process.
- The process is well structured.
- Security door installation was successful. It has made a positive impact, although some SURE Team members have concerns about whether this does improve safety. It may do from an anti-social behaviour or reduction in crime perspective. However, we have some concerns about the Health and Safety aspects and the possible restriction of exit away from the close, for example, in the event of a fire.

- The TMS process does help to keep the fabric of our buildings in proper order and demonstrates the commitment to invest that the Housing Service has made in our properties.
- Private owners do get good value from repairs and improvements through access to the expertise, contractors who comply with the Council's procurement procedures, and not having to pay the VAT on their share of the TMS repairs cost.

#### **Recommendation 16**

**The Housing Service needs a dedicated TMS team rather than a diverse group of colleagues acting as an ad hoc team.**

#### **Recommendation 17**

**We fully support the Staff proposals for streamlining the TMS procedure. We recommend that these are adopted. The streamlined procedure does identify specific lead responsibility between Administration and Inspection for each task to enable the TMS process to be managed better.**

#### **Recommendation 18**

**We support the TMS staff proposal for refresher training relating to TMS procedures as highlighted during their recent review.**

#### **7.10 Enhancement of IT software platforms to better support the TMS procedures**

The TMS Administrator relies on multiple spreadsheets and a diary to record and to monitor all proposed and agreed actions in respect of the initiation, management, co-ordination and completion of TMS in mixed tenure blocks. We understand that this data is held on six different IT software packages: Northgate; Eric; Housing Property database; Sharepoint; P-Drive; CRM. It is a time-consuming process and is a demanding task for the TMS Administration team and the Repairs Inspectors to monitor, manage and update. The Housing Service needs to support its staff to enable them to carry out their roles effectively.

We understand that the demand for the use of TMS procedures has increased over the last three years. Current procedures mean that a lot can either go wrong or fail to be achieved within the specified timescales, so TMS is very difficult to manage and control.

The SURE Team would like the Housing Service to review and to consider investment in software to facilitate work in mixed tenure blocks to provide an IT platform that is fit for this purpose. This again is an additional cost which would impact on the overall Housing Service budget if an IT upgrade has not been considered in the current, or anticipated in a future, budget. We think this would be cost-effective if it enabled the same staff team to be able to deal with any proposed extension to the Factoring Service.

#### **Recommendation 19**

**The SURE Team recommends that the Housing Service invests in an IT platform which reduces the demands placed on the TMS staff team and is fit for this purpose. We believe this to be an essential investment. If this type of IT upgrade has not already been anticipated in this year's or in future annual budgets, it will impact significantly on the overall finances of the Housing Service.**

#### **7.11 Response from HMT**

**As in all previous Scrutiny exercises, we request that HMT report back to us within 6-8 weeks to give their response to our Report and Recommendations.**

#### **Recommendation 20**

**We recommend that the Housing Management Team consider this Report and our Recommendations to decide what can be taken forward in Housing Service Improvement Action Plans. The SURE Team requests that you report back in early 2019.**

## **Appendix 1 – SURE Team Witness Questions**

### **Service User Review and Evaluation (SURE) Team Scrutiny of PKC Housing Service's 'Common Repairs Policy and Tenement Management Schemes (TMS)'**

#### **Questions for Legal Services (to assist the SURE Team in their scrutiny)**

1. We understand that there are many different types of title deeds relating to properties sold by the Council through Right to Buy. Can you please explain how many different types of title deed relate to the 800 blocks of flats which were formerly owned by the Council but which are now in mixed tenure where the Council's ownership varies significantly from one or more?
2. From a legal perspective, can you outline the main type of issues or problems that arise in mixed tenure blocks when it comes to clarifying each owners' responsibilities for the upkeep, management and maintenance of common parts when title deeds for some flats that have been sold are either not detailed enough, incomplete or inconsistent? How frequently does this type of problem arise? How do you advise the Housing Repairs team?
3. We understand that there have never been any appeals to the Sherriff Court by owners who are dissatisfied with a scheme decision in the 3 years or so since the TMS was agreed. Can you explain why none has been progressed to appeal? If any were to go to appeal how long would you expect the appeal stage to last?
4. We understand that PKC is one of only two local authorities that does not allow its Housing staff to obtain information from the Council Tax service in respect of updated ownership of properties sold through Right to Buy which have been sold on again (maybe several times) from the former tenant in order to keep records of ownership in mixed tenure blocks updated. What are the legal issues around this? Would it not enable a Council to better deliver its landlord function to its tenants who seem to have almost no voice or rights in the TMS process?
5. The balance of PKC's TMS procedure seems to protect the interests of other joint owners rather than looking after their tenants' interests. How could that balance be redressed?

6. Is there any good practice that PKC might benefit from that other Council landlords use when dealing with common repairs in mixed tenure blocks to either try to streamline the TMS process or to adjust the balance away from the interests of other owners to being more focused on addressing any detrimental impact on their tenants' quality of life when other joint owners refuse to consider or to pay for works to common parts in mixed tenure blocks?
7. Have you any suggestions/advice that might help Housing Repairs staff to improve the Common Repairs Policy and/or the TMS procedures?

**Service User Review and Evaluation (SURE) Team Scrutiny of PKC Housing Service's 'Common Repairs Policy and Tenement Management Schemes (TMS)'**

**Questions for TMS Administrator – Lorna Leslie**

1. We have seen the formal TMS procedure and letters could you talk us through what you do and how this process works in practice please?
2. Could you talk us through the Overview and Area Small TMS Analysis figures (enclosed) so that we are clear what this information means and what actions have been carried out to date please?
3. Is it more difficult to make progress in some Management Areas than in others? If yes, why is that? Does it relate to property type or size (number of flats) or the response of other joint owners?
4. Roughly how long does the TMS procedure take to deliver from start to finish? Is the process more difficult to deliver in practice than the legislation or the TMS procedure implies?
5. Where are the main stumbling blocks/hold ups?
6. What works well in your opinion about the current TMS procedures?
7. What works less well?
8. The balance of PKC's TMS procedure seems to protect the interests of other joint owners rather than looking after the tenants' interests. Do you get phone calls from tenants complaining about the condition of their home because of delay in getting works done to the common parts through lack of joint owner agreement?

9. Have you any suggestions on how a better balance could be achieved to make the TMS procedure work better for the tenant as we are concerned that the focus on the council tenants' needs might be overlooked where the Council has insufficient ownership to make things happen and where other joint owners don't agree?
10. Is there any good practice that PKC might benefit from perhaps that you are aware of that other Council landlords use when dealing with common repairs in mixed tenure blocks to either try to streamline the TMS process or to adjust the balance more in favour of council tenants' needs to improve their quality of life?
0. From doing your job, have you any suggestions/advice that might help to improve/streamline the TMS procedures in PKC or would be helpful to get the work done quicker?
1. Have you any other suggestions or comments to make to help us in our scrutiny of the TMS process?

**Service User Review and Evaluation (SURE) Team Scrutiny of PKC Housing Service's 'Common Repairs Policy and Tenement Management Schemes (TMS)'**

**Questions for TMS Repairs/Property Inspector – Roy Robertson**

1. We have seen the formal TMS procedure and letters. Could you tell us about your role in assessing the condition of the common parts and the type of works that are normally required in mixed tenure blocks please?
2. We have seen the overview table of improvements and planned maintenance (enclosed) could you talk us through it so we understand what the Council has been trying to do in mixed tenure blocks?
3. Could you talk us through the typical problems that you experience in trying to get repairs done under the TMS procedures?
4. Is it more difficult to make progress in some Management Areas than in others? If yes, why is that? Does it relate to property type, size or condition?
5. Could you talk us through how many visits you make or how long the process takes from identifying the works needed to completion in a typical mixed tenure block?
6. Where are the main stumbling blocks/hold ups?
7. What works well in your opinion about the current TMS procedures?
8. What works less well?
9. The balance of PKC's TMS procedure seems to protect the interests of other joint owners rather than looking after the tenants' interests. Do you get phone calls from tenants



complaining about the condition of their home because of delay in getting works done to common parts where other joint owners don't agree?

10. Does this happen a lot?
11. Have you any suggestions on how a better balance could be achieved to make the TMS procedure work better for the PKC tenant?
12. Is there any good practice that PKC might benefit from perhaps that other council landlords use when dealing with common repairs in mixed tenure blocks to either try to streamline the TMS process or to adjust the balance more towards improving the PKC tenants' quality of life?

## Appendix 2 - Scrutiny Timetable and Work Plan

| Date               | Time       | Topic – as currently known                                                                                                                                                                                      |
|--------------------|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Monday 12 February | 11-12 noon | Initial outline of topic and TMS procedures with June McColl, Service Manager – Housing & Environment and John Cruickshank, Capital Programme Manager                                                           |
| Wednesday 25 April | 10am-1pm   | Discuss TMS procedure and the performance information on the TMS programmes to explore the scope of this scrutiny exercise                                                                                      |
| Tuesday 15th May   | 1pm-4pm    | Discuss Common Repairs Policy (CRP); discussion with Louise Robinson, Team Leader Repairs (City & South) on the staff's proposed Review of the CRP Policy & TMS procedures; and prepare questions for witnesses |
| Tuesday 29th May   | 2pm -5pm   | Witness evidence. Interview with Louise Robinson, Team Leader Repairs (City & South) and Ben MacFarlane, PKC Legal Service based on questions in Appendix 2, circulated in advance                              |
| Wednesday 13 June  | 2-4.00pm   | SURE Team interviews: Lorna Leslie (Administrator for TMS) on the TMS procedures in practice and with Roy Robertson, Repairs Inspector for TMS work based on a list of questions circulated in advance          |
| Tuesday 3 July     | 2-5pm      | Discuss findings from all staff interviews and first thoughts on conclusions and recommendations. The IA to obtain information from Louise Robinson on the gaps identified in our evidence gathering.           |
| Tuesday 2 October  | 2-4.30pm   | Reminder of previous discussion and review of our initial conclusions and recommendations                                                                                                                       |
| Tuesday 16 October | 2-3.30pm   | Review of legislation, PKC policy/procedures, factoring and development of draft recommendations                                                                                                                |
| Tuesday 30 October | 10-1.30pm  | Discuss first draft of CRP/TMS Scrutiny Report to agree content, conclusions and recommendations                                                                                                                |
| Monday 16 November | 2-5pm      | Finalise Scrutiny Report and agree presentation and script                                                                                                                                                      |
| Monday 26 November | 10-1pm     | CRP/TMS presentation rehearsal and presentation to June McColl, Service Manager – Housing & Environment and Louise Robinson, Team Leader Repairs (City & South)                                                 |

Appendix 3 - PKC Housing Service TMS data January 2015 - August 2018

|   | A                                                  | B    | C     | 0     | F      | J      | K | L | M | N | 0 | P | CAI |
|---|----------------------------------------------------|------|-------|-------|--------|--------|---|---|---|---|---|---|-----|
|   | Small TMS Completed By Area                        |      |       |       |        |        |   |   |   |   |   |   |     |
| 2 |                                                    | City | South | North | Letham | Totals |   |   |   |   |   |   |     |
| 3 |                                                    |      |       |       |        |        |   |   |   |   |   |   |     |
| 4 | Number of Completed MS                             | 125  | 54    | 52    | 61     | 292    |   |   |   |   |   |   |     |
| 5 | of which:                                          |      |       |       |        |        |   |   |   |   |   |   |     |
|   | Number of TMS Completed and Owners Invoiced        | 18   | 19    | 10    | 16     | 63     |   |   |   |   |   |   |     |
| 7 | Number of TMS Completed but works couldn't proceed | 17   | 5     | 1     | 6      | 29     |   |   |   |   |   |   |     |
| 8 | Number of MIS Cancelled                            | 84   | 22    | 35    | 38     | 179    |   |   |   |   |   |   |     |
| 9 | Number of TMS Completed by Owners & PKC Paid Share | 6    | 8     | 6     | 1      | 21     |   |   |   |   |   |   |     |

Full TMS process completed, works carried out at owners invoiced.

TMS carried out, but works couldn't proceed due to being unable to get the majority of owners to agree to the works and paying their share.

TMS can be cancelled for a number of reasons such as the Prs have close down as too much time has passed, Admin have cbse down as Prs haven't returned any info, on investigating its been

Private Owners have completed This and PKC have agreed and paid our share(s).

Current Small TMS By Area

|    | City                                                         | South | North | Letham | Project Manager | Owner Led | Totals |
|----|--------------------------------------------------------------|-------|-------|--------|-----------------|-----------|--------|
| 13 |                                                              |       |       |        |                 |           |        |
| 14 | Number of Current T1.15                                      | 64    | 37    | 40     | 56              | 5         | 207    |
| 15 | of which:                                                    |       |       |        |                 |           |        |
| 16 | Are within the TMS Process                                   | 16    | 12    | 10     | 13              | 0         | 51     |
| 17 | Are awaiting a sign off by the Property Inspector            | 10    | 8     | 3      | 12              | 0         | 33     |
| 18 | Are awaiting further information from the Property Inspector | 18    | 8     | 20     | 19              | 2         | 67     |
| 19 | Are with the Admin to Team to action                         | 20    | 9     | 7      | 11              | 0         | 47     |
| 20 | Are awaiting a response from Legal                           | 0     | 0     | 0      | 1               | 0         | 1      |
| 21 | Are awaiting a response from Property/Estates                | 0     | 0     | 0      | 0               | 0         | 0      |
| 22 | Are awaiting response from Improvements                      | 0     | 0     | 0      | 0               | 3         | 3      |
| 23 | Are awaiting further information from the owner              | 0     | 0     | 0      | 0               | 3         | 3      |

These are all within the T1.15 process - in the voting period, in the appeal period or awaiting response from the Sheriff Court.

These are blocks where MIS and the works have been completed and we are awaiting the Property Inspector to sign the works off.

These are a mixture of waiting confirmation of which contractor to use, awaiting additional info (e.g. prices for scaffolding) or they are to issue works following completion from TMS process being complete.

These are a mixture of new TMS for Admin to start or admin to issue invoices to owners following sign off from Prs.

These are with the Paralegals so they can check the title deeds

This is with TES as there are 2 residential properties that share common parts with the Tourist Information Board.

These have been passed to Project Manager to see if there is capacity to carry out the works under an Improvements Contract

These are with the Owners awaiting further information e.g. the three quotes.

A

C

D

E

## Current Improvement Contracts TMS

| Contract Name                        | Contract Ref | Contract Status | Blocks Where TMS Applied | 100% Agree Outcome Number | Majority Agree Outcome Number | No Vote Outcome Number | TMS To be Started |
|--------------------------------------|--------------|-----------------|--------------------------|---------------------------|-------------------------------|------------------------|-------------------|
| North Milton Floor Tiles Replacement | 7/291104 PH2 | COMPLETE        | 46                       | 4                         | 24                            | 18                     | 0                 |
| Controlled Door Entry Phase 5        | 7/29/104 PH4 | COMPLETE        | 43                       | 0                         | 36                            | 7                      | 0                 |
| External Fabric Phase 1              | 7/29/93 PH1  | COMPLETE        | 28                       | 15                        | 10                            | 3                      | 0                 |
| External Fabric Phase 2              | 7/29/93 PH2  | COMPLETE        | 14                       | 13                        | 24                            | 17                     | 0                 |
| External Fabric Phase 5              | 7/29/93 PHS  | WORKS ONGOING   | 9                        | 0                         | 4                             | 5                      | 0                 |
|                                      |              |                 | 180                      | 32                        | 98                            | 50                     | 0                 |

## Current Planned Maintenance Programme TMS

| Contract Name       | Contract Ref               | Contract Status   | Blocks Where TMS Applied | 100% Agree Outcome Number | Majority Agree Outcome Number | No Vote Outcome Number | TMS To be Started |
|---------------------|----------------------------|-------------------|--------------------------|---------------------------|-------------------------------|------------------------|-------------------|
| Planned Maintenance | HP-17-01 - Letham External | Ongoing on site   | 27                       | 9                         | 15                            | 3                      | 0                 |
| Planned Maintenance | HP-17.02 - South External  | Ongoing on site   | 74                       | 16                        | 5                             | 3                      |                   |
| Planned Maintenance | HP-17-03 -North External   | Ongoing on site   | 15                       | 12                        | 17                            | 5                      | c                 |
| Planned Maintenance | Close Painting - Letham    | TMS to be started | 19                       | 0                         | C                             | 0                      | 19                |
| Planned Maintenance | Close Painting - South     | TMS to be started |                          | 0                         | C                             | 0                      |                   |
| Planned Maintenance | Close Painting - North     | TMS to be started | 1                        | 0                         | -                             | 0                      |                   |
| Planned Maintenance | Additional Blocks          | Ongoing on site   | .                        | 0                         | 1                             | 2                      |                   |

103

37

13

Version No: 4 (15 April 2019)

|                                                                                                                 | Action Plan |                                                                                                                                                                                                                                                                                                                                   |                      | G                                                         | Complete    | R                                                                                                                     | Not Progressing                                   | A | On track |
|-----------------------------------------------------------------------------------------------------------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-----------------------------------------------------------|-------------|-----------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|---|----------|
| Recommendation                                                                                                  | Item        | Key Actions                                                                                                                                                                                                                                                                                                                       | Target Date          | Lead                                                      | R<br>A<br>G | Key Outputs / Evidence                                                                                                | Comments on progress                              |   |          |
| Become as proactive as possible for council tenants in the way Tenement (Scotland) Act 2004 is implemented      | 1           | <ul style="list-style-type: none"><li>Ensure tenants are updated at each key stage</li><li>Review initial letter to include more information on TMS process</li><li>Identify through initial letter the tenure of the block i.e. majority PKC</li><li>Revisit annually unsuccessful TMS to seek a more positive outcome</li></ul> | 31/03/19<br>30/04/19 | Louise Robinson,<br>Team Leader                           | G           | Revised letters informing tenants of common repairs and TMS progress.<br><br>6 monthly follow up on unsuccessful TMS. | Complete                                          |   |          |
| Work with other council landlords, the Regulator and the Scottish Government to lobby for legislative change    | 2           | <ul style="list-style-type: none"><li>Attend Scottish Housing Network events and provide feedback on current consultation paperwork</li></ul>                                                                                                                                                                                     | Ongoing              | Team Leader                                               | G           | Feedback provided to Built Environment Forum Scotland on consultation working group proposals (27.2.19)               | Will continue to attend forums and working groups |   |          |
| Support tenants to 'campaign' for change and to lobby MSP's                                                     | 3           | <ul style="list-style-type: none"><li>Linked to Action 2</li><li>Information added to website</li></ul>                                                                                                                                                                                                                           | 31/03/20             | Diana Finnie<br>Scott Watson                              | A           | As above.<br>Information on website                                                                                   |                                                   |   |          |
| Review the effectiveness of the Common Repairs Policy and the monitoring criteria                               | 4           | <ul style="list-style-type: none"><li>Review policy and agree monitoring criteria</li><li>HMT approval to be confirmed</li></ul>                                                                                                                                                                                                  | 31/05/19             | Team Leader                                               | A           | Key monitoring monthly                                                                                                | Revised RRP approved by HMT 16/04/19.             |   |          |
| Focus part of the stock condition survey on the mixed tenure blocks where the Council has 50% or less ownership | 5           | <ul style="list-style-type: none"><li>Housing Repairs Service will request this to the relevant team</li></ul>                                                                                                                                                                                                                    | 31/03/20             | Planning & Policy Team (Norma Robson)<br>John Cruickshank | G           | Included in stock condition survey                                                                                    | Requested w/c 1 April 2019                        |   |          |

## SURE Team Scrutiny Recommendations Tenement Management Scheme

|                                                                                                                                                     |    |                                                                                                                                                                                                                                  |         |                                                |   |                                                                                          |                                                                                                                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|------------------------------------------------|---|------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| Assess the feasibility of expanding the Factoring Service in mixed tenure blocks where the Council owns 50% or less                                 | 6  | <ul style="list-style-type: none"> <li>Links to `Long Term` actions within the All Things Repairs workstream</li> </ul>                                                                                                          | 31/3/20 | Team Leader                                    | A | Extend factoring service                                                                 | Workshop Perth & Kinross offer 17 April 2019.<br>Long term strategic planning for Housing Service.             |
| Consider increasing the annual Factor fee in stages to £30                                                                                          | 7  | <ul style="list-style-type: none"> <li>Links to `Long Term` actions within the All Things Repairs workstream</li> </ul>                                                                                                          | 31/3/20 | Team Leader                                    | A | Increased fee                                                                            | Linked to above and long term strategic plans for service.                                                     |
| Include consultation in the new streamlined TMS procedure to give council tenants a voice and to respect their rights                               | 8  | <ul style="list-style-type: none"> <li>Annual visits, SIV, EBI's</li> <li>Project Based Communications and Consultation</li> <li>Potential to include block meetings to include tenants</li> </ul>                               | 31/3/20 | Michelle Dow                                   | A | **HO's and mobile working link**                                                         |                                                                                                                |
| Invoke Emergency Repair powers sooner and assertively                                                                                               | 9  | <ul style="list-style-type: none"> <li>Identify TLO's for each locality to help support with discussions with private owners</li> <li>Encourage Inspectors to identify repairs at an earlier point, photographs etc</li> </ul>   | 31/3/19 | John Cruickshank<br>Repairs Co-ordinators      | C | It has been evidenced that emergency powers have been utilised more proactively to date. | To be discussed at locality meetings during March 2019.<br><br>TLO identified for each locality                |
| Locality Officers should tell tenants before signing when Council ownership in a mixed tenure block is 50% or less                                  | 10 | <ul style="list-style-type: none"> <li>Proforma to be created through TMS Admin Team</li> <li>Properties to be identified at Void stage</li> <li>Consider potential risks of increase in refusal rates for properties</li> </ul> | 30/6/19 | Lorna Leslie<br>Michelle Dow                   | A | Proforma in place                                                                        | Risks in terms of to increased refusals to be robustly monitored.<br>Agreed will be progressed where feasible. |
| The Locality Officers should tell prospective tenants before signing when a previous TMS procedure has failed through lack of joint owner agreement | 11 | <ul style="list-style-type: none"> <li>As per recommendation 10 – proforma to be completed by TMS Admin Team</li> </ul>                                                                                                          | 30/6/19 | Lorna Leslie<br>Michelle Dow/<br>Locality Team | A |                                                                                          | Linked to above.<br>To be progressed where possible.                                                           |

## SURE Team Scrutiny Recommendations Tenement Management Scheme

|                                                                                                                                                                                                           |    |                                                                                                                                                                                                                                                                                           |         |                                                  |   |                                                       |                                                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|--------------------------------------------------|---|-------------------------------------------------------|------------------------------------------------|
| The Locality Officer should include and explain TMS in the pre-tenancy and Welcome Packs before letting flats in mixed tenure blocks where 50% or less is PKC                                             | 12 | <ul style="list-style-type: none"> <li>As per recommendation 10 – proforma to be completed by TMS Admin Team</li> <li>Leaflet to be drafted or look at option of owners guide to TMS to be included in Welcome Pack</li> <li>Awareness training for Locality Team (HO's, HA's)</li> </ul> | 30/6/19 | Lorna leslie<br>Michelle Dow/<br>Laura Proudfoot | A | As action 10 & 11 above                               | Look at options of sessions for locality teams |
| Housing Officers should record all queries and informal concerns from tenants in mixed tenure blocks for 6-12 months to gather evidence to assess the need for change and to understand tenants' concerns | 13 | <ul style="list-style-type: none"> <li>Look at potential options i.e. where and who would record this including type of information, where this may be a contributing factor to a complaint</li> </ul>                                                                                    | 30/9/19 | Michelle Dow/<br>Laura Proudfoot                 | A | As action 10, 11 & 12 above                           |                                                |
| Raise awareness with local solicitors, tenant advice and welfare agencies to of TMS and Factoring procedures, and the responsibilities of joint owners in mixed tenure blocks                             | 14 | <ul style="list-style-type: none"> <li>Taking Care of Your Home information to be published on website</li> <li>Look at signposting opportunities through this</li> </ul>                                                                                                                 | 31/5/19 | Scott Watson                                     | A | Information on website.<br>TLO lead for each locality |                                                |
| Ask local solicitors to support the Council by raising awareness of local letting standards and its scheme to support small private landlords and to manage their properties                              | 15 | <ul style="list-style-type: none"> <li>Taking Care of Your Home information to be published on website</li> <li>Look at signposting opportunities through this</li> </ul>                                                                                                                 | 31/5/19 | Scott Watson                                     | A | As action 14 above                                    |                                                |

## SURE Team Scrutiny Recommendations Tenement Management Scheme

|                                                                                                                                                                                                |    |                                                                                                                                                                                                                                                               |          |                         |   |                                                   |                                                                                               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------|---|---------------------------------------------------|-----------------------------------------------------------------------------------------------|
| Consider TMS delivery through a dedicated team                                                                                                                                                 | 16 | <ul style="list-style-type: none"> <li>Identify member of staff for admin (complete and in place)</li> <li>Look at option of dedicating 2 days TLO within team (J McColl)</li> </ul>                                                                          | 30/6/20  | Repairs Service Manager | C | Complete                                          | Dedicated member of admin staff to monitor new process.<br>Increased to 1.5 FTE from May 2019 |
| Congratulate the TMS team on the streamlining of the TMS procedure with clear lead responsibilities allocated at each stage between Admin and Inspection                                       | 17 | <ul style="list-style-type: none"> <li>Email to be sent</li> </ul>                                                                                                                                                                                            | 31/3/19  | Repairs Service Manager | G | Email sent 15.03.2019                             |                                                                                               |
| Offer the TMS staff refresher training where this is requested and would be helpful                                                                                                            | 18 | <ul style="list-style-type: none"> <li>Incorporated in to monthly meetings</li> <li>Included as part of Induction process</li> </ul>                                                                                                                          | 31/10/19 | Housing Service         | G | Refresher training held with key staff on 1.10.18 |                                                                                               |
| Investment to be made in IT platforms that are 'fit for purpose' to enable the TMS staff to carry out their duties as efficiently and effectively as possible (acknowledge budget constraints) | 19 | <ul style="list-style-type: none"> <li>Northgate Version 6.17 release will include Asset Management module</li> <li>Current process of system generated reports on a weekly basis holds key stage information and has incurred no costs to produce</li> </ul> | 31/10/19 | Team Leader             | A |                                                   | Consider options when new version of NG released to identify areas of improvement             |



## PERTH AND KINROSS COUNCIL

### Housing and Communities Committee

15 May 2019

### Participation in Negotiated Stopping Places

#### Report by Executive Director (Housing and Environment) (Report No. 19/145)

This report seeks committee approval to participate in a Negotiated Stopping Places pilot for Gypsy/Travellers. This will inform future policy decisions relating to managing temporary encampments and enable full consideration of a managed stopping sites process.

#### 1. BACKGROUND / MAIN ISSUES

- 1.1 Perth and Kinross has traditionally been an area that Gypsy/Traveller communities have lived in or travelled through. The Scottish Census figures for 2011 included “Gypsy Traveller” as a classification. The results, released in September 2013, recorded 4,212 Gypsy/Travellers nationally, with the highest individual local authority population of 415 in Perth and Kinross.
- 1.2 As members of society, Gypsy/Travellers are covered by all general legislation. The Council has a responsibility to provide services to all members of the community, including those travelling through the area temporarily.
- 1.3 Perth and Kinross Council’s current Gypsy/Traveller Strategy was approved by Housing and Communities Committee in 2018 (Report No 18/258 refers). One of the five key themes within the strategy is “site provision” with a specific commitment that the Council will:  
*“revise our policy relating to managing temporary encampments and will consider a managed stopping sites process within that”.*
- 1.4 In January 2018, the Scottish Government established a Gypsy/Travellers Ministerial Working Group. The remit of the Group is to drive forward cross government actions to improve the lives of Scottish Gypsy/Traveller communities.
- 1.5 COSLA is working with the Scottish Government to ascertain whether the use of negotiated stopping places could help strengthen and support implementation of national guidance on managing unauthorised encampments in Scotland.
- 1.6 A managed – or negotiated - stopping places pilot has been discussed at a national level with the Scottish Government and CoSLA. Notes of interest have been sought from local authorities in adopting such an approach, based on a successful model from Leeds City Council and a partner organisation, LeedsGate [www.leedsgate.co.uk/negotiated-stopping](http://www.leedsgate.co.uk/negotiated-stopping).

- 1.7 Officers indicated Perth & Kinross Council's willingness to participate in the pilot, based on approval of 1.3 above.

## **2. PROPOSALS**

- 2.1 Negotiated stopping places are an alternative to the traditional enforcement based approach to 'unauthorised' encampments. The approach involves open dialogue and negotiation between the Council and Gypsy/Travellers who pass through the area. The purpose is to enable Gypsy/Travellers to stay for an agreed limited period of time, while adhering to a code of conduct specified by the Council (Appendix 1).
- 2.2 Negotiated stopping sites offer potential benefits to both the settled and travelling community by reducing the number of 'unauthorised' encampments at unsuitable locations, while still supporting the preservation of the Gypsy/ Traveller culture.
- 2.3 It is estimated that there are approximately 10-12 unauthorised encampments across Perth and Kinross each year. We currently have robust processes in place to work, across all Council services, with the Gypsy/Travellers in this situation. Negotiated stopping would involve the following steps:
- i) when an encampment moves into the area, an initial approach is made by a named officer to determine whether the family is likely to work with the Council.
  - ii) the named officer will establish if the site is suitable for negotiated stopping using the criteria outlined in Appendix 2. Where the land is not suitable, the individual/family will be redirected to the nearest suitable negotiated stopover site as agreed by the Council's Lead Officer.
  - iii) following approval, a negotiated stopping place agreement will be entered into by each individual family unit. The maximum length of stay on the stopping site will be 28 days.
  - iv) the stopping place will be monitored by officers at least once a week. If the agreement is breached, the family responsible will be asked to leave.
  - v) following the departure of the encampment, the site will not be used to accommodate negotiated stopping for a period of twelve months.
- 2.4 This approach enables the Council, where appropriate, to move Gypsy/Travellers to a negotiated stopping place, where there is suitable space available.
- 2.5 It is essential that there is effective communication and engagement with a wide range of stakeholders where suitable negotiated stopping takes place.

2.6 The approach set out within this report would not replace the Council's right to evict Gypsy/Travellers:

- from within the confines of an adopted road under the Road (Scotland) Act, 1984 (as amended), or,
- from places where negotiated stopping is not appropriate, or,
- where negotiated stopping is identified, but an agreement has not been entered into by the Gypsy/Travellers.

2.7 Where it is necessary to take enforcement action (Appendix 3) indications from Legal Services are that the timescale from arrival on site to removal would be a minimum of two weeks.

2.8 The approach would be piloted over a period of 6 months from August 2019.

### **3. BENEFITS OF THE PROPOSAL**

3.1 Studies from the 'Leedsgate' model have evidenced reported benefits such as cost savings in relation to moving on 'Unauthorised' Encampments; better community cohesion by breaking down negative stereotypes; reduced instances of anti-social behaviour and Gypsy/Travellers having better access to services, such as education and health.

3.2 The associated cost of enforcement action is approximately £1,500, not including staff costs and time.

3.3 The pilot has the potential to result in staff productivity gain by operating in a proactive rather than reactive way. Officers within Housing and Environment, and Legal Services estimate that enforcement equates to 34 staff hours per case.

3.4 The proposal would allow the Council to meet the commitment outlined within the Gypsy/Traveller Strategy to consider a managed stopping sites process.

### **4. CONCLUSION AND RECOMMENDATIONS**

4.1 It is important that we meet our responsibilities to provide suitable services and improve the lives of our Gypsy/Traveller communities. Participation in the pilot will allow us to consider and evaluate the benefits and risks of fully introducing negotiated stopping within Perth and Kinross.

4.2 It is recommended that Committee:

- i) approves the proposal to participate in the Negotiated Stopping Pilot from August 2019 for a period of 6 months.
- ii) requests the Executive Director (Housing & Environment) to submit a further update to Committee detailing the outcomes of the pilot and making recommendations for future provision.

**Authors**

| <b>Name</b>                  | <b>Designation</b>                 | <b>Contact Details</b>                                                                              |
|------------------------------|------------------------------------|-----------------------------------------------------------------------------------------------------|
| Michelle Dow<br>Clare Mailer | Service Manager<br>Head of Housing | <a href="mailto:TESCommitteeReports@pkc.gov.uk">TESCommitteeReports@pkc.gov.uk</a><br>01738 475 000 |

**Approved**

| <b>Name</b>    | <b>Designation</b>                              | <b>Date</b>   |
|----------------|-------------------------------------------------|---------------|
| Barbara Renton | Executive Director<br>(Housing and Environment) | 18 April 2019 |

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.

## ANNEX

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

| <b>Strategic Implications</b>                       | <b>Yes / None</b> |
|-----------------------------------------------------|-------------------|
| Community Plan                                      | <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>None</b>       |
| <b>Assessments</b>                                  |                   |
| Equality Impact Assessment                          | <b>Yes</b>        |
| Strategic Environmental Assessment                  | <b>None</b>       |
| Sustainability (community, economic, environmental) | <b>None</b>       |
| Legal and Governance                                | <b>Yes</b>        |
| Risk                                                | <b>Yes</b>        |
| <b>Consultation</b>                                 |                   |
| Internal                                            | <b>Yes</b>        |
| External                                            | <b>No</b>         |
| <b>Communication</b>                                |                   |
| Communications Plan                                 | <b>Yes</b>        |

### 1. Strategic Implications

#### Community Plan

- 1.1 This report supports Perth and Kinross Community Plan in terms of the following priorities:

- 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 reports supports the achievement of the Council's Corporate Plan Priorities:

- 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 will be costs associated it is unclear what additional financial costs there will be from participating in the pilot. However, the costs will be mitigated by a reduction in the costs of officer time and potential legal expenses.

### Workforce

- 2.2 There are no workforce management issues as work will be managed for the duration of the pilot from within existing resources.

### 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:

- (i) 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 of the Gypsy/Traveller community regardless of gender
  - Improved service for those taking account of their disability or age-related requirements as appropriate

## 4. Consultation

### Internal

- 4.1 Relevant colleagues within Planning and Legal Services have been consulted.

## 5. Communication

- 5.1 There are no immediate communication requirements arising from this report. Communication will take place when negotiated stopping is agreed.

## **2. BACKGROUND PAPERS**

- 2.1 No background papers were relied upon during the preparation of this report.

## **3. APPENDICES**

- 3.1 Appendix 1: Code of Conduct.  
3.2 Appendix 2: Negotiated Stopping Site Criteria.  
3.3 Appendix 3: Unauthorised Encampments – Legal Procedure





## Negotiated Stopping Agreement

### A. Terms and conditions

Perth and Kinross Council (“the Council”) is willing to accommodate your encampment on the site shown on the attached map for no more than 28 days from the date you sign this agreement or up until (Enter Date) on the basis that you and your family agree to adhere to the following terms and conditions:

1. to park your caravans and vehicles in a designated place on the site. (This is to prevent further caravans joining the encampment).
2. to take reasonable care to prevent damage or injury to the site.
3. not to allow additional persons to occupy the site during your occupation of the site without the written consent of the Council.
4. to ensure that the toilets provided are used only by family members.
5. to ensure that the toilet provided by the Council is kept in a reasonable condition.
6. to keep the area around your caravan clean and tidy.
7. to ensure that the bin provided by the Council is used only by family members.
8. to ensure that the bin provided is kept in a reasonable condition.
9. to keep your pets under control at all times.
10. not to keep horses on the site. (The presence of horses will be considered anti-social behaviour for the purposes of this agreement).
11. to keep dogs tied up, or in a kennel during the night or when you leave the site for any period of time. The dog warden will visit the site if any loose dogs are reported.
12. to ensure all dogs are microchipped in accordance with the Microchipping of Dogs (Scotland) Regulations 2006.
13. not to light fires larger than a small cooking fire.
14. not to burn commercial or domestic waste.
15. to give consideration to other people within the surrounding area in terms of noise nuisance and the parking of vehicles.
16. not to engage in any antisocial behaviour, disorder or fly tipping on or near the site.

17. not to use animal traps in or around the immediate area.

**B. Perth and Kinross Council will provide the following**

- bottles of drinking water for personal consumption (not personal hygiene)
- a toilet
- access to safe disposal of waste
- a named officer to liaise between families, local residents, Community Planning Partners and elected members

**C. Legal action**

Perth and Kinross Council:

- will monitor the site and take action against any activity likely to cause environmental harm, inconvenience or distress to surrounding occupants such as fly tipping, excessive noise or use of motorbikes or quad bikes.
- will carry out a needs assessment prior to initiating legal action to recover possession of the land.
- reserves the right to terminate this agreement, and to seek to recover possession of the land through court proceedings if you or your family breach any of the terms set out in this agreement.

**Signed on behalf of Perth and Kinross Council:**

**Date:**

**Signed by Occupant:**

**Name in capital letters:**

**Address:**

**Date:**

**General Information**

Domestic waste can be disposed of at \_\_\_\_\_ on production of this Agreement.

You are encouraged to co-operate with the Local Authority to make the agreement work by discussing any incidents, concerns or suggestions that may affect the agreement with local authority officers when they visit weekly. You can contact the Council on \_\_\_\_\_ (phone number].

## Appendix 2

### Negotiated Stopping Place Criteria

The land will be Council owned, or if privately owned, the Council will work with the landowner to encourage the use of negotiated stopping. (The landowner is ultimately responsible for taking the relevant court action should an eviction be required)

The stopping place will have no impact on public right of way.

The area must be relatively flat and able to accommodate caravans and heavy goods vehicles.

The negotiated stopping place will be in close proximity to the area that the encampment initially stopped on.

There will be safe and convenient access to road networks and be located so as to cause minimum disruption to surrounding communities.

The road to, and from, the area must be of sufficient quality and size to enable access onto and off the site by heavy vehicles such as trailers.

The location of a negotiated stopping place will provide a safe environment for the residents. The potential presence of young children and any risks that may arise due to adjoining land uses must be considered.

The Council will also provide the following to ensure that negotiated stopping sites are safe and secure:

- bottles of drinking water for personal consumption (not personal hygiene)
- a toilet
- access to safe disposal of waste
- a named officer to liaise between families, local residents, Community Planning Partners and elected members



## Appendix 3

### **Unauthorised Encampments – Legal Procedure**

1. When Council land/property is occupied by persons without right or title to be there, we would initially contact the person/persons on the site to ascertain when they intend to vacate and formally ask them to leave. This approach is taken so that there is no suggestion that the Council has agreed to or acquiesced in their presence on the site. The Council will make efforts to identify the occupiers of the site. Whether they can be identified or not, the Court rules allow an action to be raised against an unauthorised occupier without a name being specified.
2. In the event that the unauthorised occupiers have not moved on within a set timescale, usually the following day, the Council would commence proceedings for recovery of possession of the site. A summons is lodged at the Sheriff Court. The normal period of notice to the Defenders/Occupiers in such a case is not less than 21 days. The Sheriff can, however, on cause shown reduce this period. When the Council is taking such action our Solicitor will write to the Court to advise that the Council is seeking to reduce the period of notice to be given to the Defenders in relation to the Action and a Warrant to serve the Action on the Occupiers. The Council has usually been successful in obtaining the shortened periods of notice for service of the Summons and a reduction of the time between the return date and the actual Hearing date. The Hearing date is the date on which the case will call in Court and the date on which it is likely the Court Action will be determined.
3. After the Sheriff grants the Warrant to serve the Action on the Occupiers, the Council arranges for this to be done by Sheriff Officers so that there is proper evidence that intimation of the Application has been made to all relevant persons. There is a cost involved in instructing Sheriff Officers and this can be included in any claim for Court expenses as part of the Action. The Council would usually arrange for the Sheriff Officers to serve the Court papers on the Occupiers the same day as it receives the Warrant.
4. Two Court dates are fixed by the Sheriff. The first of these is a return date by which time, if there is any opposition to the Application a Notice should be lodged at Court. It is for the Defenders/Occupiers to take this step. The second date is the Hearing date which is the date on which the Sheriff can determine the Application. On the Hearing date, it is necessary to attend Court and ask the Sheriff for Decree for Recovery of Possession. If there is not opposition to the Application, the Sheriff will usually grant this. If the Council wishes to recover the Court expenses, a request for these is made at this time. The Council would also ask the Court to grant an Immediate Extract of the Decree, to dispense with the requirement to serve a charge, and to dispense with the need to serve notice of the date of removal. All of these, if granted, would allow steps to remove the Defenders/Occupiers to be taken immediately.

5. It may be that there is opposition from the Defenders/Occupiers to the Action. To date there has been no such opposition to such Actions raised by the Council. It is difficult to see what objection there could be other than perhaps failure to notify all relevant persons.
6. Once the Decree is obtained the Sheriff Officers are instructed to enforce it. The Decree would allow removal of the Occupiers from the site together with their vehicles and belongings. This can be a difficult process and if such Action is contemplated, the Council tries to give the Sheriff Officers as much notice as possible so that they can make arrangements for appropriate vehicles to be available, e.g. to move caravans. The Council may also notify Police Scotland that it was to be taking this Action so that there could be Police presence there if need be. Once the removal from the site is complete, steps may be taken to secure the site.

## PERTH AND KINROSS COUNCIL

### HOUSING AND COMMUNITIES COMMITTEE

15 May 2019

### COMMUNITY PLANNING PARTNERSHIP UPDATE

Report by Depute Chief Executive, Chief Operating Officer (Report No. 19/146)

#### PURPOSE OF REPORT

To provide an update on progress with Community Planning priorities since the last update to the Housing and Communities Committee on 20 March 2019. There has not been a CPP Board meeting since the last update.

## 1. LOCAL ACTION PARTNERSHIPS

- 1.1 Chairpersons and Lead Officers from Local Action Partnerships (LAPs) met in April to review progress on the Improvement Plan and plan how to take forward actions due to be completed in the second quarter of 2019. Key actions for Quarter 2 are:
  - The development of a Compact between the CPP and LAPs which will provide clarity around how the Perth and Kinross CPP and the seven LAPs will work together going forward as well as the levels of support CP Partners are able to provide LAPs. The Community Planning Executive Officer Group and the Chairs and Leads Group will be consulted on the Compact before being approved by CPP Board in June.
  - LAPs will start to refresh their Locality Action Plans in quarter 2. Action Partnerships have received £150K for 2019/20 which will help support them deliver on their local priorities and the same amount in 2020/21.
  - Lead Officers will collaborate to agree a consistent approach to this key role in supporting LAPs and ensuring appropriate links are retained across the Community Planning Partnership
- 1.2 The Chairs and Leads Group will continue to monitor and plan for delivery of the Improvement Plan throughout 2019.

## 2 COMMUNITY EMPOWERMENT

- 2.1 Following the agreement of a Communications Plan for Community Empowerment in January 2019, a series of [infographics](#) have been produced, summarising the key aspects of the Community Empowerment (Scotland) Act. The infographics will be supplemented by animated videos, providing more information on the different provisions of the Act, and a series of toolkits that community groups can use to improve their skills and confidence in taking advantage of the provisions in the Act.

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

- 3.1 The Community Investment Fund (CIF) strengthens local decision making by giving communities the opportunity to influence how public funding is used to support projects which improve equalities and quality of life in their community. The recommendations for funding for 2018/19 were considered by an Executive Sub Committee of Strategic Policy and Resources Committee on 20 March 2019 [[Report 19/90](#)]. Round 1 produced 105 successful applications who shared £580K worth of funding. All successful applicants from Round 1 have now received their funding and will return a monitoring form on their project in September. A list of the successful applicants in Round 1 is provided in Appendix 1 to this report.
- 3.2 Recommendations for management of the CIF in Year 2 were considered by Strategic Policy and Resources Committee on 17 April 2019 [[Report 19/109](#)]. The Committee decided to approve Option 1, Status Quo, which will follow a similar process to that of the 2018/19 CIF. Round 2 of the Fund will open in mid-May 2019.

### **4. CPP GOVERNANCE AND PERFORMANCE**

- 4.1 In January 2019, CPP Board agreed that a review of CPP governance should be carried out in to ensure that the CPP is working effectively and adding value in delivering the LOIP / Community Plan. A Task Group composed of CPP members met for the first time on 26 April and agreed a broad scope for the Review, covering key aspects of CPP activity, decision making and structures. A fully scoped proposal will be presented to CPP Board on 14 June for discussion.

### **5. FAIRER FUTURES**

- 5.1 A Fairer Futures Event for key stakeholders took place on 29 April. The event brought together partners to build on progress to date and identify the key actions that need to be taken in order to realise the aspirations of the Fairer Futures Report. The key focus of the event were a series of Workshops, designed to identify and agree a series of actions which can be taken forward to deliver the aspirations for Fairer Futures. These actions are focused on three key priorities:
1. Child Poverty;
  2. Fair Work; and
  3. Socio-Economic Challenge.
- 5.2 An event report and summary will be provided to all delegates and the CPP Executive Officer Group is meeting on 16 June to consider the outcomes of the event and recommend a way forward for delivering the identified actions. Part of this consideration will be oversight and governance, linked to the CPP Governance Review as described in 4.1.



## 6. CONCLUSION AND RECOMMENDATION

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

### Author

| Name                | Designation                                  | Contact Details                                                                                      |
|---------------------|----------------------------------------------|------------------------------------------------------------------------------------------------------|
| Christopher Holgate | Community Planning Policy & Research Officer | <a href="mailto:CommunityPlanningPartnership@pkc.gov.uk">CommunityPlanningPartnership@pkc.gov.uk</a> |
| Lee Haxton          | Community Planning Policy Team Leader        |                                                                                                      |

### Approved

| Name          | Designation                                      | Date          |
|---------------|--------------------------------------------------|---------------|
| Jim Valentine | Depute Chief Executive (Chief Operating Officer) | 17 April 2019 |

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.



**APPENDIX 1 – COMMUNITY INVESTMENT FUND 2018/19**  
**List of approved applications**

| <b>Ward 1 – Carse of Gowrie</b>    |                           |                   |
|------------------------------------|---------------------------|-------------------|
| Group                              | Project                   | Funding           |
| St Madoes & Kinfauns Parish Church | Criss-Cross 2019          | £14,081           |
| Glencarse Bowling Club             | Irrigation System         | £4,000            |
| St Madoes PS Parent Council        | Daily Mile Path           | £5,362.50         |
| Tay & Earn Trust                   | Your Tay – Your Adventure | £15,800           |
| <b>TOTAL FUNDING</b>               |                           | <b>£39,243.50</b> |

| <b>Ward 2 – Strathmore</b>                |                                     |                |
|-------------------------------------------|-------------------------------------|----------------|
| Group                                     | Project                             | Funding        |
| Alyth in Bloom                            | Alyth Burnside Improvements Project | £10,994.85     |
| Kettins Parish Hall                       | Kettins Parish Hall Redevelopment   | £15,000        |
| Scone Thistle Community Club              | Glebe Facilities                    | £10,994.85     |
| Burrelton Community Café                  | Community Hub                       | £4,938.60      |
| Coupar Angus & Bendochy Community Council | Restart                             | £4,131.70      |
| Coupar Angus Parent Council               | IT Skills in the Community          | £3,940         |
| <b>TOTAL FUNDING</b>                      |                                     | <b>£50,000</b> |

| <b>Ward 3 – Blairgowrie and Glens</b>    |                                          |         |
|------------------------------------------|------------------------------------------|---------|
| Group                                    | Project                                  | Funding |
| Blairgowrie Players                      | Essential Equipment for Kirk Hill        | £1,730  |
| Hamish Matters                           | Ceilidh Making and Marketing             | £3,350  |
| Blairgowrie & Rattray Arts for Wellbeing | Its BRAW                                 | £4,200  |
| Kirkmichael Social & Recreational Hall   | Hall Upgrade                             | £15,000 |
| Lifepus                                  | Lifepus Centre Toilet and Access Upgrade | £1,730  |
| Blairgowrie & Rattray Development Trust  | Made in Blair                            | £4,520  |

| <b>Ward 3 – Blairgowrie and Glens</b>           |                                             |                |
|-------------------------------------------------|---------------------------------------------|----------------|
| Group                                           | Project                                     | Funding        |
| Elder Voice                                     | Neighbourhood Link Projects                 | £5,534         |
| PKAVS Carers Hub                                | Opportunities for Eastern Perthshire Carers | £3,406         |
| Strathmore Centre for Youth Development         | Wellmeadow House                            | £3,000         |
| Strathmore Arts Festival                        | Mapping the Community                       | £5,030         |
| PKAVS Mental Health & Wellbeing Hub – Wisecraft | Journey to Recovery                         | £2,500         |
| <b>TOTAL FUNDING</b>                            |                                             | <b>£50,000</b> |

| <b>Ward 4 – Highland</b>                |                                                  |                |
|-----------------------------------------|--------------------------------------------------|----------------|
| Group                                   | Project                                          | Funding        |
| Breadalbane Men's Shed                  | New Men's Shed at Dalween                        | £3,977         |
| Dementia Friendly Aberfeldy Cooperative | Enabling a Dementia Friendly Aberfeldy           | £6,000         |
| The Den @ Heartland Kid's Club          |                                                  | £6,693         |
| Aberfeldy Community Putting Green       | Supporting Health & Wellbeing in the Community   | £3,000         |
| Highland Perthshire Crossing Borders    | Crossing Borders "Schools Out" Community Project | £3,120         |
| The Birks Cinema Trust                  | Arts & Crafts Tasters                            | £1,500         |
| Pitlochry & Blair Atholl Pipe Band      | Musical Equipment & Uniforms                     | £2,000         |
| Tay Valley Timebank                     |                                                  | £3,500         |
| Blair Atholl & Struan Initiative        | Sports Court Redevelopment                       | £3,000         |
| Blair Atholl & Struan Community Council | Blair Atholl Village Hall upgrades               | £5,000         |
| The Care & Wellbeing Cooperative        | Community Support for Older Citizens             | £4,210         |
| PAMIS – Aberfeldy                       | Community Connections                            | £5,000         |
| Feis Thatha                             |                                                  | £3,000         |
| <b>TOTAL FUNDING</b>                    |                                                  | <b>£50,000</b> |

| <b>Ward 5 – Strathtay</b>                    |                                     |                   |
|----------------------------------------------|-------------------------------------|-------------------|
| Group                                        | Project                             | Funding           |
| Stanley & District Men's Shed                | Computer Project                    | £6,000            |
| Auchtergaven PS Parent Council               | Learner's Mental Health             | £6,589.20         |
| Meikleour Village Hall                       | Installation of Disabled Ramp       | £3,590            |
| Dunkeld & Birnam Community Council           | Meeting Room & Digital Connectivity | £5,029.71         |
| Stanley Public Hall                          | Fire Risk Improvements              | £4,500            |
| West Stormont Woodland Group                 | Feeling Good in the Woods           | £3,432.50         |
| A9 Community Group                           | Strengthening Community Engagement  | £3,444            |
| Caputh Village Hall                          | Electrical Rewiring                 | £7,000            |
| Luncarty & Redgorton in Bloom                | Planter and Seating                 | £6,690            |
| Spittalfield & District Community Sports Hub | Creating Community                  | £3,720            |
| <b>TOTAL FUNDING</b>                         |                                     | <b>£49,995.41</b> |

| <b>Ward 6 - Strathearn</b>              |                                                     |           |
|-----------------------------------------|-----------------------------------------------------|-----------|
| Group                                   | Project                                             | Funding   |
| Comrie PS and Friends Association       | Comrie CANDO – Sports Inclusion Project             | £1,600    |
| Braidhaugh Pavilion Trust               | Facilities Development – Disabled Access            | £3,100    |
| Remake Scotland                         | Remake Container Volunteer Support Project          | £3,780    |
| Friends of Old St Michael's Church Hall | Scaffolding and Fence                               | £2,500    |
| Active Schools – Perth & Kinross        | Volunteer Minibus Driver                            | £2,688    |
| Aberfeldy Parish Church                 | Christians Against Poverty                          | £1,450    |
| Comrie & District Men's Shed            | Metal Workshop                                      | £4,731.19 |
| Comrie Fortnight Association            | Community Activities – 50 <sup>th</sup> Anniversary | £4,724    |
| Girlguiding – Crieff & Comrie District  | District Camp                                       | £1,750    |
| Crieff Juniors FC                       | Soccer School                                       | £4,372    |
| Kids Week in Crieff                     |                                                     | £4,811.84 |

| <b>Ward 6 - Strathearn</b>    |                             |                   |
|-------------------------------|-----------------------------|-------------------|
| Group                         | Project                     | Funding           |
| Royal Voluntary Service       | Crieff Health & Happy Lives | £3,800            |
| St Fillan's Community Council | St Fillan's Play Park       | £5,657            |
| Strathearn Art Space          | Barriers to Engagement      | £5,012.68         |
| <b>TOTAL FUNDING</b>          |                             | <b>£49,976.71</b> |

| <b>Ward 7 – Strathallan</b>               |                                      |                     |
|-------------------------------------------|--------------------------------------|---------------------|
| Group                                     | Project                              | Funding Recommended |
| Auchterarder Community Bus Group          | Auchterarder Town Bus Service        | £10,000             |
| Dunning Community Council                 | Outdoor Gym Equipment                | £2,600              |
| Aberuthven Village Hall Trust             | Continuation of Village Youth Club   | £5,110              |
| Ardoch Development Trust                  | Braco Multi-Use Games Area           | £15,000             |
| Dunning Tennis Club                       | Dunning Support for Learning         | £290                |
| Auchterarder Community Sport & Recreation | Pavilion Refurbishment               | £15,000             |
| Muthill in Bloom                          | Muthill in Bloom                     | £1,000              |
| Opportunities for Strathallan Carers      | Opportunities for Strathallan Carers | £1,000              |
| <b>TOTAL FUNDING</b>                      |                                      | <b>£50,000</b>      |

| <b>Ward 8 – Kinross-shire</b>      |                                |           |
|------------------------------------|--------------------------------|-----------|
| Group                              | Project                        | Funding   |
| Arngask Hall                       | Glenfarg Community Centre      | £5,000    |
| SPARKS                             | SPARKS                         | £3,265    |
| Blairadam Amenity Association      | Tabernacle Hall Improvements   | £13,000   |
| Kinross-shire Community Sports Hub | Skate Park Extension & Upgrade | £5,000    |
| Kinross & District Men's Shed      | Electric Bikes                 | £4,340    |
| Kinross-shire Partnership          | Visit Loch Leven               | £3,000    |
| KLEO                               | Events & Equipment             | £3,097.99 |

| <b>Ward 8 – Kinross-shire</b> |                                                  |                   |
|-------------------------------|--------------------------------------------------|-------------------|
| Group                         | Project                                          | Funding           |
| SHIP                          | Kinross ASN Youth Service                        | £8,000            |
| TRACKS                        | Access Improvements to Loch Leven Heritage Trail | £5,000            |
| <b>TOTAL FUNDING</b>          |                                                  | <b>£49,702.99</b> |

| <b>Ward 9 – Almond and Earn</b>                |                                         |                |
|------------------------------------------------|-----------------------------------------|----------------|
| Group                                          | Project                                 | Funding        |
| Williamson Hall Committee                      | Shower and Toilet Upgrade               | £3,000         |
| Methven Community Council                      | Methven Families Engagement Project     | £2,800         |
| Fowlis Wester Village Hall Committee           | Boiler Replacement                      | £3,250         |
| Bridge of Earn Institute Gala Day Committee    | Bridge of Earn Gala Day                 | £1,250         |
| Findo Gask Community Association               | Hall Refurbishment and Upgrade          | £2,900         |
| Methven Community Centre                       | Centre Refurbishment Phase 3            | £7,000         |
| Brig in Bloom                                  | Be Organic – Save the Planet            | £3,094         |
| 66 <sup>th</sup> Perthshire (Abernethy) Scouts | Pavilion Renovations                    | £8,150         |
| Fowlis Wester Village Hall Committee           | Jeely Well Project                      | £1,000         |
| Bridge of Earn Institute                       | Kitchen Refurbishment                   | £13,300        |
| Abernethy PS Parent Council                    | School Hall Curtains and Nursery Blinds | £3,256         |
| Earn Community Council                         | Place Standard Conversation             | £1,000         |
| <b>TOTAL FUNDING</b>                           |                                         | <b>£50,000</b> |

| <b>Ward 10 – Perth City South</b>    |                              |         |
|--------------------------------------|------------------------------|---------|
| Group                                | Project                      | Funding |
| Craigie and Moncrieffe Parish Church | The Revive Youth Project     | £5,000  |
| Community Garden Development Project | South Perth Community Garden | £8,100  |
| South Perth Community Partnership    | Community Get Together       | £3,805  |
| Letham4All                           | Letham Community Hub         | £12,890 |
| New Horizons                         |                              | £5,300  |

| <b>Ward 10 – Perth City South</b> |                             |                |
|-----------------------------------|-----------------------------|----------------|
| Group                             | Project                     | Funding        |
| SHIP                              | Inclusive Sports Activities | £8,905         |
| Perthshire Brass                  | New Instruments             | £6,000         |
| <b>TOTAL FUNDING</b>              |                             | <b>£50,000</b> |

| <b>Ward 11 – Perth City North</b> |                                   |                |
|-----------------------------------|-----------------------------------|----------------|
| Group                             | Project                           | Funding        |
| Letham Climate Challenge          | Swap Shop / Building Improvements | £10,000        |
| Letham4All                        | Letham Community Hub              | £25,000        |
| Perth North Church                | Tulloch NET                       | £5,393         |
| <b>TOTAL FUNDING</b>              |                                   | <b>£40,393</b> |

| <b>Ward 12 – Perth City Centre</b> |                                                 |                |
|------------------------------------|-------------------------------------------------|----------------|
| Group                              | Project                                         | Funding        |
| Perthshire Pride                   | Perthshire Pride 2019                           | £4,103         |
| Kinnoull Parish Church             | Phoenix Parish Church                           | £10,330        |
| PLUS Perth                         | Mental Health & Wellbeing Lunch / Activity Club | £3,890         |
| Rowan Alba Ltd                     | Roaming with Rowan Alba                         | £3,412         |
| Horsecross Arts                    | Visiting our Venue                              | £3,980         |
| Perth & District YMCA              | Y Media                                         | £9,785         |
| Checkin Works                      | Giraffe Activity Centre                         | £4,500         |
| Maisie Moo Magical Moments         | Help Maisie Play                                | £10,000        |
| <b>TOTAL FUNDING</b>               |                                                 | <b>£50,000</b> |



PERTH AND KINROSS COUNCIL

HOUSING & COMMUNITIES COMMITTEE

15 May 2019

COMMUNITY ASSET TRANSFER AND PARTICIPATION REQUESTS  
ANNUAL REPORT

Report by the Depute Chief Executive, Chief Operating Officer  
(Report No. 19/147)

**PURPOSE OF REPORT**

To provide an update on Community Asset Transfers and Participation Requests for 2018/19 and set out identified improvement actions for 2019/20.

**1. BACKGROUND**

1.1 The Community Empowerment Act (Scotland) 2015 set out new rights for communities to have greater influence, or control over decisions and services which are most important to them. The Council has a statutory duty to report on the number of both Community Asset Transfers (CATs) and Participation Requests it receives every year and the activity the Council has undertaken to promote these rights. These rights are summarised as:

- **Community Asset Transfers** (CAT) set out in Part 5 of the Community Empowerment Act (Scotland) 2015 gives community groups the right to request ownership, lease or have access to property owned by the Council and other public bodies.
- **Participation Requests** set out in Part 3 of the Community Empowerment Act (Scotland) 2015 enable communities to request to participate in processes which are aimed at improving outcomes.

**2. CONTEXT**

2.1 The Annual Report in **Appendix 1** outlines the number of Community Asset Transfers requests, Participation Requests and enquires the Council has received from April 1<sup>st</sup> 2018 to 31<sup>st</sup> March 2019.

**Community Asset Transfer**

2.2 This year Perth and Kinross Council has not yet completed a CAT, although we have supported groups who are now in a stronger position to move forward with requests in 2019/20. The report also details some of the ways the Council has supported groups to find alternative solutions, which did not require them to go through the CAT process, including standard lease, or disposal through the Disposal of Land (Scotland) Regulations (2010). This year the Council plans to update the CAT Policy and Guidance as well as promote CATs as part of a wider campaign to raise awareness of, and interest in, community empowerment.

## Participation Requests

- 2.3 Participation requests came into force across Scotland in 2017, as a new opportunity for communities to request to get involved in discussions and processes to improve the services and outcomes which are important to them. Since then there has been a low uptake in such requests across the country and Perth & Kinross Council has received one valid request. The Council has produced new promotional materials around participation requests and is currently developing a short infographic video which gives a hypothetical example of a potential request and how it would work. It is recognised that participation requests are one of many pathways open to communities to participate in the councils' decision making process.

### 3. CONCLUSION AND RECOMMENDATION(S)

It recommended Committee:

- I) Notes the progress and Improvement Actions laid out in Appendix 1

#### Author(s)

| Name                | Designation                                  | Contact Details                                                                                      |
|---------------------|----------------------------------------------|------------------------------------------------------------------------------------------------------|
| Christopher Holgate | Community Planning Policy & Research Officer | <a href="mailto:Communityplanningpartnership@pkc.gov.uk">Communityplanningpartnership@pkc.gov.uk</a> |

#### Approved

| Name          | Designation                                     | Date          |
|---------------|-------------------------------------------------|---------------|
| Jim Valentine | Depute Chief Executive, Chief Operating Officer | 17 April 2019 |

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

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

All Council Services can offer a telephone translation facility.

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

### 1. Strategic Implications

#### Community Plan/Single Outcome Agreement

- 1.1 The Community Empowerment (Scotland) Act 2015 places a number of additional duties on local authorities and other public agencies. Community Asset Transfer (CAT) and Participation Requests give community groups greater rights and opportunities to influence, or have control over decisions which affect them. The Improvement Actions identified in the report may impact on all of the strategic objectives, but are likely to be most relevant to:

- (ii) Developing educated, responsible and informed citizens
- (iii) Promoting a prosperous, inclusive and sustainable economy
- (v) Creating a safe and sustainable place for future generations

#### Corporate Plan

- 1.2 The Community Empowerment (Scotland) Act 2015 places a number of additional duties on local authorities and other public agencies. Community Asset Transfer (CAT) and Participation Requests give community groups greater rights and opportunities to influence, or have control over decisions which affect them. The Improvement Actions identified in the report may impact on all of the strategic objectives, but are likely to be most relevant to:

- (ii) Developing educated, responsible and informed citizens
- (iii) Promoting a prosperous, inclusive and sustainable economy
- (v) Creating a safe and sustainable place for future generations

## **2. Resource Implications**

### Financial

- 2.1 Not applicable.

### Workforce

- 2.2 Not applicable.

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

- 2.3 Not applicable.

## **3. Assessments**

### Equality Impact Assessment

- 3.1 Proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) and are assessed as **not relevant** for the purposes of EqIA.

### Strategic Environmental Assessment

- 3.2 Proposals have been considered under the Act and no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

### Sustainability

- 3.3 Not applicable.

### Legal and Governance

- 3.4 Not applicable.

### Risk

- 3.5 Not applicable.

## **4. Consultation**

### Internal

- 4.1 Staff in Communities Service have been consulted during the preparation of this report.

## External

4.2 Not applicable.

## **5. Communication**

5.1 Not applicable.

## **2. BACKGROUND PAPERS**

No additional documents have been relied on in preparing the report, other than those committee reports already referenced within the main body of the report.

## **3. APPENDICES**

- Appendix 1 - The Community Asset Transfer and Participation Requests Annual Report 2018/19 .



## Appendix 1



## Community Empowerment – Annual Reports 2018/19

(Covering April 2018– March 2019)

### Community Asset Transfer

|                                                             | Number |
|-------------------------------------------------------------|--------|
| Groups approaching the Council about an asset               | 20     |
| Groups withdrawn before an expression of interest submitted | 6      |
| Expressions of interest received                            | 11     |
| Groups withdrawn after an expression of interest submitted  | 4      |
| Number of live cases                                        | 10     |
| Groups who researched an alternative outcome                | 2      |
| Asset Transfers requests received                           | 0      |
| Asset Transfer requests agreed to                           | 0 (0%) |
| Asset Transfer requests refused                             | 0 (0%) |
| Asset Transfer decisions appealed                           | 0 (0%) |
| Asset Transfer decisions appealed successfully              | 0 (0%) |

### Key Highlights 2018/19

At present the Council has not received a formal Community Asset Transfer (CAT) request during this period, however we continue to support groups to explore the options open to them to achieve their ambitions for the group and their community. Two groups who approached the Council about CAT were supported to find other an alternative solution:

- Perth and Kinross Heritage Trust approached the Council about acquiring the Lower City Mills on Mill Street. However, due to the legal structure of PKHT, a CAT was not feasible and a separate long term lease was agreed. This asset is also a Common Good asset and a Grade A listed building, both of which bring additional considerations.
  - **NB.** Common Good assets are strictly eligible for Community Asset Transfer, but further rigour is required, including additional community consultation before any asset is transferred. A petition to the Sheriff Court may also be required if the land or building is listed as being part of the inalienable Common Good.
- The Polish Scout Group in Perth approached the Council to identify options for CAT. Following discussions, the Scout Group were supported to find suitable premises for weeknight meetings and weekend outdoor activity, without the need for CAT.

### Our Approach

The Council is committed to working with community organisations to explore the options open to them. Groups are encouraged and supported to have initial

discussions and submit an expression of interest before they formally start the CAT process. This is intended to ensure groups are eligible and understand the process that would need to be followed to submit a full CAT request. This approach allows us to identify whether the option of a conventional disposal, whether through a sale or lease, could better suit the needs of the group

We take a customer centred approach to CAT requests. Community Transfer Bodies are allocated a member of Community Learning and Development staff as a single point of contact, who will co-ordinate with staff across the Council to identify information about assets and feedback to the community group. Once community groups have a clear plan in place and feel confident that asset transfer is the right option for them they can start the CAT process, and representatives of the relevant Council services meet as a Community Asset Transfer Team to advise the applicant and progress the application. A full description of the approach can be found in the [Perth & Kinross Council Community Asset Transfer Policy and Guidance](#).

### **Promotion**

CAT is promoted to the public via the [Council website](#). Staff throughout our organisation, particularly the Communities Team, continue to share information and raise awareness about CAT when appropriate. A [database](#) of all Council owned properties is on our website, along with a [case study video](#) about a successful asset transfer in our area.

CAT is one key part of the Community Empowerment agenda and a Communications Plan for this was agreed in January 2019. This has resulted in the Council producing infographics to raise awareness of the CAT process, which is shared via social media and in hard copy. These infographics will be supplemented by additional media activity in 2019/20, including the production of animated videos to explain the processes in more detail. Additional improvements in how the Council promotes and supports CAT is outlined in the Improvement Actions at the end of this section of the report.

### **Training and Support**

Community Groups in Perth and Kinross were offered a day's training by DTAS Community Ownership Support Service in February 2019. The training covered the process of a CAT, managing a community asset and advice on applying for funding.

Community groups are given details of the Community Ownership Support Service and are encouraged to discuss their application with them at any stage. In addition, community groups are encouraged to contact PKAVS (Perth and Kinross Association of Voluntary Services) for advice on becoming appropriately constituted for asset transfer, and Just Enterprise who can offer business planning support.

### **Interest so far**

At 31 March 2019, staff are working with six Community Transfer Bodies who have submitted an Expression of Interest in CAT, and have had initial enquiries from an additional four other community groups. None have yet progressed to a full CAT application, but we would expect some of these to be progressed in 2019/20.



10 groups have approached the Council with an interest in an asset but, following discussions with Council staff have chosen not to progress with a full CAT request. Reasons for initial enquiries not being progressed have included:

- The asset being needed by the Council to deliver essential services;
- The asset not meeting the requirements of the community group;
- The applicant not being eligible to apply under the provisions of the Act;
- Shared concerns over the capacity of the potential applicant to deliver a successful CAT;
- Legal technicalities which would prevent any future transfer; and
- Assets being temporarily brought back into use by the Council.

### **Improvement Actions for 2019/20**

The Council will continue to support community groups to explore opportunities in owning, leasing or having access to Council Property. Reflecting on performance in 2018/19 and what needs to happen to build on this in 2019/20, the following improvement actions have been identified:

| <b>Identified Issue</b>                                                                                                                              | <b>Action</b>                                                                                                                                                                                                                                     | <b>Lead Service</b>                                                      | <b>Timescale</b>                                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The number of requests and enquiries received to date suggests that levels of awareness of CAT, its opportunities and responsibilities remains mixed | Deliver Communications Plan for Community Empowerment (including CAT), specifically the development of: <ul style="list-style-type: none"> <li>• additional infographics</li> <li>• a social media campaign</li> <li>• animated videos</li> </ul> | Community Planning<br>Corporate Communications                           | <ul style="list-style-type: none"> <li>• Additional infographics and publicity material (April 2019)</li> <li>• Production of animated videos (May 2019)</li> </ul> |
| The original PKC policy was produced some years ago and requires to be updated to reflect current context                                            | Review and update PKC Policy and Guidance on CAT ensuring this is user friendly, has appropriate messaging and is as accessible as possible.                                                                                                      | Community Planning                                                       | December 2019                                                                                                                                                       |
| Live Active Leisure have confirmed that some community assets are not sustainable in the long term under current management arrangements             | Undertake specific work in partnership with LAL about opportunities for CAT around identified community halls                                                                                                                                     | Community Planning<br>Communications                                     | December 2019                                                                                                                                                       |
| A list of all Council assets is available on-line, but is difficult to screen and filter                                                             | Improve information provision so that those properties which are most suitable for CAT are easier to identify.                                                                                                                                    | PKC Corporate Improvement<br>(Corporate Property Asset Management Group) | March 2020                                                                                                                                                          |

## Participation Requests

|                                                   | Number |
|---------------------------------------------------|--------|
| Participation Requests received                   | 3      |
| Participation Requests that did not qualify       | 2      |
| Participation Requests that qualified             | 1      |
| Participation Requests rejected                   | 0      |
| Participation Requests which resulted in a change | 1      |

Three requests were received by the Council in this period. Two participation requests were requests for information, not a request to participate in an outcome improvement process.

Blackford Community Council put in a request to be involved in any future improvements to the paths and access networks around Blackford, as opposed to having a specific proposal to improve outcomes associated with outdoor access and activities. There are no immediate plans to change the path network in the area at present so the request cannot be granted at this stage. The Council has agreed to involve this group when there is planned work on the paths in the future.

Blackford Community Council put in a request for information on planned roadworks in the area. This did not qualify as a participation request as it was a request for information and not to participate in an outcome improvement process. The Council already makes this information publicly available on [Tellmesotland](#) and in local newspapers.

One request came from groups in Braco wanting to be involved in discussions to improve the Community Hall in Braco, which is managed by the Council. Officers met with representatives of the Hall Committee and agreed to add in new storage facilities and improve disabled access to the Hall.

### Promoting Participation Requests

Information about participation requests is [on the Council website](#). If communities approach the Council about a specific issue we are able to advise communities about the participation request process, as well as other ways to get involved in influencing outcomes and shaping services.

### Promotion and Awareness

PKAVS hosted an event run by Scottish Community Development Centre on 21 May 2018. This was designed to give third sector organisations more information about how to make participation request and how they can be used to improve outcomes.

Participation requests are part of the broader Community Empowerment agenda and a Communications Plan for this was agreed in January 2019. This has resulted in The Council producing infographics to raise awareness of participation requests, which is shared via social media and in hard copy. These infographics will be supplemented by additional media activity in 2019/20, including the production of animated videos to explain the processes in more detail.

## Improvement Actions

The Council will continue to support communities who want to get involved in improving outcomes for their community. Reflecting on performance in 2018/19 and what needs to happen to build on this in 2019/20, the following improvement actions have been identified:

| Identified Issue                                                                            | Improvement Action                                                                                                                                                                                                                                                   | Lead Service                                   | Timescale                                                                                                                                                           |
|---------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The number and content of requests received so far suggests that levels of awareness is low | Deliver Communications Plan for Community Empowerment (including participation requests), specifically the development of: <ul style="list-style-type: none"> <li>• additional infographics</li> <li>• a social media campaign</li> <li>• animated videos</li> </ul> | Community Planning<br>Corporate Communications | <ul style="list-style-type: none"> <li>• Additional infographics and publicity material (April 2019)</li> <li>• Production of animated videos (May 2019)</li> </ul> |
| Current PKC policy and process needs updating, with clearer guidance provided               | Review and update PKC Policy and Guidance on participation requests, ensuring that this is user friendly, has appropriate messaging and is as accessible as possible.                                                                                                | Community Planning                             | September 2019                                                                                                                                                      |
|                                                                                             | Produce guidance for staff in handling participation requests to ensure consistency of approach across the Council                                                                                                                                                   | Community Planning                             | September 2019                                                                                                                                                      |

