



Appendix 1

PERTH AND KINROSS LOCAL HOUSING STRATEGY 2016 - 2021



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

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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.

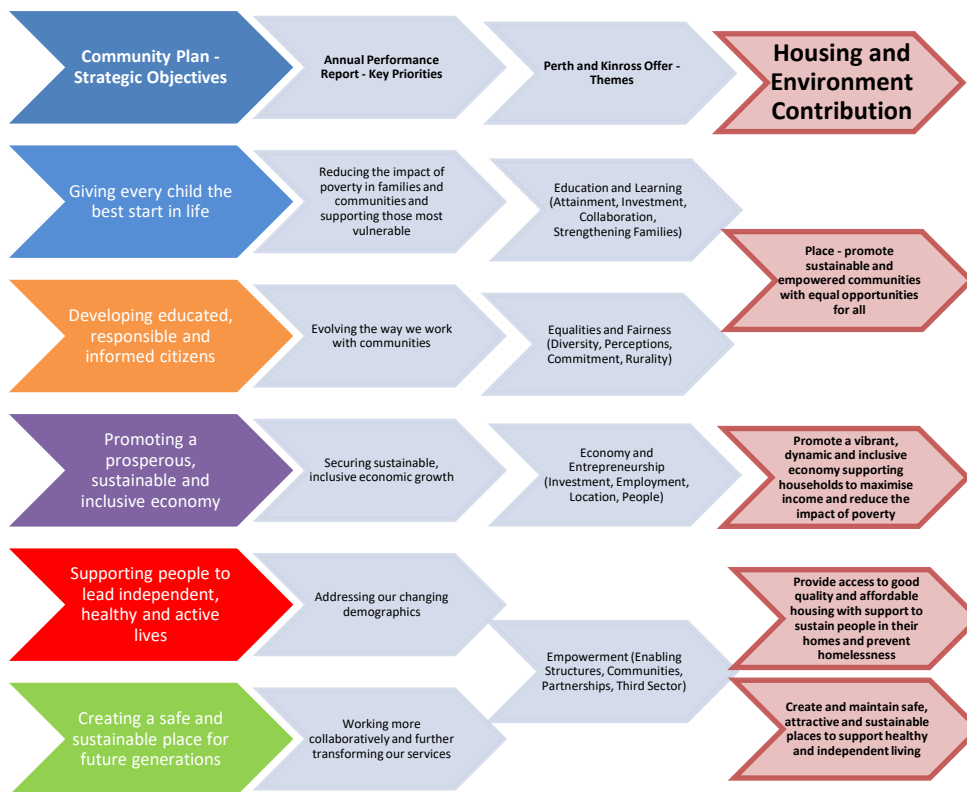
There is a significant challenge faced by all services and communities in tackling and mitigating the impact of poverty. Although Perth and Kinross is generally thought of as an affluent area, 1 in 8 of our households are classified as being the most socially and financially challenged in the United 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

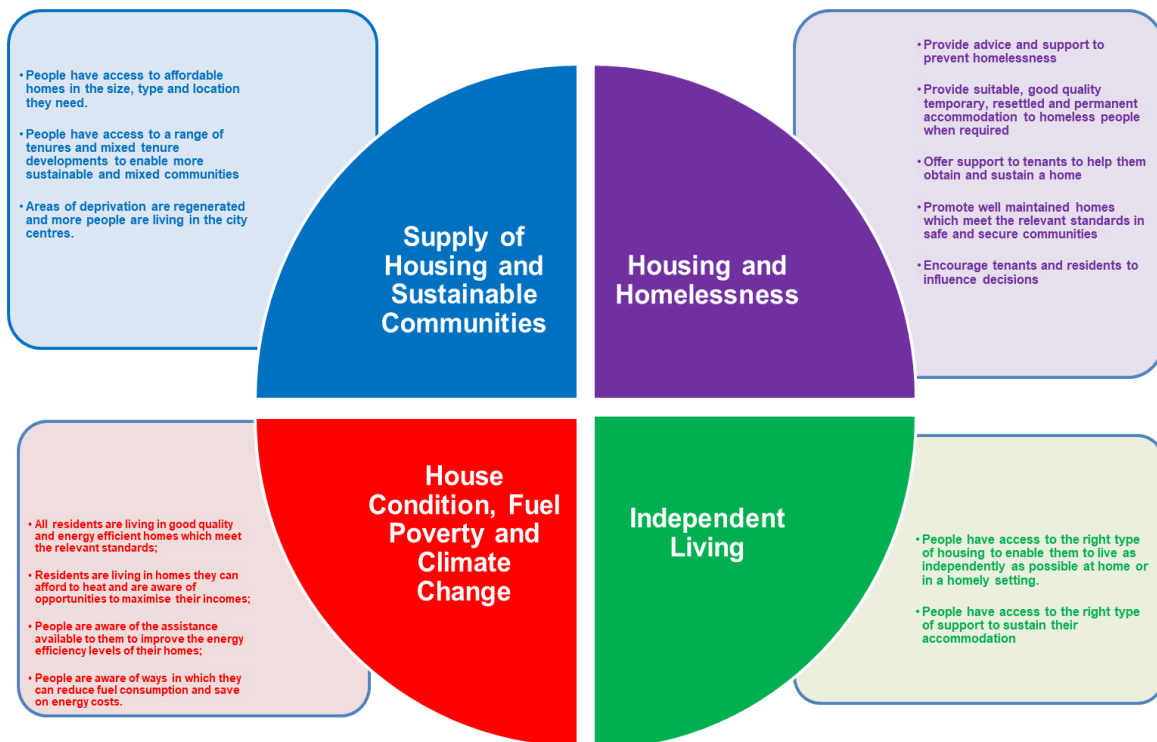
Promote safe and secure communities for residents of Perth & Kinross with access to good quality, affordable accommodation with the necessary support in place to sustain them in their homes and prevent them from becoming homeless. This priority links with the corporate and community priorities of *giving 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.

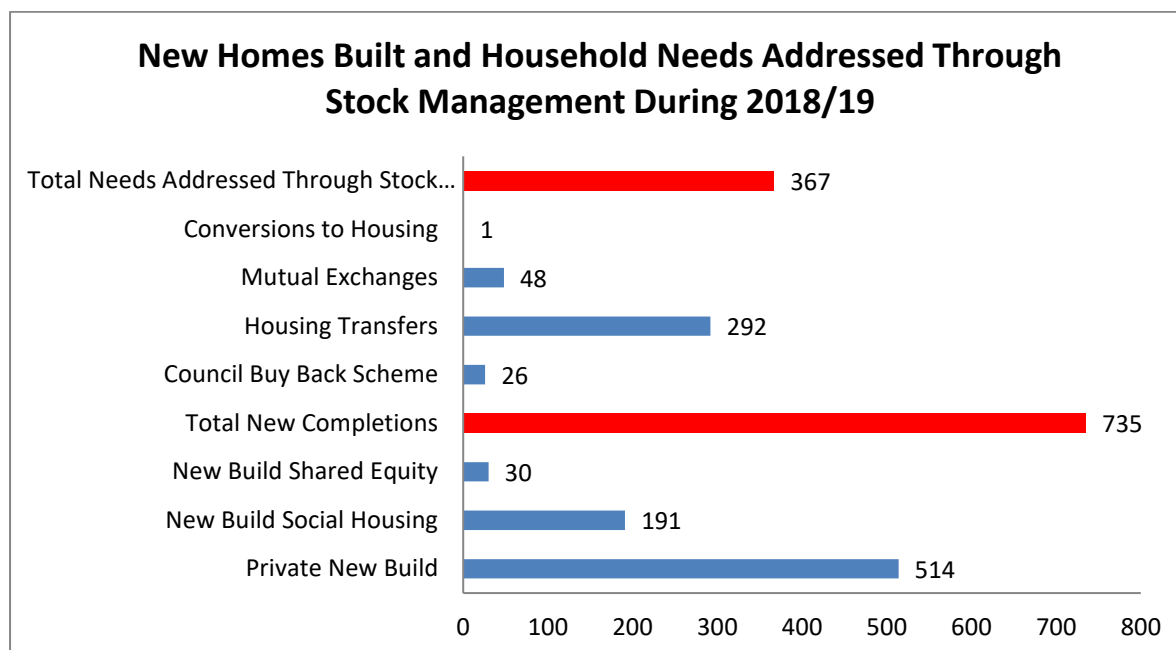
Of the social housing completions, 68 were additions to the Council stock and 123 were new Housing Association properties. Of the private new builds, we supported a bid to promote self-build/custom build in Dunning.



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 6th 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 Average (19/20)	RSL Average (18/19)	LA Average (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 **6th 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 responded to within 2 days	74%	92%
% of routine complaints responded 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
Total	£9,828,000

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

Improvement	Number of Homes (2018/19) – At Dec 2018
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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.

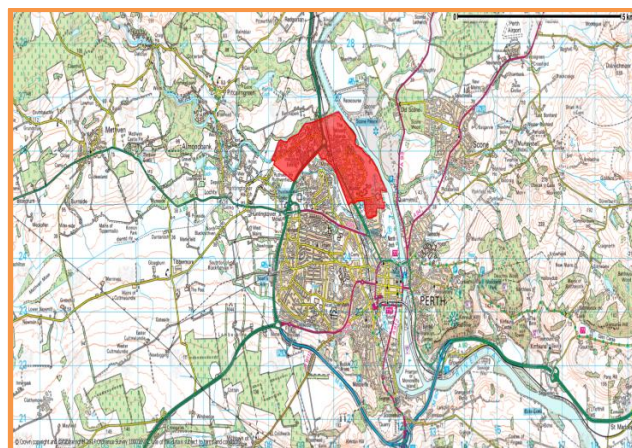


External wall insulation has been fitted to 100 council properties during 2018/19. This brings the total number of houses with EWI to **1,858**.

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). Specialist housing targets included in Section 3	221 units (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 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
No	Actions	Start Date	Milestone	Lead
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
Work Area 3 - Managing and Sustaining Tenancies Outcomes: <ul style="list-style-type: none"> 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); Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay (Charter 13); 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); 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); 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); Our Gypsy/Traveller sites are well maintained and managed and meet the minimum site standards set in Scottish Government guidance (Charter 16) 				
No	Measures	Baseline (2018/19)	Target	Timescale
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
No	Actions	Start Date	Milestone	Lead
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
Work Area 4 - Safe and Secure Communities Outcomes: <ul style="list-style-type: none"> 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. Tenants and residents live in attractive, well maintained neighbourhoods, which are free from anti-social behaviour and vandalism, 				

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 – PKC tenants).	80.63%	90%	March 2020
2.16	Percentage of tenants satisfied with the management of the neighbourhood they live in (PKC tenants).	94.57%	Maintain	March 2020
2.17	Percentage of adults rating neighbourhood either 'very good' or 'fairly good' as a place to live (All Tenure statistics from Scottish Household Survey – LA Tables)	95% (2016 data)	Maintain	March 2020
2.18	Percentage of adults who feel 'very safe' or 'fairly safe' when walking alone in their neighbourhood. (All Tenure statistics from Scottish Household Survey – LA Tables)	95% (2016 data)	Maintain	March 2020
2.19	Percentage of adults who feel 'very safe' or 'fairly safe' at home. (All Tenure statistics from Scottish Household Survey – LA Tables)	99% (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
Work Area 5 - Involving and Empowering Our Communities Outcomes: <ul style="list-style-type: none"> 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). 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). 				
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
Theme 3 – Independent Living				
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.				
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
Outcome 2 - People have access to the right type of support to sustain their accommodation.				
No	Measures	Baseline (2018/19)	Target 2019/2020	Timescale
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
No	Actions	Start Date	Milestone	Lead
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 W/D – 443 CDE – 35 Blocks Kitchens - 80 Bathrooms - 172	C/H – 500 W/D – 220 CDE – 6 Blocks Kitchens – 15 Bathrooms – 125	March 2020
4.2	Percentage of council stock complying with Scottish Housing Quality Standard (SHQS).	96.15 (17/18) 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) 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) 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/ Regulatory Services/ 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/ Regulatory Services
4.7	Assess housing conditions within Private Sector by carrying out Local House Condition Survey	April 2019	March 2020	Planning & Policy Team/ Housing 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 100 council	163 (private) 173 (council)	June 2020

	households separately when reporting)			
4.12	Number of council properties with new mains gas supplies installed	109 homes	142 homes UPDATE FOR 19/20	March 2020
4.13	Number of council properties with new renewable technology (e.g. solar water heating, air sourced heat pumps, solar photovoltaic panels).	40 homes	46 homes UPDATE FOR 19/20	March 2020
No	Actions	Start Date	Milestone	Lead
4.14	Build a profile of properties and areas in which energy efficiency improvements could improve fuel poverty levels	April 2019	March 2020	Planning & Policy/ Housing Improvements/ Planning
4.15	Continue to examine potential of low carbon heating options	April 2019	March 2020	Planning Team
4.16	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 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 124 home visits	500 Enquiries (All Tenures) 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