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Council Building
2 High Street
Perth
PH1 5PH

28 January 2020

A Meeting of the **Housing and Communities Committee** will be held in **the Council Chamber, 2 High Street, Perth, PH1 5PH** on **Wednesday, 29 January 2020** 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 Bob Brawn (Convener)

Councillor Chris Ahern (Vice-Convener)

Councillor Alasdair Bailey

Councillor Peter Barrett

Councillor Eric Drysdale

Councillor Tom Gray

Councillor David Illingworth

Councillor Anne Jarvis

Councillor Sheila McCole

Councillor Tom McEwan

Councillor Beth Pover

Councillor Caroline Shiers

Councillor Richard Watters

Housing and Communities Committee

Wednesday, 29 January 2020

AGENDA

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

- 1 WELCOME AND APOLOGIES/SUBSTITUTES**
- 2 DECLARATIONS OF INTEREST**
- 3 MINUTE OF MEETING OF THE HOUSING AND COMMUNITIES COMMITTEE OF 30 OCTOBER 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 - INTERIM ACTIVITY REPORT**
Verbal Update by G Pryde and B McLintock, Scottish Fire and Rescue Service
- 4(ii) PERTH AND KINROSS POLICING AREA POLICE REPORT - INTERIM ACTIVITY REPORT**
Verbal Update by Chief Superintendent A Todd, Police Scotland
- 5 COMMUNITY PLANNING PARTNERSHIP - UPDATE** **11 - 18**
Report by Depute Chief Executive, Chief Operating Officer (copy herewith 20/27)
- 6 PERTH AND KINROSS COMMUNITY JUSTICE PARTNERSHIP ANNUAL REPORT 2018/19** **19 - 70**
Report by Executive Director (Education and Children's Services) (copy herewith 20/28)
- 7 HOUSING REVENUE ACCOUNT (HRA) STRATEGIC FINANCIAL PLAN INCORPORATING THE 5-YEAR CAPITAL INVESTMENT PROGRAMME AND RENT STRATEGY TO 2024/25, RESERVES STRATEGY AND OTHER HOUSING CHARGES 2020/21** **71 - 110**
Joint Report by Executive Director (Housing and Environment) and Head of Finance (copy herewith 20/29)

| | | |
|-----------|---|------------------|
| 8 | RENT ARREARS AND UNIVERSAL CREDIT MANAGEMENT REPORT Report by Head of Housing (copy herewith 20/30) | 111 - 132 |
| 9 | COMMON REPAIRS POLICY - REVIEW AND UPDATE Report by Head of Housing (copy herewith 20/31) | 133 - 166 |
| 10 | RECHARGEABLE REPAIRS POLICY - REVIEW AND UPDATE Report by Head of Housing (copy herewith 20/32) | 167 - 186 |
| 11 | REVISED SCHEME OF ASSISTANCE FOR PRIVATE SECTOR HOUSING Report by Head of Housing (copy herewith 20/33) | 187 - 218 |
| 12 | HOME FIRST (RAPID REHOUSING TRANSITION PLAN) - UPDATE Report by Head of Housing (copy herewith 20/34) | 219 - 290 |

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

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

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PERTH AND KINROSS COUNCIL
HOUSING AND COMMUNITIES COMMITTEE
30 OCTOBER 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 30 October 2019 at 9.30am.

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

In Attendance: B Renton, Executive Director (Housing and Environment); C Mailer, M Dow, S Coyle, N Robson, J Cruickshank, B Tonner, S Watson and C Cranmer (up to and including Art. 530) (all Housing and Environment); S Hendry, A Taylor and D Stokoe (from Art. 526(ii) up to and including Art. 527) (all Corporate and Democratic Services).

Also in Attendance: Chief Superintendent A Todd, Sergeant K Thompson and Sergeant C Bryce (all Police Scotland) (all up to and including Art. 526); Area Manager G Pryde and Group Manager B McLintock (both Scottish Fire and Rescue Service) (both up to and including Art. 526); and G Low and M McLaren (Tenants' Representatives).

Councillor Brawn, Convener, Presiding.

The Convener led the discussion for Arts. 521-523, 527-528 and 530-532, and the Vice-Convener for Arts. 524-526 and 529.

521. WELCOME AND APOLOGIES

The Convener welcomed all those present to the meeting. The Convener thanked Councillor P Barrett for his work and commitment as the previous Convener of the Committee. Councillor P Barrett responded by thanking the Convener, members of the committee and Council staff.

522. DECLARATIONS OF INTEREST

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

523. MINUTE OF THE MEETING OF THE HOUSING AND COMMUNITIES COMMITTEE OF 21 AUGUST 2019 FOR APPROVAL AND SIGNATURE

The minute of the meeting of the Housing and Communities Committee of 21 August 2019 (Arts. 385-394) was submitted, approved as a correct record and authorised for signature.

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

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

524. 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 McIntock of the Scottish Fire and Rescue Service (SFRS) on information which was not to be made publicly available.

525. 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

526. POLICE AND FIRE REFORM: LOCAL SCRUTINY AND ENGAGEMENT

(i) Scottish Fire and Rescue Service Quarterly Performance Report – 1 July to 30 September 2019

There was submitted a report by Area Manager G Pryde, Scottish Fire and Rescue Service (19/295) 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 second quarter, 1 July to 30 September 2019.

Councillor Drysdale made reference to the recent fire which resulted in a loss of life at the B&M Store in the St Catherine's Retail Park, Perth and queried exactly how the Scottish Fire and Rescue Service mobilise to deal with such a large-scale fire and how support is provided from other parts of the country. In response Area Manager Pryde confirmed that at the peak of the fire fifteen appliances were in attendance, made up from appliances from Perth Fire Station, other areas of Perth and Kinross with additional appliances coming from across Scotland. He further commented that very positive multi-agency work was carried out with colleagues in Police Scotland and from the Council. Group Manager McIntock further commented that a multi-agency meeting involving all partners was quickly organised which helped bring the incident under control. He further commented that the fire was brought under control within 2-3 hours.

Councillor Barrett made reference to the recent publication of the Grenfell Tower Inquiry report and queried what communications and engagement activity the Scottish Fire and Rescue Service and the Council are planning in the immediate future in order to provide the

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correct advice to residents around the best safety advice in the event of a fire occurring in a multi-storey property.

In response Area Manager Pryde confirmed that as the Inquiry has been ongoing the Scottish Fire and Rescue Service Prevention Protection National Directorate have been monitoring the situation and will review the report and make sure any lessons required to be learned are learnt across the whole of Scotland. He further commented that they will continue to work with the Council in order to keep promoting the 'Staysafe' message. Group Manager McLintock further commented that a lot of work continues to be carried out with Perth and Kinross Council around high-rise buildings which will continue alongside the Grenfell report being analysed fully.

Resolved:

The performance of the Scottish Fire and Rescue Service in Perth and Kinross area for the first quarter, 1 April to 30 June 2019, as detailed in Report 19/222, be noted.

D STOKOE ENTERED THE MEETING DURING THE FOLLOWING ITEM.

(ii) Perth and Kinross Local Policing Area – Quarterly Performance Report – 1 July to 30 September 2019

There was submitted a report by Chief Superintendent A Todd, Police Scotland 'D' Division (Tayside) (19/296) 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 second quarter, 1 July to 30 September 2019.

Councillor Watters made reference to the new personal devices that have been issued to all officers and queried if these have now been rolled out to all front-line officers and whether any analysis has been carried out which shows an increase in productivity of officers. In response Chief Superintendent Todd confirmed that the devices have now been rolled out across the entirety of Tayside up to the rank of Inspector and feedback from officers has been very positive. He further commented that the devices were still in development with new features being added continually and that the roll-out across other divisions in Scotland was now underway with a built-in review period where analytical analysis of any efficiency / productivity gains will be carried out by an outside agency on the business benefits of the devices.

Councillor Drysdale made reference to the emerging issue of 'county lines' and 'cuckooing' and asked for a more details on exactly what 'county lines' is and why Perth and Kinross may be targeted for this type of criminality. In response Chief Superintendent Todd confirmed that the term 'county lines' is a term used to describe a method of the sale and supply of drugs which has been well established throughout

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the UK and other areas of Scotland which is predominately based in large urban areas where individuals are sent to effectively work as a satellite where drugs are transported to this person who then distributes these out in the area. He further commented that these methods generally prey upon vulnerable people in the community who either may host these individuals or operate on their behalf which is where the 'cuckooing' element comes from. He further commented that although it is an emerging trend in Perth and Kinross it is not yet deemed to be a problem.

Councillor Brawn made reference to recently carried out focussed patrols on the A9, A90 and A93 and queried whether these could be repeated in future on a more regular basis. In response Chief Superintendent Todd confirmed that operations that run on priority routes will be intelligence led which unfortunately comes down to accident history continually highlighting these routes as being problematic so will continue to be targeted.

Councillor Jarvis made reference to the stop and search figures detailed in the report producing a 50% positive result and queried how these figures compare against other areas in Scotland. In response Chief Superintendent Todd confirmed that it is very difficult to compare area against area due to the fact that each area can be vastly different with their own challenges. He further commented that he was content with the level of activity and success in this area and would be wary of discouraging officers from using the tactic but also would not like to encourage them to misuse it.

Resolved:

The performance of Police Scotland against the local policing priorities for the Perth and Kinross area as detailed in Report 19/296 be noted.

CHIEF SUPERINTENDENT A TODD, SERGEANT K THOMPSON AND SERGEANT C BRYCE, AREA MANAGER G PRYDE AND GROUP MANAGER B MCLINTOCK ALL LEFT THE MEETING AT THIS POINT.

527. COMMUNITY PLANNING PARTNERSHIP UPDATE

There was submitted and noted a report by the Depute Chief Executive, Chief Operating Officer (19/297) providing an update on progress with Community Planning priorities since the last update on 21 August 2019.

D STOKOE LEFT THE MEETING AT THIS POINT

528. HOUSING AND ENVIRONMENT SIX MONTH PERFORMANCE SUMMARY 2019/20 - EXCEPTION REPORT

There was submitted a report by the Executive Director (Housing and Environment) (19/298) reviewing the performance of Housing and Environment

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against its Business Management and Improvement (BMIP) for the period 1 April to 30 September 2019.

Resolved:

- (i) The Housing and Environment Six Month Performance Summary 2019/20, as detailed in Appendix 1 to Report 19/298, and pertaining to this Committee's area of responsibility, be approved.
- (ii) It be noted that Report 19/298 would be submitted to the Environment and Infrastructure Committee later today for approval pertaining to that Committee's areas of responsibility;
- (iii) It be noted that Report 19/298 would be submitted to the Scrutiny Committee on 27 November 2019 for scrutiny and comment as appropriate.

529. EDUCATION AND CHILDREN'S SERVICES INTERIM PERFORMANCE SUMMARY 2019

There was submitted a report by the Executive Director (Education and Children's Services) (19/299) reviewing the performance of the Education and Children's Services against its Business Management and Improvement (BMIP) for the period since 1 April 2019.

Resolved:

- (i) The Education and Children's Services Interim Performance Summary 2019, as detailed in Appendix 1 to Report 19/299, and pertaining to this Committee's area of responsibility, be approved.
- (ii) It be noted that Report 19/299 would be submitted to the Lifelong Learning Committee on 6 November 2019 for approval pertaining to that Committee's areas of responsibility;
- (iii) It be noted that Report 19/299 would be submitted to the Scrutiny Committee on 27 November 2019 for scrutiny and comment as appropriate.

530. RENT ARREARS UPDATE AND THE IMPACT OF UNIVERSAL CREDIT (UC)

There was submitted a report by the Executive Director (Housing and Environment) (19/300) providing an overview of performance in relation to rent arrears and the impacts of Universal Credit (UC) twelve months on from the introduction of full service.

Resolved:

- (i) The contents of Report 19/300, including the analysis of rent arrears and the benchmarking performance, be noted.
- (ii) The Executive Director (Housing and Environment) to submit a further update to Committee for performance in 2019/20, in August 2020.
- (iii) The Executive Director (Housing and Environment) to bring a further report to the next meeting on actions taken by the service to manage arrears and steps within current budgets or contained within the HRA budget for 2020/21 to mitigate the impact of universal credit.
- (iv) A briefing session to be arranged for all Councillors to provide more detail on this subject.

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C CRANMER LEFT THE MEETING AT THIS POINT.

531. STRATEGIC HOUSING INVESTMENT PLAN

There was submitted a report by the Executive Director (Housing and Environment) (19/301) seeking approval of the revised Perth and Kinross Council Strategic Housing Investment Plan for the period 2020 to 2024/25.

Resolved:

- (i) The revised Perth and Kinross Council Strategic Housing Investment Plan 2020/21 - 2024/25, as detailed in Appendix 1 to Report 19/301, be approved.
- (ii) The Executive Director (Housing and Environment) be authorised to ensure that where projects fall out of the plan, alternative projects prioritised in the same way can be substituted.

532. ANNUAL ASSURANCE STATEMENT – SCOTTISH HOUSING REGULATOR

There was submitted a report by the Executive Director (Housing and Environment) (19/302) providing an overview of the new requirement for Perth and Kinross Council to submit an Annual Assurance Statement to the Scottish Housing Regulator (SHR).

Resolved:

- (i) The new Regulatory Framework and the requirement to submit an Annual Assurance Statement to the Scottish Housing Regulator (SHR) be noted.
- (ii) The Annual Assurance Statement, as detailed in Appendix 2 to Report 19/301, be approved.

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## PERTH AND KINROSS COUNCIL

### HOUSING AND COMMUNITIES COMMITTEE

29 January 2020

#### COMMUNITY PLANNING PARTNERSHIP UPDATE

Report by Depute Chief Executive, Chief Operating Officer (Report No. 20/27)

#### PURPOSE OF REPORT

To provide an update on progress with Community Planning priorities since the last update to the Housing and Communities Committee on 30 October 2019.

#### 1. LOCAL ACTION PARTNERSHIPS

- 1.1 The Perth City Local Action Partnership (LAP) provided an update to the Community Planning Partnership (CPP) Board meeting held in Perth on 6 December. The LAP reported its progress so far in delivering the Local Action Plan and other local community initiatives, highlighting the positive use of Participatory Budgeting and Community Investment Funding to allow them to deliver local projects and initiatives covering their identified priority areas:
  - poverty and low income,
  - youth activities and empowerment,
  - employment opportunities.
- 1.2 The Perth City LAP plans to deliver a Participatory Budgeting project for young people in 2020 and establish its own social media on Facebook to promote the work of the LAP and engage more people.
- 1.3 The 7 February meeting of the CPP Board will take place in Eastern Perthshire, at which the Eastern Perthshire LAP will provide an update on their activities.

#### 2. PLANNING AND PERFORMANCE

- 2.1 The Community Planning Partnership Board approved the second [Annual Performance Report](#) on the Local Outcomes Improvement Plan 2017-27. The report outlines how the partnership has made an impact on achieving our five strategic objectives and strengthening community empowerment.
- 2.2 The report highlights a variety of actions, including:
  - the Eastern Perthshire 'Big January Get Together' which brought 800 people together and helped build community spirit, while also providing hot food and activities for people to get involved in

- holidays programmes have ensured children can take part in activities and have a healthy meal though the summer holiday period.
- how social prescribers have helped improved people's health and wellbeing by signposting people to community organisations.
- how employment supports people who face specific barriers to work gain employment.

### 3. COMMUNITY INVESTMENT FUND

- 3.1 Recommendations on allocating the first tranche of 2019/20 CIF funding were approved by Strategic Policy and Resources Committee on 27 November 2019. 63 applications were approved, sharing just under £330,000 across projects designed to improve equalities across all localities. A summary of this is provided as Appendix 1 to this report.
- 3.2 The second tranche of 2019/20 funding closed on 15 January 2020, with over 130 applications being received, seeking over £1,000,000 in funding. Ward Panels are meeting to review and make recommendations on the applications, with final decisions being taken at Strategic Policy & Resources Committee on 25 March.
- 3.3 The Community Planning Team has been evaluating CIF projects delivered in the first year of Community Investment Funding (2018/19). A summary on the outcomes will be shared with the relevant Local Action Partnerships and reported to Strategic Policy and Resources Committee in April 2020. The Council has made videos on [four projects](#) which received funding in 2018/19 which have been used to promote the CIF.

### 4. CPP GOVERNANCE & IMPACT

- 4.1 CPP Board is currently undertaking a review of Governance and Impact, with an agreement to align the Perth and Kinross Offer with the Community Plan during 2020/21 and update Committee accordingly. Engagement work with communities to help shape the Perth and Kinross Offer will be carried out in spring/summer 2020. Thereafter, CPP Board will consider any necessary changes to governance in order to best support the delivery of the Offer/Community Plan.

### 5. CONCLUSION AND RECOMMENDATION

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

#### Author

| Name       | Designation                           | Contact Details                                                                                      |
|------------|---------------------------------------|------------------------------------------------------------------------------------------------------|
| Lee Haxton | Community Planning Policy Team Leader | <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 January 2020 |

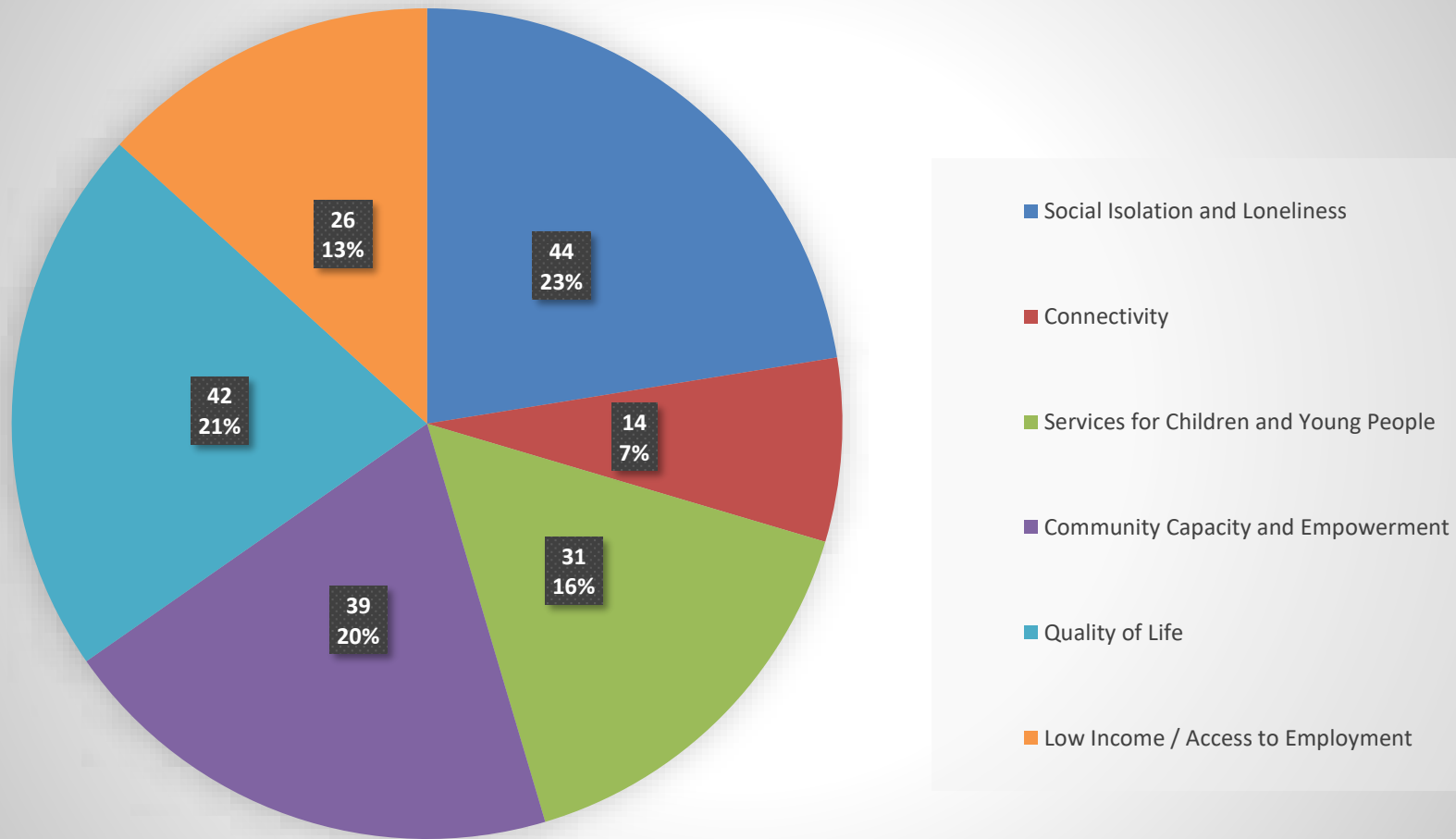
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### Community Investment Fund - Improving Equalities



## **Breakdown**

When applying for CIF funding, applicants were asked to identify which issues of equality they felt that their project would impact on. A summary of the impact of successful applications is provided in the graph above (total number and percentage of total). Please note that some applications stated that they will impact on multiple issues of equality. As part of the guidance, more specific examples of the issues which may cause the equality issue were provided and these are summarised below:

### **Social Isolation & Loneliness**

- Access to social opportunities and wider service provision for vulnerable people
- Inter-generational activities

### **Connectivity**

- Access to digital connections and IT support
- Access to transport

### **Services for Children and Young People**

- Access to services for children and young people
- Children and young people's influence on issues which are important to them
- Community volunteering opportunities for young people

### **Community Capacity and Empowerment**

- Access to and use of public buildings and community space
- Community ownership or management of assets
- Community events and other social activities
- Understanding and knowledge of community issues and aspirations
- Skills and confidence within communities

### **Quality of Life**

- Support and services to improve mental health and wellbeing
- Support for carers

### **Low Income / Access to Employment**

- Supporting families during holiday periods
- Access to social and leisure activities
- Barriers to employment and education
- Support and advice around welfare



| Ward                         | Total number of applications | Total value of applications | Total funding available | Difference        | Approved applications | Value of approved applications | Remaining funds   |
|------------------------------|------------------------------|-----------------------------|-------------------------|-------------------|-----------------------|--------------------------------|-------------------|
| Ward 1 - Carse of Gowrie     | 8                            | 46,648.88                   | 60,756.50               | 14,107.62         | 7                     | 29,987.88                      | 30,768.62         |
| Ward 2 - Strathmore          | 6                            | 28,733.60                   | 50,000.00               | 21,266.40         | 6                     | 27,908.60                      | 22,908.60         |
| Ward 3 - Blairgowrie & Glens | 9                            | 136,616.99                  | 50,000.00               | -86,616.99        | 5                     | 27,667.00                      | 23,333.00         |
| Ward 4 - Highland            | 20                           | 149,171.41                  | 50,000.00               | -99,171.41        | 7                     | 21,000.00                      | 29,000.00         |
| Ward 5 - Strathtay           | 13                           | 82,047.06                   | 50,004.59               | -32,042.47        | 5                     | 25,300.00                      | 24,704.59         |
| Ward 6 - Strathearn          | 10                           | 73,880.39                   | 50,023.29               | -23,857.10        | 7                     | 31,285.00                      | 18,738.29         |
| Ward 7 - Strathallan         | 5                            | 69,435.00                   | 50,000.00               | -19,435.00        | 4                     | 29,435.00                      | 20,565.00         |
| Ward 8 - Kinross-shire       | 7                            | 71,512.00                   | 50,297.01               | -21,214.99        | 0                     | 0                              | 50,297.01         |
| Ward 9 - Almond & Earn       | 6                            | 65,019.19                   | 50,000.00               | -15,019.19        | 5                     | 19,049.60                      | 30,950.40         |
| Ward 10 - Perth City South   | 7                            | 43,226.07                   | 50,000.00               | 6,773.93          | 5                     | 27,070.19                      | 22,929.81         |
| Ward 11 - Perth City North   | 6                            | 64,655.82                   | 59,607.00               | -5,048.82         | 4                     | 40,485.82                      | 19,121.18         |
| Ward 12 - Perth City Centre  | 14                           | 140,690.00                  | 50,000.00               | -90,690.00        | 8                     | 50,000.00                      | 0                 |
| <b>TOTALS</b>                | <b>111</b>                   | <b>971,636.41</b>           | <b>620,688.39</b>       | <b>350,948.02</b> | <b>63</b>             | <b>329,189.09</b>              | <b>293,316.50</b> |

The table above sets out, on a ward-by-ward basis the following information:

- The total number of applications received (column 2)
- The total value of applications received (column 3)
- The total funding available (column 4)
- The difference between the total value of applications and the total funding available (column 5)
- The number of applications approved for funding at SP&R Committee (27 November) (column 6)
- The value of the approved applications (column 7)
- The funds remaining for the second tranche of funding in 2019/20 (column 8)



## **PERTH AND KINROSS COUNCIL**

### **Housing & Communities Committee**

**29 January 2019**

### **PERTH & KINROSS COMMUNITY JUSTICE PARTNERSHIP ANNUAL REPORT 2018-19**

**Report by Executive Director (Education and Children's Services)  
(Report No. 20/28)**

#### **PURPOSE OF REPORT**

This report introduces the Perth and Kinross Community Justice Partnership Annual Report 2018-19 which has been submitted to Community Justice Scotland.

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

- 1.1 The Community Justice (Scotland) Act 2016 (the Act) was passed by the Scottish Parliament in 2017 and established a new model for the governance and delivery of Community Justice in Scotland. The Act dissolved the Community Justice Authorities (CJAs) with effect from 1 April 2017 and replaced them with the Community Justice Partnerships in each of the 32 local authority areas in Scotland. The partnerships comprise statutory community justice partners with representation from the third sector. The statutory partners are: Police Scotland; Scottish Prison Service (SPS); Scottish Fire and Rescue Service (SFRS); Skills Development Scotland (SDS); NHS Tayside; Health and Social Care Integration Joint Board; Scottish Courts and Tribunals Service and the Local Authority.
- 1.2 The Scottish Government's national strategy for Community Justice was published in 2017. It takes a holistic approach to help people make positive changes in their lives and tackle the underlying causes of their offending. Rather than invest resources in interventions which have been shown to be ineffective, the strategy promotes the use of effective, evidence based community interventions to support the rehabilitation of those who offend. This approach reflects the evidence that the use of short term prison sentences has the propensity to exacerbate rather than reduce offending and re-offending.
- 1.3 There is a requirement in the Act for the statutory partners to work together to deliver a Community Justice Outcomes Improvement Plan (CJOIP) for their area. The partnership is required to report on progress in delivering the outcomes in the CJOIP to Community Justice Scotland (CJS) via an annual report. CJS was also established under the Act to work closely with statutory community justice partners, the third sector and a range of other partners to provide support and leadership for the delivery of community justice.

- 1.4 On 1 April 2017, the Perth and Kinross Community Justice Partnership was formed, comprising representatives from the eight statutory partners and the third sector, via the Perth and Kinross Community Justice Third Sector Forum, of which Perth and Kinross Association of Voluntary Service (PKAVS) is their representative.
- 1.5 The Perth and Kinross Community Justice Partnership launched its first CJOIP on 1 April 2017. This three year plan incorporates seven national outcomes and has a focus on seven local priorities. These are:
- Employment;
  - Housing;
  - Health (including mental health and substance misuse);
  - Victims;
  - Women who offend;
  - Family relationships; and
  - Males who offend.
- 1.6 The first Partnership Annual Report was submitted to CJS in September 2018 using a template provided by CJS and commented on progress in delivering the national outcomes contained in the CJOIP. The report noted that the Partnership had made good progress under all seven of the national outcomes and a number of the local priorities which meet these outcomes. Examples of good progress included the following:
- **Women who offend:** This aims to address the needs of women in the criminal justice system by providing a service that is designed by women, for women, to meet their needs. Women who attend the One-Stop Learning Service (OWLS) are actively encouraged and supported to be involved in both the running of the centre and many of the activities that take place there. For example, management meetings are held monthly and are run by the women; the mission statement of the centre was created by the OWLS women and the design of the centre, from layouts to decorating and furnishings is planned jointly in consultation with the women from conception to completion. The involvement of women in all aspects of OWLS has a number of benefits, from improved service responsiveness to increased feelings of inclusion and ownership. This has enabled the service to develop to meet the needs of women who use it and transform and enhance their experiences of support services.
  - **Employment:** This aims to improve the employment chances of those who are involved in the criminal justice system. The Community Payback Unpaid Work Team, in partnership with St Johnstone Community Trust have developed the “Onside” project to help maximise the future employability prospects of participants in addition to improving their general health and wellbeing. Participants are required to undertake vocational training and physical exercise as part of the project. Among the topics covered are: building a Curriculum Vitae (CV); presentation at job interviews and conducting job searches. Feedback has been positive from both participants and those running the project and it is intended to run further project modules with more participants in the future.

- 1.7 Since the publication of the first Partnership Annual Report, the Community Justice Partnership has continued to monitor progress of the Perth and Kinross Community Justice outcomes Improvement Plan (CJOIP). In preparing the 2018-19 Annual Report, evidence of this progress has come from a range of sources and has included the participation of all statutory stakeholders, as well as organisations from the third sector, in an Annual Report development day which was hosted by PKAVS. In addition, there were regular updates at partnership meetings and stakeholder feedback on the draft report.

## **2. 2018-19 ANNUAL REPORT**

- 2.1 Following a review of the annual reporting process, CJS noted the following:

- The analysis of the individual partnership reports attempted to do too much and the subsequent report was too long;
- There was very little data to work with so there was a danger of making unreliable comparisons;
- CJS do not have the resource to carry out the same methodology year on year;
- A simpler, focussed annual reporting methodology was required; and
- The national Outcomes Performance and Improvement (OPI) framework is not being consistently used when reporting progress, is not fit for purpose and requires review.

- 2.2 In order to review the OPI, CJS require to gather more information about what indicators are useful and are being used. To do this, CJS have designed a new interim Annual Report template.

- 2.3 For each national indicator the template asks:

- Whether the indicator has been reported to the partnership during the year;
- Whether the indicator was useful in measuring progress against outcomes; and
- For details of any evidence and data that has been used to support the indicator.

- 2.3 The template also asks local areas to describe:

- Governance arrangements;
- Main area(s) of focus for partnership activity over the reporting period;
- Case studies; and
- Challenges.

- 2.4 The Perth and Kinross Community Justice Partnership Annual Report 2018-19 is attached as Appendix 1. The report contains contributions from four statutory partners and three members of the Third Sector Forum. These contributions highlight the excellent work undertaken by both statutory partners and third sector organisations, often in partnership, in a variety of settings across Perth and Kinross. A glossary of terms used in the report is attached as Appendix 2.

- 2.5 From a Perth and Kinross Council perspective, the report highlights the excellent work taking place in OWLS and at Westbank, where the Unpaid Work (UPW) Team is based. For example, OWLS has worked closely with CJS in contributing to its first national campaign, Second Chancers.

The national campaign toolkit comprises of two creative assets: a series of films and an audio exhibition. It was launched on 11 October 2018 across multiple channels including digital advertising and cinema as well as social media. The short films highlight people with experience of the Scottish justice system who have made positive changes to themselves and their community. One of the films features a person who has made use of OWLS. The audio exhibition consists of six stories with each story comprising an audio clip and a canvas picture. The focus of each story is about how each person has transformed their lives. Two of the audio clips feature women who have attended OWLS.

- 2.6 The UPW Team has continued to develop its partnership approach at its Westbank site in Perth. It is intended that the Westbank Project will become a community asset where people and partners will work together:

- To develop a range of opportunities where partners and people support each other and are supported.
- To create positive initiatives associated with education, care, manufacture and retail.
- To promote equality, inclusion, consultation, collaboration and innovation.
- To create a welcoming environment where people are valued and their skills and confidence grow.

This project has attracted funding from the European Social Fund and UPW staff and people carrying out unpaid work are the cornerstone of a new approach to service delivery. This has allowed the UPW team to adopt the principles of a social enterprise with a clear emphasis on customer satisfaction. In essence, it has re-defined the purpose of the team to deliver high quality work which is of social benefit to the citizens and communities of Perth and Kinross and:

- Ensure the continued discharge of statutory responsibilities.
- Provide a productive environment for clients through purposeful activity.
- Support and invest in staff to deliver and sustain a quality service.

- 2.7 The report highlights other areas of work where Council teams have made a significant positive contribution towards achieving the Partnership's outcomes.

These include:

- The development of a data sharing protocol with the Scottish Prison Service (SPS) that will allow the sharing of details of those coming in and out of custody.

- A successful joint bid with Dundee City Council's Community Justice Service for Scottish Government funding to implement the Caledonian System. This is an integrated approach to address men's domestic abuse and to improve the lives of women, children and men involved.
- The continued high rate of compliance for offenders involved in the Multi Agency Public Protection Arrangements (MAPPA) across Tayside highlights the partnership process for assessing and managing high risk of harm offenders continues to work well.
- The introduction of a Bail Supervision scheme for young people aged 16 to 26 involving Criminal Justice Social Workers and staff from Services for Young People. The scheme identifies those in the target group who require an intensive level of support during the period of bail and who would suffer extreme difficulties if sent to custody.
- Perth and Kinross Criminal Justice Service has reviewed services that were provided for men involved with statutory services and intend to implement a new approach which will focus on recovery, reintegration and the promotion of the rehabilitation of offenders. The review made a number of recommendations including the development of an integrated throughcare service for men where prison-based agencies and community-based agencies will aim to provide a seamless transition from custody to community and a more person-centred approach to supervision for those on community-based Orders.

### **3. CONCLUSION AND RECOMMENDATION**

- 3.1 The Perth and Kinross Community Justice Partnership Annual Report 2018-19 illustrates the positive work being undertaken by both the statutory partners and third sector organisations. This is the second annual report and it evidences partners' collaborative approach and the strength of relationships. The partners and third sector organisations are committed to the shared aim, echoed in the CJOIP, to work in partnership by reducing re-offending and supporting those who have committed offences. It is the intention of the partnership to build on this progress thereby ensuring the communities in Perth and Kinross remain safe places to live.
- 3.2 It is recommended that the Committee:
- (i) Notes the approach being undertaken by Perth and Kinross Council in respect of the Perth and Kinross Community Justice Partnership and the content of the 2018-19 Annual Report.

**Author(s)**

| <b>Name</b>     | <b>Designation</b>                         | <b>Contact Details</b>                                                                 |
|-----------------|--------------------------------------------|----------------------------------------------------------------------------------------|
| Charlie Cranmer | Community Justice Partnership Co-ordinator | <a href="mailto:ECSCCommittee@pkc.gov.uk">ECSCCommittee@pkc.gov.uk</a><br>01738 475000 |

**Approved**

| <b>Name</b>    | <b>Designation</b>        | <b>Date</b>     |
|----------------|---------------------------|-----------------|
| Jacquie Pepper | Chief Social Work Officer | 17 January 2020 |

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

All Council Services can offer a telephone translation facility.



## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

| <b>Strategic Implications</b>                       | <b>Yes / None</b> |
|-----------------------------------------------------|-------------------|
| Community Plan / Single Outcome Agreement           | <b>Yes</b>        |
| Corporate Plan                                      | <b>Yes</b>        |
| <b>Resource Implications</b>                        |                   |
| Financial                                           | <b>None</b>       |
| Workforce                                           | <b>None</b>       |
| Asset Management (land, property, IST)              | <b>None</b>       |
| <b>Assessments</b>                                  |                   |
| Equality Impact Assessment                          | <b>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 This section sets out how the proposals relate to the delivery of the Perth and Kinross Community Plan/Single Outcome Agreement 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.

This report relates to Objective No (ii), (iii), (iv) and (v).

#### Corporate Plan

- 1.2 This section sets out how the proposals relate to the achievement of the Council's Corporate Plan Objectives.

- (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.

This report relates to Objective No (ii), (iii), (iv) and (v).

- 1.3 The report also links to the Education & Children's Services Policy Framework in respect of the following key policy area:

- Learning: Developing Communities

## 2. Resource Implications

### Financial

- 2.1 This report contains no proposals which would have a financial impact on the Council.

### Workforce

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

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

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

## 3. Assessments

### Equality Impact Assessment

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

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 **not relevant** for the purposes of EqIA

### Strategic Environmental Assessment

- 3.2 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals. However, no action is required as the Act does not apply to the matters presented in this report. This is because the Committee are requested to note the contents of the report only and the Committee are not being requested to approve, adopt or agree to an action or to set the framework for future decisions.

### Sustainability

- 3.3 There are no issues in respect of sustainability from the proposals in this report.

### Legal and Governance

3.4 This report contains no proposals which would have a legal or governance impact on the Council.

3.5 N/A

### Risk

3.6 There are no issues in respect of risk from the proposals in this report.

## **4. Consultation**

### Internal

4.1 None.

### External

4.2 None.

## **5. Communication**

5.1 There are no communication issues in respect of the proposals in this report.

## **2. BACKGROUND PAPERS**

2.1 None.

## **3. APPENDICES**

3.1 Appendix 1 - Perth and Kinross Community Justice Partnership Annual Report 2018-19

Appendix 2 - Glossary of Terms





## **Community Justice Scotland**

Ceartas Coimhearsnachd Alba

### **Community Justice Outcome Activity Across Scotland Local Area Annual Return Template 2018-19**



## 1. Background

The introduction of the Community Justice (Scotland) Act 2016 triggered the formal implementation of the new model of Community Justice in Scotland. A number of key documents are associated with the Act including the National Strategy, Justice in Scotland: Vision & Priorities and the Framework for Outcome, Performance & Improvement.

The 2016 Act places a duty on community justice statutory partners to produce a Community Justice Outcome Improvement Plan (CJOIP) which outlines key local needs & priorities and the plans & actions to address these against a backdrop of the documents noted above. Beyond this, the partners are also tasked with reporting, on an annual basis, the community justice outcomes and improvements in their area – again with reference to the associated strategy and framework documents and, when complete, submit those annual reports to Community Justice Scotland.

This guidance, which underpins the reporting template, was produced as a response to views and opinions gathered by the Community Justice Scotland Improvement Team following the publication of the 2017-18 annual report.

Community Justice Scotland is committed to working in partnership with community justice partners and have designed the template and guidance to support local areas in reporting on their annual outcomes and improvements in a meaningful way that captures necessary data in an effective and efficient manner.

## 2. Statement of Assurance

The information submitted to Community Justice Scotland using this template is for the purpose of fulfilling the requirement under s27 of the Community Justice (Scotland) Act 2016 for Community Justice Scotland to produce a report on performance in relation to community justice outcomes across Scotland.

The data submitted using this template will be used for this reporting purpose only. In the report, local authority areas will not be specifically identified. However, Community Justice Partnerships should be aware that any information held by Community Justice Scotland is subject to statutory Freedom of Information obligations.



### 3. General principles of the template

The template is designed to capture a range of important data in a way that allows local partners to highlight key aspects of community justice activities, outcomes and improvements over the specified period without it being onerous or time/resource demanding.

Most of the template is self-explanatory and, where this is the case, there is little guidance required. In the sections that require more direction for completion, the text (in blue) will outline what is expected in terms of reporting.

It would be helpful if responses in each of the “evidence and data” boxes within section 4 of the template (“performance reporting”) is held to a maximum of 300 words to ensure the main points are captured. This allows for an efficient analysis by Community Justice Scotland on return. The use of bullet points in your answers is acceptable.

Where the template asks for evidence, a written response will suffice and there is no expectation that you send additional supporting documentation – if there are any aspects Community Justice Scotland is unclear on it will be our responsibility to request clarification where necessary.


If any response or evidence requires details about people with lived experience (e.g. evidence in respect of someone’s life story) please **NO NOT** include any personal sensitive information (as outlined in Schedules 2 & 3 of the Data Protection Act 1998) as Community Justice Scotland does not require such information. If this is unavoidable then please ensure that the data is fully anonymised.

This is the second iteration of the template and guidance. It is anticipated that this template will remain largely unchanged for the reporting periods 2018-2019 and 2019-2020.



#### 4. Template Completion Guide

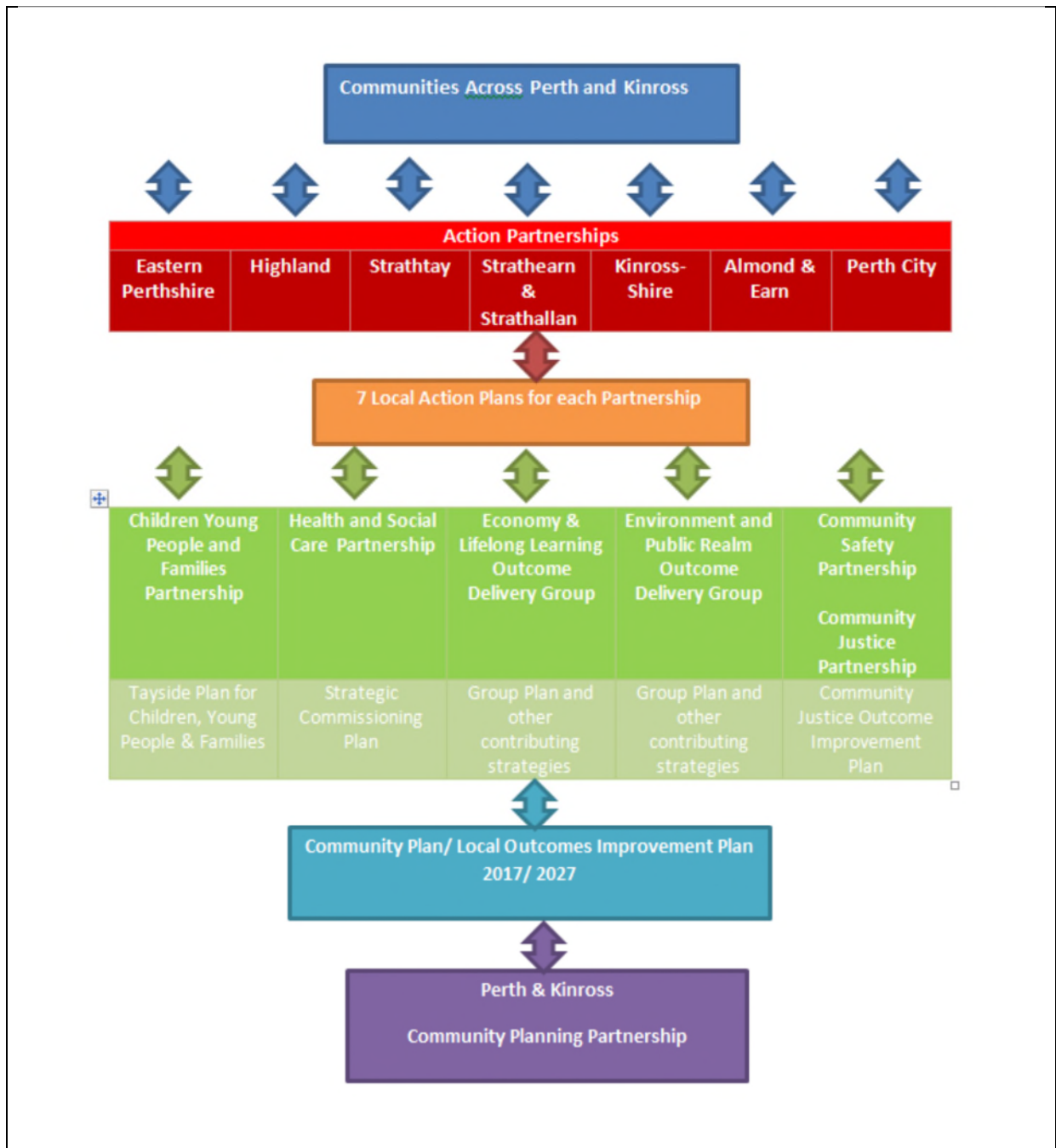
| 1. Community Justice Partnership / Group Details                       |                            |
|------------------------------------------------------------------------|----------------------------|
| Community Justice Partnership / Group                                  | Perth and Kinross          |
| Community Justice Partnership Group Chair                              | Councillor Chris Ahern     |
| Community Justice Partnership / Group Co-ordinator                     | Charlie Cranmer            |
| Publication date of Community Justice Outcome Improvement Plan (CJOIP) | 1 <sup>st</sup> April 2017 |

| 2. Template Sign-off                                                                                                                                                                                                                                                                    |                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| <p>The content of this annual report on community justice outcomes and improvements in our area has been agreed as accurate by the Community Justice Partnership / Group and has been shared with our Community Planning Partnership through our local accountability arrangements.</p> |                          |
| Signature of Community Justice Partnership / Group Chair :                                                                                                                                                                                                                              | Date :                   |
| <br>.....                                                                                                                                                                                            | <u>19/09/19</u><br>..... |

| 3. Governance Arrangements                                                                                   |
|--------------------------------------------------------------------------------------------------------------|
| Please outline below your current governance structure for the community justice arrangements in your area : |







#### 4. Performance Reporting – National Outcomes

##### NATIONAL OUTCOME ONE

Communities improve their understanding and participation in community justice

| Indicator                                                                                    | Reported? | Useful? | Evidence and Data (max 300 words per indicator)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------------------------------------------------------------------------|-----------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Activities carried out to engage with 'communities' as well as other relevant constituencies | Yes       | Yes     | <p>Two significant activities highlight the work of Perth and Kinross CJP in engaging with communities both across Perth and Kinross and nationally.</p> <p>1. Perth and Kinross Council's Criminal Justice Social Work's women service, The One-Stop Women's Learning Service (OWLS) has worked closely with Community Justice Scotland in contributing to Community Justice Scotland's first national campaign, Second Chancers.</p> <p>The national campaign toolkit comprises of two creative assets: a series of films and an audio exhibition. It was launched on 11 October 2018 across multiple channels including digital advertising and cinema as well as PR and social media.</p> <p>The short films highlight people with experience of the Scottish justice system who have made positive changes to themselves and their community. One of the films features a former OWLS client.</p> <p>The audio exhibition consists of six stories with each story comprising an audio clip and a canvas picture. The focus of each story is about how each person has transformed their lives. Two of the audio clips feature former OWLS clients.</p> <p>2. Perth and Kinross Council's Criminal Justice Service Unpaid Work (UPW) Team has continued to develop its partnership approach at its site at Westbank in Perth. It is intended that the Westbank Project will become a community asset where people and partners will work together:</p> <ul style="list-style-type: none"> <li>• To develop a range of opportunities where partners and people support each other and are supported.</li> <li>• To create positive initiatives associated with education, care, manufacture and retail.</li> <li>• To promote equality, inclusion, consultation, collaboration and innovation.</li> </ul> |



|                                                                                           |     |     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------|-----|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                           |     |     | <ul style="list-style-type: none"> <li>To create a welcoming environment where people are valued and their skills and confidence grow.</li> </ul> <p>This project has attracted funding from the European Social Fund and UPW staff and clients are the cornerstone of a new approach to service delivery. This has allowed the UPW team to adopt the principles of a social enterprise with a clear emphasis on customer satisfaction. In essence, it has re-defined the purpose of the team to deliver high quality work which is of social benefit to the citizens and communities of Perth and Kinross and:</p> <ol style="list-style-type: none"> <li>1. Ensure the continued discharge of statutory responsibilities.</li> <li>2. Provide a productive environment for clients through purposeful activity.</li> <li>3. Support and invest in staff to deliver and sustain a quality service.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Consultation with communities as part of community justice planning and service provision | Yes | Yes | <p>The Rape and Sexual Abuse Centre (RASAC) Perth and Kinross, a member of the Partnership's Third Sector Forum, has been consulting with survivors about the Justice System. RASAC Perth and Kinross are also promoting the National Survivors Reference Group which seeks to bring together survivors across Scotland who have engaged with the Scottish Justice System at any level to feedback experiences to Government. One survivor who met with RASAC Perth and Kinross described her experiences:</p> <p><b>Alice's Experience</b></p> <p><i>"The Sexual Offences Liaison Officers were outstanding, (I was) amazed at how supportive they were. The report to Police was calm and easy, in my home, at my pace, I wasn't rushed. I felt believed.</i></p> <p><i>However the court process didn't provide me with any protection for me or my son when we needed it. I felt very unsafe for 3 years of the trial. I felt that I didn't get any justice, I felt let down by the... courts, and the Procurator Fiscal (PF).</i></p> <p><i>I felt the accused, the perpetrator, had complete control and as a victim, I was the one on trial. The PF and the Judge made me feel like I was the criminal, like I'd done something wrong.</i></p> <p><i>I didn't have someone to protect me in court, the defendant has a solicitor but the PF is not there for</i></p> |



|                                                                              |     |     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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|                                                                              |     |     | <p><i>me as the victim, they only care about getting on with it.</i></p> <p><i>I needed to have a solicitor, to protect me, to provide me with advice. I felt vulnerable all the way. I thought I would have a solicitor like they have on the TV, be protected from 'him' and the processes, but that's not the case, the system isn't set out for victims.</i></p> <p><i>The perpetrator he got that, he got everything he needed, all the special treatment, and he made my life hell, I was terrified all the time and no one helped."</i></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Participation in community justice, such as co-production and joint delivery | Yes | Yes | <p>Much of the work of the Perth and Kinross CJP centres on working with those in the justice system to ensure that services are developed and delivered to secure the best outcomes for clients, their families and communities.</p> <p>Three examples from different partners highlight this work.</p> <p>1. Perth and Kinross Council's OWLS centre continues to operate management meetings which are held monthly and run by the women who attend the centre. The minutes are then available for all women to read and give feedback or attend the next meeting. Women can give their peers or staff suggestions which can also to be put on the agenda to be discussed or highlighted. These can involve suggestions or issues which they would like raised. If actions come from the meeting, these are followed through and actioned if appropriate or clarified in feedback to the women at the most suitable time for them.</p> <p>2. Tayside Council on Alcohol (TCA), a member of the Partnership's Third Sector Forum, have been working with Perth College, University of the Highlands and Islands (HI) to provide mentoring support to clients who would like to secure access to further education courses.</p> <p>TCA mentors have also been working with Wellbank, supported accommodation in Perth City Centre which works with young people to help prepare them for living in a home, to give voluntary opportunities and training for offenders.</p> <p>3. HMP Perth has witnessed a significant increase in the population over the past year. Despite the</p> |



|                                                                                             |            |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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|                                                                                             |            |            | <p>additional pressures on accommodation, resources and services this brings, the establishment has continued to work closely with community organisations with an interest in the throughcare of those leaving prison care. A notable initiative in this area has been the development of autism awareness amongst staff and an initiative to make family visits friendlier for those with this condition. This was a joint piece of work involving the prison, the University of the Highlands and Islands and a local ADHD charity, ADHD+. The charity now runs sessions with prisoners every month to help them cope with their condition in prison.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p>Level of community awareness of / satisfaction with work undertaken as part of a CPO</p> | <p>Yes</p> | <p>Yes</p> | <p>Perth and Kinross Council's Criminal Justice Service UPW Team has developed a communication strategy which provides a structure for marketing the capability and capacity of the UPW Team. Regular updates are provided to the Council's Communications Team and 'word of mouth' recommendation is encouraged particularly through elected members and community councillors. Promotion is also carried out through the local press and via the council social media feeds. UPW managers are currently working with the Council's Communications Team to develop its own social media presence and it is a regular contributor to the Scottish Government's Twitter account about Community Payback Orders (CPOs). Wherever possible, local elected members are invited to take part in any publicity thereby ensuring they are fully aware of the contribution the UPW Team makes to the communities of Perth and Kinross and the positive impact their work has on the lives of our citizens.</p> <p>Concerning levels of satisfaction with work undertaken as part of a CPO, the UPW Team regularly receives extremely positive feedback from community members who have requested work to be carried out. For example:</p> <p>In November the UPW Team completed renovation of a village hall in Kirkmichael. Offenders on CPOs spent around 200 hours painting the interior and exterior of the hall. The project took four weeks to complete.</p> <p>The Chairman of the Kirkmichael Hall Committee said: "We are completely satisfied with the excellent work carried out at the hall by the Community Payback team which involved redecorating the interior of the main hall and the exterior of the building. This represents a</p> |



|                                                                                  |    |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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|                                                                                  |    |    | <p>significant part of an ongoing programme of upgrading and we are very grateful. We were also very impressed by the efficient and courteous way the work was carried out".</p> <p>A local Councillor also commented: "The community payback team do excellent work both throughout the ward and Perth &amp; Kinross in general. Their involvement in the decorative work on Kirkmichael Village Hall is an excellent example of what can be achieved for the local community while giving the members of the payback team a positive contribution to their own development and to the communities in which they live and providing alternative avenues for this type of improvements to public buildings".</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Evidence from questions to be used in local surveys / citizens' panels and so on | No | No | No evidence available.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Perceptions of the local crime rate                                              | No | No | <p>The most recently published Scottish Government data highlights that since 2008-9, the crime rate in Perth and Kinross has consistently fallen. It has fallen from 6820 crimes in 2008-09 to 4217 crimes in 2017-18. This is in-keeping with data for Scotland as a whole which has also seen a fall in the crime rate from 377,433 crimes in 2008-09 to 244,504 crimes in 2017-18.</p> <p>The changing demographics in Perth and Kinross have influenced a change in approach from all the Community Safety Partners with a growing focus on 'protecting those most vulnerable in society from those most likely to harm them' and a consequent emphasis on risk management, inclusion, reducing inequality, engagement and most importantly, prevention.</p> <p>Antisocial behavior and certain types of crime e.g. drug dealing and drug use continue to present a challenge for localities in Perth and Kinross, particularly in Perth City, owing to the unique demographic profile of some of its residents.</p> <p>Police Scotland and Community Wardens continue to actively engage with local elected members and Local Action Partnerships to help communities understand the realities of crime.</p> |



|                                                    |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----------------------------------------------------|--|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                    |  |  | <p>Police Scotland and the Safer Communities Team have developed an Anti-Social Behaviour Strategy which has an emphasis on early intervention and joint working.</p> <p>This is complimented by the work of the Safer Communities Hub. This resource is staffed by Police Officers and has become a key part of the multi-agency problem solving approach in Perth and Kinross.</p> <p>Issues and concerns are raised from the Police Tasking Meeting each day and these are allocated to the Hub for action. These include.</p> <ul style="list-style-type: none"> <li>• High risk repeat missing people</li> <li>• Vulnerable people</li> <li>• Dangerous people</li> <li>• Trends in anti-social behavior and crime</li> <li>• Environmental issues</li> <li>• Updates on current complex cases</li> </ul> <p>Emerging trends are identified and tracked through a fortnightly multi-agency tasking meeting and ownership of issues is passed to Short Life Working Groups led by whichever of the partners is most appropriate. These groups develop multi agency action plans which share skills and resources to tackle issues as early as possible to improve efficiency and effectiveness of response and promote public confidence and trust.</p> |
| Other information relevant to National Outcome One |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|                                                    |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |





**NATIONAL OUTCOME TWO**

Partners plan and deliver services in a more strategic and collaborative way


| Indicator                                                                   | Reported? | Useful? | Evidence and Data (max 300 words per indicator)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| Services are planned for and delivered in a strategic and collaborative way | Yes       | Yes     | <p>Much of the work of the Partnership involves strategic and collaborative service planning and delivery across a range of partners. Two examples highlight this approach.</p> <p>1. RASAC Perth and Kinross, a member of the Partnership's Third Sector Forum, has played a key role in the "Improving forensic processes and facilities in Tayside" project. In March 2017 the Scottish Government published a report on the provision of services for forensic examinations across Scotland for victims of sexual crime. The report highlighted significant concerns about the response to the immediate needs of people in Scotland who have been raped or sexually assaulted. Key areas identified included: examination by a female doctor in a suitable environment (which is not in a Police Station), with appropriate follow up to address their health and support needs. An update on the progress of identified concerns was published in December 2018 highlighting that although progress has been made there was still a long way to go.</p> <p>RASAC Perth and Kinross were invited to join the NHS Tayside's Short Life Working Group which aims to coordinate the key actions identified for delivery by Health Boards. Part of the work RASAC Perth and Kinross have been involved in was the setting up of a dedicated Forensic Examination Facility out with Bell Street Police Station for victims of sexual crime. For many years, survivors have reported the distress that having to go to a Police Station for forensics can cause. RASAC Perth and Kinross have advocated for change recognising the need for a more trauma informed setting and process. The group has now identified and set up a purposed designed Forensic Examination Facility in Dundee at an NHS site, serving the whole of Tayside. With the facilities providing a welcoming and safe environment and the government focusing on training female forensic examiners in Scotland, survivors will have more choices and feel more supported during what is a difficult experience.</p> <p>2. In addition to regular Community Justice Partnership meetings, partners meet annually</p> |





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|                                                         |    |    | with other organisations who are involved in the justice system, for a Development Day. The purpose of the day is to review the content of the Community Justice Outcomes Improvement Plan, review progress in meeting each outcome and plan Partnership activities for the forthcoming year.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Partners have leveraged resources for community justice | No | No | <p>Information sharing is crucial if partners are going to successfully plan and deliver services strategically and collaboratively. Two examples of successful information amongst partners and other stakeholders are:</p> <p>1. Police concern reports are recorded on the Vulnerable Person Database and via the Risk and Concern Hub. An assessment is made to allow sharing of information with statutory agencies including the local authority and social care, NHS Scotland, Education, SCRA, Scottish Fire and Rescue and with explicit consent, third sector agencies e.g. domestic abuse and armed forces services. This sharing complies with GDPR and ECHR and is vital for the provision of essential health and social care and providing appropriate and targeted support to individuals and the community.</p> <p>2. The SPS have been working closely Local Authorities across Scotland to develop information sharing arrangements that allow the sharing of details of those coming into and out of custody. A model Information Sharing Protocol (ISP) was developed and initially agreed with Falkirk Council. The model was presented to the Perth and Kinross CJP and was approved by both the Partnership and Perth and Kinross Council.</p> <p>The Personal Data, including Sensitive Personal Data, (as held on the SPS electronic information system) that will be shared under the terms of this Agreement is as follows:</p> <ul style="list-style-type: none"> <li>• Names (First, Last, Middle);</li> <li>• Date of Birth;</li> <li>• Address;</li> <li>• Town;</li> <li>• Postcode;</li> <li>• Prison Establishment;</li> <li>• Admission date;</li> <li>• Earliest Date of Liberation (EDL).</li> </ul> |



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|                                                                                                                            |    |    | <p>Information will be shared by SPS with the local authority on a weekly basis in relation to:</p> <ul style="list-style-type: none"> <li>• people being admitted to custody each week from the local authority area;</li> <li>• people liberated over the preceding week into the local authority area; and</li> <li>• people scheduled for liberation to the local authority area in the forthcoming twelve weeks.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Development of community justice workforce to work effectively across organisational/professional /geographical boundaries | No | No | <p>Two examples of recently developed partnership working that cuts across a variety of boundaries are:</p> <p>1. A key development in Tayside is the extension of SARN (Sexual Assault Referral Network). This close partnership between RASAC Perth and Kinross, WRASAC Dundee &amp; Angus, Rape Crisis Scotland, NHS Tayside and Police Scotland extends the times for this vital service which facilitates access to a forensic medical examination without having to report to the Police at the time of the examination. The examination can take place up to 7 days after an assault has taken place; the evidence that is gathered is then stored anonymously and can be accessed at a future date if the survivor feels that they are ready to report. (For further information please see <a href="https://www.rasacpk.org.uk/resources/SARN-Information-2019.pdf">https://www.rasacpk.org.uk/resources/SARN-Information-2019.pdf</a>)</p>  <p>2. Perth and Kinross Council's Criminal Justice Service in conjunction with Dundee City Council's Community Justice Service successfully bid for Scottish Government funding to implement the Caledonian System. The Caledonian System is an integrated approach to address men's domestic abuse and to improve the lives of women, children and men through its Men's Service, Women's Service and Children's Service. The Caledonian System therefore adopts a multiagency approach which includes:</p> |



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|                                                                                                                                           |    |    | <p>Police Scotland<br/>Children and Families Social Work<br/>Named Persons<br/>Women's Aid (non-Caledonian)<br/>MARAC / MATAC<br/>CPCCs<br/>Multi agency risk management meetings<br/>MAPPA</p> <p>With implementation of the programme scheduled to start on 1 April 2019, 2018-19 saw the set-up of the Caledonian process and training of workers rolled out across both local authorities. Presentations were also delivered to local Sheriffs and other key stakeholders.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Partners illustrate effective engagement and collaborative partnership working with the authorities responsible for the delivery of MAPPA | No | No | <p>The most recently published Tayside MAPPA Annual Report for 2017-18, indicates that the partnership process for assessing and managing high risk of harm offenders continues to work well within Tayside. This is evidenced by the high rate of offender compliance. There were 111 offenders managed in Perth and Kinross in 2017-18. This compares with 105 offenders in 2016-17. Across Tayside, there were 364 offenders in 2017-18. This is an increase of 3 when compared with the 361 offenders that were managed in 2016-17.</p> <p>Concerning compliance, only 5 offenders across Tayside were returned to custody for a breach of statutory conditions.</p> <p>In March 2016, certain high risk offenders became eligible for MAPPA (known as Category 3). In 2017-18, there were 5 offenders across Tayside who were considered under Category 3 processes.</p> <p>The main role for the police in managing MAPPA Extension offenders (Category 3) is information sharing, briefing officers, targeting criminality and planning for the appropriate responses to any given incident. Of significance is the requirement to give the appropriate priority and emphasis to the supervisory instruments those offenders are subject to. Supervisory instruments such as Parole Licence or Community Payback Orders are managed by Criminal Justice Social Work Departments (CJSW). It is crucial that information which may impact on these orders is captured at the earliest opportunity and is shared as a priority especially when further offending is identified.</p> |



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| Other information relevant to National Outcome Two |  |  |  |
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**NATIONAL OUTCOME THREE**

People have better access to the services that they require, including welfare, health and wellbeing, housing and employability

| Indicator                                                                                     | Reported? | Useful? | Evidence and Data (max 300 words per indicator)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| Partners have identified and are overcoming structural barriers for people accessing services | Yes       | Yes     | <p>The following two examples highlight the Partnership's work in lessening the structural barriers for people accessing services. In each case the solution has involved an integrated approach with other agencies.</p> <p>1. The Scottish Government's Programme for Government 2018-19 includes a commitment that they will issue revised guidance and provide additional funding for supervised and supported bail to ensure that remand is only used where necessary and appropriate. Perth and Kinross Council's Criminal Justice Social Work service in partnership with colleagues in Children's and Families Service have established a Bail Supervision scheme for young people aged 16-26 years old. The scheme identifies those in the target group who require an intensive level of support during the period of bail and who would suffer extreme difficulties if sent to custody.</p> <p>In order to implement the scheme, a significant amount of work with key partners has been undertaken. This has included regular collaborative meetings with Criminal Justice Service workers and workers from Children and Families Service; meetings with the local Procurator Fiscal, local defence agents and members of the Service Users Court Working Group; meetings with service providers to identify gaps in service provision and client involvement in the production of information leaflets about the service.</p> <p>2. Perth and Kinross Council's Criminal Justice Social Work OWLS delivers a comprehensive programme of education and activity based interventions utilising a multi-agency partnership collaborative approach.</p> <p>OWLS aim is to offer women a place of safety, where services can be brought to them and they can be supported to become involved in community activities.</p> <p>Collaborative working has played a significant role in ensuring the success of the service. Women are supported by a range of services from a variety of different partners. These include:</p> |



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|                                                                                                                                |     |     | <p>Tayside Domestic Abuse Service (Barnardo's)</p> <p>Independent Advocacy Service</p> <p>Counselling</p> <p>Rape and Sexual Abuse Centre (RASAC) Perth and Kinross</p> <p>Tayside Council on Alcohol (TCA) Women only</p> <p>Mentoring Service (TCA)</p> <p>Venture Trust</p> <p>NHS Keep Well Nurse</p> <p>Citizen Advice Bureau (CAB)</p> <p>Attention Deficit Hyperactivity Disorder (ADHD)</p> <p>Harm Reduction Service (BBV service)</p> <p>Substance Misuse Services who work alongside us in empowering women.</p> <p>Providing multiagency support prevents duplication, saves lives and provides best use of resources from the statutory and third sector services.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Existence of joint-working arrangements such as processes / protocols to ensure access to services to address underlying needs | Yes | Yes | <p>The work of the Youth Justice Assessor provides an excellent example of joint-working to ensure access to services to address the underlying needs of clients</p> <p>The Youth Justice Assessor (YJA) reviews all offences committed by young people under 16 and provides an individual and holistic assessment for each young person. The YJA identifies the suitability and availability of services in order to address the risks and vulnerabilities identified for young people and their victims. The focus is not only on the offending behaviour but associated wellbeing concerns and takes into account a variety of factors including, mental health, family background/lifestyle, alcohol/substance misuse and educational attainment. This allows Police Scotland to provide an appropriate, proportionate and timely response to address risk, vulnerability and prevent future offending.</p> <p>Options available for youth offending include Police Direct Measures/Restorative Justice Warnings, referrals to Early and Effective Intervention Services and SWD, reports to Children's Reporter (SCRA) for Compulsory Measures of Care.</p> <p>Police Warnings are used to emphasise the impact that offending has for young people, their families, victims and the community. Restorative Warnings will include the victim in the process. They can also provide signposting / contact details for support services and allow parents/guardians the</p> |



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|                                              |     |     | <p>opportunity to take responsibility and address their child's behaviour.</p> <p>Early &amp; Effective Intervention referrals are made to partner agencies (e.g. Services for Young People, Gowrie Care, SWD, Fire Service) to consider the most appropriate service to divert young people from offending, reduce risk factors and support change in behaviour. This option is intended to provide the opportunity for young people to be dealt with outside the hearing/court system and should offer a more effective and meaningful way of preventing re-offending. For example, targeted interventions can be provided around alcohol/substance use, knife/weapon crime and sexualised behaviour.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Initiatives to facilitate access to services | Yes | Yes | <p>TCA, a member of the Partnership's Third Sector Forum, employ a variety of approaches to enable mentees to access services. These include:</p> <p>Mentors acting as advocates allowing service users to access services;<br/> Mentors using cars to remove distance as a barrier;<br/> Mentors accompanying service users at meetings;<br/> Mentors making phone calls on behalf of clients to reduce anxiety;<br/> Mentors undertaking research on behalf of clients to inform about services.<br/> Mentors acting as a "buffer" between client and services e.g. A mentor accompanied a client who was considered violent to a Job Centre appointment;<br/> Mentors providing references for UCAS applications to allow clients to access higher education.</p> <p>These approaches have produced a range of positive outcomes for mentees including a reduction in criminal activity, increased positive use of leisure time, improved engagement with education, working or training and improved physical and psychological wellbeing.</p> <p>Perth and Kinross Council's Criminal Justice Service OWLS has adopted a collaborative partnership approach to facilitate access to services for women who attend the centre. For example, staff at OWLS and Barnardo's work closely to share relevant up to date information, working with women who have complex needs with drug or alcohol dependency, people with mental health problems and those in same sex relationships. This has enabled OWLS staff to gain more confidence in supporting women to access Barnardo's for support</p> |





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|                                                                                                                                                           |    |    | and joint working women with complex needs, has been beneficial for women as this eliminates the need for a women to have to repeat her story.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Speed of access to mental health services                                                                                                                 | No | No | <p>NHS Tayside note that during the reporting period there have been some positive actions to support timely access to mental health services within the justice system, including:</p> <ul style="list-style-type: none"> <li>• Psychological therapy and occupational therapy posts within prison to improve access to mental health and wellbeing support</li> <li>• Additional staff members are being recruited to support police custody to enable quick access to mental health assessment and intervention</li> </ul> <p>However, it is clear that a number of challenges remain. For example, within a community setting, women who are part of Perth and Kinross Council's Criminal Justice Social Work OWLS have commented on the long waiting times when referred to community based mental health services and the existence of barriers when trying to access community mental health settings when presenting with addiction issues.</p> <p>In addition, the significant increase in the population of Perth Prison over the past year and the resourcing challenges that accompanies this, is having an impact on the ability of prisoners to consistently access services.</p> |
| % of people released from a custodial sentence :<br>a) registered with a GP<br>b) have suitable accommodation<br>c) have had a benefits eligibility check | No | No | <p>Data is currently not available to measure these indicators. However, three examples highlight the positive work that is taking place to improve the transition from prison to the community.</p> <p>1. Across the prison estate, the work of the Throughcare Support Officers (TSOs) has been shown to be extremely beneficial in helping prisoners reintegrate back into communities. TSOs work with non-statutory short-term prisoners serving sentences up to 4 years who have no throughcare to support their transition back into the community. The role has a number of key responsibilities including:</p> <p>Undertaking an advocacy role on behalf of the prisoner to support them and their families to</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |





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|                                                                                                                                     |     |     | <p>engage with key services prior to release and in the community;</p> <p>Act as role models for positive relationships;<br/>Agree individualised case management plans for each prisoner prior to release;</p> <p>Develop, maintain and cultivate successful partnerships to aid successful reintegration into communities.</p> <p>2. Other notable work in this area includes the introduction of an improved process to support individuals from HMP Perth to register with a GP on liberation. Individuals no longer have to have photographic ID to register with a GP on liberation.</p> <p>3. The Throughcare Network has been established and met in 2018-19. This is a multi-agency and third sector collaborative body initiated to seek to close throughcare gaps for those leaving the care of the prison.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Targeted interventions have been tailored for and with an individual and had a successful impact on their risk of further offending | Yes | Yes | <p>Partners offer a range of person-centred targeted interventions which are then assessed for their impact on future offending. For example:</p> <p>1. The Youth Justice Assessor monitors the effectiveness of Early and Effective Intervention (EEI) services / police warnings by assessing recidivism rates and reviewing resource requirements in order to determine gaps in service provision. Annual youth justice analysis includes a breakdown of these statistics.</p> <p>2. Perth &amp; Kinross Council's Criminal Justice Service offer a diversion scheme based on the waiver model (whereby the Procurator Fiscal "waives" prosecution once the decision to divert is taken). The support provided to those subject to diversion is always delivered on a one to one basis by an allocated Criminal Justice Assistant based within the Public Protection Team. On occasion where there are more complex needs or issues a social worker may also work alongside.</p> <p>The nature of the support is to look at behaviour that may put the person at risk of committing further offences and to offer practical support and advice, usually by signposting people to appropriate services. Also where existing services are in place liaison will take place to ensure that the person is engaging with such services. Any client referred by</p> |



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|                                                      |  |  | <p>the Procurator Fiscal (except clients accused of domestic offences, in line with a “zero tolerance” approach to domestic abuse).</p> <p>In 2018-19, PKC Criminal Justice Service assessed 40 potential diversion cases. Of these, 37 were assessed as suitable for diversion with the majority of these successfully completed. Where any cases were not successfully completed this was because of a lack of engagement from the clients.</p> |
| Other information relevant to National Outcome Three |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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**NATIONAL OUTCOME FOUR**

Effective interventions are delivered to prevent and reduce the risk of further offending

| Indicator                                      | Reported? | Useful? | Evidence and Data (max 300 words per indicator)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| Use of 'other activities requirements' in CPOs | Yes       | Yes     | <p>Perth and Kinross Council's Criminal Justice Service UPW Team are based at Westbank in Perth. Statutory and essential services are provided on-site but the introduction of plant storage and a distribution centre will provide new opportunities for a range of community groups. These include:</p> <ul style="list-style-type: none"> <li>• Young people who have disengaged at school will be able to come to the site and gain an insight to work, learn new skills and work towards qualifications in partnership with their parent school.</li> <li>• Offenders who have been involved in unpaid work will have opportunities to learn new skills, attain basic certificates of competence and learn how to ready themselves for the job market.</li> <li>• Older people who are isolated through illness, bereavement or other causes will have the opportunity to engage with other people, learn new skills, build their confidence and learn how to ready themselves for the job or volunteering market.</li> <li>• Women who have physical, mental-health, offending and addiction issues will have opportunities to engage with other people, learn new skills, build their confidence and learn how to ready themselves for the job or volunteering market.</li> </ul> <p>They will do this through working with others at Westbank in:</p> <ul style="list-style-type: none"> <li>• Horticulture;</li> <li>• Plant maintenance and distribution;</li> <li>• Joinery and manufacturing;</li> <li>• Furniture renovation;</li> <li>• Bee-keeping;</li> <li>• Allotment cultivation;</li> <li>• Grounds maintenance;</li> <li>• Painting and decorating;</li> <li>• Firewood.</li> </ul> |



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|                                                 |     |     | <p>And through working with other agencies to attend courses in:</p> <ul style="list-style-type: none"> <li>• First Aid;</li> <li>• CV preparation;</li> <li>• Confidence and team building;</li> <li>• Health and Safety;</li> <li>• Ground maintenance;</li> <li>• Plant care.</li> </ul> <p>And where possible to gain qualifications.</p> <p>Wherever possible access to the Westbank facilities and training will be provided free of charge. The Westbank Community will collectively seek to develop enterprise opportunities to reinvest in the services provided on site:</p> <ul style="list-style-type: none"> <li>• Plant sales;</li> <li>• Firewood Sales;</li> <li>• Training room rental;</li> <li>• Honey sales;</li> <li>• Produce sales;</li> <li>• Compost bagging and sales;</li> <li>• Grounds maintenance;</li> <li>• Garden furniture sales.</li> </ul>                                                                                                |
| Effective risk management for public protection | Yes | Yes | <p>In addition to the effective MAPPA arrangements already described, partners participate in other groups concerned with risk management for public protection. These include:</p> <p>1. HRARG (High Risk Adult Review Group)</p> <p>This multi-agency group only sits in Perth and Kinross and is a forum which follows the exact same template as the MAPPA process. Any agency with significant concerns regarding the risk of serious harm can refer an offender for multi-agency discussion.</p> <p>The forum is an effective tool to manage individuals who present a serious risk of harm to the community, however are not managed under any other forum such as MAPPA, Care Program Approach etc. Police Scotland Officers from the Preventions and Interventions Department have attended numerous multi-agency risk management meetings regarding individuals and contributed to the robust risk management plans. Briefing slides are created for Divisional</p> |



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|                           |    |    | <p>police officers to highlight High Risk offenders in order to encourage intelligence gathering and support early intervention to reduce the risk of serious harm to the public. Information sharing is key to the success of this forum and regular contact is made with all relevant agencies.</p> <p>2. Care Program Approach (CPA)</p> <p>These are multi-agency meetings chaired by Health held in respect of mental health patients who also have a level of criminality which has led them to be under the management of the health service. This is generally in relation to acts of violence perpetrated by the patient but could also include risks of harm through other activities such as fire-raising etc.</p> <p>The majority of these patients are in the community under the terms of Community Treatment Orders or a suspended Compulsory Treatment Order and attend the Birnam Day Centre at Perth. There are, however, patients who are held in the medium secure unit of Rohallion and have no community access or supervised community access which we are involved in as they progress towards full community access.</p> <p>The higher tariff offenders/first minister's patients remain to be managed by the Offender Management Unit and these cases generally involve serious violent offences including sexual violence.</p> <p>The Violence Prevention Officer, Preventions and Interventions Department, has a good working relationship with Murray Royal Hospital which has assisted with other offenders in the community with mental health issues who have caused significant risks of harm to the community.</p> |
| Quality of CPOs and DTTOs | No | No | <p>Perth and Kinross Council's Criminal Justice Social Work Service implemented a revised programme of audits in 2018-19. This involved Senior Manager and peer audits of Criminal Justice Social Work Reports and case files, with a particular emphasis on clients with Community Payback Orders. Teams of auditors audited reports and cases throughout the year and fed back results to individual workers and the team as a whole. Examples of good practice were collated and disseminated to the team. Areas of improvement were identified and actioned wither</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |



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|                                                                                                                                                                                                                                  |     |     | <p>on an individual basis or in group practice improvement sessions.</p> <p>CPO client feedback was again gathered following completion of the order. Feedback was generally positive. For example, "I have enjoyed doing UPW and have seen some helpful benefits to myself and the community"; Having a sense of purpose again and the company; and Being able to do many different types of jobs and being involved in a learning process at the same time.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <p>Reduced use of custodial sentences and remand :</p> <p>a) Balance between community sentences relative to short custodial sentences under one year</p> <p>b) Proportion of people appearing from custody who are remanded</p> | Yes | Yes | <p>Scottish Government data for 2017-18 highlights the following:</p> <p>The number of convictions for offenders from Perth and Kinross has continued to fall when compared with previous years. There were 1806 in 2015-16 compared with 1507 in 2016-17 and 1437 in 2017-18. When considering the type of sentence imposed, there has been a small year on year increase in the numbers of offenders receiving a custodial or community sentence and a small year on year decrease in the number of offenders receiving a financial penalty.</p> <p>Of those receiving a custodial sentence, the number of short-term sentences of between 0 and 6 months has continued to fall (191 in 2015-16; 165 in 2016-17 and 148 in 2017-18. In contrast the number of sentences of 6 months to 1 year has continued to increase over the same time period (from 40 in 2015-16 to 68 in 2017-18). However, the number of sentences of between 1 and 2 years increased in 2017-18 to 28 following a drop between 2015-16 and 2016-17.</p> <p>Concerning remands, data from SPS for 2017-18 shows that the average number of males on remand for a given month was 25. This is an increase from 22 the previous year. During 2017-18, the number of males varied from 8 to 30 each month. For females, numbers each month were far fewer with an average of 2 per month, ranging from 0 to 4 per month.</p> |
| The delivery of interventions targeted at problem drug and alcohol use [NHS Local Delivery                                                                                                                                       | No  | No  | Perth and Kinross Council's Criminal Justice Social Work Service, working in partnership with other agencies e.g. Tayside Council on Alcohol                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |



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| Plan (LDP)<br>Standard]                                                                                                                                        |     |     | <p>(TCA) have responsibility for delivering specialist drug and alcohol services.</p> <p>Through the integration of Perth and Kinross Council's adult care services and the evolution of the Integrated Joint Boards, adult social work reconfigured their service delivery to a generic model. As a result of this change, the specialist drug and alcohol service to accommodate the sentencing requirements from Court became disjointed and while a service was offered from the generic teams, this did not afford the specialised knowledge and expertise which was previously provided. It was therefore determined that this service would be delivered by criminal justice social work staff and would utilise other resources, e.g. Tayside Council on Alcohol (TCA).</p> <p>In addition, females that receive a CPO with a Drug/Alcohol Requirement can access support from NHS Services, from presenting at a Drop In Assessment Clinic on a Monday Morning which is also attended by the TCA locality manager, women are supported to engage with these services following assessment. They are triaged to the appropriate service to meet their requirements.</p> |
| Number of Police Recorded Warnings, police diversion, fiscal measures, fiscal diversion, supervised bail, community sentences (including CPOs, DTTOs and RLOs) | Yes | Yes | <p>Scottish Government data for 2017-18 highlights the following:</p> <p>The number of Police recorded warnings showed a small increase from 211 in 2016-17 to 224 in 2017-18. This follows a much larger increase between 2015-16 and 2016-17 where the number increased from 55 to 211. Since 2015-16, there has been a continued decrease in Anti-Social Behaviour Fixed Penalty Notices. These have fallen from 501 in 2015-16 to 202 in 2017-18.</p> <p>Fiscal measures: Following an increase from 536 in 2015-16 to 645 in 2016-17, the number of COPFS disposals fell to 587 in 2017-18. The main COPFS disposal type showing a decrease was Fiscal Fixed Penalty which fell from 194 in 2016-17 to 128 in 2017-18.</p> <p>Diversion: The number of diversion cases remained the same in 2017-18 as 2016-17 with 36 in each year. In contrast, there was a decrease in the number of Fiscal Work Orders</p>                                                                                                                                                                                                                                                             |



|                                                            |     |     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------------------------------------|-----|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                            |     |     | <p>issued (13 in 2017-18) when compared with the previous year (23 in 2016-17).</p> <p>Community Sentences: The number of Community Payback Orders issued decreased from 465 (2016-17) to 391 (2017-18).</p> <p>DTTOs: The number of DTTOs increased to 4 in 2017-18 when compared with 2 in each of the previous 2 years.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Number of short-term sentences under one year              | Yes | Yes | <p>Scottish Government data for 2017-18 highlights the following:</p> <p>Of those receiving a custodial sentence, the number of short-term sentences of between 0 and 6 months has continued to fall (191 in 2015-16; 165 in 2016-17 and 148 in 2017-18. In contrast the number of sentences of 6 months to 1 year has continued to increase over the same time period (from 40 in 2015-16 to 68 in 2017-18). However, the number of sentences of between 1 and 2 years increased in 2017-18 to 28 following a drop between 2015-16 and 2016-17.</p> <p>Concerning remands, data from SPS for 2017-18 shows that the average number of males on remand for a given month was 25. This is an increase from 22 the previous year. During 2017-18, the number of males varied from 8 to 30 each month. For females, numbers each month were far fewer with an average of 2 per month, ranging from 0 to 4 per month.</p> |
| <b>Other information relevant to National Outcome Four</b> |     |     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|                                                            |     |     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |





**NATIONAL OUTCOME FIVE**

Life chances are improved through needs, including health, financial inclusion, housing and safety, being addressed

| Indicator                                           | Reported?  | Useful?         | Evidence and Data (max 300 words per indicator)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                        |            |                 |           |                               |    |   |   |                              |    |   |   |                                                     |    |   |   |                                               |    |   |   |      |            |                 |           |                                                     |   |   |   |                                          |   |   |   |                                               |   |   |   |
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| Individuals have made progress against the outcome  | Yes        | Yes             | <p>There is good evidence from partners that the range of activities that are undertaken to meet this outcomes result in positive changes. Three examples highlight this:</p> <p>1. TCA's Perth Mentoring for Men service recorded an 84% level of engagement with the service. The majority of clients who engaged:</p> <p>Improved their accommodation status;<br/>improved their financial situation;<br/>improved their engagement with non-substance use services<br/>improved their physical and psychological wellbeing;</p> <table border="1"> <thead> <tr> <th>Mentoring for Men /16+</th><th>Got Better</th><th>Stayed the Same</th><th>Got Worse</th></tr> </thead> <tbody> <tr> <td>Improved Accommodation Status</td><td>21</td><td>1</td><td>0</td></tr> <tr> <td>Improved Financial Situation</td><td>22</td><td>0</td><td>0</td></tr> <tr> <td>Improved Engagement with Non Substance Use Services</td><td>22</td><td>0</td><td>0</td></tr> <tr> <td>Improved Physical and Psychological Wellbeing</td><td>22</td><td>0</td><td>0</td></tr> </tbody> </table> <p>2. TCA's OWLS Mentoring Service recorded a 72% level of engagement with the service. The majority of clients who engaged:</p> <p>Improved their engagement with non-substance use services<br/>Reduced the impact of alcohol or other drugs<br/>Improved their physical and psychological wellbeing</p> <table border="1"> <thead> <tr> <th>OWLS</th><th>Got Better</th><th>Stayed the same</th><th>Got worse</th></tr> </thead> <tbody> <tr> <td>Improved engagement with non-substance use services</td><td>6</td><td>0</td><td>3</td></tr> <tr> <td>Reduced impact of alcohol or other drugs</td><td>4</td><td>1</td><td>2</td></tr> <tr> <td>Improved physical and psychological wellbeing</td><td>6</td><td>1</td><td>2</td></tr> </tbody> </table> <p>3. Perth and Kinross Council's CJSW Public Protection Team developed and implemented a questionnaire designed to assess and measure client readiness to</p> | Mentoring for Men /16+ | Got Better | Stayed the Same | Got Worse | Improved Accommodation Status | 21 | 1 | 0 | Improved Financial Situation | 22 | 0 | 0 | Improved Engagement with Non Substance Use Services | 22 | 0 | 0 | Improved Physical and Psychological Wellbeing | 22 | 0 | 0 | OWLS | Got Better | Stayed the same | Got worse | Improved engagement with non-substance use services | 6 | 0 | 3 | Reduced impact of alcohol or other drugs | 4 | 1 | 2 | Improved physical and psychological wellbeing | 6 | 1 | 2 |
| Mentoring for Men /16+                              | Got Better | Stayed the Same | Got Worse                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                        |            |                 |           |                               |    |   |   |                              |    |   |   |                                                     |    |   |   |                                               |    |   |   |      |            |                 |           |                                                     |   |   |   |                                          |   |   |   |                                               |   |   |   |
| Improved Accommodation Status                       | 21         | 1               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                        |            |                 |           |                               |    |   |   |                              |    |   |   |                                                     |    |   |   |                                               |    |   |   |      |            |                 |           |                                                     |   |   |   |                                          |   |   |   |                                               |   |   |   |
| Improved Financial Situation                        | 22         | 0               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                        |            |                 |           |                               |    |   |   |                              |    |   |   |                                                     |    |   |   |                                               |    |   |   |      |            |                 |           |                                                     |   |   |   |                                          |   |   |   |                                               |   |   |   |
| Improved Engagement with Non Substance Use Services | 22         | 0               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                        |            |                 |           |                               |    |   |   |                              |    |   |   |                                                     |    |   |   |                                               |    |   |   |      |            |                 |           |                                                     |   |   |   |                                          |   |   |   |                                               |   |   |   |
| Improved Physical and Psychological Wellbeing       | 22         | 0               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                        |            |                 |           |                               |    |   |   |                              |    |   |   |                                                     |    |   |   |                                               |    |   |   |      |            |                 |           |                                                     |   |   |   |                                          |   |   |   |                                               |   |   |   |
| OWLS                                                | Got Better | Stayed the same | Got worse                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                        |            |                 |           |                               |    |   |   |                              |    |   |   |                                                     |    |   |   |                                               |    |   |   |      |            |                 |           |                                                     |   |   |   |                                          |   |   |   |                                               |   |   |   |
| Improved engagement with non-substance use services | 6          | 0               | 3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                        |            |                 |           |                               |    |   |   |                              |    |   |   |                                                     |    |   |   |                                               |    |   |   |      |            |                 |           |                                                     |   |   |   |                                          |   |   |   |                                               |   |   |   |
| Reduced impact of alcohol or other drugs            | 4          | 1               | 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                        |            |                 |           |                               |    |   |   |                              |    |   |   |                                                     |    |   |   |                                               |    |   |   |      |            |                 |           |                                                     |   |   |   |                                          |   |   |   |                                               |   |   |   |
| Improved physical and psychological wellbeing       | 6          | 1               | 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                        |            |                 |           |                               |    |   |   |                              |    |   |   |                                                     |    |   |   |                                               |    |   |   |      |            |                 |           |                                                     |   |   |   |                                          |   |   |   |                                               |   |   |   |



|                                                            |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------------------------------------|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                            |  |  | <p>change and their support needs during the time that they were undertaking their Community Payback Order.</p> <p>Results indicate that the majority of clients demonstrated an improvement in a number of identifiable needs. The largest positive changes were found concerning physical health, sexual health, accommodation and finance. Smaller positive changes were found concerning mental health and substance misuse.</p> |
| <b>Other information relevant to National Outcome Five</b> |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|                                                            |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                      |

### NATIONAL OUTCOME SIX

People develop positive relationships and more opportunities to participate and contribute through education, employment and leisure activities

| Indicator                                            | Reported?  | Useful?         | Evidence and Data (max 300 words per indicator)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                        |            |                 |           |                                                      |    |   |   |                                        |    |   |   |
|------------------------------------------------------|------------|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------------|-----------------|-----------|------------------------------------------------------|----|---|---|----------------------------------------|----|---|---|
| Individuals have made progress against the outcome   | Yes        | Yes             | <p>There is good evidence from partners that the range of activities that are undertaken to meet this outcomes result in positive changes. Two examples highlight this.</p> <p>1. TCA's Perth Mentoring for Men service reported the majority of clients recorded:</p> <p>Improved engagement with education, work or training<br/>Increased positive use of leisure time.</p> <table border="1"> <thead> <tr> <th>Mentoring for Men /16+</th><th>Got Better</th><th>Stayed the Same</th><th>Got Worse</th></tr> </thead> <tbody> <tr> <td>Improved Engagement with Education, Work or Training</td><td>14</td><td>7</td><td>0</td></tr> <tr> <td>Increased Positive Use of Leisure Time</td><td>21</td><td>1</td><td>0</td></tr> </tbody> </table> <p>A case study provided by TCA highlights the positive changes individuals can make following engagement with the service.</p> <p>Adam (not his real name) was referred to Mentoring for Men over two years ago. He is a registered sex-offender and has received two years custodial sentence for downloading indecent images. He has been also put on sex-offender register for life and has received a lengthy supervision order.</p> <p>When talking about his childhood, Adam describes himself as socially isolated loner with no self-confidence. Those negative factors were identified by him as still present in his adult life.</p> | Mentoring for Men /16+ | Got Better | Stayed the Same | Got Worse | Improved Engagement with Education, Work or Training | 14 | 7 | 0 | Increased Positive Use of Leisure Time | 21 | 1 | 0 |
| Mentoring for Men /16+                               | Got Better | Stayed the Same | Got Worse                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                        |            |                 |           |                                                      |    |   |   |                                        |    |   |   |
| Improved Engagement with Education, Work or Training | 14         | 7               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                        |            |                 |           |                                                      |    |   |   |                                        |    |   |   |
| Increased Positive Use of Leisure Time               | 21         | 1               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                        |            |                 |           |                                                      |    |   |   |                                        |    |   |   |



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|----------------------------------------------------|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                    |  |  | <p>The mentoring service offered him opportunities to explore possible strategies to counter these negative factors and he identified that body building would be the most suitable one. Adam had had no gym experience and was anxious about new activities, places and people. The mentor assured him that he would be accompanying him at each stage of his new challenge.</p> <p>It was a right choice. Adam really enjoyed it. He could see his progress and has started to record it. He has measured his weight loss and weight of barbells he was lifting. It gave him confidence to move to next stage and to try a group activity.</p> <p>He became calmer and more confident. He has also started to interact with other participants.</p> <p>The mentor gradually reduced their assistance and allowed him to take credit for his achievements. He was ready and confident to try new activities on his own. Removing those barriers allowed him to explore new opportunities.</p> <p>He decided that he was ready to study at academic level. Adam was still anxious about new places and people but the confidence he has gained from something as simple as gym exercises, allowed him to achieve his best. He has been granted advanced entry into year three at degree programme. The mentor is confident that the chain of events allowing him to do it has started at the gym.</p> <p>2. Perth and Kinross Council's CJSW Public Protection Team developed and implemented a questionnaire designed to assess and measure client readiness to change and their support needs during the time that they were undertaking their Community Payback Order.</p> <p>Results indicate that a number of clients demonstrated an improvement in their relationships and had more opportunities to participate and contribute through education, employment and leisure activities. Improvements were found for a number of clients in their family/social relationships, the number of leisure activities that they participated in and the opportunities they had for work, education and training.</p> |
| Other information relevant to National Outcome Six |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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**NATIONAL OUTCOME SEVEN**

Individuals' resilience and capacity for change and self-management are enhanced

| Indicator                                                 | Reported?  | Useful?         | Evidence and Data (max 300 words per indicator)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                        |            |                 |           |                               |    |   |   |                                       |    |   |   |                                       |    |   |   |                                                           |    |   |   |
|-----------------------------------------------------------|------------|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------------|-----------------|-----------|-------------------------------|----|---|---|---------------------------------------|----|---|---|---------------------------------------|----|---|---|-----------------------------------------------------------|----|---|---|
| Individuals have made progress against the outcome        | Yes        | Yes             | <p>There is good evidence from partners that the range of activities that are undertaken to meet this outcomes result in positive changes. Two examples highlight this.</p> <p>1. TCA's Perth Mentoring for Men service reported the majority of clients recorded:</p> <p>Increased readiness to change;<br/>Increased belief in their ability to desist;<br/>Increased belief in their ability to change;<br/>Improved prosocial attributes towards offending behaviour.</p> <table border="1"> <thead> <tr> <th>Mentoring for Men /16+</th><th>Got Better</th><th>Stayed the Same</th><th>Got Worse</th></tr> </thead> <tbody> <tr> <td>Increased Readiness to Change</td><td>21</td><td>1</td><td>0</td></tr> <tr> <td>Increased Belief in Ability to Desist</td><td>19</td><td>3</td><td>0</td></tr> <tr> <td>Increased Belief in Ability to Change</td><td>17</td><td>5</td><td>0</td></tr> <tr> <td>Improved Pro Social Attitudes Towards Offending Behaviour</td><td>21</td><td>0</td><td>1</td></tr> </tbody> </table> <p>A case study provided by TCA highlights the positive changes individuals can make following engagement with the service.</p> <p>Following conviction Jack presented as very isolated with low self-esteem, as he had few friends, and the activities he had been involved in ceased due to the nature of his conviction. He was unable to continue with his college course. He also lacked confidence and was unsure as how to proceed with his life which may partly be attributed to having Asperger's Syndrome and being unsure what he would do.</p> <p>As part of the Supervision process, Jack was encouraged to tell TCA his story and by doing so it was discovered that his main interest was sport. As part of the CPO he had to undertake Unpaid Work and part of the hours were completed by participating in Saints in the Community. Jack thrived on this and was proud to complete the modules and receive certificates for these as he had never previously been recognised for achievement.</p> | Mentoring for Men /16+ | Got Better | Stayed the Same | Got Worse | Increased Readiness to Change | 21 | 1 | 0 | Increased Belief in Ability to Desist | 19 | 3 | 0 | Increased Belief in Ability to Change | 17 | 5 | 0 | Improved Pro Social Attitudes Towards Offending Behaviour | 21 | 0 | 1 |
| Mentoring for Men /16+                                    | Got Better | Stayed the Same | Got Worse                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                        |            |                 |           |                               |    |   |   |                                       |    |   |   |                                       |    |   |   |                                                           |    |   |   |
| Increased Readiness to Change                             | 21         | 1               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                        |            |                 |           |                               |    |   |   |                                       |    |   |   |                                       |    |   |   |                                                           |    |   |   |
| Increased Belief in Ability to Desist                     | 19         | 3               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                        |            |                 |           |                               |    |   |   |                                       |    |   |   |                                       |    |   |   |                                                           |    |   |   |
| Increased Belief in Ability to Change                     | 17         | 5               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                        |            |                 |           |                               |    |   |   |                                       |    |   |   |                                       |    |   |   |                                                           |    |   |   |
| Improved Pro Social Attitudes Towards Offending Behaviour | 21         | 0               | 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                        |            |                 |           |                               |    |   |   |                                       |    |   |   |                                       |    |   |   |                                                           |    |   |   |



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|------------------------------------------------------|--|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                      |  |  | <p>From a young man who struggled to make eye contact, Jack, by the end of the Saints in the Community, was able and willing to give a short presentation on his experiences and what he had gained from this. The audience for this included a small number of invited guests as well as coaching staff.</p> <p>From this Jack has engaged with the community mental health football team and speaks enthusiastically about this and continues with this – without the CPO he would not have had these opportunities.</p> <p>2. Perth and Kinross Council's CJSW Public Protection Team developed and implemented a questionnaire designed to assess and measure client readiness to change and their support needs during the time that they were undertaking their Community Payback Order.</p> <p>Results indicated that the majority of clients evidenced enhanced resilience and an enhanced capacity of change and self-management. Client views on offending, attitude to desistance, readiness to work on problems, problem solving skills and engagement with services all showed improvements over time.</p> |
| Other information relevant to National Outcome Seven |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|                                                      |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |



## 5. Priority Areas of Focus

### 1. Victims

The Perth and Kinross CJP Outcomes Improvement Plan identifies victims as a key priority area of focus. A key action in the plan is to work with victims and relevant organisations that support them to improve their journey through the criminal justice system. Examples of work from Police Scotland and RASAC Perth and Kinross highlight the work that partners have undertaken in this area during 2018-19.

1. Police Scotland has developed standards of service for victims and witnesses which provide information concerning rights if you are a victim and what you can expect as a victim or witness.

Where a victim makes a report of a crime, officers are required to provide them with a Victim Care Card as soon as reasonably practicable. This records the basic elements of the crime or offence reported and also contains the following information:

- The name of the investigating officer
- That the victim can request to have a person of their choice or a legal representative with them while they give a statement
- Where Police Scotland Standards of Service can be accessed
- Where the Victim's Code for Scotland can be obtained
- Information on referral to victim support agencies

The Victims' Care Card also informs the victim that they can request victim support from any of the other organisations they come in contact with during their journey through the criminal justice system and provides telephone numbers for the Crown Office and Procurator Fiscal Service (COPFS), the Scottish Courts and Tribunal Service (SCTS), the Scottish Prison Service (SPS) and the Parole Board for Scotland (PBS). In addition to this, the card gives details of Victim Support Scotland, who can also be contacted directly by the victim.

Where a victim or witness requests to be referred to Victim Support Scotland which provides a free and confidential service offering emotional support and practical assistance, their contact details will be shared.

Police Scotland also operates a system of Police Restorative Warnings. These are part of a wider range of preventative youth justice measures designed to prevent, address and reduce offending behaviour amongst children.

The Restorative Warning is facilitated by a trained officer and involves warning a child whilst addressing the impact on victims and communities. The victim will have the opportunity to take part in the process and will be updated with the outcome once warning completed.

2. The need to maintain a continued focus on victims and their journey through the justice system is highlighted by some key statistics from RASAC P&K across 18/19

There has been a 24% growth in the number of women and young people supported in ongoing support across 18/19.

With a 158% increase in demand over the last 5 years, RASAC face ongoing challenges in resourcing this but remain committed to sourcing ongoing funding for the various projects.

Key Support Services Stats:



- 🧑 176 new referrals
- 🧑 297 women and young people supported in ongoing support
- 🧑 293 outreach support sessions provided
- 🧑 240 hours of support calls
- 🧑 2424 hours of support provided
- 🧑 54 survivors supported in Justice Advocacy
- 🧑 16 survivors support in Court

The comments from service users highlight the importance of the work carried out at RASAC Perth and Kinross.

- 🧑 *"Thank you so much for everything. Your support and RASAC have been a lifeline. Great progress has been made. I'm sure I can move forward now in confidence. In fact, I know I can."*
- 🧑 *"Every time I come to RASAC I feel like I understand myself more and more. All it takes is for someone to say what you feel is NORMAL".*
- 🧑 *"I can't believe the change. This place is almost a bit miraculous. Just to have a place where you can go and not be thought of as mad, and be believed."*
- 🧑 *"If it wasn't for this service I would have given up and dropped out of this awful process (justice) a long time ago".*

## 2. Family Relationships

The Perth and Kinross CJP Outcomes Improvement Plan identifies Family Relationships as a key priority area of focus. A key action in the plan is to develop links with providers of parenting services to enable people who are subject to the criminal justice system to build and develop strong, positive family relationships and engage with parenting support, both in the community and secure establishments.

Families Outside is a member of the CJP Third Sector Forum. During 2018-19, the regional co-ordinator undertook a number of activities to improve outcomes for children and families affected by imprisonment. These included:

- One to one direct family support provided by the Regional Family Support Coordinator (RFSC)/ Helpline contact : 25 cases
- Professional based support via Helpline and RFSC – 5 cases
- Out of the Shadows training session for education based staff delivered 15/03/19-25 participants.
- In prison Teacher CPD session planned for 12/09/19, this will be open to Perth and Kinross Educational staff.
- Awareness raising session planned with Kith N Kin team (TCA) – 10/09/19
- Development of "Coming Home resource"- focussing on support families at release stage, including home leave and HDC concerns for families.

The case study below highlights the work of Families Outside during 2018-19 and the positive difference the work of the organisation has made.





A client called the national helpline regarding concerns about visiting partner and coping with first time being in prison. The client found the legal terminology difficult to understand and found it difficult to talk to friends and family regarding the situation. The helpline reassured the client that these feelings are common and that people don't often realise just how hard it is for the family.

The client found the visiting environment difficult and uncomfortable. The helpline advised talking to Family Contact Officers (FCO'S) regarding any concerns around the visits. The helpline made a referral to RFSC for community based support and as a result of this, the RFSC met with client.

Key areas/issues of support provision identified:

- First Time remanded in prison - Struggling with legal jargon / CJS terminology
- Visiting a prison and differences with different establishments /regimes once transfer had happened.
- Handing in property.
- Emotional support- from someone who understands elements of the CJS
- Concern with prisoners mental health supported to manage this and who to talk to about this within prison service.
- Supported with issues around visits RFSC liaising with prison to manage this

Outcome for the client:

- Client able to talk through concerns issues/ bad visits with RFSC. This was worked around clients working schedule flexibly.
- Client able to feel included and engaged with regards visits and understanding processes within prison system.
- Client felt supported throughout, felt able to ask questions at each stage of the journey if it was unsure about what may happen next.
- Client felt able to talk to RFSC throughout, with particular support/ information provision put in place around pre-sentencing and transfer of establishments. Client then felt more engaged in the process.

### **3. Males who offend**

Previous government research into the criminal justice services provided to women and young offenders concluded that services and programmes needed to be individualised to the needs of women and young offenders to achieve reductions in reoffending and better outcomes for local communities. As a result of this research, Perth & Kinross Criminal Justice Service reviewed the services that were provided to women and young offenders and a women-specific programme was introduced in the form of OWLS (One-stop Women's Learning Service) and Right Track – a Structured Deferred Sentence programme for 16-26 year olds.

Given the current drive to make Scotland a trauma informed society where ACEs are taken into consideration, people are treated with kindness and the knowledge that change happens when people are worked alongside rather than 'at', Perth and Kinross Criminal Justice Service felt that it was time to look at the services that were provided for men involved with statutory services and to include them in any changes and improvements to future work.





From information obtained from people and agencies interviewed, the following recommendations were made. Adoption of these will see Perth & Kinross Criminal Justice Service embracing the Scottish Governments Justice Vision and Priorities Delivery Plan by moving away from traditional Criminal Justice roles and responsibilities and begin to deliver “person-centred, modern and affordable public services” focusing on recovery, reintegration and promotion of rehabilitation for offenders. The recommendations were:

- ❖ Develop an integrated throughcare service where prison based agencies and communities based agencies aim to provide a seamless transition from custody to community
- ❖ A steering group with a view to courage collaborative practices and to investigate possibility of appropriate premises for co-location
- ❖ Engage current and future staff in progressing social activities/groups and the feasibility of engaging community partners and agencies
- ❖ Develop a more welcoming reception and interview space
- ❖ Engage new staff for purpose of creating person centred approach to supervision
- ❖ Liaise with colleagues in Fife CJS with a view to setting up a practitioners forum to exchange ideas and information
- ❖ Allocation of resources and budget
- ❖ Visit Fife CJS Turn Project and/or Breakfast Club as per invitation
- ❖ Arrange Fathers Network Scotland drama production as a publicity event

## 6. Case Studies

### Employability Projects at Westbank

As part of the development at Westbank, staff in the Perth and Kinross Council's Criminal Justice Service UPW team have started developing courses and training opportunities for young people to help them learn skills and strategies to improve their life chances. These groups of young people present certain challenges and the team are keen to engage and work preventatively to support them to make better life choices and reach their full potential.

This includes partnership working with colleagues in child care and specifically @**Scott Street** where young people are referred by schools, police, youth services because of their behaviour and increased risk of offending. They have often disengaged from education and are at risk of attaining no qualifications which is compounded either by their mental health, alcohol use or and substance misuse.

The programme to re-engage these young people involves activities which not only promote their learning but also engage them in practical skills including:



- Horticulture
- Health and Safety
- Grounds maintenance
- Decorating
- First Aid

Westbank is the location for Community Payback and Employability Programmes which are supported by the European Social Fund. The site has always had great potential for a variety of training and this has been developed over the last year with the introduction of specific joinery, groundworks and painting and decorating courses. This is in addition to the numerous other skills learned during normal Community Payback business.

Recently a substantial amount of work has been carried out to create a training area at Westbank for delivering Forklift and Telehandler training. A full commercial application currently sits with the Road Traffic Industry Training Board and once this is approved Westbank will begin this training in partnership with Barnardo's who assist individuals to obtain the relevant building site access cards through the Construction Skills Certification Scheme and the Construction Plant Competence Scheme.

All of the training at Westbank is aimed at those furthest from employment and this currently includes Community Payback clients, DWP, Schools, Support Agencies, Mental Health and Learning Disabilities. In addition there will be commercial customers and this will help to offset the costs for those unable to pay.

## 7. Challenges

The Partnership have identified the following 3 key challenges:

1. The Partnership's opportunities to engage with local Sheriffs have proved to be extremely limited to date. The opportunity to work in partnership with local Sheriffs would be welcomed as, amongst other issues, it would enable partners to engage in meaningful dialogue concerning sentencing decisions and concerns raised by local communities. It is hoped that some mechanism for regular liaison can be established in future. For example, briefing sessions or attendance at Partnership meetings.
2. The current lack of opportunities for prisoners leaving custody to access appropriate and timely mental health support.
3. The significant increase in the prison population and the additional resourcing pressures that accompanies this has resulted in the temporary suspension of the SPS Throughcare Support Service. Given the benefits to prisoners afforded by the service during its operation, the Partnership and other key stakeholders will require to work together to develop local transition plans to attempt to mitigate the effects of temporary suspension of the Service. With two prisons in Perth and Kinross, HMP Perth and HMP Castle Huntly, this presents a significant challenge.



## 8. Additional Information

The information in this report has been provided by the following Statutory Partners and Third Sector Forum members:

Families Outside;  
NHS Tayside;  
Perth and Kinross Council;  
Police Scotland;  
RASAC Perth and Kinross;  
Scottish Prison Service;  
Tayside Council on Alcohol.





**Glossary of Terms**

|       |                                             |
|-------|---------------------------------------------|
| ACE   | Adverse Childhood Experiences               |
| ADHD  | Attention Deficit Hyperactivity Disorder    |
| BBV   | Blood Borne Virus                           |
| CAB   | Citizen Advice Bureaux                      |
| CJP   | Community Justice Partnership               |
| CJS   | Community Justice Scotland                  |
| CJSW  | Criminal Justice Social Work                |
| COPFS | Crown Office and Procurator Fiscal Service  |
| CPA   | Care Program Approach                       |
| CPCC  | Child Protection Case Conference            |
| CPO   | Community Payback Order                     |
| DTTO  | Drug Treatment and Testing Order            |
| DWP   | Department of Work and Pensions             |
| ECHR  | European Convention on Human Rights         |
| EDL   | Earliest Date of Liberation                 |
| EEI   | Early and Effective Intervention            |
| FCO   | Family Contact Officer                      |
| GDPR  | General Data Protection Regulation          |
| HRARG | High Risk Adult Review Group                |
| ISP   | Information Sharing Protocol                |
| MAPPA | Multi Agency Public Protection Arrangements |
| MARAC | Multi Agency Risk Assessment Conference     |
| MATAC | Multi Agency Tasking and Coordination       |
| OWLS  | One-stop Women's Learning Service           |
| PBS   | Parole Board Scotland                       |
| PF    | Procurator Fiscal                           |
| RASAC | Rape and Sexual Abuse Centre                |
| RFSC  | Regional Family Support Co-ordinator        |
| SARN  | Sexual Assault Referral Network             |
| SCRA  | Scottish Children's Reporter Administration |
| SCTS  | Scottish Courts and Tribunal Service        |
| SPS   | Scottish Prison Service                     |
| SWD   | Social Work Department                      |
| TCA   | Tayside Council on Alcohol                  |
| TSO   | Throughcare Support Officer                 |
| UPW   | Unpaid Work                                 |
| YJA   | Youth Justice Assessor                      |



## PERTH AND KINROSS COUNCIL

### Housing and Communities Committee

29 January 2020

#### **Housing Revenue Account (HRA) Strategic Financial Plan incorporating the 5 Year Capital Investment Programme and Rent Strategy to 2024/25, Reserves Strategy and other Housing Charges for 2020/21**

#### **Joint Report by Executive Director (Housing & Environment) and Head of Finance (Report No. 20/29)**

This report sets out the proposed Housing Revenue Account (HRA) Budget for five years from 2020/21 to 2024/25. It recommends increases to rents for houses and other HRA property service charges, and an appropriate level of reserves. The proposed budget for the next five years of the Capital Investment Programme totalling £69.4 million from 2020/21 to 2024/24 is also detailed. The HRA 30-year Business Plan has been updated to reflect and confirm the affordability of the proposals.

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

- 1.1 The Council owns and manages 7,636 properties. The Housing Revenue Account (HRA) meets all operational expenditure of supporting tenancies, building maintenance and capital financing charges associated with investment in existing and new social rented housing stock. It also contributes to financing major upgrades and improvements in the investment programme, through revenue contributions to capital projects.
- 1.2 The HRA receives income from rents (houses, garages and other properties) and interest on balances, which funds all relevant HRA expenditure.
- 1.3 The HRA Business Plan and Capital Investment Programme form the basis of proposals to ensure that the Council's housing stock continues to comply with the Scottish Housing Quality Standard (SHQS).
- 1.4 The HRA Business Plan is updated each year to reflect the available budget, tenants' priorities, rent strategies and economic conditions to ensure it continues to be affordable and sustainable. The HRA Business Plan has been updated to reflect the proposals within this report. The HRA budget for 2020/21 (Appendix 1) has been prepared in accordance with Housing Acts, Scottish Government directives and regulatory requirements.
- 1.5 A house condition survey to assess the condition of the Council's housing stock was undertaken in 2014/15 to:
  - benchmark the current performance of our housing stock against the SHQS
  - estimate short term investment levels required in our housing stock
  - examine longer term investment requirements over a 30-year business planning cycle

- 1.6 A further house condition survey is currently underway, and the findings will inform the Local Housing Strategy, which will be reported to Committee in August 2020.
- 1.7 Other factors influencing the capital programme and rent setting proposals include the Welfare Reform agenda, increasing costs of materials and services across the whole of the HRA, the climate change agenda, Housing to 2040 and uncertainty over the level of grant to be received from the Scottish Government in respect of new build housing.
- 1.8 Universal Credit full service was introduced to Perth and Kinross in June 2018. This included changes in Housing Benefit payments from direct to landlord to directly to the tenant.
- 1.9 The full financial impact of these changes on the Housing Revenue Account (including payment of rental benefits direct to individuals rather than landlords as previously) continues to be closely monitored. The introduction of Universal Credit has impacted on rent arrears for the HRA and provisions will continue to be reviewed as impacts of the changes emerge over time. A further report on the impact of Universal Credit is also presented to this Committee.

## **2. TENANT ENGAGEMENT**

### **Approach**

- 2.1 The Scottish Social Housing Charter sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. Outcomes 14 and 15 are the outcomes primarily linked to the rent setting process and the financial aspect/delivery of the HRA. These outcomes require social landlords to set rents and service charges in consultation with their tenants and other customers so that:
- “A balance is struck between the level of services provided, the cost of the services and how far the current and prospective tenants and other customers can afford them” and “tenants get clear information on how rent and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants.”
- 2.2 These outcomes reflect local authorities’ legal duties under section 25(4) of the Housing (Scotland) Act 2001 to consult tenants affected by the proposed increases and to have regard to their views, including affordability and decisions about how rental income is spent. Landlords must also decide whether to publish information on expenditure, as well as the format and level of detail to be included within this information.



- 2.3 Perth and Kinross Council must engage in discussions with tenants about rents and any decisions made, in relation to rent levels, should reflect tenants' views. The proposals contained within this report reflect tenants' views. In approving this report, members of the committee must demonstrate that they have fully considered these views.
- 2.4 Our approach to involving tenants in the rent setting process was developed by the Strategic Tenant Engagement in the Annual Rent Setting (STEARS) tenant working group in 2014/15. This approach is reviewed with tenants every year. Recent changes and improvements to the approach were based on recommendations from a thematic inquiry carried out by the Scottish Housing Regulator in November 2016 and included:
- providing tenants with 3 rent increase options
  - demonstrating affordability levels
  - consulting with current and prospective tenants

### **Rent Structure**

- 2.5 In 2016/17, a new model to calculate the way we charge rent was introduced. The model was developed in partnership with an independently supported Tenant Working Group and in consultation with our wider tenant body. One of the main aims was to ensure that a fair and equitable model was introduced to address the inequalities which existed between location, property size and type. The approach taken was recognised as sector leading, in terms of the scale and diversity of engagement opportunities, along with the genuine commitment to build the capacity of our tenants through both support and training. The approach was also recognised by the Fairness Commission as an example of good practice, in relation to tenant engagement and the delivery of a fair and equitable rent structure.

### **Affordability Model**

- 2.6 In 2017, an external consultant was engaged to work with staff and tenants to develop and deliver an affordability model. This model is updated annually to assess the affordability of our rent setting proposals.
- 2.7 The outcome from this year's affordability assessment demonstrated that Perth and Kinross Council's rents were, on average, 4-5% lower than neighbouring local authorities and 21-22% lower than local Housing Associations. These figures are based on our proposed rent levels for 2020/21, compared against an assumed average national increase of 2.5% for other local authorities and Housing Associations.
- 2.8 The model also demonstrated that 83% of our residents could afford our rents based on their income alone, without taking into account any housing benefit they receive.

## Tenant Feedback

2.9 In April 2019, all Council tenants received a questionnaire asking for their views and priorities in relation to rent setting, and how additional rent money should be spent.

2.10 A total of 849 (11%) of tenants responded, highlighting their priorities as follows:

| Priority                                                                                 | High | Medium | Low |
|------------------------------------------------------------------------------------------|------|--------|-----|
| Keeping my home well maintained and warm (such as energy efficiency, door entry systems) | 79%  | 14%    | 5%  |
| Providing access to more of your services online                                         | 13%  | 36%    | 42% |
| Improving the maintenance of my neighbourhood (such as fences/boundary walls/bin stores) | 52%  | 35%    | 10% |
| More investment in my home (such as kitchens, bathrooms, windows)                        | 58%  | 31%    | 8%  |
| More building maintenance (such as gutter cleaning, close painting)                      | 51%  | 34%    | 12% |
| Increasing the number of council homes for rent                                          | 57%  | 27%    | 10% |
| Providing a high-quality repairs service                                                 | 82%  | 13%    | 2%  |
| Providing more tenant participation activities and opportunities in my area              | 20%  | 40%    | 35% |
| Improving the services we provide to older tenants                                       | 61%  | 29%    | 7%  |
| Improving the services we provide to younger tenants                                     | 36%  | 42%    | 14% |
| New ways to support tenants to sustain their tenancies                                   | 50%  | 35%    | 9%  |

2.11 At the Summer Conference, tenants were asked additional questions to gain more detailed information on these priorities. The questions and results are detailed at Appendix 2.

2.12 The overall feedback received from tenants has influenced the spending priorities identified through the budget setting process and proposed within this report. As a result, the following elements have been incorporated into the proposed budget:

- continued investment to increase the supply of affordable housing, through new builds, to meet the housing needs of our communities and our target of 400 new builds over the next 5 years.
- continued investment in improving energy efficiency across Council properties to ensure that tenants live in warm, energy efficient and low carbon homes which they can afford to heat.
- continued investment to improve the external fabric (roofing etc), maintaining our properties to a high standard and improving the external appearance of our properties and estates.

- an allowance to improve sound proofing and reduce nuisance, caused by noise transference, between properties.
- an allowance in the capital programme for property refurbishments including the internal fabric of our properties.
- an increase in repairs and maintenance and external voids budgets to meet the current level of demand and ensure that performance and standards are maintained.
- an increase in the planned maintenance budget to enable the programme to be delivered over a 6-8 year rolling programme.
- a personalised Tenant Budget to enable frontline staff to respond quickly to unique circumstances and support tenancy sustainment.
- to make permanent a Housing Occupation Therapist post, undertaking operational and strategic activity to support housing outcomes for older people and people with disabilities.

## **Rent Options**

- 2.13 This year's autumn forum was attended by 62 tenants, where further discussions took place about tenant priorities and rent setting. Attendees were asked to consider three rent increase options that would meet the priorities highlighted to us by tenants as being important. Tenants were provided with information on the impact and affordability of these options.
- 2.14 The options were:
- 3.5% rent increase
  - 4.0% rent increase
  - 4.5% rent increase
- 2.15 Tenants were provided with information and an explanation of each option, the services and capital improvements that could be delivered, and the potential impacts on service delivery (both positive and negative) of each.
- 2.16 A question and answer session was held at the forum, providing tenants the opportunity to ask questions on the proposals presented to them.
- 2.17 Following the autumn forum, all 7,636 tenants received rent setting information and asked to indicate their preferred option on the proposals through the tenants On the House magazine, Twitter, Facebook and text messages. To increase the level of responses and encourage as many tenants as possible to have their say, staff across the service undertook phone surveys and face to face visits.
- 2.18 A total of 1,251 tenants (16%) responded with the outcome as follows:
- 3.5% - 56%
  - 4.0% - 32%
  - 4.5% - 12%

- 2.19 The consultation process has provided all tenants with genuine opportunities to consider the options, with information on each option about the impact on service delivery and affordability for tenants. All tenants have had an opportunity to express their preferred level of rent increase for the forthcoming year. The total number of responses this year was 1,251, an increase of 18% from last year.

### **3. HOUSING REVENUE ACCOUNT**

- 3.1 A budget for the HRA (as shown in Appendix 1) is balanced each financial year to ensure the operating costs are met from the yearly rental income. The budget includes an amount for Prudential Borrowing to meet the revenue cost of the capital investment programme. Since the Standard Delivery Plan (SDP) commenced in 2004, £115 million has been borrowed. This included the first major works necessary to meet the SHQS, namely, the installation of new kitchens and bathrooms.
- 3.2 The additional cost pressures (as shown in Appendix 3) which the HRA must contain within the next 5 financial years relate to the main areas described below:
- the budget allows for a 3% pay increase for Single Status and Trades staff for 2020/21, based on the assumptions contained in the Medium-Term Financial Plan approved by Council on 3 October 2018 (Report No. 18/326 refers), plus the cost of incremental progression
  - increased prudential borrowing costs as a result of the requirements of the capital investment programme
  - an adjustment to the bad and doubtful debt provision to take account of the potential increased risk to the Council as a result of the roll-out of full-service Universal Credit
  - an increase in external voids budget to meet existing demand
  - an increase in our repairs and maintenance budgets, to meet existing demand and cost pressures, as a result of increased costs for materials and health and safety activities
  - the provision of a budget for each locality team to enable them to respond to unique and crisis situations, to support tenants without delay
  - an increase in the planned maintenance budget
  - an increased investment in IT developments to support mobile working
  - additional staff costs for to a dedicated housing occupational therapist
  - an increase in corporate recharges

3.3 In addition, a range of efficiency savings and income generation opportunities will be delivered, to minimise the impact on future rents and borrowing requirements. These savings are summarised below:

- no further increase to the current Estate Based Initiatives budget of £300,000
- a review of non-staff budgets across the service
- income received as part of our investment in renewable heating systems
- an increase in income budgets for recoverable charges
- efficiencies from the rationalisation of buildings occupied by the Council
- a phased increase in charges for the Garden Maintenance Scheme to cover the full cost of this service to the HRA

3.4 The full detail of the pressures and savings are detailed in Appendix 3.

#### **4. CAPITAL INVESTMENT PROGRAMME**

4.1 Good progress has again been made with capital improvements during 2019, and the number of houses achieving overall compliance with the SHQS has continued to rise. The independent stock condition survey (outlined in paragraph 1.5 above), which included 30% of the total Council house stock, provided a useful validation of SHQS performance and correlated favourably with existing records.

4.2 Based on the stock data at 31 March 2019, the overall level of SHQS compliance was 96.74% i.e. 7,387 Council houses. Perth and Kinross continue to compare favourably across Scotland, with the national average for local authorities in 2018/19 sitting at 94.30%.

4.3 The planned investment programme of £69.4 million for the 5-year period from April 2020 to March 2025 is summarised in Appendix 4. A number of community benefits will arise from this level of investment, as well as the improvements to our Council stock. The proposed capital investment programme required to continue to comply with SHQS over the next 5 years amounts to £27.8m and is summarised as follows:

- external fabric works - £6.7 million
- kitchens and bathrooms - £6.7 million
- rewiring/infrastructure - £3.0 million
- energy efficiency works - £2.2 million
- multi-storey flats\* - £2.1 million
- fire precaution measures - £2.0 million
- central heating renewal - £1.3 million
- structural works - £1.3 million
- property refurbishment - £1.0 million
- environmental improvements - £0.7 million
- sound insulation - £0.5 million
- triple glazing - £0.3 million

\*Work on the 6 multi storey blocks includes all the types of improvement work listed in 4.3.

- 4.4 Relevant business cases have been produced for the capital programmes, where appropriate. These will be made available in the Councillors' lounge and online on the Councillors' CHIP SharePoint site.
- 4.5 The capital programme in Appendix 4 also details the proposals for the following non SHQS elements:
- council house new build programme
  - purchasing houses through the open market
  - major adaptations to properties for people with disabilities
  - redevelopment and regeneration of St Catherine's Square
  - investment in Sheltered Housing complexes
  - adaptations to shops & offices
  - mortgage to rent – under certain circumstances, where owner/occupiers have difficulty in meeting mortgage payments, the Government can arrange for the Council to buy the property and rent it back to the same individual as a tenant to avoid homelessness
  - replacement of lifts to ensure fire safety regulations in multi-storey accommodation is met
  - information and systems technology will be required to support new ways of working e.g. PCs, mobile technology, servers etc.

## **5. INCREASING COUNCIL HOUSE STOCK**

- 5.1 The Council has been continuing to increase its housing stock in three key ways: new build programme, buyback scheme and conversion of existing HRA commercial properties.
- 5.2 In summary, by the end of March 2020, it is estimated that 334 Council houses will have been built since 2011, 191 former council houses purchased, and 12 properties converted into flats for social rent. An update is provided on each of these below.

### **Building new houses for social rent**

- 5.3 During 2008, the Scottish Government announced plans to provide grants to local authorities to support new-build Council housing. Perth and Kinross Council has successfully obtained grant awards each year of the funding programme.
- 5.4 The aim of the Council's new build housing programme is to provide high quality affordable housing to meet housing need within the area. Between 2011 and 2020, the Council has built 334 new builds.

- 5.5 The table below summarises recent completions and current plans for the forthcoming year.

| <b>Project</b>         | <b>No of Units</b> | <b>Year Completed</b> |
|------------------------|--------------------|-----------------------|
| Stanley (Phase 2)      | 10                 | 2019/20               |
| Milne Street, Perth    | 8                  | 2020/21               |
| Glebe, Scone           | 65                 | 2020/21               |
| Huntingtower, Perth    | 70                 | 2020/21 & 2021/22     |
| Elm Drive, Blairgowrie | 13                 | TBC                   |
| Ardler Road, Meikle    | 8                  | TBC                   |

- 5.6 The size, type, location and funding of the new build programme is determined through the Strategic Housing Investment Plan, which was approved by the Housing and Communities Committee on 30 October 2019 (Report No. 19/301 refers).
- 5.7 Additional investment of £15 million was included in the capital programme in 2016/17, to increase the overall capacity to approximately 80 houses per annum. Some of this investment has now been drawn down due to the commencement of building at Glebe, Scone and Huntingtower, Perth. The remaining element of this investment has been allocated to year 5 of the Capital Investment Programme, and will be drawn down as development opportunities arise, when the Local Development Plan releases land for house building.
- 5.8 The capital investment programme assumes the Council house building programme will continue to receive the same level of financial funding per house from the Scottish Government. It also assumes the continuing use of the Council's Earmarked Reserve for Affordable Housing.
- 5.9 The capital investment programme, detailed in Appendix 4, incorporates the existing committed new build programme and an indicative future new build programme, with the funding assumptions as presented in section 5.6. Work is currently underway to identify future sites for new builds. These will be reported to Committee once confirmation is received that sites are viable projects.

### **Purchasing former Council houses (buybacks)**

- 5.10 The capital investment programme also includes funding for increasing Council house stock by purchasing houses through the open market. It is anticipated that by 31 March 2020, 191 houses will have been purchased at a cost of approximately £21.7 million (including upgrading to SHQS). The purchase of these properties has facilitated a further 212 moves through the resulting vacancy chains, supporting people into more suitable accommodation.
- 5.11 In response to tenants' priorities to increase housing stock for rent, it is proposed to allocate £4 million of funding for buy-backs over the next 2 years, with the potential to allocate additional money to this from the overall budget for increasing our Council stock. This funding will be accelerated as and when required, as properties become available to purchase.

- 5.12 The Council has been successful in obtaining funding, in addition to the Housing Allocation Grant from the Scottish Government, for the period 2013/14 to 2019/20 of £5.6 million. This has allowed the purchase of approximately 47 properties over and above the existing budget within the Capital Investment Programme.

## **6. RENT STRATEGY**

- 6.1 When setting the 2019/20 budget, the Housing and Communities Committee approved a 1.5% rent increase for 2019/20 and a four-year rent strategy for 2020/21 to 2023/24 at an indicative rate of 2.2% (Report No. 19/12 refers).
- 6.2 This provided a baseline level for tenants. It also allowed the Council to highlight the potential future rent increase required to deliver the capital investment programme and running costs of the HRA.
- 6.3 In order to meet the tenants' priorities gathered through the extensive consultation detailed in sections 2.2 to 2.23, meet the fixed costs borne by the HRA and take into account efficiency savings detailed in section 3.3, a 3.5% rent increase will be required for 2020/21.
- 6.4 The proposed increase of 3.5% also reflects the views of our tenants as noted in section 2.18.
- 6.5 The proposed rent strategy for the four-year period from 2021/22 to 2024/25 will be set at an indicative rate of 2.2%. The actual agreed level will be dependent on the outcomes of tenant feedback and the wider HRA rent setting process.
- 6.6 This strategy was previously agreed with tenants in November 2016. It aims to provide a more planned and consistent approach for tenants, and to minimise future fluctuations, dependent on consultation with tenants on their spending priorities for future years.
- 6.7 The rent strategy as detailed above allows the HRA to:
- set rents at reasonable levels over the period, maintaining Perth and Kinross Council rents lower than the Scottish average
  - demonstrate affordable rents for our tenants
  - finance the cost of the future investment programmes to continue to improve our housing stock
  - provide headroom to allow for an increased commitment of 80 new houses each year
  - increase the Council house stock by purchasing houses through the open market
  - finance the revenue borrowing cost of previous capital programme investment to meet the SHQS and provide a new build programme (334 houses to date)
  - resource Locality Teams in managing tenancies, foster tenant participation and work with partner colleagues in the community to create safe and vibrant neighbourhoods
  - enable a Reserves Strategy to provide uncommitted reserves of £1million.



## **7. USE OF BALANCES/RESERVES STRATEGY**

7.1 When reviewing their medium-term financial plans and preparing annual budgets, local authorities should consider the establishment and maintenance of reserves. These can be held for three main purposes to:

- provide working balances to cushion the impact of uneven cash flows and avoid unnecessary borrowing
- cushion the impact of unexpected events or emergencies
- build up funds, often referred to as earmarked reserves, to meet known or predicted requirements

7.2 Money held in the general reserve is, therefore, not being directly used to deliver the Housing Business Plan but is set aside for the purposes outlined in section 7.1.

7.3 The financial risks to which the HRA could potentially be exposed include the possibility of:

- additional repairs due to severe weather events and other emergencies
- the current economic climate and the change in Housing Benefits legislation. This may impact upon income recovery with the potential for an increase in non-collection levels for housing rents
- the economic conditions, which could also impact on commercial lets, resulting in lower rent levels or properties remaining void for longer periods.

7.4 The Service continues to closely monitor the impact of Full-Service Universal Credit. The introduction of Universal Credit has impacted on rent arrears for the HRA and provisions for increased bad debt will continue to be reviewed as impacts of the changes emerge over time.

7.5 In view of the potential risks facing the HRA and in accordance with guidance set out in the CIPFA Local Authority Advisory Panel Bulletin (LAAP) 99 (published in July 2014), the Head of Finance, therefore, recommends retaining an uncommitted reserve on the Housing Revenue Account of between 2% and 4% of gross expenditure – approximately £595,000 to £1,191,000. This will be reviewed in future years and amended as required.

7.6 At the Housing and Communities Committee of 24 January 2019, members agreed that the HRA should maintain an uncommitted general reserve balance of £1,000,000 (Report No. 19/12 refers). After reviewing the 30-year business plan, it is felt prudent that the balance should continue to be maintained at the present level. The business plan assumes that a balance of £1,000,000 will be maintained for the next 5 years.

7.7 At this time, it is not anticipated that there will be any requirement to utilise the reserve in 2019/20 and consequently the balance will remain at £1,000,000.

## 8. COMPARISON WITH OTHER LOCAL AUTHORITIES AND REGISTERED SOCIAL LANDLORDS

- 8.1 Appendix 5 shows the Council house rents in Perth and Kinross compared to other councils in Scotland. Perth and Kinross Council currently has the 6<sup>th</sup> lowest rent in Scotland, at £5.30 below the Scottish average.
- 8.2 Based on recent information provided by other councils and assumptions on potential rent increases, comparisons have been made on potential rent levels for Councils for 2020/21 as detailed in Appendix 5.
- 8.3 Using these assumptions, Perth and Kinross would have an average rental figure of £71.22 compared to the projected Scottish average of £76.33 for 2020/21. This would mean Perth and Kinross Council would have the 6<sup>th</sup> lowest rent in Scotland, £5.11 lower than the projected Scottish average.
- 8.4 The level of rent increases for 2019/20 across local authorities in Scotland ranged from 0% to 5%, with the Scottish average being 3%.
- 8.5 Table 1 below details 2018/19 average rent levels for the main Registered Social Landlords (RSLs) within Perth and Kinross.

| Registered<br>Social Landlord<br>2018/19 | Bedroom Size/Weekly Rent (£) |       |       |       |        |
|------------------------------------------|------------------------------|-------|-------|-------|--------|
|                                          | Bedsit                       | 1     | 2     | 3     | 4+     |
| PKC                                      | 46.48                        | 63.30 | 68.42 | 76.44 | 82.77  |
| Caledonia                                | 86.86                        | 86.21 | 80.82 | 89.98 | 97.79  |
| Hillcrest HA                             | 34.47                        | 73.10 | 86.43 | 94.28 | 102.68 |
| Kingdom HA                               | 61.68                        | 72.70 | 79.78 | 91.79 | 95.37  |
| Fairfield Co-op                          | n/a                          | 69.49 | 76.94 | 78.91 | 82.65  |

Table 1: Average Rents 2018/19 (based on 52 weeks)

Source: Scottish Housing Regulator 2019/20 Landlord Reports

- 8.6 During 2018/19, we were involved in a benchmarking exercise to compare the financial health of HRA Business Plans across local authorities in Scotland. This exercise evidenced that our business plan is well managed and in a good position to meet current and future demands and service requirements.

## **9. PROPOSED RENTS FOR OTHER SERVICES**

- 9.1 It is recommended that a range of non-commercial rents, excluding the HRA rents for housing stock (detailed in section 6), are amended as detailed below from 6 April 2020. The proposals ensure the Council continues to demonstrate that it has set rents which reflect the characteristics of individual dwellings and services provided. The different types of properties are detailed separately below:

### **Rental charges for Greyfriars Hostel**

- 9.2 It is proposed to have a 3.5% rent increase for Greyfriars Hostel to reflect the same rental strategy for mainstream rents.

### **Rental charges for dispersed temporary accommodation**

- 9.3 It is proposed to have a 3.5% increase on rental charges for properties owned by the HRA but allocated as temporary accommodation for homeless people to reflect the rental strategy for mainstream rents.

### **Rental charges for chalets and stances for Gypsy Travellers**

- 9.4 It is proposed to have a 3.5% rent increase for chalets and stances for Gypsy Travellers to reflect the rental strategy for mainstream rents.

### **Lock-ups**

- 9.5 It is proposed to have a 3.5% rent increase for lock-ups to reflect the rental strategy for house rents.

### **Garage Sites**

- 9.6 It is proposed to have a 3.5% rent increase for garage sites to reflect the rental strategy for house rents.

### **Commercial rents**

- 9.7 Rents from commercial properties are negotiated by Estates colleagues on a property by property basis. These contracts include agreed levels of fees and are not within the scope of this report.

## **10. PROPOSED HOUSING SERVICE CHARGES**

- 10.1 Local Authority Housing Services separate service charges from housing rents, to ensure that charges for services, such as caretaking, are fair and transparent. Service charges usually reflect additional services which may not be provided to every tenant, or which may be connected with communal facilities rather than directly to the occupation of a dwelling. In addition, the HRA charges owners for services provided as determined by title deeds, the Tenement Management Scheme and the Property Factors Agreement.

- 10.2 The range of service charges currently levied by the HRA to tenants and owner occupiers are shown in tables 2 and 3 below. All services, apart from the garden maintenance scheme and communal heating at particular locations, are included in tenants' rents. Owner occupiers in locations with mixed tenure have additional charges as they have to meet some costs for the services they receive as determined by their title deeds.
- 10.3 The garden maintenance scheme is currently provided to approximately 750 elderly tenants at a current cost to the HRA of £124 per year. At the Housing and Health Committee of 27 January 2016, members agreed that the charge to recover the full cost of this service should be phased in over a 5-year period with an annual increase of £13 per year (Report No. 16/28 refers). 2016/17 was the first year of the increase with the final year of the increase being implemented in 2020/21.
- 10.4 At the Housing and Health Committee of 27 January 2016, members agreed that the charge to Council tenants and private owners at Market, Milne and Lickley Court for communal energy costs will be adjusted each year to reflect the previous year's energy costs (Report No. 16/28 refers).
- 10.5 The communal energy costs at Sheltered Housing Complexes have also been reviewed in line with the current agreement for Market, Milne & Lickley. The revised charges in relation to this, as well as the revised charges for garden maintenance and communal energy costs as detailed in sections 10.3 and 10.4, are detailed below:

| Service Charges to Tenants                             | 2019/20<br>Current<br>Annual Charge | 2020/21<br>Proposed<br>Annual Charge |
|--------------------------------------------------------|-------------------------------------|--------------------------------------|
| Garden Maintenance Scheme                              | £111.00                             | £124.00                              |
| Retirement Complexes                                   | £210.04                             | £214.77                              |
| Communal Energy Costs –<br>(Market, Milne and Lickley) | £292.24                             | £330.22                              |
| Heating and Lighting at Sheltered<br>Housing complexes | £271.44 -<br>£568.36                | £315.13 -<br>£601.43                 |

Table 2: Service Charges to Tenants

- 10.6 As a result of the Property Factors Agreement being in place since 1 April 2014, Housing & Health Committee approved a range of charges to owner occupiers of multi-tenure blocks (Report No. 14/114 refers). These charges are reviewed annually in line with the actual cost of the service being provided with the proposed 2020/21 charges detailed in table 3 below:

| Service Charges to Owner Occupiers | 2019/20<br>Current<br>Annual Charge | 2020/21<br>Proposed<br>Annual Charge |
|------------------------------------|-------------------------------------|--------------------------------------|
| Stair Lighting                     | £21.41                              | £23.83                               |
| Market Court                       | £755.35                             | £810.68                              |
| Milne Court                        | £755.04                             | £810.59                              |
| Lickley Court                      | £755.63                             | £811.91                              |
| Potterhill                         | £392.64                             | £404.00                              |
| Pomarium (Nos 7-51)                | £394.48                             | £398.02                              |
| Pomarium (Nos 52-95)               | £394.42                             | £398.03                              |
| Charterhouse Court                 | £691.84                             | £762.42                              |

Table 3: Service Charges to Owner Occupiers

## 10.7 Rechargeable Repairs

Housing and Environment have a policy to recover the costs of repairs, clearance and related works, from current or former tenants and owners/residents. Accounts are raised for a number of reasons, including to: -

- recover the cost of work arising from tenant misuse
- consistently enforce the conditions of the Scottish Secure Tenancy
- deter misuse of Council property by future tenants.

- 10.8 A summary of all housing charges for 2020/21 is detailed at Appendix 6.

## 11. CONCLUSION AND RECOMMENDATIONS

- 11.1 This report details the proposed HRA budget for the 5-year period from 2020/21 - 2024/25 and recommends rent increases for houses and other HRA properties.
- 11.2 The recommended 3.5% increase is in line with the views of our tenants. This will ensure that our rent levels remain affordable to our tenants and, as 6<sup>th</sup> lowest in Scotland, continue to compare favourably at a national level.

11.3 The measures outlined will support continued and sustained improvements in the delivery of housing services. More specifically, they will meet tenants' priorities to:

- increase our housing stock and support the delivery of our new build commitments and meet housing need in the area.
- continue to invest in their homes through the capital investment programme ensuring ongoing compliance with the SHQS
- invest in our repairs and maintenance, planned maintenance and voids budgets to meet the current level of demand and ensure that performance standards are met
- support tenancy sustainment through a personalised tenant budget to enable frontline staff to respond quickly to unique circumstances
- support older tenants and people with disabilities to remain in their own homes through the appointment of a dedicated Housing Occupational Therapist.

11.4 The cumulative effect of these measures will support the delivery of the Charter outcomes to meet housing need in the area, provide safe and secure housing, and support sustainable tenancies and communities throughout the area.

11.5 It is recommended that the Committee:

- (i) approves the Housing Revenue Account Budget for 2020/21 and provisional budgets for financial years 2021/22 to 2024/25 as set out in Appendix 1.
- (ii) approves the proposed Housing Revenue Account Capital Investment Programme for 2020/21 to 2024/25 as set out in Appendix 4.
- (iii) approves the Rent Strategy for 2020/21 and a provisional Rent Strategy for the following 4 years to 2024/25 as stated in Section 6.
- (iv) approves the rent increase of 3.5% for the year commencing 6 April 2020 for all Council houses. This would mean an average weekly rent increase of £2.41 per week, giving an average weekly rent of £71.22 per week based on 52 weeks.
- (v) approves the rent increase of 3.5% for the year commencing 6 April 2020 for:
  - all lock-ups
  - all garage sites
  - chalets and stances for travelling people at Double Dykes and Bobbin Mill
  - dispersed tenancies owned by the HRA
  - Greyfriars Hostel

- (vi) approves the Housing Revenue Account Reserves Strategy proposed in Section 7.
- (vii) approves the proposal to set Housing service charges from 6 April 2020 as stated in Section 10.
- (viii) endorses and approves, where necessary, the revised level of all housing related charges as detailed in Appendix 6.
- (ix) endorses the progress made to date in delivering and maintaining the SHQS for improving and managing the housing stock as set out in Section 4 and the related business cases.

### Authors

| Name         | Designation                      | Contact Details                                                                                  |
|--------------|----------------------------------|--------------------------------------------------------------------------------------------------|
| Steven Coyle | Finance & Governance Team Leader | <a href="mailto:HECommitteeReports@pkc.gov.uk">HECommitteeReports@pkc.gov.uk</a><br>01738 475000 |
| Clare Mailer | Head of Housing                  |                                                                                                  |

### Approved

| Name           | Designation                                | Date            |
|----------------|--------------------------------------------|-----------------|
| Barbara Renton | Executive Director (Housing & Environment) | 17 January 2020 |

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

All Council Services can offer a telephone translation facility.

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

- 1.1 The Single Outcome Agreement for Perth and Kinross has five outcomes which provide a clear strategic direction, inform decisions at a corporate and service level and shape the allocation of resources. The following are relevant to this report:

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

#### Corporate Plan

- 1.2 As above.

### 2. Resource Implications

#### Financial

- 2.1 There are no direct financial implications arising from this report other than those reported within the body of the main report.



### **3. Assessments**

#### Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties. The Equality Impact Assessment undertaken in relation to this report can be viewed clicking [here](#).
- 3.2 The information contained within this report has been considered under the Corporate Equalities Impact Assessment process (EqIA) and no major change required, the Budget Option is robust and can continue without amendment.

#### Strategic Environmental Assessment

- 3.3 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.
- 3.4 However, no action is required as the Act does not apply to the matters presented in this report. This is because the Committee are requested to note the contents of the report only and the Committee are not being requested to approve, adopt or agree to an action or to set the framework for future decisions.

#### Sustainability

- 3.5 Under the provisions of the Local Government in Scotland Act 2003 the Council has to discharge its duties in a way which contributes to the achievement of sustainable development. Under the Climate Change (Scotland) Act 2009 the Council also has a duty relating to climate change and, in exercising its functions must act: -
- in the way best calculated to delivery of the Act's emissions reduction targets
  - in the way best calculated to deliver any statutory adaptation programmes
  - in a way that it considers most sustainable

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

#### Legal and Governance

- 3.7 Head of Legal and Governance was consulted on this report.

#### Risk

- 3.8 None arising from this report.

## **4. Consultation**

### Internal

- 4.1 The Chief Executive, Depute Chief Executive, all Executive Directors and the Head of Legal and Governance have been consulted in the preparation of this report.

### External

- 4.2 All Perth and Kinross Council tenants were invited to attend a Tenants' Conference in June 2019 and a Tenants' Autumn Forum in October 2019 and their feedback is detailed in Appendix 2. All tenants then received communication on the proposals via "On the House" magazine, Twitter, Facebook and text messages. Staff across the service also undertook phone surveys and face to face visits.
- 4.3 The Tenant Committee Report Panel was consulted on this report. They commented that 'This is a really comprehensive report and good to see that the tenants vote of the lowest rent increase has been proposed. As part of the rent consultation there has been more emphasis on each of the proposed options and what this means for tenants'.

## **5. Communication**

- 5.1 None.

## **2. BACKGROUND PAPERS**

- 2.1 None.

## **3. APPENDICES**

- 3.1 Appendix 1 – HRA Provisional Revenue Budget 2020-2025  
3.2 Appendix 2 – Feedback from tenant's rent survey  
3.3 Appendix 3 – HRA Executive Summaries 2020-2025  
3.4 Appendix 4 – HRA Capital Investment Programme 2020-2025  
3.5 Appendix 5 – Estimated Projected Average Rents  
3.6 Appendix 6 – Housing Related Charges 2020-21

## APPENDIX 1 – HOUSING REVENUE ACCOUNT

|                                      | 2019/20       | 2020/21       | 2021/22       | 2022/23       | 2023/24       | 2024/25       |
|--------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|
|                                      | Approved      | Proposed      | Provisional   | Provisional   | Provisional   | Provisional   |
|                                      | Budget        | Budget        | Budget        | Budget        | Budget        | Budget        |
|                                      | £'000         | £'000         | £'000         | £'000         | £'000         | £'000         |
| <b>STAFF COSTS</b>                   |               |               |               |               |               |               |
| Single Status - Gross Pay            | 5,097         | 5,282         | 5,456         | 5,634         | 5,818         | 6,008         |
| Supn                                 | 860           | 898           | 928           | 958           | 989           | 1,021         |
| NI                                   | 456           | 477           | 492           | 508           | 524           | 541           |
| Craft Workers - Gross Pay            | 1,541         | 1,640         | 1,689         | 1,739         | 1,791         | 1,845         |
| Supn                                 | 261           | 279           | 286           | 294           | 302           | 310           |
| NI                                   | 141           | 149           | 154           | 160           | 166           | 172           |
| Pensions                             | 110           | 110           | 110           | 110           | 110           | 110           |
| Overtime                             | 78            | 78            | 78            | 78            | 78            | 78            |
| Slippage                             | (277)         | (277)         | (277)         | (277)         | (277)         | (277)         |
| General Fund Recharges               | 917           | 1,004         | 1,034         | 1,064         | 1,094         | 1,124         |
| Other Staff Costs                    | 113           | 113           | 113           | 113           | 113           | 113           |
| <b>TOTAL STAFF COSTS</b>             | <b>9,257</b>  | <b>9,753</b>  | <b>10,063</b> | <b>10,381</b> | <b>10,708</b> | <b>11,045</b> |
| <b>PROPERTY COSTS</b>                |               |               |               |               |               |               |
| Non Domestic Rates                   | 124           | 105           | 105           | 105           | 105           | 105           |
| Rents                                | 105           | 99            | 99            | 99            | 99            | 99            |
| Water & Sewage                       | 6             | 6             | 6             | 6             | 6             | 6             |
| Energy Costs                         | 310           | 310           | 310           | 310           | 310           | 310           |
| Property Insurance                   | 380           | 380           | 380           | 380           | 380           | 380           |
| Cleaning                             | 65            | 65            | 65            | 65            | 65            | 65            |
| Property Maintenance                 | 3,513         | 3,802         | 3,802         | 3,802         | 3,802         | 3,802         |
| Void Rent Loss                       | 419           | 435           | 435           | 435           | 435           | 435           |
| Bad Debt Provision                   | 1,012         | 1,062         | 1,115         | 1,163         | 1,213         | 1,260         |
| Other Property Costs                 | 15            | 20            | 20            | 20            | 20            | 20            |
| <b>TOTAL PROPERTY COSTS</b>          | <b>5,949</b>  | <b>6,284</b>  | <b>6,337</b>  | <b>6,385</b>  | <b>6,435</b>  | <b>6,482</b>  |
| <b>TOTAL SUPPLIES &amp; SERVICES</b> | <b>1,351</b>  | <b>1,781</b>  | <b>1,781</b>  | <b>1,781</b>  | <b>1,781</b>  | <b>1,781</b>  |
| <b>TRANSPORT COSTS</b>               |               |               |               |               |               |               |
| Travel & Subsistence                 | 72            | 72            | 72            | 72            | 72            | 72            |
| Car Allowances                       | 0             | 0             | 0             | 0             | 0             | 0             |
| Other Transport Costs                | 526           | 526           | 526           | 526           | 526           | 526           |
| <b>TOTAL TRANSPORT COSTS</b>         | <b>598</b>    | <b>598</b>    | <b>598</b>    | <b>598</b>    | <b>598</b>    | <b>598</b>    |
| <b>TRANSFER PAYMENTS</b>             | <b>318</b>    | <b>388</b>    | <b>388</b>    | <b>388</b>    | <b>388</b>    | <b>388</b>    |
| <b>THIRD PARTY PAYMENTS</b>          | <b>106</b>    | <b>91</b>     | <b>91</b>     | <b>91</b>     | <b>91</b>     | <b>91</b>     |
| <b>SUPPORT SERVICES</b>              | <b>2,159</b>  | <b>2,274</b>  | <b>2,324</b>  | <b>2,374</b>  | <b>2,424</b>  | <b>2,474</b>  |
| <b>FINANCING/CAPITAL CHARGES</b>     | <b>7,680</b>  | <b>7,300</b>  | <b>7,394</b>  | <b>7,405</b>  | <b>7,723</b>  | <b>7,850</b>  |
| <b>CFCR</b>                          | <b>2,293</b>  | <b>2,584</b>  | <b>3,162</b>  | <b>3,731</b>  | <b>4,011</b>  | <b>4,423</b>  |
| <b>GROSS EXPENDITURE</b>             | <b>29,771</b> | <b>31,053</b> | <b>32,138</b> | <b>33,134</b> | <b>34,159</b> | <b>35,132</b> |
| <b>INCOME</b>                        |               |               |               |               |               |               |
| Internal Recharges                   | 1,066         | 1,181         | 1,205         | 1,229         | 1,253         | 1,277         |
| Council House Rents                  | 27,800        | 29,147        | 30,208        | 31,180        | 32,181        | 33,130        |
| Other Rental Income                  | 794           | 689           | 689           | 689           | 689           | 689           |
| IORB                                 | 51            | 36            | 36            | 36            | 36            | 36            |
| <b>TOTAL INCOME</b>                  | <b>29,771</b> | <b>31,053</b> | <b>32,138</b> | <b>33,134</b> | <b>34,159</b> | <b>35,132</b> |
| <b>NET EXPENDITURE</b>               | <b>0</b>      | <b>0</b>      | <b>0</b>      | <b>0</b>      | <b>0</b>      | <b>0</b>      |



## **Appendix 2 - Feedback from Tenants Rent Survey**

### **Question 1 – What would be your priority from the following options for you Repairs Service?**

- Continue to improve the way we communicate with you, including texting in advance or when tradesmen are on their way – 21%
- Maintain our existing voids performance – 6%
- Renew and enhance our lettable standard – 11%
- All of the above – 62%

### **Question 2 – What would you like to see us do to continue keeping your home warm and well maintained?**

- Expand our trade resources so that repairs are completed more quickly – 21%
- Continue to provide energy efficiency measures such as triple glazing, solar panels, heat pumps, boiler upgrades and insulation – 71%
- Provide more energy efficiency advice – 8%

### **Question 3 – How do you think we should improve services for older tenants?**

- Review and expand the auxiliary service within our Older Persons' Service to provide a home assistance service for tenants – 2%
- Increase the housing support service for tenants in sheltered housing to provide support after 5pm and weekends – 10%
- Expand the housing support service for older tenants, so that it includes tenants living in the community – 24%
- All of the above – 64%

### **Question 4 – What is your priority for making investment in improving your home?**

- Increase our external fabric works such as re-roofing, roughcast, new rainwater goods, etc – 5%
- Increase the level of internal refurbishment we carry out (such as replacing internal doors, facings, re-plastering wall surfaces and replacing skirtings – 6%
- Continue and include new internal refurbishment programmes such as electrical re-wiring, kitchens and bathrooms – 31%
- Invest more in soundproofing measures – 3%
- All of the above – 55%

**Question 5 – How would you like to see us spending money to improve the area where you live?**

- Increase our investment in external building maintenance such as upgrading bin stores and cellars – 8%
- Increase the amount of environmental works we carry out such as upgrading footpaths, steps, fences and parking areas to improve the surrounding of your home – 52%
- Increase our investment in Estate Based Initiatives – 13%
- All of the above – 27%

**Question 6 – What would you like to see when it comes to maintaining your buildings?**

- Introduce annual rhone cleaning and repair programme for Council owned properties – 42%
- Introduce an annual rhone cleaning and repair programme for multi-tenure blocks – 22%
- Increase our investment in planned maintenance for close painting – 13%
- Review the way we manage the Tenement Management Scheme – 23%

**Question 7 – Which new ways would you like to see us supporting tenants to keep their tenancies?**

- Expand the availability of housing support in localities for tenants after 5pm and at weekends – 26%
- Increase the opportunities for tenants to be supported through the use of technology which helps them live independently in their homes for longer – 8%
- Increase opportunities for tenants to be supported to use online services and access budgeting and income maximisation advice – 4%
- All of the above – 62%

**Question 8 – How can we improve the services we provide to support younger tenants?**

- Provide a dedicated housing support service for younger tenants – 13%
- Expand the availability of housing support in localities for younger tenants after 5pm and at weekends – 5%
- Pilot the benefit and success of Started Flats for younger tenants – 19%
- All of the above – 63%

APPENDIX 3  
REVENUE BUDGET 2020/25  
SERVICE – HOUSING REVENUE ACCOUNT  
EXECUTIVE SUMMARY

Date: 14 January 2020

|          | <b><u>Activity Expenditure Pressure &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Un-Funded Expenditure Pressures</b> |                         |                         |                         |                         |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>2020/21<br/>£000</b>                | <b>2021/22<br/>£000</b> | <b>2022/23<br/>£000</b> | <b>2023/24<br/>£000</b> | <b>2024/25<br/>£000</b> |
| <b>1</b> | <b>Increase in Staff Costs</b><br><br>The increase in staff costs allows for a pay increase of 3% for Single Status and Trades staff for 2020/21 onwards plus the cost of incremental progression.<br><br><b>Strategic Objective Impacted:</b> Organised to Deliver                                                                                                                                                                                                                                                                                                                             | 291                                    | 286                     | 294                     | 303                     | 313                     |
| <b>2</b> | <b>Adjustment to Bad &amp; Doubtful Debt Provision</b><br><br>The increases relate to annual uplifts required in line with the anticipated increased income levels each year to maintain the provision at 5%.<br><br><b>Strategic Objective Impacted:</b> Organised to Deliver                                                                                                                                                                                                                                                                                                                  | 66                                     | 53                      | 48                      | 50                      | 47                      |
| <b>3</b> | <b>Movement in Loan Charges</b><br><br>The capital investment programme has been revised to ensure we continue to meet the SHQS obligations arising from the Stock Condition Survey, any future new Scottish Housing Quality Standard and our tenant's priorities. These commitments alongside an increase in the Council House Stock programme will result in revisions to the profile of Loan Charges arising from the revised prudential borrowing assumptions to fund these works.<br><br><b>Strategic Objective Impacted:</b> Creating a Safe and Sustainable Place for Future Generations | (380)                                  | 94                      | 11                      | 318                     | 127                     |
| <b>4</b> | <b>Estate Based Initiatives</b><br><br>This reflects the previously approved increase in the Estate Based Initiatives budget. It is now proposed to reinvest this money in other areas of service delivery (see saving 2 below).<br><br><b>Strategic Objective Impacted:</b> Creating a Safe and Sustainable Place for Future Generations                                                                                                                                                                                                                                                       | 50                                     | 0                       | 0                       | 0                       | 0                       |

|          | <b><u>Activity Expenditure Pressure &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Un-Funded Expenditure Pressures</b> |                         |                         |                         |                         |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>2020/21<br/>£000</b>                | <b>2021/22<br/>£000</b> | <b>2022/23<br/>£000</b> | <b>2023/24<br/>£000</b> | <b>2024/25<br/>£000</b> |
| <b>5</b> | <b>Housing Repairs</b><br><br>During this year we have faced pressures in relation to the repairs service, despite significant underspends over the last few years. Although efficiencies and savings of £500,000 have been delivered, new emerging pressures have arisen such as increased voids, improved in house productivity, more complex repairs resulting in increased stock and materials purchases, increasing cost of materials and increased health and safety costs. In addition to this, our overall stock levels have increased through new builds and buy backs by just under 300 properties (4%), resulting in further pressures being placed on the existing budget.<br><br>We have delivered significant efficiencies, maintained good performance and high levels of tenant satisfaction with our repairs service. Housing repairs and the delivery of a responsive repairs service continues to be a high priority for our tenants; the increase will enable us to maintain our strong position.<br><br><b>Strategic Objective Impacted:</b> Supporting People to Live Independent, Healthy and Active Lives | 601                                    | 0                       | 0                       | 0                       | 0                       |
| <b>6</b> | <b>External Voids</b><br><br>The number of voids has risen steadily year on year for the last 5 years, with an overall 39% increase in the number of voids over this period. An increase in the external voids budget is required to meet the current level of demand placed on the service and ensure that performance and standards are maintained.<br><br><b>Strategic Objective Impacted:</b> Supporting People to Live Independent, Healthy and Active Lives                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 252                                    | 0                       | 0                       | 0                       | 0                       |
| <b>7</b> | <b>Personalised Tenant Budget</b><br><br>The provision of a budget for each locality team to enable them to respond to unique and crisis situations to support tenants without delay.<br><br><b>Strategic Objective Impacted:</b> Supporting People to Live Independent, Healthy and Active Lives,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 30                                     | 0                       | 0                       | 0                       | 0                       |



|           | <b><u>Activity Expenditure Pressure &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Un-Funded Expenditure Pressures</b> |                         |                         |                         |                         |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
|           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>2020/21<br/>£000</b>                | <b>2021/22<br/>£000</b> | <b>2022/23<br/>£000</b> | <b>2023/24<br/>£000</b> | <b>2024/25<br/>£000</b> |
| <b>8</b>  | <b>Planned Maintenance</b><br><br>The Council's housing stock is scheduled to receive exterior and interior planned maintenance based on a 6-8 year rolling cycle. Over the last 3 years cost in delivering the planned maintenance programme have increased due to increased health and safety requirements, increased material and labour costs and increased scope of works, required due to ageing stock. These additional costs have resulted in a reduction in the number of properties receiving planned maintenance and extended the rolling cycle.<br><br>This additional investment will enable the programme to be delivered within the 6-8 year rolling cycle of investment.<br><br><b>Strategic Objective Impacted:</b> Supporting People to Live Independent, Healthy and Active Lives                                                                                                                                                                                    | 195                                    | 0                       | 0                       | 0                       | 0                       |
| <b>9</b>  | <b>Housing Northgate System</b><br><br>System maintenance is crucial to support the delivery of services and system upgrades and developments are required on an ongoing basis to ensure our systems meet our business needs.<br><br><b>Strategic Objective Impacted:</b> Organised to Deliver                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 30                                     | 0                       | 0                       | 0                       | 0                       |
| <b>10</b> | <b>Housing Occupational Therapist</b><br><br>Perth & Kinross has above national average levels of people aged 65+ and 75+. Housing has a key role in supporting the outcomes of the HSCP to enable people to live at home for as long as possible. This post will ensure that the housing stock in Perth & Kinross is appropriately utilised to meet the demand for accessible housing in accordance with the Council's statutory obligations, strategies, policies and procedures and contribute to housing policy and practice development. The post will also provide professional expertise, advice and information in relation to accessible housing design, disabled adaptation and meeting the housing needs of people with disabilities. It is proposed to make this temporary post permanent due to the successful work that has been undertaken in the past year.<br><br><b>Strategic Objective Impacted:</b> Supporting People to Live Independent, Healthy and Active Lives | 46                                     | 0                       | 0                       | 0                       | 0                       |

|           | <b><u>Activity Expenditure Pressure &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>Un-Funded Expenditure Pressures</b> |                         |                         |                         |                         |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
|           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>2020/21<br/>£000</b>                | <b>2021/22<br/>£000</b> | <b>2022/23<br/>£000</b> | <b>2023/24<br/>£000</b> | <b>2024/25<br/>£000</b> |
| <b>11</b> | <b>Corporate Recharges</b><br><br>There has been an increase in Corporate recharges over the last 4 years. This pressure anticipates that there will continue to be the same level of increases over the next 5 years. This pressure in the first year is higher than future years as there was no funding solution identified for the 18/19 increase.<br><br><b>Strategic Objective Impacted:</b> Organised to Deliver                                                                                                                                                                                                                                                                                    | 100                                    | 50                      | 50                      | 50                      | 50                      |
| <b>12</b> | <b>Movement in relation to Contribution to Capital Projects (CFCR)</b><br><br>As a result of the net movement between pressures and income/savings options this is the projected movement in CFCR. It is recommended that any surplus (CFCR) is used to fund capital spending, thus reducing the borrowing requirement in the Housing Investment Programme and hence reduce Capital Financing Costs in future years.<br><br>The level of CFCR available each year will be as follows:<br><br>2019/20 - £2,293,000<br>2020/21 - £2,583,000<br>2021/22 - £3,161,000<br>2022/23 - £3,730,000<br>2023/24 - £4,010,000<br>2024/25 - £4,422,000<br><br><b>Strategic Objective Impacted:</b> Organised to Deliver | 290                                    | 578                     | 569                     | 280                     | 412                     |
|           | <b>TOTAL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>1571</b>                            | <b>1061</b>             | <b>972</b>              | <b>1001</b>             | <b>949</b>              |

|          | <b><u>Compensating Saving / Budget Flexibility &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Net Saving</b>       |                         |                         |                         |                         | <b>Staffing Implications</b> |                |                |                |                |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|------------------------------|----------------|----------------|----------------|----------------|
|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>2020/21<br/>£000</b> | <b>2021/22<br/>£000</b> | <b>2022/23<br/>£000</b> | <b>2023/24<br/>£000</b> | <b>2024/25<br/>£000</b> | <b>2020/21</b>               | <b>2021/22</b> | <b>2022/23</b> | <b>2023/24</b> | <b>2024/25</b> |
| <b>1</b> | <b>Increase in Council House Rents</b><br><br>In order to deliver on tenant's priorities, meet the fixed costs borne by the HRA, and any efficiency savings, a 3.5% rent increase will be required for 2020/21.<br><br>The proposed rent strategy for the next four years will be set at an indicative rate of 2.2%. This provides a baseline level to highlight the indicative rent increase required to deliver the future capital investment programme and running costs of the HRA.<br><br>The indicative rate for future years may vary reflecting future priorities identified by tenants.<br><br>2020/21 – 3.5%<br>2021/22 – 2.2% (Provisional)<br>2022/23 – 2.2% (Provisional)<br>2023/24 – 2.2% (Provisional)<br>2024/24 – 2.2% (Provisional)<br><br>Future provisional rents will be adjusted each year to reflect anticipated levels required to meet the needs of the HRA Business Plan.<br><br>These updated income figures reflect revised assumptions regarding increases in housing stock, based on the planned progress in delivering the new build and new supply programmes.<br><br>There are no increases attributed to Shops & Offices.<br><br><u>Impact Analysis and Risk Assessment</u> | 1332                    | 1061                    | 972                     | 1001                    | 949                     | 0.0                          | 0.0            | 0.0            | 0.0            | 0.0            |

|          | <b><u>Compensating Saving / Budget Flexibility &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Net Saving</b>       |                         |                         |                         |                         | <b>Staffing Implications</b> |                |                |                |                |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|------------------------------|----------------|----------------|----------------|----------------|
|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>2020/21<br/>£000</b> | <b>2021/22<br/>£000</b> | <b>2022/23<br/>£000</b> | <b>2023/24<br/>£000</b> | <b>2024/25<br/>£000</b> | <b>2020/21</b>               | <b>2021/22</b> | <b>2022/23</b> | <b>2023/24</b> | <b>2024/25</b> |
|          | <p><b>Socio-Economic:</b> An affordability assessment has been undertaken and evidenced that our rents are affordable to 83% of the population (without housing costs being taken into account). They remain the most affordable social rent in the area and are the 6<sup>th</sup> lowest local authority rent nationally. Increases will affect all tenants</p> <p><b>Workforce:</b> None</p> <p><b>Customer:</b> Tenants will be consulted on the Standard Delivery Plan and proposed levels of rent increase.</p> <p><b>Equalities / Diversity:</b> No identified equality/diversity issues</p> <p><b>Outcome and Performance:</b> This will allow Perth &amp; Kinross Council to continue to meet the requirements of the Scottish Quality Housing Standard.</p> <p><b>Strategic Objective Impacted:</b> Supporting People to Live Independent, Healthy and Active Lives</p> |                         |                         |                         |                         |                         |                              |                |                |                |                |
| <b>2</b> | <p><b>No further increase in Estate Based Initiatives</b></p> <p>Since its introduction in April 2015, the EBI budget has been increased year on year by £50,000 from the initial base of £100,000 to the current level of £300,000.</p> <p>Since commencing, £1million has been spent on improving external areas as identified by tenants.</p> <p>It is proposed to maintain the annual EBI budget at £300,000 which will allow continued investment in this area of work.</p> <p><u>Impact Analysis and Risk Assessment</u></p>                                                                                                                                                                                                                                                                                                                                                | 50                      | 0                       | 0                       | 0                       | 0                       | 0.0                          | 0.0            | 0.0            | 0.0            | 0.0            |

|          | <b><u>Compensating Saving / Budget Flexibility &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Net Saving</b>       |                         |                         |                         |                         | <b>Staffing Implications</b> |                |                |                |                |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|------------------------------|----------------|----------------|----------------|----------------|
|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>2020/21<br/>£000</b> | <b>2021/22<br/>£000</b> | <b>2022/23<br/>£000</b> | <b>2023/24<br/>£000</b> | <b>2024/25<br/>£000</b> | <b>2020/21</b>               | <b>2021/22</b> | <b>2022/23</b> | <b>2023/24</b> | <b>2024/25</b> |
|          | <b>Socio-Economic:</b> The efficiencies identified allow us to maintain rents at an affordable level.<br><b>Workforce:</b> None<br><b>Customer:</b> None<br><b>Equalities / Diversity:</b> No identified equality/diversity issues<br><b>Outcome and Performance:</b> None<br><br><b>Strategic Objective Impacted:</b> Supporting People to Live Independent, Healthy and Active Lives                                                                                                                         |                         |                         |                         |                         |                         |                              |                |                |                |                |
| <b>3</b> | <b>Review of Non-Staff Budgets</b><br><br>A review of existing budgets and expenditure for non-staff budgets.<br><br><u>Impact Analysis and Risk Assessment</u><br><b>Socio-Economic:</b> The efficiencies identified allow us to maintain rents at an affordable level.<br><b>Workforce:</b> None<br><b>Customer:</b> None<br><b>Equalities / Diversity:</b> No identified equality/diversity issues<br><b>Outcome and Performance:</b> None<br><br><b>Strategic Objective Impacted:</b> Organised to Deliver | 33                      | 0                       | 0                       | 0                       | 0                       | 0.0                          | 0.0            | 0.0            | 0.0            | 0.0            |
| <b>4</b> | <b>Renewable Heat Incentive Income</b><br><br>The Renewable Heat Incentive (RHI) is a UK Government scheme set up to encourage uptake of renewable heat technologies amongst householders, communities and businesses through financial incentives. Air-sourced heat pumps are being installed across a number of Council properties which are primarily off-gas                                                                                                                                               | 50                      | 0                       | 0                       | 0                       | 0                       | 0.0                          | 0.0            | 0.0            | 0.0            | 0.0            |

|          | <b><u>Compensating Saving / Budget Flexibility &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Net Saving</b>       |                         |                         |                         |                         | <b>Staffing Implications</b> |                |                |                |                |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|------------------------------|----------------|----------------|----------------|----------------|
|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>2020/21<br/>£000</b> | <b>2021/22<br/>£000</b> | <b>2022/23<br/>£000</b> | <b>2023/24<br/>£000</b> | <b>2024/25<br/>£000</b> | <b>2020/21</b>               | <b>2021/22</b> | <b>2022/23</b> | <b>2023/24</b> | <b>2024/25</b> |
|          | <p>properties. These installations are registered with the Domestic Renewable Heat Incentive Scheme which generates financial support towards the installations over a 7-year period. This saving is the income that will be received from the RHI on an annual basis.</p> <p><u>Impact Analysis and Risk Assessment</u><br/> <b>Socio-Economic:</b> The efficiencies identified allow us to maintain rents at an affordable level.<br/> <b>Workforce:</b> None<br/> <b>Customer:</b> None<br/> <b>Equalities / Diversity:</b> No identified equality/diversity issues<br/> <b>Outcome and Performance:</b> None</p> <p><b>Strategic Objective Impacted:</b> Supporting People to Live Independent, Healthy and Active Lives</p> |                         |                         |                         |                         |                         |                              |                |                |                |                |
| <b>5</b> | <p><b>External Voids Recoverable Charges</b></p> <p>The level of recoverable charges against external voids has increased over the last two to three years. This savings aligns the income budget to the level of charges received.</p> <p><u>Impact Analysis and Risk Assessment</u><br/> <b>Socio-Economic:</b> The efficiencies identified allow us to maintain rents at an affordable level.<br/> <b>Workforce:</b> None<br/> <b>Customer:</b> None<br/> <b>Equalities / Diversity:</b> No identified equality/diversity issues<br/> <b>Outcome and Performance:</b> None</p> <p><b>Strategic Objective Impacted:</b> Supporting People to Live Independent, Healthy and Active Lives</p>                                    | 50                      | 0                       | 0                       | 0                       | 0                       | 0.0                          | 0.0            | 0.0            | 0.0            | 0.0            |

|          | <b><u>Compensating Saving / Budget Flexibility &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Net Saving</b>       |                         |                         |                         |                         | <b>Staffing Implications</b> |                |                |                |                |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|------------------------------|----------------|----------------|----------------|----------------|
|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>2020/21<br/>£000</b> | <b>2021/22<br/>£000</b> | <b>2022/23<br/>£000</b> | <b>2023/24<br/>£000</b> | <b>2024/25<br/>£000</b> | <b>2020/21</b>               | <b>2021/22</b> | <b>2022/23</b> | <b>2023/24</b> | <b>2024/25</b> |
| <b>6</b> | <b>Planned Maintenance Recoverable Charges</b><br><br>The level of recoverable charges against planned maintenance generates approximately £20,000 per year but is currently not budgeted for. This savings aligns the income budget to the level of charges received.<br><br><u>Impact Analysis and Risk Assessment</u><br><b>Socio-Economic:</b> The efficiencies identified allow us to maintain rents at an affordable level.<br><b>Workforce:</b> None<br><b>Customer:</b> None<br><b>Equalities / Diversity:</b> No identified equality/diversity issues<br><b>Outcome and Performance:</b> None<br><br><b>Strategic Objective Impacted:</b> Supporting People to Live Independent, Healthy and Active Lives | 20                      | 0                       | 0                       | 0                       | 0                       | 0.0                          | 0.0            | 0.0            | 0.0            | 0.0            |
| <b>7</b> | <b>Rationalisation of Council Buildings</b><br><br>This saving relates to the HRA share of the savings arising from the relocation of teams from York Place to Pullar House.<br><br><u>Impact Analysis and Risk Assessment</u><br><b>Socio-Economic:</b> None<br><b>Workforce:</b> None<br><b>Customer:</b> None<br><b>Equalities / Diversity:</b> No identified equality/diversity issues<br><b>Outcome and Performance:</b> No impact<br><br><b>Strategic Objective Impacted:</b> Creating a Safe and Sustainable Place for Future Generations                                                                                                                                                                   | 26                      | 0                       | 0                       | 0                       | 0                       | 0.0                          | 0.0            | 0.0            | 0.0            | 0.0            |

|          | <b><u>Compensating Saving / Budget Flexibility &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Net Saving</b>       |                         |                         |                         |                         | <b>Staffing Implications</b> |                |                |                |                |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|------------------------------|----------------|----------------|----------------|----------------|
|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>2020/21<br/>£000</b> | <b>2021/22<br/>£000</b> | <b>2022/23<br/>£000</b> | <b>2023/24<br/>£000</b> | <b>2024/25<br/>£000</b> | <b>2020/21</b>               | <b>2021/22</b> | <b>2022/23</b> | <b>2023/24</b> | <b>2024/25</b> |
| <b>8</b> | <b>Review of Garden Maintenance Scheme</b><br><br>In January 2016, committee approved the Review of charges for the Garden Maintenance Scheme delivered to approximately 750 elderly Council tenants. It was agreed to phase the increase in charges over a 5-year period, 2020/21 is the final year with the revised charge detailed below:<br><br>2020/21 - £124.00<br><br><u>Impact Analysis and Risk Assessment</u><br><b>Socio-Economic:</b> None<br><b>Workforce:</b> None<br><b>Customer:</b> Increased charges to Council tenants<br><b>Equalities / Diversity:</b> No identified equality/diversity issues<br><b>Outcome and Performance:</b> None<br><br><b>Strategic Objective Impacted:</b> Creating a Safe and Sustainable Place for Future Generations | 10                      | 0                       | 0                       | 0                       | 0                       | 0.0                          | 0.0            | 0.0            | 0.0            | 0.0            |
|          | <b>TOTAL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>1571</b>             | <b>1061</b>             | <b>972</b>              | <b>1001</b>             | <b>949</b>              | <b>0.0</b>                   | <b>0.0</b>     | <b>0.0</b>     | <b>0.0</b>     | <b>0.0</b>     |



**APPENDIX 4**  
**HRA CAPITAL INVESTMENT PROGRAMME 2019-25**

| SERVICE                                                   | 2019/20<br>£'000 | 2020/21<br>£'000 | 2021/22<br>£'000 | 2022/23<br>£'000 | 2023/24<br>£'000 | 2024/25<br>£'000 |
|-----------------------------------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Central Heating & Rewiring                                | 3,254            | 800              | 250              | 0                | 0                | 250              |
| Rewiring/Infrastructure                                   | 0                | 0                | 0                | 1,000            | 1,000            | 1,000            |
| Triple Glazing                                            | 1,193            | 0                | 0                | 0                | 0                | 250              |
| Controlled Door Entry                                     | 11               | 10               | 10               | 10               | 0                | 30               |
| Property Refurbishment                                    | 0                | 0                | 0                | 0                | 0                | 1,000            |
| Kitchen Programme                                         | 110              | 74               | 394              | 1,083            | 1,510            | 1,500            |
| Bathroom Programme                                        | 563              | 65               | 25               | 0                | 1,350            | 750              |
| External Fabric Repairs                                   | 1,386            | 1,200            | 1,220            | 1,847            | 900              | 1,500            |
| Energy Efficiency                                         | 720              | 580              | 200              | 0                | 0                | 1,500            |
| Multi-Storey Flats                                        | 523              | 2,109            | 50               | 0                | 0                | 0                |
| Environmental Improvements                                | 490              | 145              | 110              | 0                | 0                | 400              |
| Fire Precaution Measures                                  | 238              | 50               | 50               | 400              | 500              | 1,000            |
| Sound Insulation                                          | 0                | 0                | 0                | 250              | 100              | 100              |
| Structural                                                | 0                | 0                | 0                | 750              | 250              | 250              |
| <b>STANDARD DELIVERY PLAN SUBTOTAL:</b>                   | <b>8,488</b>     | <b>5,033</b>     | <b>2,309</b>     | <b>5,340</b>     | <b>5,610</b>     | <b>9,530</b>     |
| Council House New Build - Current Programme               | 3,253            | 6,893            | 268              | 0                | 0                | 0                |
| Council House New Build - Future Programme                | 0                | 655              | 2,741            | 2,867            | 2,894            | 13,128           |
| Increase in Council House Stock                           | 2,615            | 3,470            | 2,000            | 0                | 0                | 0                |
| Lock-ups & Garage Sites                                   | 19               | 0                | 0                | 0                | 0                | 50               |
| Major Adaptations to Council House Stock                  | 242              | 80               | 0                | 0                | 0                | 100              |
| Balmoral Road, Rattray Refurbishment (3 units)            | 106              | 169              | 0                | 0                | 0                | 0                |
| Anchor House Conversion, Perth (5 units)                  | 476              | 0                | 0                | 0                | 0                | 0                |
| 149-151 Dunkeld Road, Perth                               | 110              | 0                | 0                | 0                | 0                | 0                |
| St Catherine's Square Redevelopment                       | 0                | 0                | 0                | 0                | 3,000            | 402              |
| Shops & Offices                                           | 57               | 70               | 50               | 70               | 50               | 50               |
| Greyfriars                                                | 23               | 0                | 50               | 0                | 0                | 50               |
| Sheltered Housing                                         | 57               | 0                | 25               | 0                | 0                | 18               |
| General Capital Works                                     | 38               | 50               | 10               | 40               | 36               | 10               |
| Replacement Lifts                                         | 147              | 0                | 0                | 0                | 0                | 0                |
| ICT                                                       | 174              | 50               | 50               | 50               | 50               | 50               |
| Mortgage to Rent                                          | 0                | 50               | 50               | 50               | 50               | 50               |
| <b>SUBTOTAL = TOTAL GROSS EXPENDITURE</b>                 | <b>15,805</b>    | <b>16,520</b>    | <b>7,553</b>     | <b>8,417</b>     | <b>11,690</b>    | <b>23,438</b>    |
| Less: Amount to be funded from Current Revenue (C.F.C.R.) | (1,800)          | (2,577)          | (3,155)          | (3,724)          | (4,004)          | (4,416)          |
| Less: Amount to be funded from Capital Receipts           | (268)            | (100)            | (74)             | 0                | 0                | 0                |
| Less: Other Income                                        | (89)             | 0                | 0                | 0                | 0                | 0                |
| <b>PRUDENTIAL BORROWING REQUIREMENT</b>                   | <b>13,648</b>    | <b>13,843</b>    | <b>4,324</b>     | <b>4,693</b>     | <b>7,686</b>     | <b>19,022</b>    |



## Appendix 5 – Scottish Average Rents Per Dwelling (£ per house per week)

|                            | Actual<br>2019-20 | Estimated<br>2020-21 | %<br>Increase | rank<br>2019-20 | Estimated<br>rank<br>2020-21 | Movement |
|----------------------------|-------------------|----------------------|---------------|-----------------|------------------------------|----------|
| City of Edinburgh          | 100.02            | 102.02               | 2.00%         | 1               | 1                            | →        |
| Aberdeenshire              | 82.43             | 86.30                | 4.70%         | 2               | 2                            | →        |
| East Renfrewshire          | 78.82             | 81.89                | 3.90%         | 6               | 3                            | ↑3       |
| Orkney Islands             | 79.68             | 81.59                | 2.40%         | 3               | 4                            | ↓1       |
| West Dunbartonshire        | 79.65             | 81.24                | 2.00%         | 4               | 5                            | ↓1       |
| Shetland Islands           | 79.32             | 81.07                | 2.20%         | 5               | 6                            | ↓1       |
| Aberdeen City              | 76.29             | 79.57                | 4.30%         | 8               | 7                            | ↑1       |
| Renfrewshire               | 77.84             | 79.40                | 2.00%         | 7               | 8                            | ↓1       |
| Dundee City                | 75.85             | 78.69                | 3.75%         | 9               | 9                            | →        |
| East Dunbartonshire        | 75.83             | 78.48                | 3.50%         | 10              | 10                           | →        |
| Midlothian                 | 75.45             | 77.71                | 3.00%         | 11              | 11                           | →        |
| South Ayrshire             | 75.45             | 76.96                | 2.00%         | 12              | 12                           | →        |
| <b>Scotland</b>            | <b>74.11</b>      | <b>76.33</b>         | <b>3.00%</b>  |                 |                              |          |
| Clackmannanshire           | 74.44             | 76.08                | 2.20%         | 13              | 13                           | →        |
| Fife                       | 73.25             | 75.59                | 3.20%         | 14              | 14                           | →        |
| East Lothian               | 71.81             | 75.40                | 5.00%         | 18              | 15                           | ↑3       |
| West Lothian               | 72.92             | 75.11                | 3.00%         | 15              | 16                           | ↓1       |
| North Ayrshire             | 72.29             | 74.41                | 2.93%         | 17              | 17                           | →        |
| East Ayrshire              | 72.72             | 73.81                | 1.50%         | 16              | 18                           | ↓2       |
| South Lanarkshire          | 70.07             | 72.84                | 3.95%         | 19              | 19                           | →        |
| Highland                   | 69.62             | 71.71                | 3.00%         | 20              | 20                           | →        |
| <b>Perth &amp; Kinross</b> | <b>68.81</b>      | <b>71.22</b>         | <b>3.50%</b>  | <b>21</b>       | <b>21</b>                    | <b>→</b> |
| Angus                      | 68.56             | 70.96                | 3.50%         | 22              | 22                           | →        |
| North Lanarkshire          | 67.43             | 70.80                | 5.00%         | 25              | 23                           | ↑2       |
| Stirling                   | 67.75             | 70.46                | 4.00%         | 24              | 24                           | →        |
| Falkirk                    | 68.35             | 70.40                | 3.00%         | 23              | 25                           | ↓2       |
| Moray                      | 57.35             | 57.35                | 0.00%         | 26              | 26                           | →        |
|                            |                   |                      |               |                 |                              |          |

Please note that Rank 1 is the highest rent in Scotland and an upward movement means that the Council has become more expensive.

The above tables predicts the position of Perth & Kinross in each option for rent increases on the assumption that every other Council will increase their rents by the same level as last financial year.



## Appendix 6 – Housing Related Charges

| <b>Mainstream Accommodation</b>          |                                                                                                                                                             |
|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Mainstream Rent                          | Rent ranges from £41.86 - £100.92 per week                                                                                                                  |
| <b>Temporary Homeless Accommodation</b>  |                                                                                                                                                             |
| Bed and Breakfast                        | Charge depends on establishment rate and family / room size                                                                                                 |
| Dispersed Tenancies                      | Rent ranges from £41.86 - £100.92 per week                                                                                                                  |
| Greyfriars Hostel                        | Rent - £60.60 per week<br>Heat & Light - £11.90 per week                                                                                                    |
| St Catherine's Square                    | Rent ranges from £47.24 - £63.34 per week                                                                                                                   |
| <b>Sheltered Housing</b>                 |                                                                                                                                                             |
| Sheltered Housing (PKC)                  | Rent ranges from £47.24 - £79.45 per week                                                                                                                   |
| Retirement Complexes                     | £214.77 per year                                                                                                                                            |
| <b>Other Accommodation Services</b>      |                                                                                                                                                             |
| Rechargeable repairs                     | Cost varies depending on the extent of the works                                                                                                            |
| Inappropriate emergencies                | £40 per call out                                                                                                                                            |
| Planned maintenance                      | Cost varies depending on the extent of the works                                                                                                            |
| Stair lighting                           | £23.83 per year                                                                                                                                             |
| Lock-up rent                             | £9.08 per week (Council Tenants)<br>£10.89 per week (Non-Council Tenants)                                                                                   |
| Garage Site                              | £2.18 per week                                                                                                                                              |
| Heat and lighting<br>(Council Tenants)   | Sheltered Housing - £315.13 - £601.43 per year<br>Market, Milne and Lickley Court - £292.24 per year                                                        |
| Multi-Tenure Blocks<br>(Owner Occupiers) | Market, Milne and Lickley Court - £810.59 - £811.91 per year<br>Charterhouse Court - £762.42 per year<br>Potterhill & Pomarium - £398.02 - £404.00 per year |
| Legal expenses                           | Single Tenant - £300 - £400<br>Joint Tenant - £300 - £400<br>Eviction fees/costs - £200 - £300                                                              |
| Garden Maintenance                       | £124 per year                                                                                                                                               |



## PERTH AND KINROSS COUNCIL

### Housing and Communities Committee

29 January 2020

#### Rent Arrears and Universal Credit Management Report

##### Report by the Head of Housing (Report No. 20/30)

This report provides Housing and Communities Committee with an overview of actions taken to manage rent arrears and understand issues around Universal Credit. The report also outlines the support provided to tenants who fall into arrears.

### 1. BACKGROUND / MAIN ISSUES

- 1.1 Managing rent collection and arrears continues to be a priority for the service. The impact of the current economic situation, welfare reform and rent arrears performance within the Council's housing stock were highlighted in a report to Housing and Communities Committee in October 2019 (Report No. 19/300 refers).
- 1.2 The report detailed the number of tenants receiving Universal Credit (UC) and outlined issues arising in terms of rent arrears ([Rent Arrears Update and the Impact of UC](#)). Comprehensive performance and statistical information were also included and remain relevant to this report.
- 1.3 Committee requested a further report providing more specific details on the actions taken to understand the impacts of UC and manage rent arrears.
- 1.4 This report, therefore, provides Committee with an overview of the key actions undertaken to manage, and reduce, arrears, and support tenants to maximise their incomes. A briefing was also held for elected members on 20 January 2020 on the Council's approach.
- 1.5 UC has now been rolled out across Scotland for new claimants, and households that experience a change of circumstances. As of May 2019, 76% of households entitled to assistance with their housing costs continued to receive housing benefit. This will reduce over time as working age households are moved over to UC as part of planned migration to be completed by December 2023.
- 1.6 Nationally, Local Authorities face significant and similar pressures and challenges around rent collection and UC. As at March 2019, rent arrears across Scotland's Local Authorities amounted to £74m, an increase of £9m (14%) on the previous financial year.
- 1.7 The Rent 1<sup>st</sup> campaign promotes a payment culture, and offers support, advice and assistance. It recognises that some tenants need support to manage their finances and avoid falling into arrears.

- 1.8 As detailed above, the Housing Service clearly faces real challenges on a daily basis in balancing two important, and potentially conflicting, priorities in terms of support and action to prevent homelessness and maintain people within their homes, alongside the need to recover rent and income to ensure a sustainable Housing Revenue Account (HRA).
- 1.9 Balancing the business head, and the need to recover rent, with the social heart, to support our tenants, is an integral part of our culture, and underpins our staff training plan.

## **2. ONGOING ACTIONS TO ADDRESS RENT ARREARS**

- 2.1 All actions to limit the impact of UC are embedded within our approach to rent arrears management. Since the introduction of UC, and as further changes have arisen, all procedures have been updated and staff trained accordingly to ensure a cohesive approach. Our approach to managing the impacts of UC are now considered in a business as normal manner.
- 2.2 In order to do this and manage rent arrears effectively, the Housing Service has a range of mechanisms in place. These are underpinned by policies and procedures, a programme of staff training and a Rent Arrears and UC Action Plan. A summary of the action plan is attached in Appendix 1.
- 2.3 Our approach to managing rent arrears is broadly similar, regardless of the payment method. However, because tenants who do not request an advance payment, will wait 5 weeks until they have received their first UC payment, we take a different approach. This is detailed in Section 4.7 and 4.8 of this report.

### **Rent Arrears and UC Action Plan**

- 2.4 The Rent Arrears and UC action plan is structured around the following key themes:
- prevention
  - early intervention and support
  - formal escalation process
  - communication and engagement
  - staff training and Information Technology
  - performance monitoring



2.5 The overall purpose of the action plan is to:

- prevent rent arrears, and manage and reduce them with continuing support to enable tenants to sustain their tenancy;
- ensure high levels of awareness from tenants of the need to pay their rent;
- reduce the level of financial and social exclusion;
- ensure processes for the collection and recovery of rent are robust and reflect good practice;
- ensure effective ownership and accountability of staff responsible for managing rent arrears;
- understand against the impacts of UC
- maximise income levels for both tenants and the HRA

### **3. PREVENTION**

3.1 Ensuring we support tenants to maximise their incomes and prevent arrears from arising at the start of a new tenancy is a key aspect of our approach. We, therefore, have a range of measures in place to support this, which include:

#### **Prevention Stage 1 - Housing Options**

- 3.2 Anyone applying for housing is invited to attend an enhanced housing options interview with a trained advisor. The purpose of the interview is to discuss the household's housing options which can include both the social and private rented sector. This allows the most appropriate solution, tailored to the individuals' needs to be identified.
- 3.3 In order to ensure that the most affordable housing solution is identified and to promote successful tenancy sustainment, a financial assessment and budget planning is undertaken. Where it is identified that the household may require assistance with housing costs, officers provide advice, assistance and information in respect of payment options, including UC and other benefits. Where appropriate, early contact is made with key support services and agencies such as Citizens Advice Bureau (CAB), Welfare Rights and the Credit Union.

## **Prevention Stage 2 - Offer of Housing**

- 3.4 It is important that, before moving into their new home, tenants are prepared and understand their responsibility to pay rent. When an applicant is made an offer of housing:
- officers provide support and assistance with arranging the move including access to furniture/white goods etc, and Community Care Grants. Contact is made by the Locality Housing Team with the prospective new tenant, to discuss and agree their rent payment method.
  - support is also provided to the new tenant, where necessary, to submit claims for UC or Housing Benefit.
  - information is provided about matters new tenants need to think about before moving, including income maximisation and budget planning. This information, in the form of leaflets and tools, is also available on our website.
- 3.5 When a tenant receives the keys for a property, this process is re-visited to ensure that all arrangements are in place to meet rent payments and ensure the new tenant's income is maximised.
- 3.6 Tenants have a wide variety of methods available to them, to pay rent and rent arrears. Collection methods include: Direct Debit; Standing Order; Automated Payment Line; Customer Contact Centre; Council Offices; Post Office and Paypoint outlets. Payments can be made in person, over the telephone or on-line.

## **Prevention Stage 3 - Settling in Checks**

- 3.7 Within 5 days of signing for their new tenancy, all tenants receive a settling in check. This gives tenants, and staff, an opportunity to discuss household budgets and to offer advice and support to prevent arrears arising. The importance of keeping rent payments up to date is also discussed in detail, and tenants are again reminded of the support available and encouraged to seek help as soon as difficulties arise.

## **4. EARLY INTERVENTION AND SUPPORT**

- 4.1 Where arrears do arise, either at the outset of a new tenancy or during an existing tenancy, we act early to provide support and prevent the situation from escalating. Our approach promotes early engagement with tenants through face to face contact, where possible.
- 4.2 Changes arising from welfare reform and the introduction of UC, alongside an increase in the complexity and vulnerability of households have meant that staff were spending 3 – 4 times longer supporting tenants to reduce arrears and maximise their incomes. This meant that there was reduced capacity for staff to provide this level of support to all tenants in need.

- 4.3 In recognition of this, during 2019, frontline resources were increased through the introduction of a mobile team of Housing Officers and Housing Assistants to support tenants. The team have the flexibility to work across all 4 localities, providing additional support and spending more focussed time in localities where arrears levels are higher.
- 4.4 Our policies and procedures ensure consistency. However, it is our person-centred approach, ensuring staff are considering cases on an individual basis to maximise the potential for successful engagement, which makes the biggest difference.

### **Missed Payment**

- 4.5 All rent accounts are checked weekly for any missed payments. Where a missed payment is identified, we try to make immediate contact with the tenant to discuss the reason, provide any support needed and discuss options for repayment.
- 4.6 Our Housing Assistants and Housing Officers work on a “patch” arrangement to ensure clear ownership and responsibility for arrears with individual officers. Where needed, tenants are provided with low level housing support with any matters relating to their tenancy, which may be contributing to their difficulties in meeting their rent obligations.
- 4.7 Where tenants have applied for UC, a check is made to confirm the housing costs have been verified by us. On average, it can take 5 weeks for the first UC payment to be received. The ability to cope with this delay depends on each individual tenant’s circumstances, such as level of savings and their employment status. Many UC customers apply for advance payments and these can be provided the same day. The Citizen’s Advice Bureau – Managing Money on Universal Credit, stated that *‘whilst 60% of new claimants took up advance payments, those who did are more, not less likely to have to borrow in other ways. 70% of the clients the CAB saw who were on UC who took out an advance were also in arrears with other bills, compared to 53% who do not take out an advance.*  
[https://www.citizensadvice.org.uk/Global/CitizensAdvice/welfare%20publications/Managing%20Money%20on%20Universal%20Credit%20\(FINAL\).pdf](https://www.citizensadvice.org.uk/Global/CitizensAdvice/welfare%20publications/Managing%20Money%20on%20Universal%20Credit%20(FINAL).pdf)
- 4.8 Although tenants on UC are encouraged to make payments to their account, no further escalation action will be taken. Frontline staff continue to contact tenants to provide any additional support and to ensure that when UC is in payment, the tenant meets their rental obligations to avoid any further action.
- 4.9 We recognise that traditional office hour appointments do not, in all circumstances, meet the needs of our tenants. Our frontline housing staff offer evening appointments for individual tenants. On a wider basis, Locality Teams organise evening and weekend working on an ad-hoc basis to try to support successful engagement.

## **Enhanced Housing Support**

- 4.10 Each Locality Team also has a dedicated Housing Support Officer who work with Housing Officers to support tenants with more complex needs. Although housing support can be offered at any point throughout a tenancy and identified through a range of interactions with a tenant, a missed rent payment is often a trigger, indicating a need for more enhanced housing support.
- 4.11 Issues faced by tenants falling into arrears are numerous and can include financial difficulties, personal, health or family issues which may require a multi-agency approach with other Council services or agencies. Our Support Officers are professionally qualified and have a wide-ranging knowledge of other agencies and will refer tenants to support specific to their needs.

## **Payment Arrangements**

- 4.12 Tenants are encouraged to make up missing payments or arrears in full. However, we recognise some may not have the means to clear the balance in a single payment. In such situations, tenants are offered the opportunity to agree a payment arrangement. This agreement should be affordable, regardless of how long it will take to clear the balance. If the tenant keeps to this arrangement, no further action will be taken.

## **Universal Credit**

- 4.13 Tenants in receipt of UC often find themselves in arrears due to the initial delay in their first payment and receiving ongoing payments in arrears. Tenants can request UC payments be made directly to the Council. If a tenant in receipt of UC fails to agree to, or maintain, a payment arrangement, the Council can request housing costs to be made directly to us as landlord.
- 4.14 In addition, where there are more than 8 weeks of arrears, the Council can request a Third-Party Deduction from the tenant's overall UC entitlement. The value of this is then paid directly to us. This reduces the arrears monthly, and results in no further action being taken, sustaining the tenancy.

## **Tenancy Sustainment Fund**

- 4.15 The Tenancy Sustainment Fund was introduced in April 2018 with an annual budget of £150,000. The fund demonstrates our commitment to mitigating the impacts of financial hardship for our tenants, and our overall strategic objective to sustain tenancies.
- 4.16 Tenants who engage and work with their Locality Housing Team, and have a repayment arrangement in place, can be awarded an amount to reduce or clear their arrears.

- 4.17 This has led to a reduction in gross rent arrears of 0.52%. Applications for the fund are submitted by the member of staff most familiar with the case, with the consent of the tenant. Applications are considered monthly by a Tenancy Sustainment Fund Panel, which includes the Service Manager, Finance & Governance Team Leader and Team Leader Income Maximisation.

## **5. FORMAL ESCALATION PROCESS**

- 5.1 Where early intervention and support fail to engage the tenant in working with the locality team to reduce arrears, the service has no alternative but to commence formal action. This is because tenants have a legal obligation to meet their rent responsibilities, and the Council are required to ensure that income to the HRA is maximised, to enable all housing services to be fully delivered. However, before commencing formal action the service will ensure that all alternative, less formal approaches, have been fully exhausted.
- 5.2 In the first instance, the tenant will be issued with a Notice of Proceedings for Recovery of Possession. This advises the tenant of the Council's intention to take formal action to recover the property. The notice also advises the tenant that unless they address the outstanding rent arrears balance, their case may be lodged in Perth Sheriff Court to recover possession of their home.
- 5.3 The process that is then followed may ultimately result in the service being awarded a decree by the Sheriff Court for eviction. An eviction prevention panel, involving a range of services, aims to protect the interest of vulnerable households and children and, in many cases, a technical rather than full eviction is undertaken. This is a positive approach followed by Perth and Kinross Council where the household either remains within the property or is offered alternative accommodation under a Short Scottish Secure Tenancy (SSST).

## **6. COMMUNICATION AND ENGAGEMENT**

- 6.1 The importance of paying rent is the building block upon which our Rent First campaign is based. The campaign and communications plan were introduced in 2016 and promote a payment culture among our tenants, reinforcing their legal responsibilities in respect of rent, the support available and the potential sanctions where rent payments are missed. The plan is also aimed at staff and wider services to ensure joint ownership of arrears management activities, awareness of any changes in procedures, updates on locality and service wide performance along with national legislative changes and good practice information.
- 6.2 Through normal tenant engagement and consultation arrangements, tenants are consulted on a range of matters in relation to arrears management and can influence the approach taken.

## **7. STAFF TRAINING AND INFORMATION TECHNOLOGY**

- 7.1 Ensuring all staff are well trained and aware of rent collection procedures, welfare benefits, UC, and income maximisation matters is crucial to ensure the effective management of rent arrears. Of equal importance is having staff confident in initiating often sensitive and challenging conversations around debt.
- 7.2 There are occasions when, despite earlier support work, a tenant continues to accrue arrears and the focus moves to recovery. This requires a different approach, as well as more specialist skills, to achieve the twin objectives of reducing arrears and supporting tenants to sustain their tenancies.
- 7.3 Securing a positive outcome needs a combination of soft and technical skills, and knowledge. These form the basis of our ongoing training plan. We continue to review and update the plan through benchmarking activity across the housing sector. This ensures that our approach reflects best practice and that staff have the skills and knowledge necessary to deliver this important aspect of their role.
- 7.4 Our locality Housing Support Officers receive training from the Council's Welfare Rights Team to enable them to provide low level benefits advice and ensure that our tenants can easily access their statutory and other entitlements. We have a seamless referral agreement in place where our Housing Support Officers can refer tenants for complex benefits advice and representation from the Welfare Rights Team.

## **8. PERFORMANCE MONITORING**

- 8.1 A comprehensive Performance Management Framework for Rent Arrears and UC is monitored on a monthly basis, by Locality Lead Officers and the Housing Management Team. This allows us to track both service wide and individual locality teams' performance and supports us to ensure that our staff resources are appropriately aligned to deliver ongoing performance improvements. In addition, it supports the identification of good practice and the positive impact of any ongoing improvement activities within each team.
- 8.2 Since the roll out of UC in June 2018, the Service has been undertaking predictive analysis activity, around the impact of UC on future arrears levels and the HRA. Senior Management Team and the Executive Officer Team have been provided with reports detailing the current and projected impacts on the HRA and average arrears levels.

## **9. FUTURE DEVELOPMENTS**

### **“Think Yes” Locality Team Budget**

- 9.1 Often individuals face many different pressures financially and personally, which can impact on the sustainability of the tenancy as well as health and wellbeing. Examples include lack of funds to attend claimant commitment appointments (potentially resulting in the DWP applying sanctions), small outstanding debt for utilities and one-off costs, such as replacement of white goods.
- 9.2 We have proposed the introduction of a small “Think Yes” budget for each of our Locality Teams. This will allow frontline staff to offer financial support with tenancy sustainment and well-being as a main consideration. By providing this type of financial support to address other financial pressures we will increase the potential for tenants to continue to meet their rent liability.

### **Mobile Working**

- 9.3 Currently, our frontline housing staff are unable to access our systems while out working in tenants’ homes. However, we are now in the final stages of testing suitable devices to allow us to move to a fully mobile solution. This will mean that staff will be able to access and update systems at the point of visit, including arranging further appointments and making referrals to other agencies for support. As a result, this will free up staff capacity to support key activities across the Housing Service, including rent arrears.

### **Benchmarking**

- 9.4 The service are currently considering the introduction of a tenant reward scheme, and will undertake benchmarking with other social housing providers, who have introduced similar schemes to identify the potential benefits and savings of such a proposal. Approaches taken by other landlords have included a financial incentive for tenants who maintain a clear rent account, pay their rent by Direct Debit and keep all pre-arranged repairs appointments amongst others.

## **10. CONCLUSION AND RECOMMENDATION**

- 10.1 This report provides an overview of actions taken to manage rent arrears and address issues around Universal Credit. Although the introduction of UC has impacted on arrears levels the report highlights the support provided to tenants who fall into arrears and outlines the many positive measures in place to support tenants to sustain their tenancies.
- 10.2 It is recommended that Housing and Communities Committee approves the contents of this report.

**Author**

| <b>Name</b>  | <b>Designation</b> | <b>Contact Details</b>                                                                          |
|--------------|--------------------|-------------------------------------------------------------------------------------------------|
| Michelle Dow | Service Manager    | <a href="mailto:HECommitteeReports@pkc.gov.uk">HECommitteeReports@pkc.gov.uk</a><br>01738475000 |

**Approved**

| <b>Name</b>    | <b>Designation</b>                            | <b>Date</b>     |
|----------------|-----------------------------------------------|-----------------|
| Barbara Renton | Executive Director<br>(Housing & Environment) | 17 January 2020 |

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## 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>None</b>       |
| Risk                                                | <b>None</b>       |
| <b>Consultation</b>                                 |                   |
| Internal                                            | <b>Yes</b>        |
| External                                            | <b>Yes</b>        |
| <b>Communication</b>                                |                   |
| Communications Plan                                 | <b>None</b>       |

### 1. Strategic Implications

#### Community and Corporate Plan

- 1.1 This report and the work of frontline housing staff contribute to the following Perth and Perth and Kinross Community and 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
- v) Creating a safe and sustainable place for future generations

### 2. Resource Implications

#### Financial

- 2.1 There are no direct financial implications arising from this report other than those reported within the report itself.

#### 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. The Equality Impact Assessment undertaken in relation to this report can be viewed clicking [here](#).
- 3.2 The information within this report has been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:
- (i) Assessed as **not relevant** for the purposes 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.
- 3.4 No further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

#### Sustainability

- 3.5 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.
- 3.6 The information contained within this report has been considered under the Act. However, no action is required as the Act does not apply to the matters presented in this report.

#### Legal and Governance

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

### Risk

- 3.8 None arising from this report.

## **4. Consultation**

### Internal

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

### External

- 4.2 The Tenant Committee Report Panel noted that the report shows how proactive Perth and Kinross Council staff have been in dealing with Universal Credit. Ongoing staff training with early alerts and intervention have helped to prevent huge arrears and evictions. It's a credit to the staff.

## **5. Communication**

- 5.1 N/A

## **2. BACKGROUND PAPERS**

- 2.1 None

## **3. APPENDICES**

- 3.1 Appendix 1 – Summary Action Plan



Purpose:

January 3

2020

**Rent Arrears -  
Appendix 1**

- To prevent rent arrears and where they occur, to manage and reduce them with continuing support to ensure tenancy is sustained
- High levels of awareness from tenants of the need to pay their rent on time
- Reduction in the level of financial and social exclusion of council tenants
- Improved internal process for the collection and recovery of rent
- Increased ownership and accountability by staff responsible for the collection of rent arrears
- Wider tenant awareness of importance of paying rent and Rent 1<sup>st</sup> Campaign
- Understand the impacts of Universal Credit to our tenants and also to the income streams to the council.

| Theme 1 - Prevention |                                                                                                                                                        |         |                                                                                                                                                                                      |     |                                                                                                                                                                                                                                                                                                                                                         |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Item                 | Key Actions                                                                                                                                            | Target  | Key Outputs/Evidence                                                                                                                                                                 | RAG | Notes / Comments on progress                                                                                                                                                                                                                                                                                                                            |
| 1.0                  | Promote a range of payment methods to ensure that we maximise the ways in which tenants can pay their rent. Including preferred method of Direct Debit | Ongoing | <ul style="list-style-type: none"> <li>Communications Plan</li> <li>Payment method levels</li> <li>Tenant Welcome Pack</li> </ul>                                                    | G   | <ul style="list-style-type: none"> <li>Cash collection re-instated as option</li> <li>Increased available payment dates for Monthly Direct Debits from 1 April 2019 providing an additional 5</li> <li>Costs of payment methods monitored in PMF</li> <li><b>Paperless direct debits to be introduced mid-2019 – awaiting “go live” date</b></li> </ul> |
| 2.0                  | Ensure that income maximisation / benefit health checks are undertaken for all potential new tenants                                                   | Ongoing | <ul style="list-style-type: none"> <li>Enhanced Housing Options (EHO) interview</li> </ul>                                                                                           | G   | <ul style="list-style-type: none"> <li>All housing applicants invited to attend EHO interview when applying for housing</li> <li>Income maximisation and budget planning discussed</li> <li>Where needed referrals made to internal services and external agencies for additional support</li> </ul>                                                    |
| 3.0                  | Ensure our approach to pre-tenancy sign up focuses on prevention and a Rent 1 <sup>st</sup> Culture                                                    | Ongoing | <ul style="list-style-type: none"> <li>Tenant Welcome Pack</li> <li>Pre-viewing procedure/discussion</li> <li>Settling in satisfaction results</li> <li>Suite of leaflets</li> </ul> | G   | <ul style="list-style-type: none"> <li>Payment of rent forms part of pre-viewing discussions</li> <li>Range of financial and budget literature provided at point of offer</li> <li><b>Consider potential to pilot an enhanced “Pre-Tenancy Ready” approach in partnership with Housing Options Team mid 2020</b></li> </ul>                             |
| 4.0                  | Ensure support is provided where needed to tenants to submit claims for Universal Credit or other benefits                                             | Ongoing | <ul style="list-style-type: none"> <li>Housing Officer and Support Officers based in Locality Teams</li> </ul>                                                                       | G   | <ul style="list-style-type: none"> <li>Discussed during void period and at pre-viewing</li> <li>Enhanced support provided by Support Officers for complex/vulnerable cases</li> <li>Ongoing training provided by Welfare Rights to allow provision of low level benefit advice by frontline staff</li> </ul>                                            |



Ongoing and on schedule



Ongoing but not meeting target dates



Barrier to progression



Completed

| Theme 2 – Early Intervention and Support |                                                                                                                                                                     |         |                                                                                                                                                                                                                                |     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Item                                     | Key Actions                                                                                                                                                         | Target  | Key Outputs/Evidence                                                                                                                                                                                                           | RAG | Notes / Comments on progress                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 1.0                                      | Procedures are designed to support early engagement with tenants where rent arrears arise                                                                           | Ongoing | <ul style="list-style-type: none"> <li>Settling in check within 5 days of sign up</li> <li>Full Settling In Visit within 20 days</li> <li>Weekly arrears reports</li> </ul>                                                    | G   | <ul style="list-style-type: none"> <li>Reports run weekly for each Locality Team using a patch basis approach</li> <li>Settling in 5 day check allows early identification of potential payment issues</li> <li>20 day check allows more in-depth discussions around any wider tenancy sustainment issues</li> <li>Procedures designed to meet Pre Action Requirements thereby avoiding unnecessary delays</li> <li>Procedures ensure consistency in terms of point of contact but flexibility around person centred approach dependent on circumstances</li> </ul> |
| 2.0                                      | Provide support to tenants who are unable to clear outstanding arrears immediately                                                                                  | Ongoing | <ul style="list-style-type: none"> <li>Introduction of Repayment arrangements</li> <li>Increase in % of tenants sustaining an arrangement</li> </ul>                                                                           | G   | <ul style="list-style-type: none"> <li>Frontline staff can agree maximum of two payment arrangements</li> <li>Minimum level of payment is £3.70 per week</li> <li>Ongoing monthly performance monitoring against targets</li> <li>Focus on affordability as opposed to length of time taken to clear debt</li> </ul>                                                                                                                                                                                                                                                |
| 3.0                                      | Ensure that where needed and appropriate applications are submitted for Alternative Payment Arrangements and Third Party Deductions for tenants on Universal Credit | Ongoing | <ul style="list-style-type: none"> <li>Number of APAs</li> <li>Number of TPDs</li> <li>Increase in % of tenants sustaining an arrangement</li> <li>Reduction in arrears levels</li> <li>Increase in rent collection</li> </ul> | G   | <ul style="list-style-type: none"> <li>Tenants in arrears and who are in receipt of UC, one single payment arrangement offered</li> <li>Where arrangement broken APA and or TPD applied for</li> <li>Ensures that potential impact of TPD is minimised where there is engagement</li> <li>Cases will not be considered for enforcement action if this avenue has not been pursued</li> </ul>                                                                                                                                                                        |



Ongoing and on schedule



Ongoing but not meeting target dates



Barrier to progression



Completed

|     |                                                                                                  |         |                                                                                                                                                                                                                                                                 |          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----|--------------------------------------------------------------------------------------------------|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4.0 | Introduce a fund which can provide financial assistance for tenants in rent arrears              | Ongoing | <ul style="list-style-type: none"> <li>• Tenancy sustainment fund</li> <li>• Reduction in number of tenants in arrears</li> <li>• Increase in rent collection</li> <li>• Reduction in arrears levels</li> <li>• Tenancy sustainment highlight report</li> </ul> | <b>G</b> | <ul style="list-style-type: none"> <li>• £150k fund introduced to support tenants who are engaging with Locality Team</li> <li>• Tenancy Sustainment Panel established to consider applications</li> <li>• Effectiveness assessed on an annual basis against key performance indicators</li> <li>• Criteria reviewed on an annual basis to ensure reflects any Welfare Reform changes or emerging trends/themes</li> <li>• <b>Consider the introduction of a Think Yes Locality Team budget to support tenants with other financial pressures</b></li> </ul> |
| 6.0 | Attend benchmarking events and forums in relation to rent collection and rent arrears management | Ongoing | <ul style="list-style-type: none"> <li>• Identification of good practice from other LA's</li> <li>• Identification of national trends and challenges</li> </ul>                                                                                                 | <b>G</b> | <ul style="list-style-type: none"> <li>• Member of the Scotlands Housing Network Rent Forum</li> <li>• Member of the local Joint Welfare Reform Steering Group</li> <li>• Attendance at national and regional conferences</li> </ul>                                                                                                                                                                                                                                                                                                                         |
| 7.0 | Ensure where appropriate referrals are made to other agencies for support                        | Ongoing | <ul style="list-style-type: none"> <li>• Wrap-around support provision</li> <li>• Person centred approach</li> </ul>                                                                                                                                            | <b>G</b> | <ul style="list-style-type: none"> <li>• Seamless referral process in place with Welfare Rights</li> <li>• Referrals can be made for floating support for health/well-being support</li> </ul>                                                                                                                                                                                                                                                                                                                                                               |



Ongoing and on schedule



Ongoing but not meeting target dates



Barrier to progression



Completed



| Theme 3 – Enforcement Action |                                                                                                                                |         |                                                                                                                                                                                                         |     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------------------------------|--------------------------------------------------------------------------------------------------------------------------------|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Item                         | Key Actions                                                                                                                    | Target  | Key Outputs/Evidence                                                                                                                                                                                    | RAG | Notes / Comments on progress                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 1.0                          | Ensure our procedures include appropriate enforcement action where no engagement                                               | Ongoing | <ul style="list-style-type: none"> <li>Procedures</li> <li>Number of enforcement actions undertaken (eg NOPFROP, Eviction)</li> </ul>                                                                   | G   | <ul style="list-style-type: none"> <li>Engagement opportunities at NOPFROP, lodging and court date built into procedures</li> <li>Escalation of language and tone within each contact</li> </ul>                                                                                                                                                                                                                                                                                                                                  |
| 2.0                          | Ensure effective ongoing case management for cases lodged in Court to continue to provide engagement opportunities for tenants | Ongoing | <ul style="list-style-type: none"> <li>Procedures</li> <li>Reduction in number of Decrees being awarded</li> <li>Performance Management Framework</li> </ul>                                            | G   | <ul style="list-style-type: none"> <li>Request to attend meeting with Court Team to avoid lodging in court if agreement reached</li> <li>Team Leader tenant contact when court date confirmed – allow deferral of case if agreement reached</li> <li>Service Manager contact where Decree granted</li> <li><b>Outline Business Case being prepared to consider potential options to strengthen existing approach</b></li> </ul>                                                                                                   |
| 2.0                          | Ensure that eviction remains a last resort for Perth and Kinross Council                                                       | Ongoing | <ul style="list-style-type: none"> <li>Introduce an Eviction Prevention Panel (EPP) with service wide representation</li> <li>Senior Management sign off</li> <li>Use of technical evictions</li> </ul> | G   | <ul style="list-style-type: none"> <li>EPP established with representation from ECS, Welfare Rights, Health and Social Care Partnership and Housing Options/Homelessness</li> <li>Individual cases considered and updates provided</li> <li>Requests to consider eviction prepared by Team Leader signed off by Service Manager and final approval from Head of Housing</li> <li><b>Review of outcomes from EPP to be considered in March 2019 and recommendations for any amendments to approach to be identified</b></li> </ul> |



Ongoing and on schedule



Ongoing but not meeting target dates



Barrier to progression



Completed

| Theme 4 – Communication and Engagement |                                                                                              |         |                                                                                                                                                                                                                          |     |                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------------|----------------------------------------------------------------------------------------------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Item                                   | Key Actions                                                                                  | Target  | Key Outputs/Evidence                                                                                                                                                                                                     | RAG | Notes / Comments on progress                                                                                                                                                                                                                                                                                                                                                                                    |
| 1.0                                    | Develop a dedicated Communication Plan to include staff, tenants and other Council Services  | Ongoing | <ul style="list-style-type: none"> <li>Promote Rent 1<sup>st</sup> Culture</li> <li>Support change in culture</li> <li>Newsletters</li> <li>Regular staff briefings/awareness sessions</li> </ul>                        | G   | <ul style="list-style-type: none"> <li>Social medical campaign in place</li> <li>Monthly staff newsletters</li> </ul>                                                                                                                                                                                                                                                                                           |
| 2.0                                    | Ensure that there are effective channels of communication with the DWP and local Job Centre+ | Ongoing | <ul style="list-style-type: none"> <li>Named contacts to be established</li> <li>Ensure we become a trusted partner with the DWP</li> </ul>                                                                              | G   | <ul style="list-style-type: none"> <li>UC for Peth and Kinross to be administered in Dundee. Named contacts know in Service Centre</li> <li>Attendance at Joint Welfare Reform Steering Group</li> <li>Any concerns around effectiveness of relationship raised via PKC Lead Officer for Welfare reform</li> <li>Shadowing opportunities for PKC staff with job coaches in Job Centre+ also provided</li> </ul> |
| 3.0                                    | Establish and maintain effective relationships with a range of agencies                      | Ongoing | <ul style="list-style-type: none"> <li>Ensure we work closely with partner agencies to minimise the impacts of Welfare Reform</li> <li>Develop contacts within the DWP to ensure access to the relevant staff</li> </ul> | G   | <ul style="list-style-type: none"> <li>Contact officer details for Credit Union, Citizens Advice Bureau and DWP Job Centre+</li> <li>Monthly meetings with colleagues in Revenues and Benefits including Welfare Rights</li> <li>Member of the Joint Welfare Reform Steering Group</li> <li>Where relevant external agencies included in training / awareness sessions</li> </ul>                               |



Ongoing and on schedule



Ongoing but not meeting target dates



Barrier to progression



Completed

|     |                                                                                                                                        |         |                                                                                                                                                                                                                                                              |          |                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----|----------------------------------------------------------------------------------------------------------------------------------------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4.0 | Continue to review all our customer information including (letters, leaflets, website etc.) to identify any gaps/reflect best practice | Ongoing | <ul style="list-style-type: none"> <li>• Delivery of clear message that paying rent is not optional</li> <li>• Reduction on reliance of letters and increased personal contact</li> <li>• Increased tenant awareness of seriousness of escalation</li> </ul> | <b>G</b> | <ul style="list-style-type: none"> <li>• All literature reviewed on an annual basis as part of Communication Plan</li> <li>• Rent 1<sup>st</sup> Campaign reviewed and introduced a Radio Campaign in 2018/19</li> <li>• Staff/tenant involvement in design and content of literature</li> <li>• <b>New letter template to be introduced for 2019/20 following staff consultation – supportive message but more business style layout.</b></li> </ul> |
|-----|----------------------------------------------------------------------------------------------------------------------------------------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

| Theme 4 – Staff Training and Information Technology |                                                                                                                       |            |                                                                                                                                                                                |          |                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Item                                                | Key Actions                                                                                                           | Target     | Key Outputs/Evidence                                                                                                                                                           | RAG      | Notes / Comments on progress                                                                                                                                                                                                                                                                                                                                                                          |
| 1.0                                                 | Provide access to Housing Management System to enable staff to assist tenants in their own homes                      | March 2020 | <ul style="list-style-type: none"> <li>• Mobile working</li> <li>• Increase staff capacity to provide level of support needed</li> </ul>                                       | <b>G</b> | <ul style="list-style-type: none"> <li>• Locality Team Mobile Working Group established</li> <li>• Potential methods of accessing systems assessed</li> <li>• Direct access agreed as best method following pilot</li> <li>• <b>January 2020 suitable devices being tests in North Locality for wider roll out</b></li> </ul>                                                                         |
| 2.0                                                 | Continue to identify opportunities to enhance existing Housing Management System                                      | Ongoing    | <ul style="list-style-type: none"> <li>• Streamlined and effective management system which supports locality working, early escalation and avoids delays in process</li> </ul> | <b>G</b> | <ul style="list-style-type: none"> <li>• Northgate system reviewed in January 2016 and introduced patch working and new escalation process</li> <li>• 2019 – mini review undertaken and small enhancements made to streamline existing system work</li> <li>• Any system upgrades or new modules provided by supplier are considered</li> <li>• Ongoing staff feedback around enhancements</li> </ul> |
| 3.0                                                 | Ensure that all our frontline housing staff are fully trained and supported in rent arrears collection and management | Ongoing    | <ul style="list-style-type: none"> <li>• Annual Training Plan</li> <li>• Training budget</li> <li>• Staff who are equipped to undertake their role</li> </ul>                  | <b>G</b> | <ul style="list-style-type: none"> <li>• Refresher training and training for new members of staff ongoing</li> <li>• 1-2-1 discussions and team meetings to identify any potential gaps</li> </ul>                                                                                                                                                                                                    |



Ongoing and on schedule



Ongoing but not meeting target dates



Barrier to progression



Completed

|  |  |  |                                                                                                      |  |                                                                                                                                                                                                                                                                          |
|--|--|--|------------------------------------------------------------------------------------------------------|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | <ul style="list-style-type: none"> <li>High quality effective rent and arrears collection</li> </ul> |  | <ul style="list-style-type: none"> <li>Training Plan looks at technical and soft skills needed</li> <li><b>Early 2020 external training identified for all frontline staff in negotiation skills both face to face/telephone – securing positive outcomes</b></li> </ul> |
|--|--|--|------------------------------------------------------------------------------------------------------|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

| Theme 6: Performance Monitoring |                                                                                       |         |                                                                                                                                                                              |          |                                                                                                                                                                                                                                                                                   |
|---------------------------------|---------------------------------------------------------------------------------------|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Item                            | Key Actions                                                                           | Target  | Key Outputs/Evidence                                                                                                                                                         | RAG      | Notes / Comments on progress                                                                                                                                                                                                                                                      |
| 1.0                             | Ensure monitoring of performance at a service wide and Locality Team level            | Ongoing | <ul style="list-style-type: none"> <li>Performance Management Framework</li> <li>Team meetings</li> <li>1-2-1</li> </ul>                                                     | <b>G</b> | PMF covers both service and locality performance<br>Team Leaders and Locality Co-Ordinators complete performance analysis information on monthly basis and identify improvement actions<br>Performance discussed at Housing Management Team and where needed SMT and EOT level    |
| 2.0                             | Ownership and accountability at all levels for performance and improvement activities | Ongoing | Staff are clear of their role and responsibilities and take ownership for arrears 1-2-1 and LIGO<br>Team Meetings<br>Management meetings<br>Performance Management Framework | <b>G</b> | Locality Scrutiny meetings chaired by Service Manager with representation at Team Leader, Co-ordinator and frontline housing staff level<br>Locality Teams provide overview of performance and challenges within their Locality and improvement activities planned for year ahead |
| 3.0                             | Regular review of and progress towards achieving performance targets                  | Ongoing | Adjustments where needed to meet year end performance<br>Performance Management Framework<br>Additional support from Mobile Team in individual localities                    | <b>G</b> | Predictive analysis work undertaken in relation to impact of Universal Credit<br>Forward projection for year end discussed at Senior Management level on a monthly basis                                                                                                          |



Ongoing and on schedule



Ongoing but not meeting target dates



Barrier to progression



Completed

## PERTH AND KINROSS COUNCIL

### Housing and Communities Committee

29 January 2020

#### Common Repairs Policy – Review and Update

#### Report by Head of Housing (Report No. 20/31)

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

### 1. BACKGROUND / MAIN ISSUES

- 1.1 Ensuring we have well maintained, secure, sustainable housing is key to providing attractive, well managed neighbourhoods that support our communities. Attractive neighbourhoods enable individual and community aspirations.
- 1.2 The Common Repairs Policy is one of three policies that provide information to customers and staff about repairs service delivery. This includes the [Responsive Repairs Policy](#) and the Rechargeable Repairs Policy. The Common Repairs Policy relates to flats in mixed-tenure properties where the council still has a vested interest. Problems often occur where owners are unsure or refuse to participate in, and pay their share of the costs of, repairs to the common parts and areas.
- 1.3 Perth and Kinross Council has 795 blocks that, through the Right to Buy Scheme, have become multi-tenure. All properties were sold with an equal share of ownership in the common parts of the block. This included an equal share of the responsibility for the repairs and maintenance of common parts i.e. roof and roof space, rhones/downpipes, external walls, door entry, stairwell etc.
- 1.4 The 795 mixed tenure blocks are split as follows:-
  - 4160 individual properties - 2,280 council owned, 1,880 private owners
  - 320 blocks council majority (1,443 properties)
  - 224 blocks council minority (341 properties)
  - 251 blocks equal share (496 properties)
- 1.5 The Common Repairs Policy was introduced and approved at Housing & Health Committee on 15 January 2015 (Report No. 15/49 refers). The policy was subsequently revised and updated and approved at committee on 4 November 2015 (Report No. 15/523 refers).
- 1.6 A common repair is where home owners live in a mixed-tenure block and are jointly responsible, with the Council, for a share of the cost of the maintenance and repair of the common areas or parts of the building. For more information on the definition of common part, please see Appendix 1.

- 1.7 The Common Repairs Policy aims to ensure that there is a clear and consistent approach to recharge home owners for common repairs when these are undertaken by the council. We need to meet current and future requirements of the law, ensure good practice through the Tenement Management Scheme and understand the rights and responsibilities of the council and homeowners. The Service User Review and Evaluation Team (SURE Team) scrutinised our procedures in relation to the Common Repairs Policy and Tenement Management Scheme (TMS), and reported their findings to the Housing Management Team on 26 November 2018.
- 1.8 The Council has the same legal obligation as other owners with regards to the management of common repairs. The responsibility is equally shared and any owner can take the lead on arranging and undertaking repairs.
- 1.9 The Tenement Management Scheme (TMS), established in terms of the Tenements (Scotland) Act 2004, is applied to carry out improvement or repair work to common parts in multi tenure blocks. It is necessary to have the agreement of a majority of the owners in a block before common repair works can go ahead.
- 1.10 TMS sets out the steps that flat owners need to follow when making decisions on maintaining and repairing common parts. This is used where the title deeds do not specify how decisions should be made, or if different owners' title deeds say conflicting things.
- 1.11 The SURE Team reviewed the Council's TMS and an improvement plan was approved by Committee in May 2019 (Report No.19/144 refers).
- 1.12 It is recognised that in exceptional circumstances, some owners may experience financial hardship. Where appropriate, the Council's Sales Ledger Team will discuss a reasonable repayment plan with each owner. The Council's debt recovery process will deal with any defaults, which include the recovery of any monies due in accordance with Scots Law.

## **2. PROPOSALS**

- 2.1 During the summer of 2019, a Working Group, made up of staff and tenants reviewed the Common Repairs Policy to ensure that the policy continued to meet our business needs and was clear and transparent for owners.
- 2.2 The policy has been completely reworded to ensure the document is easier to understand. The new revised version is detailed in Appendix 2. The approved Policy will be easily available to all customers on the Council's website (paper copies available on request). A user friendly 'Owners Guide' is also available and currently sent to owners (Appendix 3). We will also work with colleagues, to create British Sign Language (BSL) videos for key areas of the service.

### 3. CONCLUSION AND RECOMMENDATIONS

3.1 This report presents a revised Common Repairs Policy aimed at ensuring the Council

- meets current and future requirements of the law and good practice in line with the Tenement Management Scheme
- explains the rights and responsibilities of the council and homeowners in mixed-tenure properties
- Provides clear information to tenants and owners on how we manage and charge for common repairs in mixed-tenure properties.

3.2 It is recommend that Committee:

- i) notes the contents of this report
- ii) approves the amendments to the Common Repairs Policy as attached in Appendix 2.

#### Author

| Name        | Designation     | Contact Details                                                                                  |
|-------------|-----------------|--------------------------------------------------------------------------------------------------|
| June McColl | Service Manager | 01738 475000<br><a href="mailto:HECommitteeReports@pkc.gov.uk">HECommitteeReports@pkc.gov.uk</a> |

#### Approved

| Name           | Designation                                   | Date            |
|----------------|-----------------------------------------------|-----------------|
| Barbara Renton | Executive Director<br>(Housing & Environment) | 17 January 2020 |

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

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

All Council Services can offer a telephone translation facility.

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

### 1. Strategic Implications

#### Community Plan/Single Outcome Agreement

- 1.1 The Perth and Kinross Community Plan/Single Outcome Agreement 2013-2023 and Perth and Kinross Council Corporate plan have five concurrent outcomes which provide clear strategic direction, inform decisions at a corporate and service level and shape resources allocation. The following are relevant to this report:

- promoting a prosperous, inclusive and sustainable economy.
- supporting people to lead independent, healthy and active lives.
- creating a safe and sustainable place for future generations.

#### Corporate Plan

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

- promoting a prosperous, inclusive and sustainable economy
- supporting people to lead independent, healthy and active lives;and
- creating a safe and sustainable place for future generations.



## 2. Resource Implications

### Financial

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

### Workforce

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

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

- 2.3 There are no asset management implications regarding this report.

## 3. Assessments

### Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.
- 3.2 The proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:
- (i) assessed as **relevant** and actions taken to reduce or remove the following negative impacts:
- policy to be made available in other languages and available on website or physical copy made available if requested

### Strategic Environmental Assessment

- 3.3 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals. However, no action is required as the Act does not apply to the matter presented in this report. The matters presented in this report were considered under the Environmental Assessment (Scotland) Act 2005 and no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

### Sustainability

- 3.4 These proposals meet the following sustainability criteria;
- Efficient use of resources now and in the future in the built environment and service provision (e.g. energy efficiency, land, water resources, flood defence, waste minimisation)

### Legal and Governance

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

### Risk

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

## **4. Consultation**

### Internal

- 4.1 The Equalities Strategic Forum have been consulted on this report.

### External

- 4.2 Through the Short Life Working Group customers have been consulted on the Policy.
- 4.3 The Tenant Committee Report Panel were consulted on this strategy. They advised "This policy is very clear and concise and easy to read. It was good to see the definitions at the start of the policy. As part of the working group it was worth spending the extra time on this document."

## **5. Communication**

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

## **2. BACKGROUND PAPERS**

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

## **3. APPENDICES**

- 3.1 Appendix 1 to this report is the definition of a common part.
- 3.2 Appendix 2 to this report is the Common Repairs Policy (2019).
- 3.2 Appendix 3 to this report is the Owners Guide.

## APPENDIX 1

**Definition of a Common Part**

Owners are responsible for repairs and improvements to their own property. Where owners live in a mixed-tenure block and are responsible for a share of the cost of the maintenance and repair of the common areas or parts of the building. The common parts or areas are:

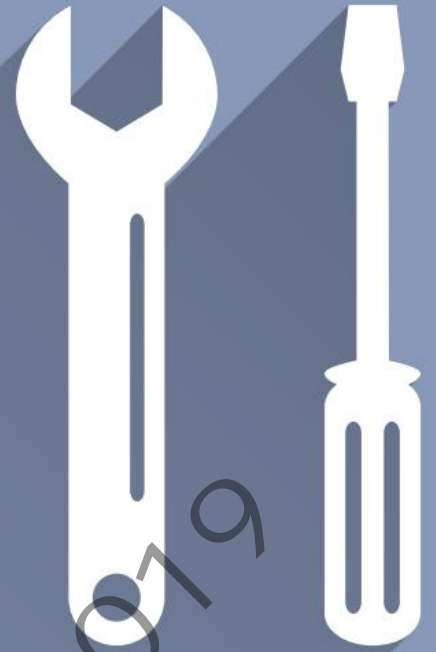
- *the roof - which includes all slates or tiles, timbers, the loft space, roofing felt, flashings, leadwork, gutters, parapets, chimney heads and chimney stacks;*
- *external stonework (where this is defined in the title deeds), roughcast, brickwork and gable ends (where the tenement is not adjoined by another tenement);*
- *downpipes;*
- *the rising cold-water main pipe on the homeowners of the building;*
- *the common close and staircase including steps, bannisters and balustrades;*
- *the front steps and any porticos or decorative entranceways;*
- *external steps, balustrades and wrought iron works;*
- *a controlled entry door and common electrical circuitry;*
- *close tiles and/or plasterwork;*
- *a rear close door or gate, any stairs leading to the back court and any rear close access areas;*
- *all parts of the back court including fences, railings, gates, bin stores or bin shelters, common drying areas including washing poles, grassed or earthed areas, gravel beds and hard standing areas, retaining walls;*
- *some (but not all) front garden areas;*
- *drains and underground pipes;*
- *the solum and foundations;*
- *gable wall (unless shared with adjacent tenement where both sets of tenement owners have to take responsibility)*

If the common areas of the building need to be repaired, every owner who is entitled to use that common area must pay their share of the cost of the repairs.





# Common Repairs Policy



4th Proof - 12 Dec 2019





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|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Capital Investment Programme</b> | The programme through which the Council funds and organises major improvements and investment in its housing stock.                                                                                                                                                                                                                                                                                            |
| <b>Balustrades</b>                  | The railing system that encloses one or both sides of a staircase.                                                                                                                                                                                                                                                                                                                                             |
| <b>Gable Wall</b>                   | The whole end wall of a building or wing having a pitched roof.                                                                                                                                                                                                                                                                                                                                                |
| <b>Common Parts or Areas</b>        | Parts of the tenement or block of flats that are not within the boundaries of individual flats but are owned jointly by two or more owners in the tenement or block.                                                                                                                                                                                                                                           |
| <b>Common Repairs</b>               | Repairs to the common parts or areas of a building for which all the owners of the relevant common parts or areas are responsible.                                                                                                                                                                                                                                                                             |
| <b>Factoring Agreement</b>          | An agreement through which the Council as property manager provides owners of residential properties in blocks of flats (including multi-storey flats) with services such as managing repairs, district (communal) heating and servicing and maintenance of lifts, emergency lighting, fire alarm and detection equipment and firefighting equipment and recovers the costs of these services from the owners. |
| <b>Prescribed Debts</b>             | Where debts are written off, normally after a 5 year interrupted period.                                                                                                                                                                                                                                                                                                                                       |
| <b>Scheme Decision</b>              | A decision taken by the owners of a majority of the flats in a tenement or block of flats relating to repairs to the common parts.                                                                                                                                                                                                                                                                             |
| <b>Solum</b>                        | The area of ground that lies inside the walls or foundations of a building.                                                                                                                                                                                                                                                                                                                                    |
| <b>Tenement Management Scheme</b>   | The management scheme contained in the Tenements (Scotland) Act 2004 which the Council uses to manage common repairs in mixed-tenure flat properties.                                                                                                                                                                                                                                                          |
| <b>Title Deed</b>                   | A legal document registered in the Register of Sasines or the Land Register which states who owns a property, and sets out the rights and obligations attaching to the property.                                                                                                                                                                                                                               |

# 1 Introduction



Across Perth and Kinross there are 795 mixed-tenure blocks, where there are people renting flats from the Council and those who bought their flat under the Right to Buy (or from someone who had already bought their property from the Council).

The Common Repairs Policy relates to flats in these mixed-tenure blocks where the Council still has a vested interest. Problems often occur where owners are unsure or refuse to participate in, and pay their share of the costs of, repairs to the common parts and areas.

All properties were sold with an equal share of the responsibility for the repairs and maintenance of common parts, ie roof and roof space, rhones/downpipes, external walls, door entry, stairwell etc.

The Council has the same legal obligation as other owners with regards to the management of common repairs. The responsibility is equally shared and any owner can take the lead on repairs.

We are committed to working with owner occupiers to provide good quality homes to our communities. All properties require

repair and maintenance. In tenement buildings, it is important that all owners are aware of potential maintenance/defects.

This policy will state how these properties can be repaired and also how to ensure that the property is properly maintained to reduce the potential for high cost repairs in the future. The Council has an interest in the repair and maintenance of all mixed-tenure blocks.

It is essential that owners in multi-tenure blocks co-operate with the Council. Working with owners through engagement and having their co-operation means that the value and quality of these assets can be preserved for the mutual benefit of both parties. We use the Tenement Management Scheme, where title deeds do not state who is responsible for common repairs.

This policy sets out the actions the Council will take in order to try to secure the agreement of owners for common repairs. This is for maintenance and improvement in mixed-tenure blocks where the Council own one or more properties in the block.





## 2 Context



**This policy only applies to flats and not terraced properties. This is due to terraced properties not sharing common parts.**

The legal definition of 'maintenance' includes repairs and replacement (the installation of insulation), cleaning, painting and other routine works, gardening, the day-to-day running of a tenement and the reinstatement of a part (but not most) of the tenement building, but does **not** include demolition, alteration or improvement, unless reasonably incidental to the maintenance.

Problems occur where owners are unsure or refuse to participate in, and pay their share of the costs of, repairs to the common parts and areas.

However, to try and resolve this problem we, spend a great deal of time working with owners trying to secure their agreement. This can, and does, cause delays due to the legal timeframe before we are able to carry out work.

In some cases, the Council, tenants and owners can be left unhappy with the outcome of this process. However, we will always respect the rights of owners and will ensure that any issues are managed.



### 3 Objectives and Principles



The tables below show the specific objectives and principles of the Common Repairs Policy.

#### Our Objectives

To meet current and future requirements of the law and good practice and explain how the Tenement Management Scheme works.

Explain the rights and responsibilities of the Council and homeowners.

Provide clear information to tenants and owners on how we manage and charge for common repairs in mixed-tenure properties.

To make the policy and other documents on common repairs available in different languages and other formats such as large print, easy read, audio and Braille, in line with our Equal Opportunities Policy.

To ensure that the management of common repairs is continuously improved by reviewing, monitoring and feedback from customers and staff.

#### Our Principles

Tenants, homeowners and staff are involved and consulted in the development of the service and its operational procedures.

The service that we give to tenants and homeowners is continually improved through monitoring and feedback.

Our communication with tenants and owners is always clear, appropriate, easily understood and easily accessible in line with our Equal Opportunities Policy.

Our staff are supported by ongoing training.

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## 4 Legal Framework



Section 27 and Schedule 4 of the Housing (Scotland) Act 2001 and the Scottish Secure Tenants (Right to Repair) Regulations 2002 requires the Council to include basic repairing obligations in their Scottish Secure Tenancy Agreements.

The organisation of common repairs, and general property maintenance matters, within any multi-owned property is shared between all owners and based on their shared legal obligations. Within any block of flats, there are communal parts such as roofs, stairs, garden area and external walls, which are normally the joint responsibility of all owners.

Rules detailing owners' specific responsibilities for the upkeep, management and maintenance of the common elements are normally found within the title deeds.

Although title deeds granted by the Council specify liabilities and the Council can currently carry out common repairs and recharge as per the deeds, the deeds do not provide a decision-making process for all owners. The Tenement Management Scheme applies not just to privately-owned tenements where the deeds are deficient, but to mixed-tenure tenements.

The Tenements (Scotland) Act 2004, sets out the Tenement Management Scheme (TMS) and shows the steps that owners need to take when making decisions which affect all owners about maintaining and repairing common parts. These rules can be used if your title deeds don't specify how decisions should be made, or if different owners' title deeds say conflicting things.

The title deeds are generally silent on improvements. This policy seeks to make provisions for the procedure to be followed for improvement works.

For more information on how the Tenement Management Scheme works in Perth and Kinross, please see **Section 7**.



## 5 Common Repairs



Owners are responsible for repairs and improvements to their own property. Where owners live in a mixed-tenure block they are also responsible for a share of the cost of the maintenance and repair of the common areas or parts of the building. The common parts or areas are:

- *the roof - which includes all slates or tiles, timbers, the loft space, roofing felt, flashings, leadwork, gutters, parapets, chimney heads and chimney stacks;*
- *external stonework (where this is defined in the title deeds), roughcast, brickwork and gable ends (where the tenement is not adjoined by another tenement);*
- *downpipes;*
- *the rising cold water main pipe on the homeowners of the building;*
- *the common close and staircase including steps, bannisters and balustrades;*
- *the front steps and any porticos or decorative entranceways;*
- *external steps, balustrades and wrought iron works;*
- *a controlled entry door and common electrical circuitry;*
- *close tiles and/or plasterwork;*
- *a rear close door or gate, any stairs leading to the back court and any rear close access areas;*
- *all parts of the back court including fences, railings, gates, bin stores or bin shelters, common drying areas including washing poles, grassed or earthed areas, gravel beds and hard standing areas, retaining walls;*

- *some (but not all) front garden areas;*
- *drains and underground pipes;*
- *the solum and foundations;*
- *gable wall (unless shared with adjacent tenement where both sets of tenement owners have to take responsibility).*

If the common areas of the building need to be repaired, every owner who is entitled to use that common area must pay their share of the cost of the repairs.

### Owner-Led Repairs

All homeowners have the right to instigate a common repair. In such circumstances:

- *homeowners should supply a minimum of 3 quotes for major repairs (eg roof replacements, chimney repairs) or 2 quotes for minor repairs (eg fence replacement) to the Housing Repairs Team. However, discretion can be used by the council, depending on the repair;*
- *contractors should provide evidence that they have public liability insurance;*
- *the preferred contractor will be selected based on best value for homeowners and the Council and suitability;*
- *the selected contractor must complete a contractor's declaration form confirming adherence to health & safety guidelines and quality of work guarantees;*
- *the lead owner is responsible for paying the contractor and recovering shared costs from other affected owners.*



## 6 Engagement with Owners - Council's Standards



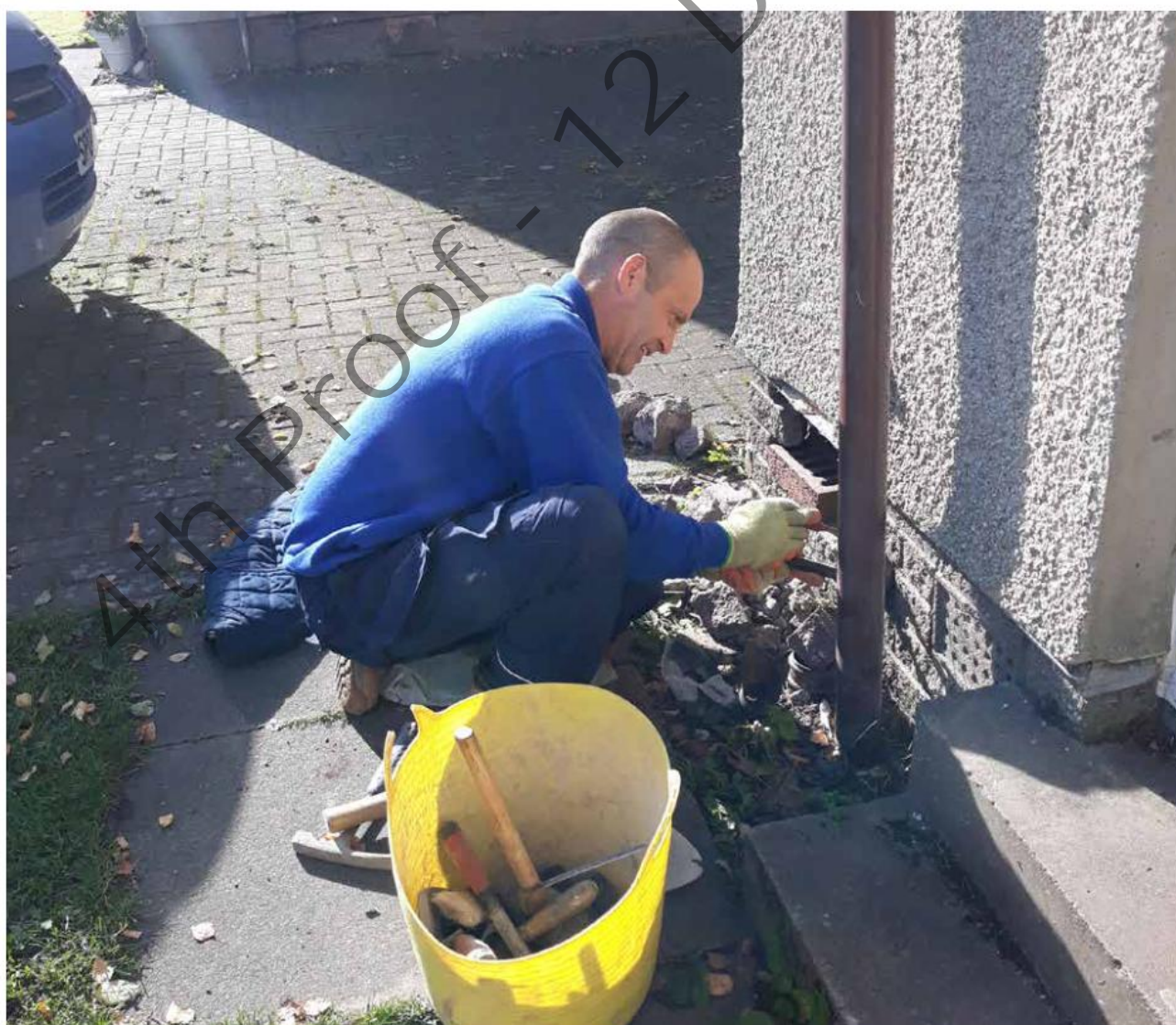
The Council is committed to working with our tenants and owner-occupiers, in all our repair and maintenance programs.

The Council must work with owners in a block about any common repairs or improvements we are proposing and will always try to get their agreement.

However, the Tenements (Scotland) Act 2004 enables common repairs to be carried out if a majority of the owners in the block agree to the work, and after those who are not in favour of the work have been given

the opportunity to appeal, and the appeal process has taken its course. In mixed-tenure blocks, it is likely that it will be the Council which takes the initiative in organising and managing repairs, although as described in **Section 5**, any owner can do this.

We will ensure all our communication, by letter, by telephone, by email and by personal contact with staff, is clear and unambiguous about every aspect of each contract and gives owners every opportunity to ask questions and receive clear answers.



## 7 Tenement Management Schemes (TMS)



The Tenement Management Scheme sets out the steps that flat owners need to follow when making decisions on maintaining and repairing common parts. This is used where the title deeds don't specify how decisions should be made, or if different owners' title deeds say conflicting things.

Any decisions made under the TMS are known as '*scheme decisions*'. Unless the building's title deeds say otherwise, flat owners can use the rules set out in the TMS to make scheme decisions about:

- *carrying out maintenance work, including repairs and replacements, cleaning, painting, gardening and other day-to-day tasks;*
- *delegating power to a manager to inspect the building or make decisions to carry out maintenance;*
- *arranging inspections of the building to decide whether maintenance work is required;*
- *arranging insurance for common areas;*
- *authorising any maintenance of scheme property already carried out by an owner;*
- *installing a new door entry system;*
- *excusing an owner from paying a share in maintenance costs;*
- *changing or taking back any previous scheme decisions.*

The Tenement Management Scheme (TMS) sets out the legal procedure to be followed by any owner (PKC or private) within a block for the making of scheme decisions. This is on the basis that each owner has one vote and on a majority rules basis.

The Council is able to recover them for VAT where the charges for a common repair is considered to be in relation to a non-business activity, falling outside the scope of VAT.

Work to common parts required to bring the property up to, or to maintain, the Scottish Housing Quality Standard are regarded as non-business activity. Where works of this type are needed, we advise owners of the cost saving which they will receive, by agreeing to the Council arranging for the work to be done. This saving would not be made if any owner other than the Council were to organise the work. All other improvements or works that are considered as business activity will have VAT applied. For example, administration costs for controlled door entry

### The Voting Process

Any decisions that are made are done through a voting process. For the work to go ahead there needs to be approval from the majority of the owners in the block (this includes the Council).

Where the Council is proposing to carry out common repairs and maintenance to a block of flats, we will:

- *check the relevant title deeds and confirm responsibility for costs;*
- *write to owners confirming the scope of works, estimated costs and enclose an owners' guide to TMS;*
- *follow the TMS voting process and timescales, allowing three weeks for voting slips to be returned.*

We will contact and/or visit any owner who has not returned their voting slip by the closing date as a matter of urgency and aim to get their decision.

We will confirm the result of the vote in writing to all the owners in the block usually within 10 working days of the closing date, informing them about the scheme decision.



## **Full Agreement**

Where there is 100% agreement each owner and tenant will be informed about:

- *the repairs that need to be carried out;*
- *the cost;*
- *the contractor's name and contact number, and a named Council contact.*

## **Majority Agree**

Where a majority vote in favour, each owner and tenant will be sent a letter confirming the scheme decision. An owner who is not in favour of a scheme decision or a new owner who was not the owner at the time the decision was made can appeal to the Sheriff Court. The appeal cannot be later than 28 days from the date of the decision being notified. The work will not start until after the 28 day period has passed and there has been no appeal applications.

If no one has appealed within the 28 day period, then the work will go ahead.

## **Majority Disagree or 50/50**

Where the majority of owners have disagreed or there is a 50/50 outcome then no works can be completed at this time. We will write to all tenants and owners confirming the outcome.

On a 6-monthly basis we will review the scheme decisions that resulted in Majority Disagree or 50/50. We will write to owners again as circumstances may have changed.



## 8 Multi-Storey Flats



In all multi-storey flats we have a Factoring Agreement for homeowners. Under the agreement, all owners pay an annual management fee of £20 (and pay their share of recurring annual costs where applicable):

- *Stair Lighting*
- *Heating*
- *Caretaker Service*
- *Lifts*
- *Fire Extinguishers*
- *Fire Alarms*
- *Emergency Lighting*
- *Lightning Conductors*

The Council can carry out repairs and maintenance up to an individual shared cost of £50 (excluding VAT). The Council must have the agreement of the majority of owners for common repairs and maintenance that cost above £50 excluding, as set out in the deed of condition. Any additional repairs and maintenance charges will be recharged to homeowners based on their share.

Charges are reviewed yearly, and up-to-date charges can be found in the Annual Charging Statement on our website.





## 9 What Happens in an Emergency?



Where emergency common repairs or maintenance are required, particularly if a repair directly affects a Council-owned property, work can be carried out without the agreement of the other owners. We can use our legal powers to serve a notice, carry out the repair and divide the cost between other owners.

Emergency work is defined as work which needs to be done to prevent damage to any part of the tenement or in the interests of health and safety and **where there is no time to get a scheme decision organised. This is stated in the 2004 Act.** We will write to owners informing them of their responsibility for their share of the costs involved where there is an emergency repair.

Examples of an emergency repair:

- *Close lights not working and leaving the stairwell in darkness.*
- *A roof tile which has broken and is dangerous or letting in water.*
- *A piece of rhone which is hanging from the building.*
- *A loose step or slab which is causing a trip hazard.*
- *Burst pipes within communal areas.*

The title deeds of sold properties specify that other owners in the block, which includes the Council, may require access to inspect, maintain, repair and renew their property and the common areas/parts. Where the Council requires access to an adjoining property, we will always give owners reasonable notice when we ask for access to their properties.

## 10 Improvements



If the Council is proposing to make improvements, it will generally need every owner in the block, and not just the majority, to agree before work can be carried out. This is because they will need to meet their share of the cost of the improvement and its future maintenance.

The Council will work with owners by organising a meeting well in advance of the project, usually at least 12 months in advance, to explain what work is being proposed, the estimated costs and a timetable to complete the project.

The VAT saving available for owners under Common Repairs may not be available for Improvements, particularly where the owner of the property asks the Council to provide additional works which exceed those planned by the Council, as any payment

for those improvements would be liable to VAT at the Standard Rate. However, where Improvements are minor and incidental to the Common Repair, this would still be treated as non-business and therefore VAT will not be applicable.

When we have set out what work needs to be undertaken and appointed a contractor to carry out this work, the Council will:

- *explain the work which will be carried out, how long it is likely to take and each owner's share of the cost;*
- *enclose a voting paper asking each owner to vote for or against the work proposed with a closing date for receipt of their vote;*
- *enclose another copy of the TMS guide.*



# 11 Invoicing Arrangements/ Financial Assistance for Owners



Within six weeks from the date the work has been completed and inspected by relevant staff, the Council will send an invoice to each owner for his/her share of the costs. Owners are legally responsible for paying an equal share of the total cost of repairs and maintenance to the block.

The invoice is to be paid within 30 days of receiving it. However, in most cases owners will have had a significant period of time to save funds to pay for the works being carried out.

However, it is recognised that in exceptional circumstances some owners may experience financial hardship. Where appropriate the Council will discuss a reasonable repayment plan with each owner. The Council's debt recovery process will deal with any defaults, which include the recovery of any monies due in accordance with Scots Law.

This may also include when an owner refuses to pay their share of costs, the registration of a Notice of Potential Liability for Costs against the title of the defaulting owner. This will not prevent the property from being sold before the debt to the Council has been

repaid, but it is likely that a purchaser will insist on settlement of the outstanding sum to discharge the Notice, before proceeding with the purchase. At the same time, the debt recovery process should commence to ensure that the Council does not lose its ability to recover the money through the passage of time, ie debts may be prescribed after five years.

The Tenements (Scotland) Act 2004 contains provisions which allow the Council to pay any missing share or shares of common repair costs, where owners are unwilling or unable to pay their share of these costs or cannot be found. The Council can use these powers, if it wishes to do so, to make such payments and to enter into arrangements with the owners to recover the money in instalments.

The Council can recover its administrative costs for this but cannot charge interest on the missing share or shares that it has paid. If the Council decides to use this power, it has the advantage of enabling the Council to secure the sum repayable to it by registering a repayment charge in the Land Register against the title of the relevant property.



## 12 Planned Maintenance



Planned maintenance is repairs and replacement we are aware of and has planned for. Examples of common areas planned maintenance that can be carried out to communal areas include:

- *painting closes;*
- *external harling repairs and maintenance;*
- *repairs and paint work to fencing and clothes poles.*

We will use the TMS process described in **Section 7**, to source the agreement from owners in the block before carrying out planned maintenance works. Again the majority of owners within the block must agree with the works going ahead and to pay their equal share of costs before any work can commence.

We will write to owners whose properties are included in a programme, in January each year, informing them what work we propose to do in their block and how much it will cost them. Work will be managed using a TMS and will enclose a voting slip and guide to the TMS process. If all the owners in the block agree, the work will start from April each year.



## 13 Appeals



Any owner who is dissatisfied with a scheme decision may apply to the Sheriff Court to have the decision set aside within 28 days of being notified about the decision. There is a further right of appeal on a point of law within 14 days of the Sheriff Court's decision. Repairs to common parts cannot be commenced until the appeal process has run its course. If a majority decision to carry out work is set aside by the Court, the work cannot be done.



## 14 Performance Monitoring



In order to comply with its service commitments, the Council will monitor the application of this policy as follows:

- *number of occasions on which the TMS scheme is used;*
- *cost of common repairs;*
- *customer satisfaction in the processing of common repairs;*
- *the number of applications to the Sheriff Court to have scheme decisions set aside.*



## 15 Equalities Statement



In accordance with the Public Sector Equality Duty (General Equality Duty), Perth & Kinross Council has a duty to eliminate unlawful discrimination, harassment and victimisation and to advance equality of opportunity between people who share a protected characteristic. Protected characteristics, under Equalities legislation, include race, disability, religion or belief, age, sex, sexual orientation, gender reassignment, marital status or pregnancy. Under the Fairer Scotland Duty we must also actively consider how we can reduce inequalities of outcome caused by socioeconomic disadvantage, when making strategic decisions.

The Common Repairs Policy complies with the Council's Equality Policy. We will review the Common Repairs Policy and associated policies and procedures at appropriate intervals for their equal opportunities implications, taking appropriate action to address inequalities likely to result or resulting from the implementation of this policy.

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## 16 Policy Review



If the monitoring of performance detailed in **Section 14** suggests that there are areas where the policy needs to be improved, the policy may be amended or a further review may be undertaken. If any changes to be made are substantive, the Council will consult with tenants, homeowners, staff and other key stakeholders before making these changes.

We will undertake a full review of this policy every two years or earlier if required by changes to legislation or guidance. In line with housing law, consultation on the policy will be ongoing.

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**Customer  
Approved**

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

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

All Council Services can offer a telephone translation facility.

[www.pkc.gov.uk](http://www.pkc.gov.uk)





# Taking Care of Your Home



How You Can  
Take Part in  
Decisions  
About  
Work That  
Needs to be  
Done to Your Building



You own a flat in a building which also has flats owned by Perth & Kinross Council. The building includes parts, like the roof and the outside walls, which are owned jointly by everyone in the building. These are known as “common parts”. All the owners, including the Council, have the right to take part in decisions that are made about any work that needs to be done to common parts. All the owners must pay their share of the cost of repairing and maintaining these parts.

From time to time repairs and maintenance need to be done to the common parts - for example the roof and chimneys, the stairs and landings, and the

outside walls. This work helps keep your home safe and dry.

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. If the Council thinks that the common parts in your building need work, we will give you all the information you need about it. You will then have the right to agree or disagree that the work should go ahead. The work will only go ahead once a majority of people in your building agree to it and anyone who disagrees has had the chance to appeal.

## *This is How it Works*

### *Step 1*

We write to you letting you know that your building is due for work, and telling you as much about it as we can at that stage.

We write to you again once we have had a surveyor in and appointed a main contractor. At this stage we can give you more details about the work and the costs involved. The costs will be shared equally by the Council and all the private home-owners in the building. For example, if the Council owns one flat in the building and there are three privately-owned flats, the Council will pay a quarter of the cost and the private owners will each pay a quarter of the cost.



## Step 2

We will write to you again including all the information you require to make a decision and we will send you a voting slip which you must return to us within three weeks of the date of the letter\*. The voting slip itself also has a note of the date it is due back, as a reminder for you.

Now that you have the information you need, you have the right to vote for or against the work. Each flat in the building has one vote\*\*.

It's important to be aware that if you vote for the work to go ahead, you are also agreeing to pay your individual share of the overall costs. You should also know that, even if you vote against the work, you will still have to



pay your share of the cost of the work if it goes ahead.

The advantage of the Council arranging the work on your behalf is that you don't have to pay any VAT on your share of the cost. This means that you save 20 % on the cost of the work. If you or any other owner in the building organised the work yourselves, you would all have to pay VAT on your share of the costs.

## Step 3

Once the three-week voting period is over we'll write to you, let you know the outcome and what can happen next.

If you disagree with the majority decision, you have the right to go to court and ask for the decision to be overturned. You must apply to Perth Sheriff Court within 28 days of the date of the letter. Please seek legal advice from your own solicitor if you

need further guidance. There are detailed rules about the appeal process which your solicitor can explain to you.

If no-one has appealed within the first 28-day period, then the work will go ahead.

If you want to appeal we would strongly recommend that you talk to your solicitor.

We will write to everyone with the outcome of any appeals.

## Step 4

On the satisfactory completion of the work, the Council's Sales Ledger Team will send you an invoice for your share of the costs.

The invoice will state that payment is due on receipt, and if you have any difficulties in making this payment at this time, please contact the Sales Ledger Team to discuss further.

If you are an existing customer of Perth & Kinross Council it is possible to make payments in advance of this invoice being raised. If you would like to explore this option, you should contact the Sales Ledger Team to discuss on 01738 477440.

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.

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**[www.pkc.gov.uk](http://www.pkc.gov.uk)**

*(PKC Design Team - 2016395)*

\* Under the Tenements (Scotland) Act 2004, we have to run what is known as a Tenement Management Scheme for every building that has a mixture of flats owned by us and by private owners such as you. This scheme allows for the voting process when work needs to be done.

\*\* If there are two or more owners of one flat, a joint decision must be made on which way to vote.

**PERTH AND KINROSS COUNCIL**

**Housing and Communities Committee**

**29 January 2020**

**Rechargeable Repairs Policy – Review and Update**

**Report by Head of Housing (Report No. 20/32)**

This report seeks committee approval for the revised Rechargeable Repairs Policy.

**1. BACKGROUND / MAIN ISSUES**

- 1.1 The importance of keeping the Council's 7636 houses well maintained and in a good state of repair is a key priority for the Housing Service. The housing repairs team undertake approximately 29,000 works orders every year, ensuring that tenants are provided with safe, warm, modernised, secure housing that meets the Scottish Housing Quality Standard. This supports our tenants and residents to remain in their homes longer, contributing to sustainable tenancies and communities.
- 1.2 The service is committed to providing excellent customer service, and this is evidenced by our current customer satisfaction rate of 97.9%. We continue to focus on performance for completion of emergency and non-emergency repairs and reduce our void timescales. Our performance has also been recognised by the Service User Review and Evaluation (SURE) Team who graded the service's 2018/19 performance as a 'Dark Green', indicating that they considered a very good service level standard was achieved.
- 1.3 The Rechargeable Repairs policy was introduced and approved at Housing & Health Committee on 3 November 2010 (Report No. 10/554 refers). The policy was subsequently revised and updated, in line with operational needs, and approved at committee on 14 March 2012 (Report No. 12/120 refers) and 28 May 2014 (Report No. 14/228 refers).
- 1.4 The Rechargeable Repairs Policy underpins the principles of our [Responsive Repairs Policy](#), and aims to ensure that there is a clear and consistent approach to recharging tenants for repairs that they are responsible for, during their tenancy. It is one of three policies that provide information to customers and staff about repairs service delivery. This also includes the Common Repairs Policy.

- 1.5 Tenants are currently recharged for the cost of repair work arising from their misuse or negligence in order to:-
- consistently meet the conditions of the Scottish Secure Tenancy
  - deter misuse and negligence of Council property
  - ensure that the Housing Revenue Account does not subsidise repairs that it is not responsible for
  - maintain an affordable repairs service that provides value for money to our tenants
- 1.6 Tenants are responsible for repairing any damage that they, their family or visitors may cause, other than through fair wear and tear. Tenants are able to repair the damage themselves or use their own contractors to do this work. However, if the Repairs Service are asked to repair damage, tenants are responsible for paying a recharge cost in advance. To support customers who are unable to afford to pay the recharge all at once, alternative arrangements can be made, depending on their circumstances.
- 1.7 When a tenant lets us know that they are ending their tenancy, we remind them that they are responsible for leaving the property clean and clear from their belongings, and for making good any damage they may have caused. Whenever possible, we inspect the property before the tenant hands in their keys, and discuss what repairs they need to undertake before they leave. If any of the repair work identified has not been completed to the required standard, then remedial work is undertaken during the void period by the repairs team. The cost of this work is then recharged to the previous tenant.
- 1.8 **A summary of recharges issued during 2018/2019 is detailed below:-**

| Description           | Value           |
|-----------------------|-----------------|
| Void Properties*      | £132,431        |
| Tenanted Properties** | £36,704         |
| <b>Total Value</b>    | <b>£169,135</b> |

*\* Recharges to previous tenants for costs involved in reinstating the property to lettable standard*

*\*\*Recharges to current tenants for repairs that they are responsible for*

## 2. PROPOSALS

- 2.1 During the summer of 2019, a Working Group of staff and tenants completed a planned review of the Rechargeable Repairs Policy, to ensure that it continues to meet our business needs.



- 2.2 Overall, the group felt that the policy remains fit for purpose. As such, minimal changes were made that affect the context of the policy. However, the policy has been redesigned to be customer focused and no longer contains operational or procedural information. A summary of the changes proposed are detailed in Appendix 1.
- 2.3 The new version of the policy is detailed in Appendix 2.
- 2.4 The approved Policy will be easily accessible to all our tenants and available on the Council's website. A user friendly, easy read version of the policy will also be produced and included in our lettings packs for all new tenants. We will work with colleagues, to create British Sign Language (BSL) videos for key areas of the service.

### 3. CONCLUSION AND RECOMMENDATIONS

- 3.1 This report presents a revised rechargeable repairs policy which aims to ensure the Council:
- consistently meets the conditions of the Scottish Secure Tenancy
  - deters misuse and negligence of Council property
  - ensures that the Housing Revenue Account does not subsidise repairs that it is not responsible for
  - maintains an affordable repairs service that provides value for money to our tenants
- 3.2 It is recommended that Committee:
- i) notes the contents of this report
  - ii) approves the amendments to the Rechargeable Repairs Policy as attached in Appendix 2.

#### Author

| Name        | Designation     | Contact Details                                                                                  |
|-------------|-----------------|--------------------------------------------------------------------------------------------------|
| June McColl | Service Manager | 01738 475000<br><a href="mailto:HECommitteeReports@pkc.gov.uk">HECommitteeReports@pkc.gov.uk</a> |

#### Approved

| Name           | Designation                                   | Date            |
|----------------|-----------------------------------------------|-----------------|
| Barbara Renton | Executive Director<br>(Housing & Environment) | 17 January 2020 |

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.

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

### 1. Strategic Implications

#### Community Plan/Single Outcome Agreement

- 1.1 The Perth and Kinross Community Plan/Single Outcome Agreement 2013-2023 and Perth and Kinross Council Corporate plan have five concurrent outcomes which provide clear strategic direction, inform decisions at a corporate and service level and shape resources allocation. The following are relevant to this report:

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

#### Corporate Plan

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

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

## 2. Resource Implications

### Financial

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

### Workforce

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

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

- 2.3 There are no asset management implications regarding this report.

## 3. Assessments

### Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.
- 3.2 The proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:
- (i) Assessed as **relevant** and actions taken to reduce or remove the following negative impacts:
- Policy to be made available in other languages and available on website or physical copy made available if requested

### Strategic Environmental Assessment

- 3.3 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals. However, no action is required as the Act does not apply to the matter presented in this report. The matters presented in this report were considered under the Environmental Assessment (Scotland) Act 2005 and no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

### Sustainability

- 3.4 These proposals meet the following sustainability criteria;
- Efficient use of resources now and in the future in the built environment and service provision (e.g. energy efficiency, land, water resources, flood defence, waste minimisation)

### Legal and Governance

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

### Risk

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

## **4. Consultation**

### Internal

- 4.1 The Equalities Strategic Forum have been consulted on this report.

### External

- 4.3 Through the Short Life Working Group, customers have been consulted on the Policy.
- 4.4 The Tenant Committee Report Panel were consulted on this strategy. They advised “This policy reads very clear and succinct, it is a well put together document. A great piece of work from the working group.”

## **5. Communication**

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

## **2. BACKGROUND PAPERS**

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

## **3. APPENDICES**

- 3.1 Appendix 1 to this report is the table of amendments.
- 3.2 Appendix 2 to this report is the Rechargeable Repairs Policy (2019).

## APPENDIX 1

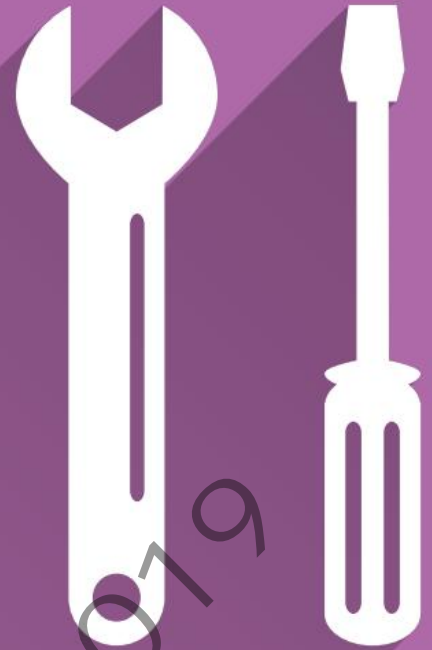
## Rechargeable Repairs Policy Working Group – Table of Amendments

| Policy Section                | Current Wording                                                                                                                                                                                                        | New Wording                                                                                                                                                                             |
|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Entire Document               | <p>Throughout the document we have removed the use of `staff`</p> <p>Removed any reference to operational or procedural information</p> <p>Throughout the document removed Housing Repairs and Improvement Service</p> | <p>This has been replaced with `we will`</p> <p>Updated to be read from a customer's perspective and be clear on responsibilities</p> <p>Now referred to as Housing Repairs Service</p> |
| <b>Contents Page</b>          |                                                                                                                                                                                                                        |                                                                                                                                                                                         |
| Amendment Table from May 2014 | Removed                                                                                                                                                                                                                |                                                                                                                                                                                         |
| Section 2                     | <p>Guidance to Inspectors and Repair Centre Staff</p> <ul style="list-style-type: none"> <li>• Vacant properties</li> <li>• Tenanted properties</li> </ul>                                                             | <p>What is rechargeable?</p> <ul style="list-style-type: none"> <li>• During your tenancy</li> <li>• End of tenancy – void periods</li> </ul>                                           |
| Section 3                     | Recharge Procedure - previously procedural now removed from policy                                                                                                                                                     |                                                                                                                                                                                         |
| Section 4                     | Properties - previously procedural now removed from policy                                                                                                                                                             |                                                                                                                                                                                         |
| Section 5                     | Exemptions                                                                                                                                                                                                             | This is now section 3 in new policy                                                                                                                                                     |
| Section 6                     | Appeals Process                                                                                                                                                                                                        | This is now section 4 in new policy                                                                                                                                                     |
| Section 7                     | Appendices – previously procedural, now removed from policy                                                                                                                                                            |                                                                                                                                                                                         |
| <b>Section 1</b>              |                                                                                                                                                                                                                        |                                                                                                                                                                                         |
| Introduction                  |                                                                                                                                                                                                                        | Reworded to provide context around Housing Repairs Service and how this policy underpins our Responsive Repairs Policy.                                                                 |

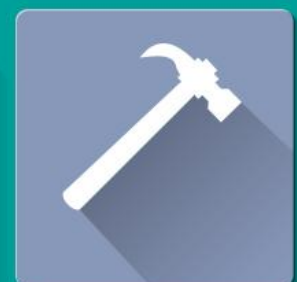
| Policy Section                    | Current Wording                                                                     | New Wording                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reasonable Charges                |                                                                                     | Removal of two procedural paragraphs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Section 2</b>                  |                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Section 2 – What is rechargeable? | Remove all procedural references                                                    | <p>Brought details of tenanted properties to beginning and wording under each individual point changed to be customer focussed and clear</p> <p>Removed Point 11 for Planned Maintenance as this is covered in Common Repairs Policy and is not applicable to tenants.</p> <p>Added in Point 11 for Drainage Clearance and Point 12 for Infestations and Sharps to be consistent with recharges applied to vacant properties.</p> <p>Removed Point 13 – Assignations, as safety checks are not required</p> |
| <b>Section 3</b>                  |                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Exemptions                        | Previous procedural information for recharges.<br>Removed from policy.              | Change of section numbering only.                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Section 4</b>                  |                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Appeals process                   | Previous procedural information for vacant property recharges. Removed from policy. | Change of section numbering only.                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Section 5</b>                  |                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Standard Rechargeable Repairs     | Previous procedural information on standard letters.<br>Removed from policy.        | Updated prices and change of section numbering.                                                                                                                                                                                                                                                                                                                                                                                                                                                             |








# Rechargeable Repairs Policy



2nd Proof - 19 Nov 2019





|                                                                                     |                                                             |           |
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## Introduction

Welcome to the Housing Repairs Service, Perth & Kinross Council's repairs and maintenance service.

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

This policy underpins the principles of our Responsive Repairs Policy and aims to ensure that there is a clear and consistent approach to recharging tenants for repairs that they are responsible for during their tenancy.

Tenants are currently recharged for the cost of repair work arising from misuse or negligence in order to:

- *consistently meet the conditions of the Scottish Secure Tenancy;*
- *deter misuse and negligence of Council property by existing and future tenants;*
- *ensure that the Housing Service does not subsidise repairs that it is not responsible for;*
- *maintain an affordable repairs service that provides value for money.*

## Principles

We will apply our recharges using the following principles:

- *Charges must be **fair** and **accurate**.*
- *Charges must be supported by sufficient documentary **evidence** to clearly identify the scope of, and reason for, the rechargeable work required.*

- *Payment should be taken in advance of completing the repair, where possible, from tenants before **issuing a works order**.*
- *Decisions on recharging should be consistent, but certain staff members, eg Repairs Officer and Repairs Co-ordinators can exercise discretion in exceptional circumstances. Advice from Locality Team staff should be sought before a decision is made.*
- *Tenants who are to be recharged should be told the reasons why as early as possible in the process.*
- *The Sales Ledger invoice process should be administered within 20 working days of details of completion of works being received.*

## Reasonable Charges

Before a recharge invoice is sent, **all** individual charges should be checked by the Repairs Centre team to ensure that they are reasonable. If required, further consultation with a Repairs Inspector may be necessary for clarification. **Section 5** details examples of the most frequently identified recharges and their associated costs.

Charges for work identified on the initial order should normally stand, but an invoice may contain associated charges for jobs not specified on the original works order. We will always consider whether it is reasonable to recharge these costs. We will always check the itemised charges are accurate.



### What is Rechargeable?

One of the key objectives for the Housing Repairs Service is to ensure complete consistency in making recharge decisions.

When you ask us to carry out a repair that you are responsible for, we will ask for payment in advance. Once payment has been received we will issue a works order to one of our contractors and complete the work within normal target timescales.

If you are unable to pay in full straight away then payment plans can be agreed with our Sales Ledger Team depending on your individual circumstances. They can be contacted on 01738 477440.

The following examples show the most common type of rechargeable repairs during and at the end of your tenancy and the costs that you may be liable for. It is not possible to describe every situation and type of repair that may need to be completed and discretion will occasionally be required.

### During Your Tenancy

#### 1 Lost keys

*You should contact your Locality Team in the first instance to organise a replacement key, ie permission letter to have key cut.*

*If a lock change is required you will be recharged in advance for the cost of the lock change and any associated works. Locks will not be changed without clear evidence that the person requesting the lock change has a tenancy interest and therefore a right to access the property.*

*All requests must be reported to Police Scotland. You must provide identification to our staff on arrival at the property.*

#### 2 Stolen keys

*The cost of lock changes and any associated works. Locks will never be replaced without clear evidence of the person requesting the change providing a tenancy interest and therefore having a right to access the property.*

*All requests must be reported to Police Scotland and a crime/incident number given to the Repairs Team. You must provide identification to our staff on arrival at the property.*

#### 3 Damage from forced entry

*In the event of damage by the Police or other agency in the lawful execution of a warrant allowing them to force entry to the property, you are responsible for repairing any damage within 14 days. In the event that the repair is not completed, a decision may be made to carry out the necessary repair to ensure our property is secure. You will be recharged all repair costs resulting from forced entry (as per Section 5.10 of the Tenancy Agreement).*

#### 4 Deliberate damage by you, visitor or household member

*You will be recharged the full cost of repair, including associated works.*

*In general we recharge costs arising from 'careless' damage (eg drilling through electric cable, nail through water or gas pipe, object dropping resulting in cracked sanitary appliance).*

***If damage caused by a person with a physical or mental impairment or disability, we will consider not recharging. This decision will be made in conjunction with the Locality Housing Team.***



## 5 Where a crime has been committed and damage caused to the property

*The cost of repairs will not be recharged if you have reported a crime to the Police. A crime/incident number will be required. A recharge should be sought until the crime number is provided by you.*

*Where Police Scotland has made an arrest after having forced access to a property, costs will be recharged as detailed in Point 3.*

## 6 Garden and rubbish clearances

*Initially we will discuss with you that it is a condition of your tenancy agreement to maintain the garden to an 'acceptable level'. If you have concerns about this you should discuss this with your Locality Housing Team. The Locality Housing Team reserve the right to undertake the work on your behalf and recharge the costs to you if you are unable or unwilling to undertake the work.*

## 7 Inappropriate Emergency Repair Orders

*If we are asked to attend to an emergency repair you will be advised that you will be recharged if the work is not considered to be an emergency or if access is not provided. A full list of the types of repairs classed as emergencies are detailed in the Responsive Repairs Policy.*

*A standard charge of £40 will be applied for each call-out in the above cases.*

## 8 Missed appointments and 'no accesses'

*If you miss a prearranged repairs appointment or don't allow us access when called out for an emergency repair, this will result in a recharge of £40 excluding VAT.*

## 9 Gas servicing - forced access and capped meter visit

*Every year we need to service your gas boiler to keep you and your family safe and to meet our legal obligation as a landlord. In line with our Gas Safety Policy if we are unable to gain access you will be recharged £40 plus VAT.*

## 10 Stair lighting

*Stair lighting costs are recharged to owners by the Council. The charges are issued annually (during October). Prices are set annually and agreed by Committee.*

***This applies only to owners who have purchased a previous local authority property with communal responsibilities within the title deeds.***

## 11 Drainage clearance

*Where it can be seen that you or your household have misused the drain during occupation.*

## 12 Infestation and sharps

*The costs for the disinfection of dirty properties and for the removal of needles and syringes.*

## 13 Mutual Exchanges

*Mutual exchange repairs works will be recharged to you if there is evidence of unauthorised works or damage within the property.*

*Recharges will be applied where:*

- *no access is provided for scheduled inspection appointments unless there are exceptional circumstances (standard charge as per Section 8);*
- *scheduled inspections are cancelled by the tenant, with less than 24-hours' notice, unless there*



*are exceptional circumstances  
(standard charge as per Section 8).*

*Discretion may be used by the Council  
where recharges apply in order to  
progress a mutual exchange application.  
The decision of Perth & Kinross Council is  
final.*

## **End of Tenancy - Void Properties**

### **1 Gaining access**

*You will be recharged if you do not return  
your keys to the Locality Team when your  
tenancy ends.*

### **2 Overgrown gardens blocking access to property**

*The costs of cutting back and removing  
clippings, to leave the garden in a  
manageable state and safe/clear access  
to the property.*

### **3 External rubbish**

*Recharge removal and disposal costs  
only if it is clear that the rubbish has  
been left by your household.*

### **4 External graffiti**

*This will be recharged if it is obviously the  
responsibility of you or your household.*

***If appropriate, we will gather evidence  
from neighbours and other agencies in  
relation to Points 2, 3 and 4.***

### **5 Dilapidated sheds or greenhouses that are not the property of the Council and any hazardous landscaping**

*You will be recharged the full cost of  
removing any damaged or unsafe  
outbuildings and restoring the garden.*

### **6 Unacceptable internal decorations**

*The internal decoration is your  
responsibility as detailed in the tenancy*

*agreement. We will recharge the  
costs of washing down any dirty walls  
and fixtures/fittings, and the cost of  
re-decoration completed during the void  
period.*

### **7 Broken internal fixtures, fittings and finishes**

*The cost of replacement or repairs will be  
recharged in full.*

### **8 Tenant's own electrical work/ alterations**

*If you did not get permission and there  
is no adequate documentation to prove  
that the electrical work is satisfactory, we  
will apply a recharge of the cost of any  
work necessary to comply with electrical  
regulations.*

### **9 Unfixed or improperly fixed gas appliances**

*A gas safety check will be completed  
and we will recharge any remedial work  
necessary because of your alterations.*

***This type of work usually occurs when  
tenants have installed their own fire  
and stored the original and on leaving  
take out their own fire and leave the  
Council fire to be refitted.***

### **10 Service reconnection**

*We will recharge the cost for reinstating  
gas/electric supplies where it is the result  
of disconnection because of unpaid bills.*

### **11 Damage to kitchen and/or bathrooms and remedial works for any poor installation**

### **12 Structural alterations carried out without permission and that would have required building consent, ie attic conversions**



### 13 Remodelled interiors

Rechargeable repairs should be done:

- if work is poor standard;
- if the work fails to comply with conditions of approval for alterations;
- if you have created a potential hazard;
- the work does not comply with current Building Standards.

### 14 Internal rubbish/effects

You will be recharged the cost of removing all items, including floor coverings, except if they are in good condition.

**We will check to ensure that you had not intended to leave effects "for benefit of the next tenant" as detailed in the Clean and Clear Procedure.**

### 15 Infestation and sharps

The costs for the disinfection of dirty properties and for the removal of needles and syringes.

### 16 Property damaged from long-standing disrepair

You will be recharged if significant damage has been caused by your failure to report disrepair.

**An example of this would be an internal leak that has progressively destroyed plaster and floorboards.**

### 17 Drainage Clearance

Where it is evident that you or your household have misused the drain during occupation.

### 18 Tenants Incentive Scheme

All rechargeable repairs identified will be applied to the tenant excluding the costs of clearing out of property, attics, cellars and outbuildings.

## Record Keeping and Evidence

We will keep records and evidence of any recharges issued to current or former tenants. The supporting evidence and records can and will provide invaluable evidence to support the decision to recharge:

- tenant alteration requests and the office's response;
- photographs;
- pre-mutual exchange and pre-termination inspection reports;
- repair histories;
- previous void summary sheets;
- records of keys issued to tenant.

A quarterly audit of the recharge process will be carried out as part of the Housing Repairs Service Quality Assurance Framework.





### Exemptions

There are certain items exempt from the requirement for payment in advance on the grounds of protecting the health and safety of the customers to whom we have a statutory responsibility and duty of care:

- **Gas and Electrical Installations**

*Any damage caused to the installation, hardware, plumbing, wiring or fixtures and fittings which could present a risk to the occupier or associated persons. Any repairs required to ensure the safety of the installations would be undertaken.*

- **Safety Equipment**

*Damage to smoke or carbon monoxide detectors or other similar devices which are designed to alert the occupier to danger, which has rendered them inoperable or unreliable. Damaged units will be replaced.*

- **Glazing**

*Any damage to windows, doors or internal glazing which could present a risk to the occupier or associated persons. Damage to glazing will be made safe and windows will be boarded up.*

The following items are exempt from the requirement for payment in advance on the grounds of avoiding further damage and associated costs to the property or adjacent properties, preventing the loss or theft of Council property and minimising the impact of our customer's conduct on neighbouring owners or occupiers:

- **Water Leaks**

*Any damage to the installation, hardware, plumbing or fixtures and fittings which could result in further damage to the property or adjacent properties. Any repairs required will be undertaken to prevent further damage occurring.*

- **Communal/Common Areas**

*Any damage to these areas caused by the actions or negligence of our tenant should be made good to minimise the impact on other tenants, owners or occupiers.*

- **External Doors**

*Any damage to external doors which inhibits the security of the property will be repaired in order to protect Council property including furnishings and appliances that are provided in temporary accommodation. Doors will be repaired where possible and full replacement will be a last resort.*

- **Locks**

*If after full consultation with the Locality Team it is identified that specific cases need to be exempt, the Housing Repairs Service will assist in terms of repairing any damage to locks or where the tenant has lost their keys or locked themselves out. This is to avoid tenants forcing entry or replacing the lock with a style that is outwith our normal specification. This intervention will avoid further, future costs being incurred and will protect Council property as above.*

*Where this type of repair work is undertaken the tenant will be recharged without the requirement for pre-payment.*



### Appeals Process

You have the right to appeal the decision made to recharge you for works. This can be done by contacting the Repairs Co-ordinator within 10 working days of receipt of notification that costs will be applied.

Appeals will be considered by the Housing Repairs Service Manager or Team Leader. This decision will be final.

Once a decision has been made the final outcome will be communicated, in writing to you.

2nd Proof - 19 Nov 2019

## Section 5



### Standard Rechargeable Repairs Estimated Charges 2019/2020

| Repair Item                                                 | Approx Cost |
|-------------------------------------------------------------|-------------|
| Gain access only                                            | £20         |
| Board up window                                             | £32         |
| Replace glass window (depending on size and type of window) | £40 to £200 |
| Replace mortice lock                                        | £31         |
| Replace cylinder and core to lock                           | £83         |
| Replace core only to lock                                   | £42         |
| Clear blocked waste, sink or bath                           | £16         |
| Clear blocked toilet                                        | £16         |
| Clear blocked drain (outside property)                      | £76         |
| Replace toilet                                              | £167        |
| Replace cistern                                             | £171        |
| Replace wash-hand basin                                     | £140        |
| Replace internal door                                       | £76         |
| Renew internal door handle                                  | £11         |

*\*This list is not exhaustive and prices may vary*





**Customer  
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**PERTH AND KINROSS COUNCIL**

**Housing and Communities Committee**

**29 January 2020**

**Revised Scheme of Assistance for Private Sector Housing**

**Report by Head of Housing (Report No. 20/33)**

Under Section 72 of the Housing (Scotland) Act 2006, the Council is required to implement and publish a Scheme of Assistance. This report seeks approval for a revised Scheme of Assistance, which supports people in the private sector to maintain, repair, or adapt their own property.

**1. BACKGROUND / MAIN ISSUES**

- 1.1 The Housing (Scotland) Act 2006 was introduced in 2009 and changed the type of help local authorities could provide to private sector owners. This included a move away from providing Improvement and Repair Grants to offering help, advice and practical assistance for people who wanted or needed to carry out work to their own home. The types of assistance available are information, advice, practical assistance and financial assistance.
- 1.2 A grant can, however, still be awarded if a property requires to be adapted to meet the requirements of an occupier with specific medical needs, provided this is supported by an occupational therapist's recommendation.
- 1.3 To enable people to understand what help is available, the Housing (Scotland) Act 2006 introduced a requirement for local authorities to set out the different forms of assistance available, in relation to repairs, maintenance, improvements and adaptations for private housing, in the form of a statement of circumstances known as the "Scheme of Assistance"
- 1.4 The Council's current Scheme of Assistance was approved by Housing and Health Committee on 24 August 2016 (Report No.16/355 refers). It has now been revised and updated to reflect changes in legislation and current priorities. The Scheme of Assistance is a legal document and we have simplified this as far as reasonably possible without changing the context or legal requirements.
- 1.5 The Scheme is administered by Housing and Environment. Key areas including major adaptations and the Empty Homes Initiative are co-ordinated across the service. The provision of a Care and Repair service also falls within Housing's remit, as well as energy efficiency measures for private sector homes.

- 1.6 The Care and Repair Service is funded by the Council's General Fund. It provides information, advice and practical assistance to home owners and private tenants who are elderly or have a disability, to enable them to repair, improve or adapt their homes.
- 1.7 The service is currently provided by Caledonia Care and Repair and managed by Caledonia Housing Association. This is currently being re-tendered as a shared service with Angus Council. The shared procurement with our neighbouring authority will provide better economies of scale, resulting in better value. Tender submissions will be assessed by the end of January 2020.
- 1.8 Regulatory Services are responsible for house condition works, for example common repairs advice, statutory notices and missing shares. This work is carried out by Environmental Health officers.
- 1.9 The outcomes of an effective Scheme of Assistance can have a significant and positive impact in people's lives. Examples include:
- care and repair customer surveys, carried out after work has been completed, indicate a 96% satisfaction rate for major adaptations and 100% for small repairs based on the service they have received.
  - the provision of a Care and Repair Service is enabling more elderly and disabled people to remain in their own homes and communities for longer. As the elderly population within Perth and Kinross increases so will the need for an effective Care and Repair service.
  - the comment below was received following an adaptation provided by the Care and Repairs service in November 2019:  
  
*"We just want to record our thanks and appreciation for you and your team's work on this. Our father has had his first proper shower for some time, and this, combined with the freedom acquired since the ramp was completed last month, has lifted the spirits of the whole family. You have completely changed our lives"*
  - in a tenement building, the owner of one flat refused to participate in proposals to repair the building. Without their financial contribution, no work could be carried out. The award of a "missing share", through the Scheme of Assistance, enabled the willing property owners to carry out the essential common repairs. These repairs could not have been carried without the help available through the Scheme.

- 1.10 The budget for 2018/19 for work carried out through the Scheme of Assistance was £1,190,167 as follows:

|                   |   |                     |
|-------------------|---|---------------------|
| Major Adaptations | £ | 832,326.48          |
| Small Repairs     | £ | 60,000.00           |
| Service provision | £ | 277,350.00          |
| Fees, etc.        | £ | 14,000.00           |
| Missing share     | £ | 6,490.52            |
|                   | £ | <u>1,190,167.00</u> |

- 1.11 Funding helped to provide a variety of measures to support private owners. Completed work included 192 major adaptations, 313 small repairs, 1 secure door entry system and 35 modular ramp installations.
- 1.12 The budget for 2019/20 remains at £1,190,167. The following actions have been completed, primarily through the Care and Repair Service, to the end of September 2019: 69 major adaptations, 72 small repairs, 1 secure door entry system and 20 modular ramp installations. The budget for 2019/20 is currently projected to be fully spent.

## 2. PROPOSALS

- 2.1 The primary legislation has not substantially changed, and, as a result, the focus of the Council's Scheme of Assistance remains the same. However, the Scheme requires to be updated to reflect the following developments:
- new local initiatives and priorities
  - available resources
  - changes in benefit legislation e.g. introduction of Universal Credit
  - a clearer understanding of what assistance may be available
  - an increasing number of complex adaptation cases
- 2.2 The resources that are available to support the activities outlined in the Scheme of Assistance are limited. As a result, it is necessary to target these to make sure that the assistance is available to those in the greatest need, and also to ensure that local and national strategic objectives are met.
- 2.3 In Perth and Kinross, the Council has identified the following priority works for assistance:
- essential adaptations for people with disabilities.
  - work to bring long-term empty properties back into use as affordable housing.
  - work to properties that are below the Tolerable Standard (BTS) or are at risk of becoming BTS, and other properties with serious disrepair.
  - Work to common parts, particularly in tenement properties, will be given priority.

2.4 A copy of the proposed amendments to the Scheme of Assistance was circulated to Council services and partner organisations. The comments and suggestions received are included in the revised Scheme, which is attached for approval as Appendix 2. Consultation took place with the following groups:

- Occupational Therapy (incl. Health & Social Care OTs)
- Caledonia Care and Repair service
- Regulatory Servicers (Public Health, Housing)
- Private Sector Access Team
- Housing Management Team
- Finance
- Legal Services
- Sure Team

2.5 The main changes are also summarised in Appendix 1 of this report.

2.6 The approved Scheme of Assistance will be easily accessible and available on the Council's website. A user friendly, easy read version of the Scheme of Assistance will also be produced and available both on line and in leaflet form. We will also be working with colleagues to create British Sign Language (BSL) videos for key areas of the service.

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

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

3.2 It is recommended that Housing & Communities Committee:

- i. approves the revised Scheme of Assistance as detailed in Appendix 2.
- ii. approves delegated authority to the Executive Director (Housing and Environment), to amend the Scheme of Assistance in relation to the delivery of Care and Repair Services, following the tendering process due to take place in early 2020.
- iii. approves that future reviews of the Scheme of Assistance will be in line with the Local Housing Strategy review schedule, unless legislative changes dictate an earlier requirement.

**Author**

| <b>Name</b> | <b>Designation</b> | <b>Contact Details</b>                                                                           |
|-------------|--------------------|--------------------------------------------------------------------------------------------------|
| June McColl | Service Manager    | 01738 475000<br><a href="mailto:HECommitteeReports@pkc.gov.uk">HECommitteeReports@pkc.gov.uk</a> |

**Approved**

| <b>Name</b>    | <b>Designation</b>                            | <b>Date</b>     |
|----------------|-----------------------------------------------|-----------------|
| Barbara Renton | Executive Director<br>(Housing & Environment) | 17 January 2020 |

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

### 1. Strategic Implications

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

1.1 The following objectives of the community plan and SOA are relevant to this report:

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

#### Corporate Plan

1.2 As above.

### 2. Resource Implications

#### Financial

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



### Workforce

- 2.2 Not available (n/a).

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

- 2.3 Not available (n/a).

## **3. Assessments**

### Equality Impact Assessment

- 3.1 This paper has been considered under the Corporate Equalities Impact Assessment process (Equal) with the following outcome:
- (i) Assessed as **relevant** and the following positive outcomes expected following implementation:
- Older and disabled people with more complex needs will have these met by the assistance available through the Scheme of Assistance.

### Strategic Environmental Assessment

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

### Sustainability

- 3.3 These proposals meet the following sustainability criteria:
- Energy conservation through improved insulation measures
  - Re-use of existing resources
  - Where possible using materials from sustainable sources

### Legal and Governance

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

### Risk

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

#### **4. Consultation**

##### Internal

- 4.1 Housing and Environment – Finance, Legal Services, Private Sector Housing, Improvements and Repairs, Occupational Therapy Team, Environmental Health have been consulted in the review of the Scheme of Assistance

##### External

- 4.2 Caledonia Care and Repair were consulted and informed in the development of the revised Scheme of Assistance.
- 4.3 The Tenant Committee Report Panel were consulted on this strategy. They advised “This report shows how adaptations help people to stay in their own homes for longer and continue to feel part of the community.”

#### **5. Communication**

- 5.1 The revised Scheme of Assistance will be published on the Council’s website and implemented with partner organisations.

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

- 6.1 Confirmation of budget approval is contained within Housing and Health Committee Report, 27 January 2016, Article 16/28.

#### **7. APPENDICES**

- 7.1 Appendix 1 – Scheme of Assistance – Table of Amendments
- 7.2 Appendix 2 - Scheme of Assistance, January 2020

## Scheme of Assistance – Table of Amendments

| Page Number           | Current Wording                                                                                                                                                                                                                                                                                                                                                                                                | New Wording                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Page 2 – INTRODUCTION | <p>1.1 This statement of assistance has been produced in accordance with the terms of the Housing (Scotland) Act 2006. It sets out the different forms of assistance that Perth and Kinross Council may provide in relation to repairs, maintenance, improvements and adaptations to privately owned and private rented properties. This statement of circumstances is known as the 'Scheme of Assistance'</p> | <p>1.1 The Housing (Scotland) Act 2006 introduced changes to the repair and maintenance of private property. It recognised that the primary responsibility for the repair and maintenance of private property lies with individual home owners. However, the Act also provides local authorities with powers designed to encourage and assist owners to carry out repairs and maintenance to their property.</p> <p>1.2 Section 72 of the Act requires each local authority to provide a statement setting out what forms of assistance the Council will provide and who will qualify for assistance.</p>                                                                                                                                                                                                                                                                           |
|                       | <p>1.3 This statement of assistance will be reviewed annually and in line with the cyclical reviews of the Local Housing Strategy (LHS). A major review was undertaken in early 2016 with minor amendments in January 2017 to reflect a significant change in the Care and Repair service and the Scottish Government's pilot HEEPS Equity Loan Scheme.</p>                                                    | <p>1.3 This statement sets out Perth &amp; Kinross Council's Scheme of Assistance. The Scheme of Assistance provides information on the assistance that the Council can provide in relation to repairs, maintenance, improvements and adaptations to privately owned and private rented properties. This statement is known as the 'Scheme of Assistance'.</p> <p>1.4 There are two key elements of the Scheme of Assistance:</p> <ul style="list-style-type: none"> <li>• Advice, information and practical support – the Council will provide a range of general advice and information on home repairs, improvements and management to any homeowner within Perth and Kinross.</li> <li>• Financial assistance – the Council will make financial assistance available to people with disabilities who require adaptations to their homes, subject to agreed criteria.</li> </ul> |

| Page Number                      | Current Wording                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | New Wording                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 1.5 The Statement is reviewed annually and in line with the review of the Local Housing Strategy (LHS). The Statement was reviewed during November 2019 to reflect changes in the Care and Repair service and the Scottish Government's Home Equity Loan Scheme (HEEPS).                                                                                                                                                                                                                                                                                     |
| Page 3<br>ASSISTANCE             | 3.2 The priority works for assistance are; <ul style="list-style-type: none"> <li>• Essential adaptations for people with disabilities.</li> <li>• Works to properties that are below the Tolerable Standard (BTS) or are at risk of becoming BTS, and other properties with serious disrepair. Works to common parts, particularly in tenement properties, will be given priority over works to single dwellings.</li> <li>• Works to bring long-term empty properties back into use as affordable housing.</li> </ul> | 3.2 The following works are given priority when considering assistance; <ul style="list-style-type: none"> <li>• Essential adaptations for people with disabilities.</li> <li>• Work to bring long-term empty properties back into use as affordable housing.</li> <li>• Work to properties that are below the Tolerable Standard (BTS) or are at risk of becoming BTS, and other properties with serious disrepair.</li> <li>• Work to common parts, particularly in tenement properties, will be given priority over works to single dwellings.</li> </ul> |
| Page 4<br>Information and Advice | 4.7 Perth and Kinross Council is committed to equal opportunities and as such, written information will be available in a number of accessible formats including Braille, large-print, audio CD and translated into various community languages as required.                                                                                                                                                                                                                                                            | 4.8 Perth and Kinross Council is committed to equal opportunities. This Scheme of Assistance can be made available in a number of accessible formats including easy-read leaflets, braille, large-print, audio CD and can be translated into various community languages on request. If you require this service, please contact Perth and Kinross Council's Customer Services Centre on 01738 475000. Page 18 also provides additional information on available translation services.                                                                       |
| Page 5<br>Financial Assistance   | 4.12 Perth and Kinross Council will provide grants for adaptations for people with disabilities provided the works are supported by a referral from an Occupational Therapist. The terms and conditions under which disabled adaptation grants are available are detailed later in this statement.                                                                                                                                                                                                                      | 4.13 The Council will provide grants for essential adaptations for people with disabilities. These works must be supported by a referral from an Occupational Therapist. The terms and conditions relating to disabled adaptation grants are included in Section 5 of this statement.                                                                                                                                                                                                                                                                        |

| Page Number                                               | Current Wording                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | New Wording                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                           | 4.17 However where a property has been empty for at least six months and funding is available, a discretionary award from the Empty Homes Loan Fund may be considered.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 4.18 However, where a property has been empty for at least six months and funding is available, a discretionary award from the Empty Homes Initiative may be considered. Section 9 of this statement provides further details on this scheme.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Page 5                                                    | 4.17 A new Scottish Government initiative to provide equity loan funding for energy efficiency and associated works is being trialled in Perth and Kinross from December 2016 to March 2017 (with the possibility of an extension until March 2018). Whilst this assistance is not directly being provided by Perth and Kinross Council it is included within this statement as another significant funding option which would enable repairs and energy efficiency improvements to be carried out in the private sector. In the first instance enquiries should be made through the Energy Savings Trust (Contact details at the end of this document). The scheme is known as the HEEPS Equity Loan Scheme and further details can be found here : <a href="http://www.energysavingtrust.org.uk/scotland/grants-loans/heeps/heeps-equity-loan-scheme">http://www.energysavingtrust.org.uk/scotland/grants-loans/heeps/heeps-equity-loan-scheme</a> . In Perth and Kinross the works will be managed by Caledonia Care and Repair. | 4.19 A Scottish Government initiative to provide equity loan funding for energy efficiency and associated works is being trialled in Perth and Kinross. Whilst this assistance is not directly being provided by Perth and Kinross Council it is included within this statement as another significant funding option which would enable repairs and energy efficiency improvements to be carried out in the private sector. In the first instance enquiries should be made through the Energy Savings Trust (Contact details at the end of this document). The scheme is known as the HEEPS Equity Loan Scheme and further details can be found here : <a href="http://www.energysavingtrust.org.uk/scotland/grants-loans/heeps/heeps-equity-loan-scheme">http://www.energysavingtrust.org.uk/scotland/grants-loans/heeps/heeps-equity-loan-scheme</a> . In Perth and Kinross the works are managed by Caledonia Care and Repair. |
| Page 6 WORK TO MEET THE NEEDS OF PEOPLE WITH A DISABILITY | 5.1 The initial assessment of a disabled person's need will be undertaken by the Occupational Therapy service located within the Council's Housing & Community Care Service. This assessment will determine the needs of the disabled person and their eligibility for assistance in terms of clearly defined, local Community Care priorities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 5.2 However, where there may be a feasible alternative to carrying out adaptation works which could provide a better housing solution this will be considered and discussed with the applicant. Where the cost of carrying out the adaptations is significant, the Council may give advice on alternative housing options or offer financial assistance to move to a more appropriate property.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Page 6                                                    | N/A new paragraph                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 5.3 Advice on the suitability of an alternative property and the potential for the necessary adaptations to be carried out should always be sought from the Council prior to making an offer to purchase alternative private housing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

| Page Number                              | Current Wording                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | New Wording                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Page 6                                   | N/A new paragraph                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 5.4 Any financial assistance to move home will be limited to a contribution to the necessary legal costs of selling and buying a more suitable house. No assistance is available from this Scheme for the purchase price.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Page 6<br>Assessment &<br>Prioritisation | 5.6 The Housing (Scotland) Act 2006 defines adaptations in this context as structural work that involves making permanent changes to the property, but excluding work to extend any structure to create additional living accommodation and work to create living accommodation in a separate building to the current living accommodation. This definition includes work associated with the provision of, or the provision of access to standard amenities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 5.10 The Housing (Scotland) Act 2006 defines adaptations in this context as structural work that involves making permanent changes to the property, but excluding any work to extend a structure to create additional living accommodation or work to create living accommodation in a separate building to the current living accommodation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Page 7                                   | <p>5.8 Perth and Kinross Council will not provide grant funding for work which involves extending the original structure of the building or converting a separate building to create additional living accommodation. In cases where this type of adaptation is identified as the only feasible option by the assessing worker, the case will be referred to Care &amp; Repair who will advise on other options for funding the work.</p> <p>5.9 If conversion of space that is part of the existing structure of the main dwelling, such as an integral garage, is the only feasible way of making the required provision then this may be eligible for grant funding.</p> <p>5.9 If the proposed extension to the original structure of the building includes the provision of standard amenities and this is the only feasible way of making such provision, grant funding will be available for this element of the work, subject to a standard cost limit of £3,500 towards bathroom standard amenities.</p> | <p>5.12 In principle, Perth and Kinross Council will not provide grant funding for work which involves extending the original structure of the building (or converting a separate building) to create additional living accommodation.</p> <p>5.13 Where it is not possible to provide the bathroom adaptations within the existing structure of the house an extension to the main structure of the home, or conversion of a garage or outbuilding, to accommodate standard amenities may be considered.</p> <p>5.14 However, if the proposed extension or conversion includes living accommodation that element, of the conversion or extension, will not be considered eligible for grant assistance. In such cases only the cost of providing the adapted bathroom facilities will be calculated and considered for grant funding</p> |

| Page Number                               | Current Wording                                                                                                                                                                                                                                                                                                                                                                                                                                | New Wording                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Page 7                                    | 5.11 If the assessed needs involve a kitchen which is incapable of being adapted then a cost limit allowance of £4,000 will apply.                                                                                                                                                                                                                                                                                                             | 5.15 In cases where assessed needs includes a kitchen which is incapable of being adapted then a discretionary contribution of up to £4,000 may be awarded towards providing the new adapted kitchen.                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Page 9<br>Reinstatement<br>of Adaptations | N/A new paragraph                                                                                                                                                                                                                                                                                                                                                                                                                              | 5.29 Modular ramps will however be removed free of charge when their use is no longer required. In such cases Care and Repair will arrange for the dismantling and removal of the ramp so that these can be reused.                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Page 9 CARE<br>AND REPAIR<br>SERVICE      | <p>6.1 Prior to the end of December 2016 there were two independently run Care &amp; Repair projects in Perth and Kinross. However, following a competitive tendering exercise, a Perthshire wide service provided by Caledonia Care and Repair, started in January 2017.</p> <p>6.2 The Caledonia Care and Repair service is managed by Caledonia Housing Association and their contact details can be found at the end of this document.</p> | 6.2 The service is currently provided by Caledonia Care and Repair and managed by Caledonia Housing Association. (Contact details at the end of this document)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Page 9 & 10<br>Small Repairs<br>Scheme    | <p>6.5 The Small Repairs Scheme is restricted to those on a limited income;</p> <ul style="list-style-type: none"> <li>a. Less than £250 per week for single people or</li> <li>b. Less than £500 per week for a couple and</li> <li>c. Is limited to one qualifying repair per financial year with the maximum available assistance of £1,500.</li> </ul>                                                                                     | <p>6.5 The Small Repairs Scheme is restricted to those on a limited income;</p> <ul style="list-style-type: none"> <li>a. Standard State Pension (only)</li> <li>b. Income Support.</li> <li>c. Income Based Jobseeker's Allowance.</li> <li>d. Pension Credit (Guarantee Element).</li> <li>e. Income Related Employment and Support Allowance.</li> <li>f. Universal Credit.</li> </ul> <p>The small repairs scheme is limited to one qualifying repair per financial year with the maximum available assistance of £1,500.</p> <p>6.6 In cases where a modular ramp is being provided through the Small Repairs Scheme the income limits above do not apply.</p> |







# PERTH AND KINROSS

## SCHEME OF ASSISTANCE

January 2020

# Perth and Kinross Council Scheme of Assistance

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## 1. INTRODUCTION

- 1.1 The Housing (Scotland) Act 2006 introduced changes to the repair and maintenance of private property. It recognised that the primary responsibility for the repair and maintenance of private property lies with individual home owners. However, the Act also provides local authorities with powers, designed to encourage and assist owners to carry out repairs and maintenance to their property.
- 1.2 Section 72 of the Act requires each local authority to provide a statement setting out what forms of assistance the Council will provide, and who will qualify for assistance.
- 1.3 This statement sets out Perth & Kinross Council's Scheme of Assistance. The Scheme of Assistance provides information on the assistance that the Council can provide in relation to repairs, maintenance, improvements and adaptations to privately owned and private rented properties. This statement is known as the 'Scheme of Assistance'.
- 1.4 There are two key elements of the Scheme of Assistance:
  - advice, information and practical support – the Council will provide a range of general advice and information on home repairs, improvements and management to any homeowner within Perth and Kinross.
  - financial assistance – the Council will make financial assistance available to people with disabilities who require adaptations to their homes, subject to agreed criteria.
- 1.5 The Statement is reviewed annually and in line with the review of the Local Housing Strategy (LHS). The Statement was reviewed during November 2019 to reflect changes in the Care and Repair service and the Scottish Government's Home Equity Loan Scheme (HEEPS).

## **2. VISION AND STRATEGY**

- 2.1 Perth and Kinross Council is committed to creating a confident, ambitious and fairer Perth & Kinross, for all who live and work here.
- 2.2 The Scheme of Assistance forms part of the Perth and Kinross Local Housing Strategy (LHS). It contributes towards the priority themes outlined in the LHS which are;
  - Supply of Housing and Sustainable Communities.
  - Housing and Homelessness.
  - Independent Living.
  - House Condition, Fuel Poverty and Climate Change.
- 2.3 As outlined in the Housing (Scotland) Act 2006, Perth and Kinross Council will;

- provide practical and financial assistance to enable older and disabled people in private sector housing to live independently.
- facilitate and encourage the repair and improvement of private sector housing.
- actively promote a culture of responsibility in relation to private sector property maintenance.
- work in partnership with owners of empty properties, providing practical and financial assistance where appropriate, in order to bring properties back into use as affordable housing.

### **3. ASSISTANCE**

3.1 Scheme of Assistance resources are prioritised, to ensure that assistance is provided to those in the greatest need, whilst ensuring that local and national strategic objectives are met.

3.2 The following works are given priority when considering assistance;

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

3.3 Other priority areas for assistance that may apply are;

- areas that have been designated as 'Housing Renewal Areas'.
- areas that are the subject of other focussed regeneration activity.

### **4. SUMMARY OF AVAILABLE ASSISTANCE**

4.1 In most cases the Council or a partner organisation will provide information and advice to enable owner(s) to arrange work to their property themselves.

4.2 In some cases, involving a priority area of work, the Council or a partner organisation will provide practical assistance where information and advice is not enough.

4.3 Financial assistance in the form of grants are limited to areas of work where the Council has a statutory duty to provide assistance, or which are directly linked to the achievement of strategic objectives.

#### **Information and Advice**

- 4.4 General information relating to the maintenance, repair and improvement of residential property is provided in a variety of printed and internet-based formats. These are available on the PKC Website or by contacting our Housing Care and Repair Co-ordinator.
- 4.5 The Council and partner organisations will provide general advice on request. Contact details are included in Appendix A.
- 4.6 When providing information and advice the Council cannot recommend specific contractors or other private sector companies. However, owners who are looking for a suitable contractor to carry out improvement or repair works may find it helpful to refer to the Council's trusted trader scheme - The "Better Business Partnership". Details of this scheme can be found on the Council's website via the links shown at the end of this document.
- 4.7 In cases where there are multiple owners of a building the Tenements (Scotland) Act 2004 applies. The Act provides a structure for the maintenance and management of tenements where this is not provided in the owners' title deeds. A link to the Act is provided in Appendix One.
- 4.8 Perth and Kinross Council is committed to equal opportunities. This Scheme of Assistance can be made available in a number of accessible formats including easy-read leaflets, braille, large-print, audio CD and can be translated into various community languages on request. If you require this service, please contact Perth and Kinross Council's Customer Services Centre on 01738 475000. Page 18 also provides additional information on available translation services.

### **Practical Assistance**

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

### **Financial Assistance**

- 4.13 The Council will provide grants for essential adaptations for people with disabilities. These works must be supported by a referral from an Occupational Therapist. The terms and conditions relating to disabled adaptation grants are included in Section 5 of this statement.
- 4.14 Subject to available funding, the Council will provide grants for works to bring empty homes back into use as affordable housing. The terms and conditions for empty homes grants are available are included in Section 9 of this statement.
- 4.15 If requested the Council may provide information on options for financing repairs, maintenance and improvements. The Council cannot provide financial advice but where possible will provide information to property owners on where relevant advice can be obtained.
- 4.16 Where a common repair scheme is delayed, as a result of an absent owner or an owner who is unwilling to contribute towards the cost of the works, the Council has discretionary powers which enable it to fund the missing share(s). This may be requested by any other owners willing to contribute share(s) to the repair scheme, to enable the works to go ahead. This action is subject to budget availability, the importance of the building to the local area, the status of the works, there being a majority of owners who want to proceed and who have funding in place, together with other mandatory requirements being met. Where the Council takes such action, a Repayment Charge is recorded against the title deeds of each property when the share has been paid, including the recovery of related expenses and costs.
- 4.17 Perth and Kinross Council cannot provide loans for the repair, maintenance or improvement of privately owned, occupied properties.
- 4.18 However, where a property has been vacant for at least six months and funding is available, a discretionary award from the Empty Homes Initiative may be considered. Section 9 of this statement provides further information on this scheme
- 4.19 A Scottish Government initiative to provide equity loan funding for energy efficiency and associated works is being trialled in Perth and Kinross. Whilst this assistance is not directly provided by Perth and Kinross Council it is included within this statement as another significant funding option, which would enable repairs and energy efficiency improvements to be carried out in the private sector. In the first instance enquiries should be made through the Energy Savings Trust (Contact details at the end of this document). The scheme is known as the HEEPS Equity Loan Scheme and further details can be found here : <http://www.energysavingtrust.org.uk/scotland/grants-loans/heels/heels-equity-loan-scheme>. In Perth and Kinross the works are managed by Caledonia Care and Repair.

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

- 5.1 The Council has a duty to provide services to people with disabilities. Wherever possible, the Council will try to meet the person's needs whilst allowing them to continue living independently in their own home. This may involve installing equipment or carrying out a structural adaptation to the property.
- 5.2 However, where there may be a feasible alternative to carrying out adaptation works, which could provide a better housing solution, this will be considered and discussed with the applicant. Where the cost of carrying out the adaptations is significant, the



Council may give advice on alternative housing options or offer financial assistance to move to a more appropriate property.

- 5.3 Advice on the suitability of alternative private property and the potential for any necessary adaptations to be carried out can be sought from the Council prior to making an offer to purchase alternative private housing.
- 5.4 Any financial assistance to move home will be limited to a contribution to the necessary legal costs of selling and buying a more suitable house. No assistance is available from this Scheme towards the purchase price.

### **Assessment & Prioritisation**

- 5.5 The initial assessment of a person's need is completed by the Council's Occupational Therapy (OT) Team. The OT assessment outlines the needs of the person with a disability and their eligibility for assistance in terms of clearly defined, local adult and child care priorities.
- 5.6 The Council needs to ensure that resources are targeted towards those who are most in need. In order to achieve this, a priority system is in place. Priority is awarded to people assessed as being within one or more of the following categories:
  - 5.7 unable to be discharged from hospital because their home is unsuitable.
  - 5.8 adaptation is needed to prevent admission to hospital or residential care.
  - 5.9 at risk when carrying out essential activities of daily living.
  - 5.10 terminal illness.
  - 5.11 unable to meet personal care needs.
- 5.12 Where one or more priorities for assistance are identified, the OT will recommend a course of action that is designed to meet the person's assessed need and promote independent living.
- 5.13 In priority cases and where structural adaptations are required as the best way of meeting an eligible, assessed need, a referral is made to Caledonia Care & Repair. The evolving needs of the person over the medium and long term are considered, to avoid the need for further adaptations and disruption.
- 5.14 Upon receipt of a referral, Caledonia Care & Repair will determine the most appropriate way to have recommended adaptations carried out. Most structural adaptations that are essential to meet the needs of a person with disabilities will be eligible for grant assistance.
- 5.15 The Housing (Scotland) Act 2006 defines adaptations as structural work that involves making permanent changes to the property but exclude any work to extend a structure to create additional living accommodation or work to create living accommodation in a separate building to the current living accommodation.
- 5.16 Some examples of common adaptations that attract grant funding are listed below;
  - 5.17 installation of a stair-lift.
  - 5.18 installation of a level access or wet-floor shower.
  - 5.19 provision of ramped access.

- 5.20 widening doors for wheelchair access.
- 5.21 lowering of worktops, power-points, light switches etc.
- 5.22 In principle the Council will not provide grant funding for work which involves extending the original structure of the building (or converting a separate building) to create additional living accommodation.
- 5.23 Where it is not possible to provide bathroom adaptations within the existing structure of a house, an extension to the main structure of the home, or conversion of a garage or outbuilding, to accommodate standard amenities may be considered.
- 5.24 However, if the proposed extension or conversion includes living accommodation that element, of the extension or conversion, will not be considered eligible for grant assistance. In such cases only the cost of providing the adapted bathroom facilities will be considered for grant funding.
- 5.25 In cases where the assessed need includes a kitchen which is incapable of being adapted a discretionary contribution of up to £4,000 may be awarded towards providing the new adapted kitchen.

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

- 5.26 Where an applicant wishes to carry out works beyond the scope of assessed need, the Council will calculate grant assistance only for the works assessed as necessary. For example, if a person's assessed need indicates that a stair lift is required but the applicant wishes to provide an extension as an alternative solution, the amount of eligible grant will be based upon the cost of fitting a stair lift only. This fulfils the Council's duty to provide assistance, while allowing the applicant flexibility to carry out the works that they desire. The difference between the cost of the completed works and the grant award is the owner's responsibility.
- 5.27 It is strongly recommended that where an applicant wishes to carry out work beyond the assessed level of need they seek advice from the Council on the level of financial assistance which may be available before making any financial commitments towards the work. If costs are incurred without consultation with the Council, the applicant may not be able to claim any abortive costs which may arise.

#### **Minimum Percentage Grants**

- 5.28 The minimum percentage grants available for work to meet the needs of people with disabilities have been set by Scottish Ministers as part of the Housing (Scotland) Act 2006.
- 5.29 All applicants with grants assessed as a priority for assistance, as are entitled to a grant that is equivalent to 80% of the total cost of the eligible works. Those applicants who are in receipt of one or more of the following income replacement benefits are entitled to a grant that is equivalent to 100% of the total cost of the eligible works:
  - 5.30 Income Support.
  - 5.31 Income Based Jobseeker's Allowance.
  - 5.32 Pension Credit (Guarantee Element).
  - 5.33 Income Related Employment and Support Allowance.



- 5.34 The introduction of Universal Credit will result in the qualifying benefits shown above eventually being abolished. Where an applicant is in receipt of Universal Credit the grant made will be equivalent to 100% of the total cost of the eligible works:
- 5.35 The entitlement to 100% grant applies where any of the following persons are in receipt of one of the benefits listed above:
- 5.36 The applicant.
- 5.37 The applicant's spouse or civil partner.
- 5.38 Any person who the applicant is dependent on or who is dependent on the applicant.
- 5.39 Where an applicant is only entitled to 80% grant, Care & Repair will advise the applicant on options for funding the remaining 20% of the cost.

### **Assistance for Private Tenants**

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

### **Reinstatement of Adaptations**

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

- 5.46 Modular ramps will however be removed free of charge when their use is no longer required. In such cases Care and Repair will arrange for the dismantling and removal of the ramp so that these can be reused.

## **6. CARE AND REPAIR SERVICE**

- 6.1 The Care & Repair service is funded by the Council and provides information, advice and practical assistance to home owners and private tenants who are elderly and/or have a disability to enable them to repair, adapt or improve their homes.
- 6.2 The service is currently provided by Caledonia Care and Repair and managed by Caledonia Housing Association. (Contact details at the end of this document)
- 6.3 Care & Repair do not provide funding or carry out any work but they provide the following services;
- Assist with deciding what repairs or improvements are required.
  - Obtain quotations for the cost of works and advise on different funding options.
  - Assist with the identification of a suitable contractor to undertake the work.
  - Assist with applications to the Council for Adaptation Grants
  - Provide assistance to complete loan applications.
  - Provide information on other agencies and services.

### **Small Repairs Scheme**

- 6.4 Care & Repair administer a Small Repairs Scheme which is available to older, disabled or vulnerable home owners or tenants for repairs that are not the responsibility of their landlord. The Small Repairs Scheme is designed to provide practical assistance to help people within client groups to continue to live safely and independently in their own homes.
- 6.5 The Small Repairs Scheme is restricted to those on a limited income who are in receipt of the following;
- 6.6 Standard State Pension (only)
- 6.7 Income Support.
- 6.8 Income Based Jobseeker's Allowance.
- 6.9 Pension Credit (Guarantee Element).
- 6.10 Income Related Employment and Support Allowance.
- 6.11 Universal Credit.
- 6.12 The Small Repairs Scheme is limited to one qualifying repair per financial year with the maximum available assistance of £1,500.
- 6.13 In cases where a modular ramp is provided through the Small Repairs Scheme the income limits above do not apply.

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

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

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

- 8.1 One of the principles of the Housing (Scotland) Act 2006 is that the responsibility for the repair, maintenance and improvement of houses lies with the owner. The Council actively promotes a culture of responsibility in relation to private sector property maintenance. It recognises however, that where a property is already in disrepair, owners can face barriers in progressing with the required work. This is more evident where common repairs are required and it can be necessary for owners to implement a Tenement Management Scheme as detailed within the Tenements (Scotland) Act 2004.
- 8.2 The same principles with regards to the responsibility for the maintenance and repair of buildings also apply in terms of the Building (Scotland) Act 2003.
- 8.3 In most cases where an owner contacts the Council for assistance, the Council will provide information and advice to enable owners to carry out the work themselves. In some cases, involving priority works, the Council may provide practical assistance where information or advice alone would not be enough to enable the required works to progress. The provision of such assistance is discretionary and dependent on the availability of resources. The types of information, advice and assistance that may be available are previously detailed in Section 4 of this document.

## **9. EMPTY HOMES INITIATIVE**

- 9.1 The Scottish Government actively promotes and encourages initiatives to bring empty properties back into use, as a means of increasing housing supply.
- 9.2 Discretionary grants known as Empty Homes Initiative Grants may be available for the repair and renovation of long-term empty properties. These grants are subject to several requirements and to the availability of funding. The undernoted requirements are specific to Empty Homes Initiative Grants and are in addition to the statutory Grant conditions outlined in Section 13.0 of this document;
- 9.3 The property must currently be empty.
- 9.4 The property must be in a priority area and be a priority type. Priority areas and types will be established by the Council and may change from time to time in line with the demand for housing.
- 9.5 The level of grant available is based on the size of the property and, depending on the nature of the project, may be limited to a maximum of £7,500 per bedroom towards eligible works.

- 9.6 The Council will determine which works are eligible for grant funding. This will normally be works that will contribute towards the property meeting the Repairing Standard or in the case of Houses in Multiple Occupation (HMO's), works required to meet the relevant Regulations or Licensing Conditions.
- 9.7 Empty Homes Initiative grants cannot be used for or towards common repairs.
- 9.8 Properties that are improved using Empty Homes Initiative grants must be made available for rent through the Council's Rent Bond Guarantee Scheme for a period of five years with the rent being set within the parameters of the relevant Local Housing Allowance rates.
- 9.9 If an owner fails to adhere to any of the Council's requirements indicated in 9.1 for an Empty Homes Initiative Grant, the owner may be required to repay all or a proportion of the grant depending on the time that has elapsed since the grant was paid. Repayment is on a sliding-scale as below and will apply from the date of completion of the grant award (i.e. from the date the final payment of grant was made);
- |      |                  |   |                |
|------|------------------|---|----------------|
| 9.10 | Within 12 months | – | 100% repayment |
| 9.11 | 12 – 24 months   | – | 80% repayment  |
| 9.12 | 24 – 36 months   | – | 60% repayment  |
| 9.13 | 36 – 48 months   | – | 40% repayment  |
| 9.14 | 48 – 60 months   | – | 20% repayment  |

## 10. ENERGY EFFICIENCY

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

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

- 10.2 The Council is not a provider of funding for stand-alone energy efficiency measures and will seek to direct such enquiries to appropriate, alternative sources.
- 10.3 SCARF (Save Cash and Reduce Fuel) provides free, independent and impartial energy advice to households and businesses throughout Perth and Kinross drawing on government funding and a variety of other sources including funding from suppliers.
- 10.4 Home owners who are only seeking to improve their energy efficiency will be advised to contact SCARF in the first instance. Contact details for SCARF are included in Appendix A.
- 10.5 An alternative source of assistance for energy efficiency works and associated repairs may be available for owner occupiers or amateur landlords (with less than 2 rental properties) through the HEEPS Equity Loan Scheme (See 4.18 for additional details) and accessed via the Energy Savings Trust.

- 10.6 Empty property owners applying for assistance under the Empty Homes Initiative will be encouraged to improve the energy efficiency of their property as part of the upgrading works. Owners will be required to demonstrate an improvement in the Energy Performance Certificate for their property before the grant is paid.

## **11. ENFORCEMENT ACTION**

- 11.1 The Housing (Scotland) Act 2006 and the Building (Scotland) Act 2003 include statutory powers that the Council may use when an owner or owners fail to maintain or repair their properties.

### **Maintenance Orders**

- 11.2 Section 42 of the Housing (Scotland) Act 2006 gives local authorities the power in certain circumstances to serve a Maintenance Order on the owner of a residential property. A Maintenance Order requires the owner to develop a Maintenance Plan for the property covering a period of up to five years. If the owner fails to develop a satisfactory Maintenance Plan, the Council has the power to produce a Plan which the owner will be required to implement. If the owner fails to carry out the work required in the plan, the Council has the power to undertake the work and recover the cost of doing so from the relevant owner(s).
- 11.3 The Council may issue a Maintenance Order;
- 11.4 Where the Council has previously provided grants to assist with the repair of a property and the benefit of that repair is being lost due to a lack of maintenance. In this situation, owners will be given the opportunity to agree a voluntary Maintenance Plan prior to a Maintenance Order being served.
- 11.5 Where the Council becomes aware of serious problems that are the result of a lack of maintenance of common parts of a particular property.
- 11.6 In response to requests from the majority of owners with shared common repair obligations or in response to a request from a property factor or manager representing such owners.
- 11.7 Where lack of maintenance to a non-flatted property is causing damage to an adjoining property.

### **Work Notices**

- 11.8 Section 30 of the Housing (Scotland) Act 2006 gives local authorities the power to serve a Work Notice on the owner of a house that is sub-standard. The Council may issue Work Notices or, in the case of the Building (Scotland) Act 2003 Defective or Dangerous Building Notices, on individual or multiple properties where serious disrepair is adversely affecting the occupation of a property or the amenity of an area.
- 11.9 Influencing factors will include whether the disrepair is likely to lead to a rapid deterioration in the fabric of the building and there is a risk to the safety and health of occupants, members of the public or other properties/premises.
- 11.10 In all cases where a Work Notice is served, the Council will provide the owner(s) with information, advice and assistance as detailed in section 4 of this document. Grants are not be available, but the Council may be able to direct owners to other sources of financial assistance.



- 11.11 A Work Notice or Defective Building Notice will specify the work that is required and the timescales within which the owner(s) must complete the specified work. The time allowed to comply with the Work Notice is at the discretion of the Council and is dependent on the extent of the works. An appeal can be lodged with the Sheriff Court up to 21 days from the serving of the Notice.
- 11.12 If owners fail to make reasonable efforts to comply with a Work or Defective Building Notice, the Council may use its discretionary powers to undertake the works and recover the full cost from the owner(s). These costs will include administrative costs and professional fees. The recovery of such costs may, in the case of a Works Notice, involve the use of Repayment Charges (see below) or in the case of a Defective Building Notice, a Charging Order.

### **Housing Renewal Areas**

- 11.13 The Housing (Scotland) Act 2006 contains powers to designate Housing Renewal Areas. These powers are designed to allow local authorities to deal with poor quality housing on an area basis.
- 11.14 The Council does not currently plan to designate any Housing Renewal Areas. This will be reviewed each year and the Council may choose to use these powers in the future.

### **Repayment Charges**

- 11.15 In certain circumstances, the Council has the power to use Repayment Charges or Charging Orders to secure the recovery of costs associated with carrying out work. If an owner fails to pay an amount due, the Repayment Charge or Charging Order is registered against the property with the Land Registry and remains in place until it is paid.
- 11.16 A Repayment Charge specifies that the amount should be paid in 30 equal annual instalments whilst a Charging Order gives discretion to set the number of annual instalments from 5 to 30. An owner may choose to pay an outstanding balance at any time and, if the property is sold, the amount due will automatically be deducted from the proceeds of the sale.
- 11.17 Repayment Charges and Charging Orders will only be used by the Council where it has undertaken work using its powers under Sections 30 or 42 of the Housing (Scotland) Act 2006, or Section 28 of the Building (Scotland) Act 2003 or where the Council has provided 'missing share' funding as described in section 4.15 of this document.

## **12. APPEAL PROCESS**

- 12.1 Where a customer is dissatisfied with a decision in relation to their eligibility for or entitlement to financial assistance, they may request a review within 14 days of the decision being issued.
- 12.2 The request for a review should be addressed to The Housing Care and Repair Co-Ordinator, Housing and Environment Service, Pullar House, 35 Kinnoull Street, Perth, PH1 5GD. A review of the case will be carried out by a senior officer who was not

involved in the original decision. The customer will be advised of the review decision within 28 days of the request being received by the Council.

- 12.3 If a customer remains dissatisfied following the review process, they have the right to refer their case to the Scottish Public Services Ombudsman. Contact details for the Ombudsman are listed in the 'Useful Contacts' section on page 17.

### 13. GRANT CONDITIONS

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

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

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

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

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

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

**USEFUL CONTACTS/WEB LINKS**

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**Perth and Kinross Council**<http://www.pkc.gov.uk/home>

Customer Service Centre

Tel: 01738 475000

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

Text: 07824 498145

Fax: 01738 475497

**Main Housing Page**<http://www.pkc.gov.uk/housing>

Advice on Adaptations

<https://www.pkc.gov.uk/article/17268/Adapting-homes>

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**Occupational Therapy**

Community Care Access Team,

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

Tel: 0345 30 111 20

E-mail: [accessteam@pkc.gov.uk](mailto:accessteam@pkc.gov.uk)<https://www.pkc.gov.uk/article/14274/Occupational-therapy>

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**Caledonia Housing Association**

Caledonia Care and Repair

5 South St Johns Place, Perth, PH1 5SU

Tel: 01738 474810

[http://www.caledoniaha.co.uk/242\\_CareRepair.html](http://www.caledoniaha.co.uk/242_CareRepair.html)

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**Care and Repair Scotland**

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

Tel: 0141 221 9879

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

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**Better Business Partnership**

Trading Standards,

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

Tel: 01738 476476

E-mail: [TradingStandards@pkc.gov.uk](mailto:TradingStandards@pkc.gov.uk)<http://www.pkc.gov.uk/bbp>

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**Perth and Kinross Credit Union**

282 High Street, Perth, PH1 5QS

Tel: 01738 624872

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

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**Financial Services Authority (FSA)**

25 The North Colonnade, Canary Wharf, London E14 5HS.

Tel: 0207 066 1000

E-mail: [consumer.queries@fca.org.uk](mailto:consumer.queries@fca.org.uk)<http://www.fsa.gov.uk/consumerinformation/>

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**Citizens Advice Bureau**

7 Atholl Crescent, Perth, PH1 5NG



Tel: 01738 450580 (Helpline) & 01738 450 581 (Appointment Line)  
<http://www.perthcab.org.uk/>

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**Scottish Government (Housing)**

<http://www.scotland.gov.uk/topics/built-environment/housing/quality/16193>

**Housing (Scotland) Act 2006**

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

**The Tenement (Scotland) Act 2004**

<http://www.gov.scot/Topics/Justice/law/17975/11023>  
<http://www.gov.scot/resource/doc/76169/0019425.pdf>

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**Landlord Accreditation Scotland Ltd**

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**PERTH AND KINROSS COUNCIL**

**Housing & Communities Committee**

**29 January 2020**

**Home First (Rapid Rehousing Transition Plan) - Update**

**Report by Head of Housing (Report No. 20/34)**

All Scottish Local Authorities were required to submit a Rapid Re-housing Transition Plan (RRTP) to the Scottish Government by 31 December 2018. This report provides committee with an update on feedback from the Scottish Government, funding arrangements and progress with the implementation of the RRTP.

**1. BACKGROUND / MAIN ISSUES**

- 1.1 The Homelessness and Rough Sleeping Action Group (HARSAG) was established by the Scottish Government in October 2017. The remit of the group was to make recommendations to Ministers on ways to end homelessness, rough sleeping and transform the use of temporary accommodation in Scotland.
- 1.2 One of the key HARSAG recommendations, accepted by the Scottish Government, was for a swift transition to a 'Rapid Rehousing' approach. This required all local authorities to develop and submit a Rapid Rehousing Transition Plan (RRTP) by 31 December 2018.
- 1.3 The RRTP covers a five-year period from 2019/20 to 2023/24, and is a strategic document that forms part of the Local Housing Strategy. It was submitted to the Scottish Government in December 2018 and subsequently approved by the Housing and Communities Committee in January 2019 (Report No. 19/13 refers).

**2. PROGRESS UPDATE**

**Feedback from the Scottish Government**

- 2.1 The Scottish Government provided feedback to local authorities on their RRTPs using a standard approach. The feedback on Perth and Kinross Council's RRTP was received on 19 March 2019 and identified areas of good practice with some areas for further development.

- 2.2 In terms of good practice, the feedback noted that a good baseline plan had been presented, and that the outcomes of the Home First approach had been impressive to date. Specifically, the areas that were highlighted included:
- the savings achieved through the transformational approach
  - the improved outcomes for homeless people
  - the reduction in the use of temporary accommodation and
  - the operation of the Common Housing Register and Common Allocations Policy.
- 2.3 Our excellent performance and positive outcomes for homeless people has continued in 2019/20 with a year to date 18.9% reduction in homeless presentations. Perth & Kinross Council is also one of three local authorities not to have an engagement plan with the Scottish Housing Regulator.
- 2.4 The areas for further development related to the content of the RRTP, and with the way some information was presented, rather than the Home First model.
- 2.5 Based on the feedback, minor amendments were made to the content of the RRTP. Below is a summary of the feedback received:
- a further breakdown of the demographics of homeless households and the reasons for homelessness.
  - more information on prevention pathways for families and children, care experienced young people and veterans.
  - more evidence on partnership working both in the production of the RRTP and in the development of the prevention pathways.
- 2.6 A revised version was re-submitted to the Scottish Government on 29 May 2019. The revised RRTP is included as Appendix 1.

### **Development and Allocation of Funding**

- 2.7 Funding for RRTPs was made available for development and implementation activities. Perth and Kinross Council received £46,000 development funding towards the end of 2018/19. This was a share of a total, Scotland-wide development budget of £2M, and has been used to fund:
- a Homelessness Research Project, focused on four key areas
    - links between health and homelessness in a local context
    - rough sleeping
    - youth homelessness
    - an evaluation of the Integrated Schools Programme
  - temporary higher duty arrangements to facilitate the development of the RRTP.

- 2.8 The allocation of the RRTP implementation funding for 2019/20 was announced in a letter from the Minister for Local Government, Housing and Planning dated 17 July 2019. Perth and Kinross Council received £203,000 from a total, Scotland-wide budget of £8M, in September 2019.
- 2.9 The allocation of the implementation funding for 2019/20 was based on homelessness assessments over a three year period. COSLA and the Scottish Government have recently agreed that this formula will continue for the distribution of funding for 2020/21. As a result, Perth & Kinross Council will receive £214,000 for Year 2 of the implementation of our RRTP.

### **Resource Plan Implementation**

- 2.10 All of the Resource Plan elements that required funding in 2019/20 are either in place or in development (e.g. page 46 of Appendix 1). This has been achieved through the funding received and from the Council approving a number of pressures within the Council's budget in February 2019, and along with budget flexibility.
- 2.12 Progress on all of the elements within the Resource Plan are outlined within Appendix 2. Below are some of the key progress areas made to date. We have:
- recruited an additional Homeless Prevention Officer who has supported a continued focus on homelessness prevention activity reducing homeless presentations by 18.9%
  - implemented the Property Ready Fund and improved tenancy sustainment from 83% to 89%
  - appointed a Home First Officer to co-ordinate Home First activities and reduced the length of stay in temporary accommodation to under 68 days
  - rolled out intensive support to meet the needs of people with multiple and complex needs to ensure the number of people sleeping rough the night before they present for assistance is kept to a minimum
  - increased our engagement with the private sector and the number of people securing placements through the Rent Bond Guarantee Scheme, the number of empty homes brought back into use, and the number of properties we manage on behalf of private landlords

## Outcomes for Homeless People

- 2.13 The RRTP contains locally agreed targets that are monitored to measure the effectiveness of our Home First approach. Further details can be found on page 27 of Appendix 1. The baseline data in the RRTP is from April to December 2017/18 and the table below has been updated to show the excellent performance in these and other key areas for 2018/19 and up to December 2019.

| Area                                                           | April to Dec 2017/18 | April to Dec 2018/19 | April to Dec 2019 | Target (2023/24) |
|----------------------------------------------------------------|----------------------|----------------------|-------------------|------------------|
| Number of homeless presentations                               | 677                  | 687                  | 557 ↓             | No target        |
| Number of families presenting as homeless                      | 206                  | 168                  | 103 ↓             | No target        |
| Homeless households waiting for an offer of housing            | 168 households       | 100 households       | 97 households ↓   | 100 households   |
| Average length of stay in temporary accommodation              | 84.35 days           | 70.33 days           | 69 days ↓         | 70 days          |
| Average homeless case duration – decision to discharge of duty | 103 days             | 97 days              | 76 days ↓         | 70 days          |

- 2.14 The overarching aim of Home First was to introduce a direct route for homeless people into settled accommodation, reducing the need for temporary accommodation. Our outcomes demonstrate our success in meeting this aim. We are continuing to minimise the duration, impact, stigma and cost of homelessness while ensuring the best outcomes for homeless households.

## Next Steps – Year 2 of the Home First (Rapid Rehousing Transition Plan)

- 2.15 We will continue to build on the success of Year 1 by:
- expanding the Property Ready Fund
  - implementing some of the key recommendations of the research
  - working closely with key services and agencies to enhance our prevention and support options for young people
  - progressing the regeneration of St Catherine's Square

### 3. CONCLUSION AND RECOMMENDATIONS

- 3.1 Perth and Kinross Council is continuing to deliver and develop a successful, effective and nationally recognised rapid rehousing model through Home First. Through this transformational approach, we are continuing to achieve positive outcomes for homeless people across a range of indicators.
- 3.2 It is recommended that the Committee:-
- i) notes the feedback from the Scottish Government and the revisions to the Rapid Rehousing Transition Plan (Appendix 1).
  - ii) notes progress to date and the further improvement in outcomes for homeless people (Appendix 2).
  - iii) approves that the Rapid Rehousing Transition Plan will become part of the suite of strategic documents forming the Local Housing Strategy 2016-2021 and that further updates on progress will be provided to Committee as part of the wider Local Housing Strategy progress reporting arrangements.

#### Author

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| Elaine Ritchie | Service Manager | 01738 475000<br><a href="mailto:HECommitteeReports@pkc.gov.uk">HECommitteeReports@pkc.gov.uk</a> |

#### Approved

| Name           | Designation                                     | Date            |
|----------------|-------------------------------------------------|-----------------|
| Barbara Renton | Executive Director<br>(Housing and Environment) | 17 January 2020 |

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

### 1. Strategic Implications

#### Community Plan/Single Outcome Agreement

1.1 This report supports the following outcomes of the Perth and Kinross Community Plan/Single Outcome Agreement 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 report 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 This report provides an update on progress including the allocation of development and implementation funding by the Scottish Government for 2019/20 and 2020/21. There will be a further allocation of funding for the implementation of the Rapid Rehousing Transition Plan in 2021/22 but there is currently no information about the level of funding.
- 2.2 There may be financial implications for the Council if the funding allocated by the Scottish Government for future years reduces significantly compared to the 2020/21 allocation.

### Workforce

- 2.3 There are no workforce implications associated with this report.

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

- 2.4 There are no asset management implications associated with this report.

## **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 report has been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:
- (i) An EqIA is required and has been completed.

### Strategic Environmental Assessment

- 3.3 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.
- 3.4 This report has been considered under the Act and no action is required as the Act does not apply to the matters presented in this report.

### Sustainability

- 3.5 There are no issues in the report in respect of sustainability.

### Legal and Governance

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

### Risk

- 3.7 There are no issues of risk arising from the recommendations of this report.

## **4. Consultation**

### Internal

- 4.1 Housing staff and colleagues within other services have been involved in the process of developing and reviewing the Rapid Rehousing Transition Plan through a series of workshops and events. Regular briefings are being prepared and circulated to advise staff of progress.

### External

- 4.2 Partners and stakeholders have been involved in the process of developing and reviewing the Rapid Rehousing Transition Plan through a series of workshops and events. Regular briefings are being prepared and circulated to advise external partners and stakeholders of progress.
- 4.3 The Tenant Committee Report Panel were consulted on this report and they commented that “this report is very in-depth and shows that through multi-agency working you can achieve a balance between having the right support and rapid rehousing. It is good to see properties being put back into use.”

## **5. Communication**

- 5.1 A detailed communication plan has been developed to raise awareness of the Rapid Rehousing Transition Plan and to advise on progress.

## **2. BACKGROUND PAPERS**

- 2.1 No background papers were relied upon during the preparation of this report.

## **3. APPENDICES**

- 3.1 Appendix 1 – Rapid Rehousing Transition Plan
- 3.2 Appendix 2 – Home First (Rapid Rehousing Transitional Plan) Resource Plan  
Progress Overview





# Home First

## Rapid Rehousing Transition Plan 2019-2024





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## Introduction

The Homelessness and Rough Sleeping Action Group (HARSAG) was established by the Scottish Government in October 2017. The remit of the group was to make recommendations to Ministers on ways to end homelessness and rough sleeping, and transform the use of temporary accommodation in Scotland.

One of the key HARSAG recommendations, accepted by the Scottish Government, is for a swift transition to a 'Rapid Rehousing' approach. This requires all local authorities to develop and submit a Rapid Rehousing Transition Plan (RRTP) by 31 December 2018.

The HARSAG recommendations emphasise the need for prevention of homelessness whenever possible. They also recognise that, in some cases homelessness cannot be avoided and there will always be a need for some form of temporary accommodation. Rapid Rehousing should, however, be the default position for all homeless households that have low, or no, support needs.

In July 2015, the Council approved a report 'Building Ambition: The Council's Transformation strategy 2015-2020 and Organisational Development Framework' which included a transformation strategy and a programme of major reviews. One of these reviews was the Home First transformation project. In August 2016, the Council also approved 'Home First - Rio and Tayview House Review' which underpinned the implementation and roll-out of Home First.

**Home First** is our aspiration for people facing homelessness in Perth and Kinross, providing people with a settled **Home** as our **First** response when homelessness occurs. Everyone needs a safe, warm place they can call **home**, and we recognise that **home** is more than a flat, a hostel or a property. **Home** is where we feel safe and secure, have roots and a sense of belonging. **Home** supports our physical and emotional health and wellbeing.

Despite the many improvements in Homeless Services over the years it was recognised that people were still spending too long in temporary accommodation. We planned to remove this stage of the homeless journey and offer Home First as a direct route into settled accommodation for homeless households, reducing the need for temporary accommodation. By delivering Home First, in many cases, the stigma, duration, cost and experience of homelessness has been reduced.

In recognition of the important role that good quality, settled housing has to play in relation to tackling poverty and inequality Home First is a key contributor to the achievement of the Perth and Kinross Fairness Commissions key recommendations.

Home First was fully implemented in April 2017 after an extensive period of development involving colleagues from across the Housing service, other Council services and external partners. The new approach has been extremely successful, delivering on all project objectives and improving outcomes for homeless people across a range of indicators.

### Our Home First Vision is:

*Wherever possible, homeless households move directly into settled accommodation avoiding the stigma, cost and uncertainty of temporary accommodation and homelessness.*

### Objectives

- To remove unnecessary time spent in temporary accommodation.
- To reduce the duration of homelessness.
- To provide a better housing solution for a vulnerable group.
- To have the flexibility to respond to multiple and complex needs.
- To deliver a service that meets our legal and statutory responsibilities.

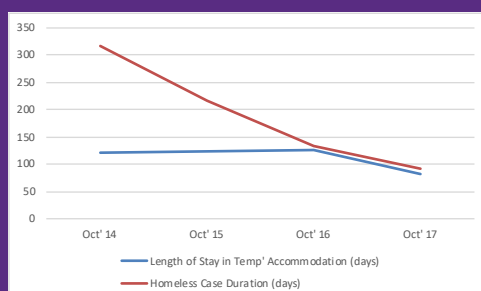


- To reduce inequalities in terms of service provision and affordability between differing types of accommodation.
- To offer best value to the Council and customer.

From the implementation of Home First on 1 April 2017, the following key outcomes have been achieved.

### Home First – Key Outcomes

- Delivered savings target of £676,000.
- Introduced new operational practices for Greyfriars House following the reduction of hostel provision from 3 to 1.
- Reduced the portfolio of temporary accommodation:
  - dispersed flats 109 units to 26 (from a total of 326 units since 2010/11)
  - hostel spaces from 92 to 53
- Reduced the number of households in temporary accommodation from 213 at the end of 2015/16 to 101 at the end 2017/18.
- Reduced the average length of time spent in temporary accommodation from 258 days to 81 days.
- Reduced the number of days that homeless people wait to receive an offer of housing – April 2016 average wait was 441 days, reduced to 91 days by March 2017 and to 77 current.



- Reduced homeless case duration from 52.97 weeks to 20.77 weeks
- Increased the percentage of housing lets to homeless households from 51% in 2015/16 to 67% in 2016/17.
- Reduced the homeless backlog from 550 live cases to 105.
- Increased the number of new tenancies created through the Rent Bond Guarantee Scheme to 175 in 2016/17 to 180 in 2017/18.

Given the significant improvements above, our Home First approach has also been recognised locally and nationally as a sector-leading example of good practice, as highlighted by the Scottish Government, major homelessness charity Crisis and HRSAG. In developing and delivering Home First, we have worked closely with partners, particularly Registered Social Landlords (RSLs) and third-sector organisations. We have a successful and long-standing Common Housing Register, underpinned by a Common Allocations Policy. RSL Partners continue to make a significant contribution to providing settled accommodation for homeless households. Our Home First model has also been independently evaluated by Scotland's Housing Network.

We recognise that, because of Home First, developing a RRTP presents us with a different challenge to that faced by some other local authorities. Through the development of the RRTP we have recognised the ongoing challenges we face in preventing and responding to homelessness and have set out an ambitious proposal designed to enhance Home First to ensure its sustainability and resilience to the increasing demands that we will face over the next five years.





## Perth & Kinross Council's objective is (refer to Appendix 1):

*To deliver a service which is focussed on preventing homelessness and minimising the impact of homelessness where it cannot be avoided. We will do this by continuing to:*

- *intervene early and prevent homelessness through enhanced advice, assistance and support;*
- *offer and provide a route for homeless people to move directly to settled accommodation;*
- *reduce the need for temporary accommodation and minimise the length of time people spend in temporary accommodation where it cannot be avoided.*

We have consulted widely with partners, stakeholders and people who use our service and the proposals contained within this plan reflect their views.

The Plan was developed by a cross-service and multi-agency steering-group with input from various partners including those in the RSL and third sectors and colleagues from the Health and Social Care partnership.

We delivered a series of well attended consultation and engagement events for a diverse range of partners and stakeholders at various stages of the development of the Plan.

The Scottish Government have provided Local Authorities with clear guidance on the content and layout of RRTPs to ensure a consistent approach nationally and support decision making around funding allocations. This RRTP follows the guidance, detailing the housing market context within Perth and Kinross, the temporary accommodation baseline position and future plans to meet key homelessness outcomes over the next 5 years.

This plan sits within the wider strategic planning framework for the delivery of housing and homelessness and supports the overarching vision of the Local Housing Strategy; it will also become an integral part of the Strategic Housing Investment Plan (SHIP) and will influence the delivery of the Health and Social Care Partnerships Strategic Plan.

*"I'm looking forward to having my own tenancy as quickly as possible but I'm worried about how I will pay for it and what I'll do if something breaks."*

(GF Engagement, 1 November 2018 - MS/ER)



# 1 Local Housing Market and Homelessness Context

Perth and Kinross covers an area of 5,286 square kilometres and is the fifth largest local authority area in Scotland<sup>1</sup>. We are centrally located and share a physical boundary with many other Scottish Local Authorities - Dundee City, Angus, Fife, Highland, Aberdeenshire, Argyll and Bute, Stirling and Clackmannanshire Councils. This makes the local area very appealing to many people moving into the area.

Perth and Kinross has a fairly even urban, rural population split, with around 52.8% of the population living in the urban settlements and 47.2% living in rural settlements. We are also in the unique position of being partly located within both of Scotland's National Parks - Blair Atholl and Upper Glenshee fall within the Cairngorms National Park and the small area around Loch Earn and St Fillans falls within the Loch Lomond and Trossachs National Park.

Our geography presents specific challenges in terms of its size and its rural nature. Whilst Perth City is home to just under 50,000 people, the larger area has a number of major towns and many smaller settlements which vary in size. Many remote communities experience issues in terms of access to services and support.

## Population and Household Growth

National Records of Scotland (NRS) mid 2014 population estimates report Perth and Kinross to have a population of 148,880<sup>2</sup>. Previous 2012-based population projections<sup>3</sup> report that the total population of Perth and Kinross is expected to increase from 147,740 in 2012 to 183,468 by 2037. During this time,

the key element of growth is expected to come from net migration.

As strong demand for housing in rural areas can keep house prices high, often local residents searching for housing are unable to afford the market prices. Analysis of house sales data in Highland Perthshire has shown that 31% of buyers originate from the rest of Scotland or the rest of the UK. In Strathearn almost a quarter of the sales were to buyers from the rest of Scotland, rest of UK and overseas; and around 20% of buyers in Kinross originate from the rest of Scotland, the rest of the UK and overseas.

Perth and Kinross also has an increasingly ageing population with an expected increase of 65% in the 75+ age category<sup>4</sup> by 2037. Increases are expected across other age groups (26% in children 0-15 years, 22% in working ages and 29% in pensionable ages). Whilst this level of growth provides many opportunities, it also brings a range of new challenges in terms of providing high-quality services that will continue to meet people's needs.

The total number of households in Perth and Kinross are also expected to increase from 67,102 in 2016 to 77,133 by 2041<sup>5</sup> representing an increase of 15% although the average household size is predicted to fall from 2.18 in 2016 to 2.04 in 2041.

The table below demonstrates the expected change in household composition over the 25 year period, with a significant increase (33%) in the number of households with one adult and one or more children and a decline in the number of households with three or more adults and no children.

<sup>1</sup> Scottish Local Government Financial Statistics 2011/12 [www.gov.scot/Publications/2013/02/4659/2](http://www.gov.scot/Publications/2013/02/4659/2)

<sup>2</sup> National Records of Scotland Mid-2014 Population Estimates [www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-estimates/mid-year-population-estimates/mid-2014](http://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-estimates/mid-year-population-estimates/mid-2014)

<sup>3</sup> National Records of Scotland 2012-Based Population Projections for Scottish Areas [www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-projections/sub-national-population-projections/2012-based/list-of-tables](http://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-projections/sub-national-population-projections/2012-based/list-of-tables)

<sup>4</sup> NRS 2016-Based Population Projections for Scottish Areas (Table 3 - Percentage Change by Age) [www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-projections/sub-national-population-projections/2012-based/list-of-tables](http://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-projections/sub-national-population-projections/2012-based/list-of-tables)

<sup>5</sup> National Records of Scotland 2012-Based Household Projections [www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/households/household-projections/household-projections-for-scotland-2012-based/list-of-figures-and-maps](http://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/households/household-projections/household-projections-for-scotland-2012-based/list-of-figures-and-maps)



Table 1 – Household Composition

| Household Type                              | 2016          | 2021          | 2026          | 2031          | 2036          | 2041          | % Change 2012-37 |
|---------------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|------------------|
| 1 Adult, 1 or more Children                 | 3,541         | 3,794         | 4,057         | 4,326         | 4,539         | 4,701         | 33%              |
| 3 or more Adults, No Children               | 4,825         | 4,765         | 4,551         | 4,318         | 4,209         | 4,192         | -13%             |
| 2 or more Adults, 1 or more Children        | 12,257        | 12,112        | 12,050        | 12,066        | 11,966        | 11,742        | -4%              |
| 1 Adult, No Children                        | 22,626        | 23,977        | 25,283        | 26,369        | 27,355        | 28,415        | 26%              |
| 2 Adults, No Children                       | 23,853        | 25,200        | 26,325        | 27,104        | 27,629        | 28,083        | 18%              |
| <b>Total Households - Perth and Kinross</b> | <b>67,102</b> | <b>69,848</b> | <b>72,226</b> | <b>74,183</b> | <b>75,698</b> | <b>77,133</b> | <b>15%</b>       |

Source: NRS 2016-Based Principal Household Projections

These changes in household composition suggest a continued need for 1 and 2 bedroom properties with increases in single adult households (26%), 2 adults with no children (18%) and an expected increase of 33% in one adult with one or more children over the next 25 years.

## Housing Pressure

Our Housing Needs and Demand Assessment (2015) estimated that 4,781 homes would be required across all tenures in Perth and Kinross by 2021 to meet the demand for housing in the area.

In order to set a Housing Supply Target (HST) which is achievable, consideration must however be given to factors which impact on the pace and scale of housing delivery and the figures then adjusted accordingly. With this in mind, the following realistic HST was agreed for the 5 year period of the Local Housing Strategy (LHS):

|                                            | 5 Year Total       | Annual           |
|--------------------------------------------|--------------------|------------------|
| Affordable Housing (including MMR options) | 750 Units          | 150 Units        |
| Market Housing (including Private Rent)    | 2,000 Units        | 400 Units        |
| <b>Total</b>                               | <b>2,750 Units</b> | <b>550 Units</b> |

Our Local House Condition Survey (2015) asked people whether they felt their current property would meet their household needs over the next 5 years. Whilst the majority of households find their current property suitable for their future needs (78.6%), 18.6% regarded their property as unsuitable and 16% of households quoted medical and mobility needs as the reason for this.

As well as continuing to provide more affordable housing within the area, consideration needs to be given to the fact that many people will have to move because their existing housing may no longer be suitable for their needs. This means that there may be increased demand for ground floor properties or bungalows which are able to accommodate varying needs.



# 1 Local Housing Market and Homelessness Context *(continued)*

## Economy

Perth and Kinross is dominated by small businesses which account for around half the workforce. Tourism contributes around £400million per year to the local economy and supports 13% of employment within the area. Over 2 million visitors per year are attracted to Perth and Kinross which enables unemployment levels to remain below the national average<sup>6</sup>. Low wage sectors such as tourism, hospitality and agriculture are extremely important to the area; however, this also contributes to the fact that earnings from jobs have been around 9% less than Scottish averages over the last decade.

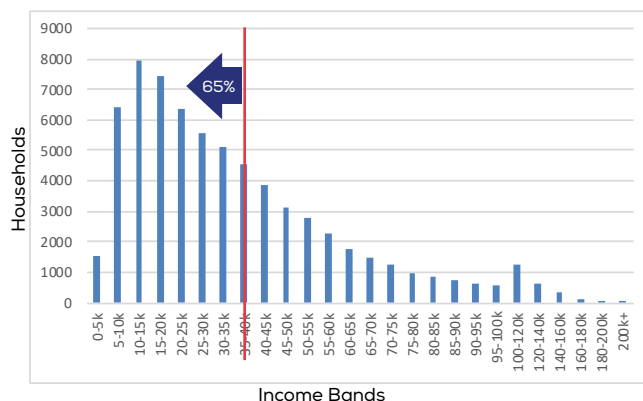
Perth and Kinross had a total of 6 of its 175 data zones appearing within the 15% most deprived data zones in Scotland (2012). Households living within these areas of deprivation are at a distinct disadvantage in terms of inequality, work to expand the economic and physical regeneration through investment on economic growth and increasing employment opportunities is crucial to overcome these inequalities.

## Income and Earnings

Median earnings by residence (2015) for full-time employees living in Perth and Kinross were £26,878.80, below the Scottish median of £27,404 and the median for Great Britain of £27,539.20<sup>7</sup>. Household income level data produced by CACI in 2015 demonstrates over 52% of households within Perth and Kinross earn less than £30,000.

Since 2011, house sales have remained well below pre-recession levels. In 2013, the lower quartile house price for Perth and Kinross was £106,000. In order for a property to be purchased at this price, household income would need to be in excess of £38,000. In Perth and Kinross, 65% of

all households have a total income of less than £38,000 so would struggle to enter the purchase market unless they had a significant deposit raised through equity on a current property or available savings.



Source: CACI income data (2014) & The Scottish Government (2014) Scottish Housing Market Review - Quarter 4

This means that pressure for social housing within Perth and Kinross remains high as many people cannot afford to purchase a property. However, with housing waiting lists outstripping supply, many people have to turn to the private rented sector to meet their housing needs. This sector has experienced an increase of almost 4% between the 2001 and 2011 Census. In 2011, 14.6% of households in Perth and Kinross lived in the private-rented sector compared with a national average of 12.4%.

## Private Rented Sector

The Private Rented Sector in Perth and Kinross has been growing rapidly over the last 10 years. The table opposite displays average monthly private rental costs by bedroom size for the Perth and Kinross area. The figures in the table opposite are based on data published by Citylets for Quarter 2 of 2018.

<sup>6</sup> Perth and Kinross Community Plan/SOA 2013-2023, Page 7  
<http://eric/pkteamsites/strategicplanningandimprovementteam/Strategic%20Planning%20and%20Improvement%20Team%20Published/Community%20Planning/Community%20Plan%20SOA.pdf>

<sup>7</sup> NOMIS Official Labour Market Statistics  
[www.nomisweb.co.uk/reports/lmp/la/1946157428/report.aspx?town=perth%20and%20kinross#tabearn](http://www.nomisweb.co.uk/reports/lmp/la/1946157428/report.aspx?town=perth%20and%20kinross#tabearn)



Table 2 - Private Sector Rents

| HMA                     | 1 Bedroom PCM | 2 Bedrooms PCM | 3 Bedrooms PCM | 4+ Bedrooms PCM |
|-------------------------|---------------|----------------|----------------|-----------------|
| Perth & Kinross Council | £423          | £543           | £745           | £900+           |

The Private Sector Rent Statistics for Scotland (2010-2014) demonstrate that rental costs for 1 and 2-bedroom properties in Scotland are generally on par with the rental costs above for Perth and Kinross, although larger properties in Perth and Kinross are more costly to rent. The recent weekly Local Housing Allowance (LHA) rates for Perth and Kinross (effective from April 2017) are as follows:

Table 3 - Local Housing Allowance Rates

| Perth & Kinross Council | Weekly LHA Rate | Annual LHA Rate | Monthly LHA Rate | Monthly Shortfall |
|-------------------------|-----------------|-----------------|------------------|-------------------|
| 1 Bedroom               | £82.40          | £4,284.80       | £357.07          | £65.93            |
| 2 Bedrooms              | £105.94         | £5,508.88       | £459.07          | £83.93            |
| 3 Bedrooms              | £137.31         | £7,140.12       | £595.01          | £149.99           |
| 4 Bedrooms              | £183.46         | £9,539.92       | £794.99          | £100.00+          |

This information demonstrates that people living in private rented housing have to find additional money to cover the difference in rent relative to the LHA they would qualify for. Ensuring new affordable housing developments are progressed as quickly as possible remains important to meet the needs of people within the local area.

## Homelessness

### Homeless Presentations

Homeless presentations have remained fairly steady since 2012 but there was a 21% increase between 2016/17 and 2017/18. The age profile of people presenting as homeless remains consistent with the majority of presentations (60-65%) coming from people aged 26-59 years.

Table 4 - Homeless Presentations 2012-2018

|                             | 2012/13    | 2013/14    | 2014/15    | 2015/16    | 2016/17    | 2017/18    |
|-----------------------------|------------|------------|------------|------------|------------|------------|
| <b>Total presentations</b>  | <b>909</b> | <b>824</b> | <b>827</b> | <b>898</b> | <b>826</b> | <b>999</b> |
| Presentations by age group: |            |            |            |            |            |            |
| 16-17                       | 55         | 50         | 41         | 43         | 35         | 33         |
| 18-25                       | 260        | 249        | 204        | 246        | 232        | 275        |
| 26-59                       | 549        | 484        | 527        | 560        | 516        | 648        |
| 60+                         | 45         | 41         | 55         | 49         | 43         | 43         |
| <b>All</b>                  | <b>909</b> | <b>824</b> | <b>827</b> | <b>898</b> | <b>826</b> | <b>999</b> |



# 1 Local Housing Market and Homelessness Context *(continued)*

The gender and household composition profile of people presenting as homeless in 2017/18 was broadly in line with previous years. The majority of presentations are from single males (42%) with the second largest distinct group being single-parent females (18%).

**Table 5 - Applications by Household Type and Sex**

|                      |        | 2015/16 | 2016/17 | 2017/18 |
|----------------------|--------|---------|---------|---------|
| Single Person        | Male   | 278     | 301     | 416     |
|                      | Female | 186     | 157     | 172     |
|                      | All    | 464     | 458     | 588     |
| Single Parent        | Male   | 65      | 67      | 76      |
|                      | Female | 211     | 176     | 182     |
|                      | All    | 276     | 243     | 258     |
| Couple               | Male   | 27      | 22      | 23      |
|                      | Female | 36      | 22      | 44      |
|                      | All    | 63      | 44      | 67      |
| Couple with Children | Male   | 29      | 24      | 28      |
|                      | Female | 54      | 48      | 48      |
|                      | All    | 83      | 72      | 76      |
| Other                | Male   | 3       | 0       | 4       |
|                      | Female | 2       | 4       | 4       |
|                      | All    | 5       | 4       | 8       |
| Other with Children  | Male   | 2       | 3       | 0       |
|                      | Female | 5       | 2       | 2       |
|                      | All    | 7       | 5       | 2       |

The chart below shows a breakdown of the homeless presentation reasons in 2017/18. The most common reason is 'Asked to Leave' which accounted for 34% of the presentations in 2017/18. Relationship breakdowns including those with a domestic abuse component account for 27% of presentations whilst 'Action by Landlord' (resulting in termination of tenancy) was the reason for 10% of presentations.

Proportionally, the profile is similar to previous years. However, there has been a significant increase in the number of Housing Association and Private-Sector tenants presenting as homeless due to action taken by their landlord to recover possession.

**Chart 1 - Homeless Presentation Reasons 2017/18**

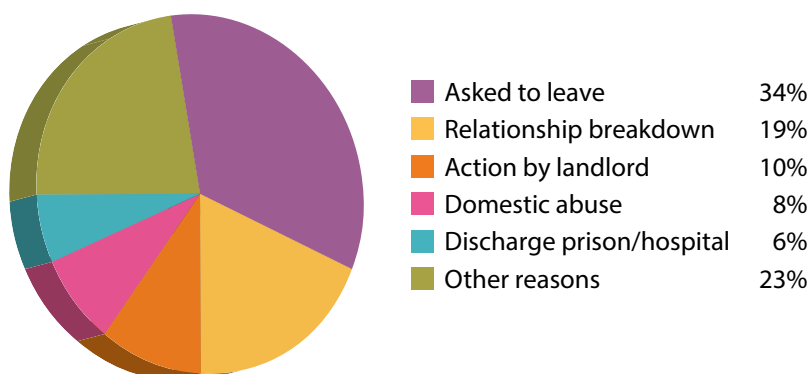






Table 6 - Applications by Property Type

|                                       | 2015/16 | 2016/17 | 2017/18    |
|---------------------------------------|---------|---------|------------|
| Own property - LA tenancy             | 82      | 70      | 80 (+14%)  |
| Own property - RSL tenancy            | 37      | 24      | 40 (+67%)  |
| Own property - private rented tenancy | 195     | 168     | 204 (+21%) |

**Note:**

- A significant majority of the LA Tenancy cases are relationship breakdowns where the person presenting as homeless is a joint tenant.
- The RSL tenancy cases are a mix of action taken by the landlord to recover possession and relationship breakdowns involving joint tenants
- Almost all of the private rented tenancy cases are due to the landlord taking action to recover possession (although in most cases, this is actually due to the tenant not paying rent or failing to fulfil some other obligation).

## Youth Homelessness

Table 4 shows that around 31% of homeless applicants in 2017/18 were in the 16-25 age group. This includes single people and applicants with children. Just over 200 of these applicants were single people.

Of the single, young people that presented as homeless in 2017/18, 56% had been 'asked to leave' by their parents, relatives or friends. This is the most common reason for youth homelessness by some margin.

Reducing youth homelessness is a key priority for Perth and Kinross Council and we have invested substantial resources in this area. We have developed an Integrated Schools Programme to educate young people about homelessness. We also have dedicated Support Officers who work with young people and are trained in family mediation.

Care experienced young people are prioritised through our Strategic Need pathway where possible. This is outlined on page 12.

## Families with Children

Minimising the impact of homelessness for families with children is another key priority for us. Almost a third of all presentations in 2017/18 were from families and compared to youths, the reasons for homelessness are a bit more varied:

- Asked to Leave - 24%
- Relationship breakdown (including domestic abuse) - 32%

## Action by Landlord - 18%

We have actively prioritised families through our Home First approach in order to avoid or minimise the need for temporary accommodation which has a disruptive impact, particularly on children. This has been successful and is one of the factors that have enabled us to significantly reduce our portfolio of temporary flats. In addition, we haven't recorded a breach of the Unsuitable Accommodation Order since 2008.

## Lost Contacts

Maintaining contact with people who are homeless or threatened with homelessness is important to ensure that they provided with the necessary advice and support. There are two ways in which the prevalence of losing contact with applicants is measured - before assessment and after assessment. In 2017/18, contact was lost with 11 applicants before their homelessness assessment had been completed and 84 applicants after their assessment had been completed and they had received their homeless decision.

The 'after assessment' indicator is monitored by the Scottish Government and the 84 cases equates to 7% of the applications assessed in the year, lower than the national average of 17%.

## Rough Sleepers

In 2017/18, 48 (4.8%) of the 999 people who presented as homeless advised that they had slept rough at some point in the three months



# 1 Local Housing Market and Homelessness Context *(continued)*

preceding their application. Of these, 25 people (2.5%) said that they had slept rough the night before they applied. The national average for people reporting that they had slept rough at some point in the three months preceding their application is 8%.

## Repeat Presentations

Repeat homelessness is measured when an applicant had presented previously within a 12 month period and indicates that the initial response to resolve homelessness has been unsuccessful. There were 42 repeat presentations in 2017/18, the majority of these were either previously closed as lost contacts or had an offer of housing from their previous presentation which they refused resulting in their case being closed-down. The table below provides a comparison with previous years.

Table 7 - Repeating Cases - Scottish Government Definition

| 2014/15 | 2015/16 | 2016/17 | 2017/18 |
|---------|---------|---------|---------|
| 42      | 21      | 45      | 42      |

## Prison Leavers

During 2017/18 54 homeless applications were received from prison leavers. The Homeless Team deliver a weekly surgery at HMP Perth to ensure a prisoners' release is managed in a planned way and that suitable accommodation is available upon release.

For high-risk offenders and/or long-term prisoners seeking parole, a robust process is followed involving the Safer Communities Team to facilitate appropriate accommodation.

The approach to engaging with prison leavers to discuss housing options is consistent with the Suitable Housing On Release for Everyone (SHORE) Standards.

## Strategic Need Pathway

Our Common Allocations Policy contains a Strategic Need provision to recognise applicants with an urgent need for rehousing but who may not be homeless or who may not require temporary accommodation. This

provides an opportunity to take a planned approach rather than responding to a crisis situation where an individual or family has become homeless. The typical timescale for making an offer of housing is similar to what we achieve for homeless applicants.

Applicants who fall into the undernoted categories will generally be prioritised through strategic need:

- *Looked after and accommodated (care experienced) young people.*
- *Foster/kinship carers whose current property is unsuitable.*
- *People at risk of or experiencing domestic abuse.*
- *People at risk of or experiencing serious harassment.*
- *People leaving supported accommodation.*
- *Armed Forces personnel leaving full-time, regular service.*
- *People who have to leave home due to regeneration activity.*
- *Witness protection cases.*
- *People who are ready to leave hospital but cannot as they don't have suitable accommodation (delayed discharge).*
- *Served with a Closing Order.*
- *Staying in adapted housing but no longer require the adaptations.*
- *Exceptional circumstances*

## Domestic Abuse

80 households presented as homeless during 2017/18 as a result of 'dispute within household – violent or abusive'. This represents 8% of all presentations received during the period.

We continue to work in close partnership with Women's Aid and Housing staff are active participants in the Violence against Women Partnership.

The Council leases a number of properties to Women's Aid for use as refuge





accommodation. This pool of properties is regularly rotated and it is not uncommon for the tenancies to be transferred to Scottish Secure Tenancies with the individual or family remaining in-situ.

The Council were recently the second Scottish Local Authority to sign-up to the 'Make a Stand' Pledge. This is an initiative developed by the Chartered Institute of Housing in partnership with Women's Aid and the Domestic Abuse Housing Alliance. By signing up to the Pledge, the Council has highlighted its commitment to preventing homelessness arising from domestic abuse and to respond sensitively and appropriately when it does occur.

### Minority Groups

The tables below detail the number of homeless presentations from minority groups. Although presentations are relatively low a proactive approach ensures that services are accessible and tailored to meet the specific needs of these groups.

We have a Service-Level Agreement in place with the Scottish Refugee Council through which, we work in partnership to support minority groups. In addition, we provide translation and interpretation services as required and all our staff have completed Equality and Diversity training.

### Analysis - Reasons for the Increase in Presentations

The increase in presentations experienced in 2017/18 is in part due to normal variations in demand. There are however some other relevant factors that have resulted in this increase.

- Housing Options**

*In 2016 the service undertook a review of housing options activity in relation to homeless presentations to ensure that a homeless application was completed when a housing options approach indicated a homelessness trigger.*

- Removal of Appointment System**

*In July 2017, a new approach was introduced to engaging with people who were looking for advice on their housing difficulties or options. The new arrangements offer all customers an immediate interview at the point of their initial approach. Previously many customers were offered a future appointment, and asked to return to the office, based on an initial triage of their circumstances.*

*The effect of these improved access arrangements has been that some people who have a homeless application (HL1) completed at their initial approach subsequently*

Table 8 - Applications from Gypsy/Travellers

|                   | 2014/15    | 2015/16    | 2016/17    | 2017/18    |
|-------------------|------------|------------|------------|------------|
| Yes               | 17         | 10         | 7          | 12         |
| No                | 789        | 814        | 796        | 911        |
| Not known/Refused | 21         | 74         | 23         | 76         |
| <b>All</b>        | <b>827</b> | <b>898</b> | <b>826</b> | <b>999</b> |

Table 9 - Applications from EU Nationals

|                                               | 2014/15    | 2015/16    | 2016/17    | 2017/18    |
|-----------------------------------------------|------------|------------|------------|------------|
| British, EEA, pre EU expansion in 2004, Swiss | 796        | 881        | 798        | 973        |
| A8, A2 or joined the EU since then            | 27         | 15         | 19         | 13         |
| Lawfully present                              | 4          | 2          | 4          | 7          |
| Not eligible                                  | 0          | 0          | 5          | 6          |
| <b>All</b>                                    | <b>827</b> | <b>898</b> | <b>826</b> | <b>999</b> |



# 1 Local Housing Market and Homelessness Context *(continued)*

disengage with the Service having resolved their situation themselves.

The cumulative effect of these 2 service improvements has been an overall increase in homeless presentations. By ensuring a customer-focussed and highly-accessible homeless service, the level of homeless presentations has increased. This approach has enabled the team to intervene at a very early stage and in many instances prevent homelessness occurring. This has resulted in an increase in 'resolved', 'not homeless' and 'lost contact before assessment' decisions.

- **Focused Approach to Early Intervention and Homelessness Prevention**

In line with the approach promoted by the Scottish Government and adopted nationally the delivery of housing options within Perth and Kinross has a strong focus on early intervention, support and prevention. A range of prevention measures and approaches ensure homelessness is prevented wherever possible. Full details of these measures and approaches are outlined in the Rapid Rehousing Plan section.

- **Impact of Home First/Rapid Rehousing**

Concerns have been raised across the housing sector that rapid rehousing may encourage households to present as homeless. Analysis of homelessness

since the introduction of Home First does not suggest that this is an issue. However, given the reduction in case duration as a result of Home First this is an area that will continue to be monitored.

## Homelessness Assessments

To ensure an effective and prompt response to people facing housing crisis a decision on a household's homelessness should be made within 28 days of the date the household presents as homeless. In April 2017, to improve performance in this area, an internal target of 21 days was introduced and as a result during 2017/18, 99% of homelessness assessments were completed within the 28 day target. The year to date figure is 100%.

The table below highlights the trend in assessment decisions over the last 4 years. The total number of assessments completed varies slightly from the total number of presentations in the period as presentations recorded near the end of a year are likely to be recorded as assessments/decisions in the following year.

Homeless decisions have generally remained consistent each year. In 2017/18 the number of households assessed as intentionally homeless increased, mainly due to people losing accommodation through their own actions. The removal of the appointments

Table 10 - Trends in Assessment Decisions (number)

|                                                              | 2014/15    | 2015/16    | 2016/17    | 2017/18    |
|--------------------------------------------------------------|------------|------------|------------|------------|
| Homeless - priority unintentional                            | 661        | 719        | 669        | 743        |
| Homeless - priority intentional                              | 15         | 11         | 15         | 34         |
| Potentially homeless - priority unintentional                | 9          | 14         | 21         | 47         |
| Potentially homeless - priority intentional                  | 1          | 1          | 1          | 5          |
| Neither homeless nor potentially homeless                    | 65         | 49         | 83         | 84         |
| Applicant resolved homelessness prior to assessment decision | 43         | 52         | 53         | 34         |
| Lost contact before assessment decision                      | 1          | 10         | 21         | 9          |
| Withdrew application before assessment decision              | 20         | 17         | 13         | 12         |
| Ineligible for assistance                                    | 0          | 0          | 5          | 6          |
| <b>All</b>                                                   | <b>815</b> | <b>873</b> | <b>881</b> | <b>974</b> |



system has enabled a reduction in the number of 'lost contacts' prior to assessment.

Table 10 shows that the Council accepted a homelessness duty to 743 individuals or households in 2017/18 (homeless - priority unintentional cases).

However, the Council is also likely to accept a duty to applicants who receive a potential homeless decision. In circumstances where an intentionally homelessness decision is reached for a household with children our approach is ultimately to provide accommodation. This means that the overall number of households that the Council was committed to housing was 800 in 2017/18.

Homeless outcomes and the figures for the previous four years indicate that on average, 31% of the 800 applicants referred to above will eventually have a non-rehousing outcome. This in effect means that a rehousing solution would be required for 552 applicants.

### Homeless Case Duration

One of the key measures of the impact of homelessness on individuals and families is the duration of homelessness. This is measured in terms of the length of time between the homelessness decision and an offer of settled accommodation.

Table 11 below shows the average duration against each of the decision outcomes where we have a duty to rehouse or have taken a decision to make them a discretionary offer of housing (intentional cases). The table shows that the overall average case duration

has reduced by 61% in the last four years from 52.97 weeks to 20.77 weeks. This is directly linked to the introduction of our Home First approach.

Responding to homelessness and the provision of suitable housing fulfils a basic need essential to meet wider life outcomes. A home, its location and its immediate environment can have a major impact on a person's health and wellbeing. We recognise that good quality housing of the right size and close to family and social networks can have a positive impact on children's development and educational outcomes. Providing suitable housing quickly minimises the duration and stigma of homelessness.

The Chart below shows a significant and continuing improvement in reducing the overall case duration.

Chart 2 - Homeless Case Duration

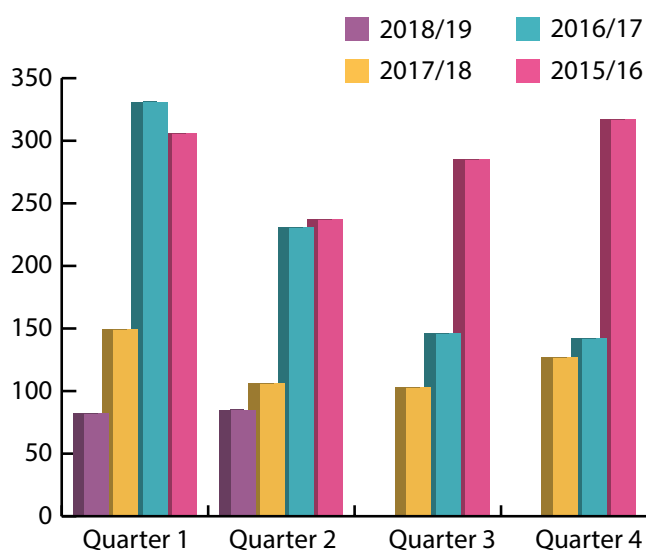


Table 11 - Average Case Duration (weeks) by Financial Year of Case Closure (Homeless/Potentially Homeless)

|                                               | 2014/15            | 2015/16            | 2016/17            | 2017/18            |
|-----------------------------------------------|--------------------|--------------------|--------------------|--------------------|
|                                               | Mean Case Duration | Mean Case Duration | Mean Case Duration | Mean Case Duration |
| Homeless - priority unintentional             | 53.13              | 49.59              | 39.01              | 20.90              |
| Homeless - priority intentional               | 39.68              | 57.45              | 32.53              | 20.55              |
| Potentially homeless - priority unintentional | 67.17              | 15.93              | 17.20              | 17.16              |
| Potentially homeless - priority intentional   | 70.71              | 3.14               | 106.29             | 38.79              |
| <b>All</b>                                    | <b>52.97</b>       | <b>49.37</b>       | <b>38.43</b>       | <b>20.77</b>       |



# 1 Local Housing Market and Homelessness Context *(continued)*

## Live Homeless Cases

Another key measure of the effectiveness of responding to homelessness is the number of live homeless cases awaiting an offer of permanent housing, often referred to as the 'Homeless Backlog'. In the context of Home First or Rapid Rehousing, it is essential that the backlog is minimised in order that newly presenting households receive an effective response. Table 12 below shows the 'gross' backlog figure as at 31 March in each of the last 3 years, demonstrating that this has reduced by 58% since the end of 2015/16.

**Table 12 - Number of Live Cases**

|                                | Total |
|--------------------------------|-------|
| Live cases as at 31 March 2016 | 537   |
| Live cases as at 31 March 2017 | 321   |
| Live cases as at 31 March 2018 | 218   |

It is also useful to look at the 'net' homeless backlog which takes account of the number of live case applicants, who have either been rehoused on a Short Scottish Secure Tenancy (SSST) or who already have an offer of housing and are waiting on the property being ready. At 31 March 2018, there were 25 applicants rehoused on a SSST and 64 applicants with an offer of housing. The 'net'

homeless backlog therefore was only 129 applicants (who we have a duty to and who are waiting on an offer of housing).

## Outcomes for Homelessness Cases

Our vision is to deliver a service which is focussed on preventing homelessness and minimising the impact of homelessness where it cannot be avoided.

Table 13 below details the outcomes recorded for all homeless cases closed each year. The significant increase in the number of homeless applicants securing a Scottish Secure Tenancy each year is linked to Home First, and specifically the higher proportion of allocations to homeless households.

It has always been difficult to discharge our homelessness duty into the private-rented sector (PRS) due to the number of conditions that need to be satisfied. We have however been very successful in preventing homelessness by assisting households into the private-rented sector through a range of PRS access initiatives. The decline in the number of PRS homeless outcomes is as a result of these initiatives where people are proactively assisted into the private sector as a suitable housing option to prevent homelessness arising.

**Table 13 - Homeless Outcomes (number)**

|                                                | 2014/15<br>N | 2015/16<br>N | 2016/17<br>N | 2017/18<br>N |
|------------------------------------------------|--------------|--------------|--------------|--------------|
| Scottish Secure Tenancy                        | 500          | 609          | 641          | 657          |
| Private Rented Tenancy                         | 73           | 56           | 50           | 26           |
| Hostel                                         | 2            | 1            | 4            | 0            |
| Bed & Breakfast                                | 0            | 0            | 0            | 0            |
| Returned to previous/friends/vol org           | 112          | 135          | 101          | 55           |
| Women's Refuge                                 | 0            | 0            | 0            | 0            |
| Residential care/nursing home/shared supported | 2            | 0            | 0            | 0            |
| Other - Known                                  | 40           | 43           | 30           | 18           |
| Other - Not Known                              | 6            | 8            | 10           | 20           |
| No duty owed to applicant                      | 136          | 133          | 167          | 144          |
| Contact lost before duty discharge             | 35           | 64           | 48           | 70           |
| <b>All</b>                                     | <b>906</b>   | <b>1049</b>  | <b>1051</b>  | <b>990</b>   |



### Temporary Accommodation

Since 2010/11 the portfolio of temporary accommodation has been significantly reduced through service improvement and redesign. Excluding Third Sector hostel provision, we have reduced our portfolio of temporary accommodation from 326 to 56 units, since 2010/11. Full details of our past, present and proposed temporary accommodation portfolio is included in Appendix 4.

The table below shows the steady reduction in the number of people\* in temporary accommodation over the last three years which is a direct result of the implementation of Home First.

Table 14 - HL2 Reporting

|         | Q1  | Q2  | Q3  | Q4  |
|---------|-----|-----|-----|-----|
| 2017/18 | 175 | 141 | 171 | 155 |
| 2016/17 | 201 | 175 | 169 | 174 |
| 2015/16 | 237 | 278 | 246 | 213 |

*\*Note: this is the total number of people in temporary accommodation rather than the number of households. Q = Quarter.*

At the end of March 2018, 113 households were accommodated consisting of 155 people including 38 children.

At the end of June (Quarter 1) in 2012, 411 households were accommodated in temporary accommodation, many of them in Bed & Breakfast. This was the highest recorded figure ever. Comparing this with the position at the end of 2017/18, the number of households in temporary accommodation has reduced by 73% to 113.

Minimising the length of stay and the number of transitions between different temporary accommodation types are [key recommendations from the Homeless and Rough Sleeping Action Group \(HARSAG\)](#) report on 'Transforming the Use of Temporary Accommodation'.

The table below highlights the significant reduction in the length of stay achieved through the full implementation of Home First in 2017/18.

Table 15 - Length of Stay in Temporary Accommodation

|         | Length of Stay (Dispersed Flats) | Length of Stay (All Types) |
|---------|----------------------------------|----------------------------|
| 2017/18 | 123                              | 86                         |
| 2016/17 | 246                              | 153                        |
| 2015/16 | 214                              | 136                        |
| 2014/15 | 273                              | 160                        |

### Allocation of Housing

We continue to operate a successful Common Housing Register (CHR) with RSL partners Caledonia Housing Association (CHA) and Hillcrest Housing Association. This is underpinned by a Common Allocations Policy, revised in 2016, with an overall aim to meet housing need fairly and help secure accommodation for households in the greatest housing need.

The Councils' Housing Options & Support Team undertake the overall administration of the CHR on behalf of the partners. This includes the assessment of housing applications against the policy and allocating and matching all vacant properties to applicants on the CHR.

The combination of the CHR, the common allocations policy and the administration arrangements ensures a consistent, efficient and fair approach to determining housing need and accessing social housing in the area. Furthermore the approach has been a key factor in the success of Home First and has been identified as unique in Scotland and [highlighted as an example of good practice by HARSAG](#).





# 1 Local Housing Market and Homelessness Context *(continued)*

The table below shows the number of vacant properties that became available to CHR partners over the last three years.

**Table 16 - Total Lets by the CHR Partners**

|                               | 2015/16    | 2016/17      | 2017/18      | Total        |
|-------------------------------|------------|--------------|--------------|--------------|
| Perth & Kinross Council       | 716        | 704          | 762          | 2,182        |
| Caledonia Housing Association | 200        | 198          | 312          | 710          |
| Hillcrest Housing Association | 80         | 129          | 71           | 280          |
|                               | <b>996</b> | <b>1,031</b> | <b>1,145</b> | <b>3,172</b> |

The total number of available vacancies from the three partners has been increasing steadily as a result of new-build completions, property conversions, buy-backs and the effective use of stock through vacancy chains.

In recent years our stock turnover has increased from 6.31% in 2010/11 to 9.47% in 2017/18, this can largely be attributed to the proactive approach to increase the supply of housing and meet housing need in the area. The table above shows that the total lets by the CHR partners have increased by 15% since 2015/16.

## *Allocations to Homeless Applicants*

A key success factor of Home First has been to increase the number of properties allocated to homeless applicants. The Common Allocations Policy aims to allocate around 50% of vacancies to homeless applicants. *The RRTTP Guidance encourages* Local Authorities to undertake a predictive modelling exercise to establish the number of vacancies to be allocated to homeless applicants to reduce existing backlogs and respond to homeless demand timeously.

The table below shows the number and percentage of properties allocated to homeless applicants by partners.

**Table 17 - Properties Allocated to Homeless Applicants**

|                               | 2015/16    | 2016/17    | 2017/18    | Total        |
|-------------------------------|------------|------------|------------|--------------|
| Perth & Kinross Council       | 407 (60%)  | 451 (67%)  | 443 (62%)  | 1,301        |
| Caledonia Housing Association | 86 (50%)   | 102 (63%)  | 154 (55%)  | 342          |
| Hillcrest Housing Association | 55 (69%)   | 73 (57%)   | 48 (68%)   | 176          |
|                               | <b>548</b> | <b>626</b> | <b>645</b> | <b>1,819</b> |

*\* The percentage calculation is based on the total number of general needs lets only (supported housing lets are disregarded).*

The information in the table highlights the success in maximising the number of allocations to homeless applicants. This has contributed to the significant reduction in the homeless backlog of live cases outlined previously. It also highlights that our partners are making a significant contribution to addressing homelessness. The strength of this partnership approach cannot be underestimated particularly in the national context where the number of properties allocated to homeless applicants by some Registered Social Landlords is relatively low with the national average being 26%.



## Gap Analysis

One of the initial tasks undertaken as part of the Home First redesign was to develop a modelling tool, evaluating current and future needs to determine how the future model of service delivery would operate. This was another key factor in the success of Home First. The modelling tool mapped all current activity and enabled an analysis of:

- the total number of homeless presentations;
- household size, type and location to determine future accommodation requirements;
- the support needs of applicants and the level of support required – low, medium or high.

This enabled an assessment of the type of support provision and associated accommodation required. The modelling tool is updated regularly to support planning activity around the delivery of homeless services.

In addition to the 645 allocations to homeless applicants, 30 homeless households were successfully accommodated into settled accommodation within the private-rented sector.

An overview of the approach taken to determine homelessness demand is detailed in Appendix 2. Based on existing and projected new demand, it is estimated that 578 allocations to homeless households will be required annually.

The above projections indicate that if we continue to allocate the level of vacant properties to homeless applicants there would be an over provision of 97 properties. This could therefore enable a review and a future reduction in the number of allocations to homeless applicants from current levels.

This potential over provision gives flexibility to respond to fluctuations in levels of homeless presentations and availability of housing.

## Access to the Private Rented Sector

*The RRTTP guidance suggests* that Local Authorities should develop rehousing solutions in the private rented sector (PRS) including enhanced use of Rent Deposit Scheme, development of Social Letting Agencies and use of Empty Homes Grants with conditions for rehousing homeless households.

Key to the success of Home First has been the continued development and delivery of a wide range of private-sector access initiatives. Our approach to engaging with the private sector to secure access to housing has been recognised through various awards including our local Securing the Future Awards and the National Empty Homes Champion awards.

### Rent Bond Guarantee Scheme

The Rent Bond Guarantee Scheme (RBGS) continues to expand despite more challenging market conditions associated with changes to the tax regime for landlords, welfare reform, an uplift in the private house sales market, increasing regulation of the sector and the introduction of the Private Residential Tenancy (PRT).

The table below shows the number of households assisted through the RBGS since it was established in 2009.

**Table 18 – RBGS Tenancies Created since 2009/10**

|         |     |              |              |
|---------|-----|--------------|--------------|
| 2009/10 | 75  | 2014/15      | 191          |
| 2010/11 | 200 | 2015/16      | 153          |
| 2011/12 | 175 | 2016/17      | 175          |
| 2012/13 | 131 | 2017/18      | 181          |
| 2013/14 | 176 | <b>Total</b> | <b>1,457</b> |

### PKC Lets – Social Letting Agency

PKC Lets has continued to develop, increasing the fully managed property portfolio from 100 to more than 130 units during 2017/18.



## 1 Local Housing Market and Homelessness Context *(continued)*

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Section 61 of the Housing (Scotland) Act 2014 requires Letting Agents in Scotland to register with the Scottish Government. PKC Lets is covered by this legislation and has successfully achieved registration.

### Empty Homes Initiative

Grants totalling more than £236,000 enabled 18 properties across the area to be brought back into use through the Empty Homes Initiative during 2017/18. A key criteria of the Empty Homes Initiative is that properties are made available to applicants through the Rent Bond Guarantee Scheme for an initial 5 year period. This unique approach provides a further housing option to people in housing need.

Additional funding for 2018/19 has been secured from the Council Tax 'Second Homes' budget to support the continued growth of the scheme. Recent legislative changes under the Private Housing Tenancies Act 2016 will increase housing opportunities for homeless people.



## 2 Temporary Accommodation Baseline Position



As part of the redesign of Homeless Services and the introduction of Home First a targeted plan was implemented, during 2016/17, to further reduce the portfolio of temporary accommodation. As detailed earlier, excluding Third Sector hostel provision, the portfolio of temporary accommodation has reduced from 326 to 56 units, since 2010/11. A full overview of our rapid rehousing baseline position is included as Appendix 3.

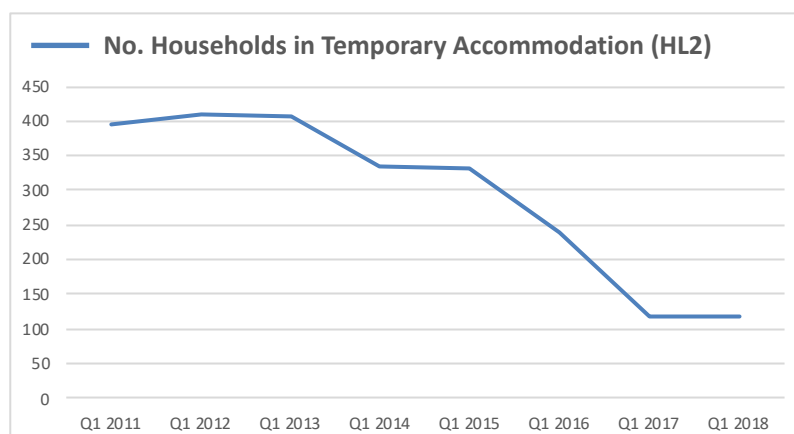
The table below provides an overview of current temporary accommodation provision with a baseline in 2015/16 for comparison.

**Table 19 - Temporary Accommodation Baseline**

| Temporary Accommodation Type                                                                                 | Home First Baseline (2015/16) | Current Position (following Home First reduction programme)                                                           |
|--------------------------------------------------------------------------------------------------------------|-------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| Local Authority Furnished Accommodation (dispersed furnished flats)                                          | 109 units                     | 30 units                                                                                                              |
| Local Authority Furnished Accommodation (St Catherine's Square) (temporary furnished flats)                  | 43 units                      | 37 units                                                                                                              |
| Housing Association/ RSL Dwelling (dispersed furnished flats)                                                | 10 units                      | 0 units<br>These units were decommissioned and returned to the RSLs as part of the Home First TA reduction programme. |
| Local Authority Hostel (Greyfriars House & Rio House) (supported accommodation with emergency/direct access) | 38 units                      | 30 units<br>Rio House was decommissioned and closed in December 2016.                                                 |
| Hostel Other (Third Sector providers) (interim supported accommodation)                                      | 92 units                      | 53 units                                                                                                              |
| B&B (emergency accommodation)                                                                                | n/a commissioned as required  | n/a commissioned as required                                                                                          |
| <b>Total Units</b>                                                                                           | <b>292</b>                    | <b>146</b>                                                                                                            |

Through Home First, the number of households being accommodated in temporary accommodation has significantly reduced as illustrated in the chart opposite.

**Chart 3 - Number of Households in Temporary Accommodation (HL2)**





## 2 Temporary Accommodation Baseline Position *(continued)*

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### Note on Hostel Provision

The current temporary accommodation portfolio includes a mix of temporary furnished flats and supported accommodation placements within hostel type accommodation. Greyfriars House, the Council's direct access hostel is of high quality with a 24-hour staff presence of Support Officers and Hostel Assistants. The hostel includes a mix of shared and self-contained facilities and is designated as supported accommodation and is registered with the Care Inspectorate. Our commissioned, third-sector provision is also registered which provides reassurance that services delivered are in line with Health and Social Care Standards.

### Note on Housing First Provision

Home First must not be confused with Housing First.

Housing First is an evidence-based approach to successfully supporting homeless people with high needs and histories of entrenched or repeat homelessness to live in their own homes. The overall philosophy of Housing First is to provide a stable, independent home and intensive, personalised support to homeless people with multiple and complex needs.

Home First is a rapid rehousing approach adopted as the Council's core homelessness business model. The aim to provide rapid rehousing applies to all homeless households, not just those with multiple and complex needs, the group typically served by Housing First models.

*"Greyfriars House is not a homeless place, it's a home."*

(GF Engagement, 1 November 2018 - MS/ER)



## 3 Rapid Rehousing Plan

### Vision

*To deliver a service which is focussed on preventing homelessness and minimising the impact of homelessness where it cannot be avoided. We will do this by continuing to:*

- intervene early and prevent homelessness through enhanced advice, assistance and support;*
- offer and provide a route for homeless people to move directly to settled accommodation;*
- reduce the need for temporary accommodation and minimise the length of time people spend in temporary accommodation where it cannot be avoided.*

The introduction of Home First within Perth and Kinross was enabled by a far longer journey of service re-design and improvement. Over a number of years the Housing Service has:

- significantly reduced the use of B&B accommodation to a point where it is now used minimally for emergency situations only;*
- phased out private sector leasing;*
- shifted the focus of the service to early intervention and prevention;*
- undertook a full redesign of the Housing Service to deliver a more integrated locality model, integrating temporary accommodation management and enabling delivery tenure-neutral support from specialist, central and Locality Housing Teams;*
- delivered a successful Common Housing Register whereby the Council assess all applications and allocate all vacancies on behalf of partners;*
- introduced a Common Allocations Policy simplifying the system for all applicants and ensuring that sufficient*

*vacancies are allocated to homeless households;*

- integrated Homeless and Allocations teams into one Housing Options team ensuring a more streamlined service;*
- increasing the supply of affordable housing through a range of activities including;*
  - new supply through the delivery of the Strategic Housing Investment Programme (SHIP);*
  - purchasing more than 150 ex-Council properties through the Buy-Back scheme;*
  - the creation of vacancy chains to make the best use of stock when allocating properties;*
  - continued development of private-sector access initiatives.*

Home First recognises the importance of a proactive person-centred approach to reducing the stigma and experience of homelessness throughout each stage of a person's homeless journey.



Although Home First is delivering positive outcomes, a number of key challenges exist. It is the intention that this plan will address these issues and continue to deliver and enhance Home First by achieving the following outcomes for households facing homelessness in Perth and Kinross:

*"I didn't want to be homeless, I was worried about the stigma and didn't want to be in temporary accommodation, so I stayed where I was until I was rehoused and it was a relief that it didn't take long to be offered a tenancy."*

(SHN Evaluation – Fiona Jackson)



### Outcomes for Households Facing Homelessness

1. *For people at risk, homelessness is prevented before it arises.*

#### When homelessness does occur and cannot be prevented:

2. *People are provided with a range of information and advice regarding their options.*
3. *People with support needs are appropriately supported through the different stages of homelessness and in their tenancy once settled accommodation has been provided.*
4. *If alternative accommodation is required, people are moved directly into settled accommodation wherever possible.*
5. *Temporary accommodation is of a high standard, short-term and meets a household's needs in full.*
6. *Nobody need sleep rough in Perth and Kinross.*

### Homeless Prevention

It is our overarching aim to intervene early and prevent homelessness occurring wherever possible. Detailed below are some examples of a range of projects designed to prevent homelessness in the short and long-term:

- **Integrated Schools Programme**

*Since 2012 the Housing Service has delivered a housing and homelessness education programme to S1 to S3 pupils in all secondary schools.*

- **Young People**

*Support Officers are assigned to work specifically with young people at risk of homelessness with the aim of preventing it occurring wherever possible. This engagement takes place in a number of settings including youth clubs.*

- **Family Mediation**

*All Support Officers are trained in family mediation to provide support where a young person has been asked to leave the family home.*

- **Prison Protocol**

*Weekly surgeries delivered at HMP Perth to ensure a planned approach for prisoners nearing release and to assist short-term prisoners to maintain their existing tenancies during sentence to minimise and prevent homelessness upon release.*

- **Hospital Discharge**

*An Officer works closely with Health and Social Care Partnership colleagues to assist people ready to be discharged from hospital but who cannot return to their home.*

- **Domestic Abuse**

*Joint partnership working with Women's Aid and involvement in other domestic abuse partnerships to ensure that suitable accommodation is available for people who are victims of domestic abuse.*

- **Personalised Budgets**

*HARSAG recommended and facilitated the introduction of personalised budgets as part of the 2017/18 'Winter Initiative'. We have replicated this approach using a small, recurring budget which has been available since April 2018. Front-line staff are empowered to use this budget for homelessness prevention or crisis response situations.*

*Perth & Kinross Council has also been instrumental in the development of the Housing Options Toolkit and will fully implement the Toolkit to ensure staff have access to high-quality, consistent housing options training.*

- **Eviction Prevention**

*We have an eviction prevention panel and associated arrangements which take a cross-service and multi-agency approach to preventing evictions from Council tenancies. In addition, we have dedicated a Support Officer*



to work with RSL partners to support tenants and prevent evictions. Another Support Officer focusses on Section 11 notifications, engaging with private landlords and lenders in this capacity.

- **Veterans**

Armed Forces personnel leaving full-time, regular service are prioritised through our Strategic Need pathway. This provides an opportunity to take a planned approach rather than responding to a crisis situation where an individual or family has become homeless. The typical timescale for making an offer of housing is similar to what we achieve for homeless applicants.

**Key Challenge: Homeless presentations**

increased by 21% in 2017/18 compared to the previous year. While the increase has been largely as a result of a proactive approach to enhance access arrangements, the increase was particularly evident in the 18-25 age group and presentations from Housing Association or private-sector tenancies.

**Key challenge: Rough Sleeping - The Scottish Government has committed to eradicating rough sleeping in Scotland and this was a key focus of the HARSAG.** Rough sleeping in Perth and Kinross is low and well below the national average. Last year 48 people indicated that they had slept rough at some point in the three months preceding their application. This represents a slight increase from the previous year and in the context of eradicating rough sleeping, this is an area for improvement.

**The HARSAG concluded** that much more needs to be done to understand the people that are at the highest risk of rough sleeping in order that prevention responses can be targeted effectively.

**Key challenge: Better understanding the local homeless context in Perth and Kinross and the role of our partners.** Health and homelessness research in Scotland evidenced that:

- at least 8% of Scottish population had experienced homelessness at some point of life;

- 49% of homeless people have health conditions relating to drugs/alcohol or mental health;
- the average death of a homeless person is 47 years for a male and 43 for a female;
- 30% of homeless people have some mental health interactions;
- 19% of homeless people have a drug/alcohol interaction (of whom 94% had mental health interactions);
- the most common health needs of homeless people are mental ill health, alcohol abuse and illicit drug use, with dual diagnosis being frequent;
- depression and suicide are higher among homeless people;
- homelessness can also impact on the health of children - homeless children have higher rates of acute and chronic health problems than low-income children with homes;
- some homeless people have multiple , complex support needs which overlap making the problem even more difficult as services tend to focus on single 'issues'.

*'Rights, Respects and Recovery'* Scotland's new strategy to improve health by preventing and reducing alcohol and drug use, harm and related deaths recognises the important role that settled housing plays in the prevention of, and recovery from, problematic alcohol and drug use.

The Scottish Government has made clear its commitment to developing more joined up approaches across homelessness services and alcohol and drug treatment services. Within Perth and Kinross the ADP is currently redesigning services to deliver a Recovery Orientated System of Care at a local level. Staff from drug and alcohol and Homeless Services continue to work in partnership at strategic and operational levels to ensure that the housing and substance use issues of people are met effectively.





### 3 Rapid Rehousing Plan *(continued)*

It is however recognised that enhancements to existing arrangements are required to:

- *strengthen links with the Health and Social Care Partnership;*
- *strengthen links with the Alcohol and Drugs partnership;*
- *better understand the links between health and homelessness and the prevalence of multiple and complex needs in a local context;*
- *ensure that our strategic and operational response to homelessness takes account of particular needs groups;*
- *consult with people who are seeking housing assistance, who may be threatened with homelessness, rough sleeping and people currently using our service.*

A continued and strengthened focus on homelessness prevention and closer working with RSL and private sector landlords will also be required.

We will seek the views of people that use our service by undertaking research to provide a greater understanding of the local homelessness context, for example the links between health and homelessness and drug and alcohol issues. We will also seek to better understand the reasons for rough sleeping and identify those at the greatest risk, including young people. This research will inform future priorities, our approach to eradicating rough sleeping locally and areas for improved partnership working. The costs associated with undertaking this will be met using the RRTP development funding.

#### Rapid Rehousing to Settled Accommodation

Home First is effectively delivering settled housing outcomes and the gap analysis calculations outlined previously and in Appendix 2 show a surplus of allocations to homeless households. In view of this, the existing allocation priorities in our Common Allocations Policy (CAP) will be retained. This means that, together with Partners, 50% of allocations of social-rented vacancies will be made to homeless households. The CAP however provides flexibility to increase/decrease this according to fluctuations in demand.

**Key Challenge: Settled Accommodation -** rapid rehousing through Home First has highlighted that some homeless households cannot move into their settled accommodation immediately due to barriers faced when trying to secure basic items to furnish their home. Mainstream properties offered to homeless households meet the Councils lettable standard and are 'ready to let'. To further aid the successful transition to settled accommodation we want to introduce a 'ready to occupy' approach.

**Key Challenge: Co-ordination of Home First activities.** The delivery of Home First is our core approach to responding to homelessness and therefore central to the role of many front-line officers across the Housing Service. The absence however, of an officer to oversee and co-ordinate all Home First-related activities can lead to communication breakdown and delays, undermining the effectiveness of the overall approach.

Proposals to address these challenges are detailed in Section 6.

*"I avoided going into a hostel with my children which I was very happy about."*

(TA Satisfaction Survey)

## 4 Future Vision for Temporary Accommodation



To build on the success of Home First a further reduction in the overall temporary accommodation portfolio is planned, this will involve formally re-designating some hostel provision as supported accommodation. An overview of the proposal is detailed within Appendix 4.

### Key Challenge: Temporary Accommodation

Through service redesign the portfolio of temporary accommodation has significantly reduced and the number of people accommodated in temporary accommodation has reduced by 73% since 2012. Optimising the remaining portfolio of temporary accommodation in the context of the wider challenges will be a key consideration.

**Key Challenge: Hostel Accommodation – The HARSAG recommended** that large-scale, generic and/or unsupported hostels have no place in a transformed temporary accommodation landscape in Scotland. Much of the remaining provision in Perth and Kinross is hostel-type accommodation, which mainly caters for a more vulnerable client group with multiple and complex needs. Most of this provision is small-scale, fully supported and registered with the Care Inspectorate. However, where this cannot be remodelled to meet supported accommodation standards and offer a trauma informed environment, we will need to identify more suitable accommodation where the required level of support can be provided.

### Key Challenge: Regeneration of St Catherine's Square

Through the redesign of homeless services a number of temporary accommodation units at St Catherine's Square have been returned to the mainstream pool. The area has become stigmatised due to previous anti-social behaviour and a number of units are being held vacant. The regeneration of St Catherine's is a key priority for the service.

Building on progress to date and to support the reduction in temporary accommodation it is proposed to further reduce:

- the backlog of homeless households waiting for an offer of accommodation;
- the length of stay for those households who do go into temporary accommodation;
- the overall duration of homelessness from decision to discharge of duty.

A locally agreed target as per Table 20, has been set for each of these ambitions outlined in the table below.

**The RRTP Guidance recommends** that where temporary accommodation is required, the overall time spent in temporary accommodation and the number of transitions should be minimised.

Moreover, **HARSAG has recommended** that temporary accommodation should be affordable and that a legally enforceable standards framework should be introduced, based on the Chartered Institute of Housing or Shelter Scotland standards.

Table 20 - Locally Agreed Targets


|                                                                     | 2017/18 Performance                             | Target<br>(by end of Year 5 of<br>the RRTP – 2023/24) |
|---------------------------------------------------------------------|-------------------------------------------------|-------------------------------------------------------|
| Number of homeless households waiting for an offer of accommodation | 129 households (see Appendix 2 for calculation) | 100 households                                        |
| Average length of stay in temporary accommodation                   | 86 days                                         | 70 days                                               |
| Case duration - decision to discharge of duty                       | 145 days                                        | 70 days                                               |



## 4 Future Vision for Temporary Accommodation *(continued)*

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In Perth and Kinross we have:

- *reduced the average length of stay in temporary accommodation by almost 50% since 2014 and transitions are rare;*
- *removed service charges from our temporary furnished flats and hostel accommodation with effect from April 2018;*
- *Delivered high-quality temporary accommodation in line with the [Guidance on Standards for Temporary Accommodation](#)  since 2010.*

*"It was a pretty quick process, I was offered a house quickly, I 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."*

(SHN Evaluation – Fiona Jackson)



## 5 Identifying Support Needs to Enable Rapid Rehousing



The provision of effective, person-centred housing support is at the heart of the Home First approach, however some key issues and challenges exist.

**Key Challenge: Tenancy sustainment** rates for homeless households in Perth and Kinross were 85.8% during 2017/18 slightly below the national average of 87.

**Key Challenge: Supporting people with multiple and complex needs.** The existing support provision is not sufficiently flexible to meet the multiple and complex needs of some households facing homelessness including those with alcohol and substance misuse issues. In particular some support is only available on a Monday to Friday 9.00 am to 5.00 pm basis and often there is a gap in service provision in the evenings and at weekends.

It is recognised that the allocation of a tenancy is not the full solution, if the tenancy is not sustained; the household may fall into a cycle of homelessness. To encourage and support successful tenancies a range of improvements are progressing:

- **Pre-Tenancy Information**  
*A suite of leaflets for prospective tenants has been developed covering a range of topics including responsibilities, looking after yourself, budgeting, making the move etc.*
- **Roles & Remits**  
*Staff engagement activities are underway to review the Housing Support Officers role and ensure all services are fully aligned with people's needs.*

- **Supporting RSL Partners**  
*A Support Officers has recently been seconded to one of our RSL partners to provide move-on and tenancy sustainment support for their tenants.*

The table below provides an overview of the estimated or assessed support needs of current homeless cases and indicates that the profile of support needs is unlikely to change significantly within the five year period of the Plan. This will be reviewed on an ongoing basis; the flexibility of Home First will enable a responsive approach to changes in demand. Proposals to significantly enhance our capacity to support households with medium/high support needs are included in Section 6.

### Resourcing Support Provision

The Housing Support Service is registered with the Care Inspectorate and delivered by a team of 17 qualified and experienced Support Officers, based within the Locality Housing Teams, Greyfriars House and within the Housing Options Team. Its aims to:

- *prevent homelessness through the provision of person-centred housing support;*
- *support households in temporary accommodation;*
- *Assist and support households to settle into permanent accommodation and minimise repeat homelessness.*

Table 21 - Overview of Current/Future Support Needs

|                                                      | Estimated* % of Current Homeless Cases | Estimated* % of Future Homeless Cases |
|------------------------------------------------------|----------------------------------------|---------------------------------------|
| No/Low Support Needs                                 | 60%                                    | 60%                                   |
| Medium Support Needs                                 | 35%                                    | 35%                                   |
| Severe and Multiple Disadvantage (SMD)/Complex Needs | 3%                                     | 3%                                    |
| Residential Support                                  | 2%                                     | 2%                                    |

\* Estimates based on current homeless cases and an analysis of temporary accommodation placements in 2016/17 and 2017/18.



Following an unannounced inspection on 30 January 2018, the Care Inspectorate graded the Service as 'Excellent' for the 'Quality of Care and Support' and 'Staffing'.

A range of specialist housing support services are also commissioned from third-sector providers. Through the implementation of this RRTP a review of these services will take place in Year 1 of the Plan with a view to introducing recommissioned services from April 2020. Our intention is to commission a varied package of floating support services amounting to 1,020 hours per week of which, 160 hours per week will be intensive, wraparound Housing First style support.

## Supported Accommodation

### Council Provision

- **Greyfriars House**

*Greyfriars House is owned and operated directly by Perth & Kinross Council. There are 30 rooms available which are used for a mix of temporary accommodation placements and medium-term supported accommodation. There is an experienced staff team including two Support Officers based on-site on a rota basis to ensure 24-hour cover.*

- **Independent Living Tenancies**

*Wherever possible, we will try to support people to live independently in a tenancy rather than in specialist supported accommodation. We have an in-house team of Support workers and an extensive Floating Housing Support service commissioned from the 3rd sector to support this approach.*

### Third Sector Provision

The total annual cost of commissioning the undernoted supported accommodation is around £620,000.

- **Skinnergate House**

*Accommodation and associated support provision is commissioned from Salvation Army. Skinnergate House has 30 rooms and residents generally work through a resettlement programme, working to support people to move on when they are ready.*

- **Anchor House**

*15 units of accommodation consisting of a large shared property with private facilities and some satellite flats. This accommodation and the associated support service is commissioned from Anchor House, a 3rd sector organisation based in Perth. Residents tend to be younger people with varying support needs and a stepping-stone model supports residents to move on from the shared accommodation into one of the satellite flats when they are ready.*

- **Tayview House**

*This is longer-term supported accommodation for people with multiple and complex support needs who may be unable to sustain a tenancy even with intensive support. There are 8 units of accommodation available and turnover is limited.*

### Women's Aid Refuge

The Council leases a number of properties to Women's Aid for use as refuge accommodation. This pool of properties is regularly rotated and it is not uncommon for the tenancies to be transferred to Scottish Secure Tenancies with the individual or family remaining in-situ.

*"One night in B&B and housing found the next day. A rated service from the Housing Options Team."*

(TA Satisfaction Survey)



## 6 Resource Plan

Home First has been developed and delivered within existing resources, with a level of investment and associated savings as a result of the reduction in the temporary accommodation portfolio.

Since 2013/14, Perth & Kinross Council has invested over £2.3 million on homeless services. This investment has enabled the transformation of our response to homelessness and facilitated the development of Home First. The investment also enabled the Council to remove high service charges previously applied to temporary accommodation properties.

The journey of improvement over the years has not only delivered significantly improved outcomes for homeless households but also supported a range of savings and avoided a number of unnecessary costs:

- *Almost eliminating the use of B&B accommodation has avoided annual costs of approximately £1m pa.*
- *Phasing out private sector leasing has delivered savings of £300k pa.*
- *Shifting the focus to prevention has delivered cost avoidance of approximately £500k pa.*
- *Redesigning the Housing Service to a locality-based model delivered savings of £300k pa.*
- *The substantial reduction in our temporary accommodation portfolio outlined previously has delivered savings of £676,000.*

Detailed below are the gross costs of temporary accommodation to the Council since 2010/11:

|         |            |
|---------|------------|
| 2010-11 | £4,298,927 |
| 2011-12 | £3,759,917 |
| 2012-13 | £3,495,600 |
| 2013-14 | £2,829,490 |
| 2014-15 | £2,364,543 |
| 2015-16 | £2,387,277 |
| 2016-17 | £1,924,845 |
| 2017-18 | £1,146,731 |

A number of proposals have been developed to enhance the Home First approach and ensure that we are in a position to address the challenges and deliver the outcomes detailed above. The proposed enhancements are outlined in detail in Appendix 5. In summary, these proposals are designed to:

- *ensure sufficient capacity to have a continuous focus and oversight of our Home First approach;*
- *enhance the existing 'ready to let' approach by introducing a person centred 'ready to occupy' property ready fund;*
- *enhance the housing support service by introducing a more flexible, responsive service available outwith normal working hours. This will be intensive, wraparound support based on a Housing First model of support;*
- *maintain and further develop private-sector access initiatives;*
- *generate further efficiencies through the use of technology to create capacity to focus on directly advising, assisting and supporting homeless people;*
- *support the final phase of the temporary accommodation reduction plan.*

The proposals outlined below require additional resources to enable the required improvements to the delivery of homeless services.

### Property Ready Fund (Priority 1)

Through the RRTP, we aim to minimise the impact and duration of homelessness where preventative intervention has been unsuccessful. This will mean that more applicants will be rapidly rehoused into settled tenancies. While this is a positive outcome, we need to ensure that we are not setting people up to fail and that adequate support and facilities are available to enable people to move into their new home quickly and sustain their tenancy in the longer-term.



## 6 Resource Plan *(continued)*

A Personalised Budget initiative was introduced in 2018/19 to focus on homelessness prevention. A recurring budget of £25,000 per annum was secured through Council budget-setting. The flexibility has been essential enabling front-line officers to intervene early and prevent households from becoming homeless. Examples include, monies being provided to address a small arrears balance that a family had accrued due to a change in their financial circumstances. By engaging with the landlord and agreeing a repayment plan this prevented a family with four children from losing their home. Other examples include, providing basic goods and furnishings and electrical 'top ups' to allow some households to move into their accommodation and has prevented the need for temporary accommodation to be provided.

This proposal is to expand the scope of the pre-existing Personalised Budget to include both prevention and tenancy ready activities. Specifically, this will include a mechanism to provide '**tenancy ready packs**' on a person-centred basis, avoiding the need for service charges to be added to the rent account of tenancies and any duplication or crossover with Community Care Grants, refer to Appendix 6. The principles that have been developed through the use of personalised budgets such as empowering front-line staff will be retained alongside the element of flexibility.

This person rather than property led approach will support homeless households to access properties that are 'ready to occupy' rather than 'ready to let'. The approach will avoid the need to introduce a revised and unaffordable 'Lettable Standard' or service charges which would impact on the affordability of accommodation and could lead to wider barriers associated with the poverty trap such as accessing employment etc.

### Home First Officer (Priority 2)

This proposal is to create a Home First Officer post considered to be essential to the successful delivery of the RRTP. The

proposed remit of the Home First Officer is as follows:

- *Have oversight of all new/existing applications and vacancies to ensure rehousing timescales are met avoiding the need for temporary accommodation.*
- *Act as a link between the Housing Options Team and other teams including the Private Sector Team, Locality Housing Teams, Housing Association partners etc.*
- *Be responsible for liaising with the Housing Repairs Service to identify properties in good condition and ensure opportunities to reuse carpets and furnishings are maximised.*
- *Liaise with Voids Schedulers to arrange fast-tracking of properties.*
- *Link with central and locality-based Support Officers to ensure appropriate support is available to enable applicants to move into settled accommodation quickly.*
- *Have oversight of the Homelessness Prevention and Property Ready Fund.*
- *Have oversight of the development/testing/implementation of any new initiatives that arise from the development of the RRTP.*

The Home First Officer will deliver the following benefits:

- *Minimise the impact of homelessness by enabling an individual or family to quickly move into appropriate settled accommodation.*
- *Homeless households provided with permanent accommodation and offered all the available support and assistance to prevent tenancy failure.*
- *Enhanced communication between teams, and one link officer to take quick action if issues arise.*
- *Improved co-ordination and matching of accommodation and support.*
- *Small initiatives and projects can be trialled and implemented to further*





*enhance homeless prevention and tenancy sustainment.*

- *Focussed oversight of temporary accommodation portfolio, minimising B&B usage.*
- *Efficiencies within the void process.*

### Intensive Tenancy Sustainment Support (Priority 3)

Intensive wraparound support is a key element of the Housing First approach used to assist people with multiple and complex needs who may be rough-sleeping, to access and sustain a tenancy.

To eliminate rough sleeping and better support people with multiple and complex needs living in hostel accommodation there is a requirement for a more intensive support service to assist these more vulnerable people to access and sustain their own tenancies.

This intensive support service will mirror the ethos and approach developed through Housing First and will be:

- *available outwith the Council's normal working hours, ie evenings and weekends;*
- *fully flexible to the needs of the individual;*
- *focussed on tenancy sustainment.*

It is envisaged that the duties outlined above will be undertaken by the dedicated Home First Officer during Years 1 & 2 of the Plan. After this, the duties will be mainstreamed and will form part of the remit of the Housing Options Team.

This service will be commissioned from the Third Sector as part of the re-commissioning of our floating support provision.

### Homeless Prevention Officers (Priority 4)

A range of existing homelessness prevention activities are outlined in Section 3 of the Plan. These are delivering positive outcomes

but we continue to face key challenges particularly around the rise in homeless presentations experienced in 2017/18.

We have recently seconded a Housing Support Officer to work with one of the Housing Associations that are partners in our Common Housing Register. This Officer is responsible for supporting homeless people through the transition into settled accommodation and importantly, supporting existing tenants who are at risk of homelessness. This arrangement was implemented as a small test of change and is working well so far.

This proposal is for two Homeless Prevention Officers who will focus on supporting tenants and owners in the housing association, private-rented and owner-occupied sectors that are at risk of homelessness. This additional capacity will enable the small test of change example outlined above to be rolled-out to all housing association partners and for the Private Sector Team to be adequately supported as detailed below. The proposal will also allow us to respond more effectively to Section 11 notifications and to provide specialist advice and assistance to home owners who are threatened with homelessness.

### Private Sector Access Initiatives (Priority 5)

The RRTP guidance suggests that Local Authorities should develop rehousing solutions in the private rented sector including an enhanced use of Rent Deposit Scheme, development of Social Letting Agencies, use of Empty Homes Grants with conditions for rehousing homeless households etc.

We have a well-established programme of private sector initiatives covering all of the areas suggested in the RRTP guidance and have assisted more than 1,500 households to access good quality accommodation in the private-rented sector since 2009/10. Continuing to build on this success will be important for the successful delivery of the RRTP.



## 6 Resource Plan *(continued)*

A number of enhancements to existing arrangements are proposed as follows:

- *Preventing households from becoming homeless from the PRS (accounts for about 10% of presentations):*
  - *Specialist Support/Prevention Officer assigned to the Private Sector Team with a focus on homeless prevention and tenancy sustainability.*
  - *Use of the Homelessness Prevention fund to clear/reduce rent arrears for PRS tenants to prevent homelessness.*
- *Assisting more households to access the PRS through existing initiatives.*
- *Discharging homelessness duty into the PRS for homeless households.*
- *Using the PRS to provide temporary furnished flatted accommodation where required. The PRT provides sufficient flexibility for this and we have considerable experience of creating bespoke deals to incentivise landlords.*

Despite the success and importance of the private-sector access initiatives, permanent funding does not exist to maintain current resource levels. This proposal seeks funding to extend the contracts of four fixed-term Private Sector Housing Officers for the period 1 April 2019 to 31 March 2020. This will ensure that the initiatives and achievements outlined above can be maintained and further developed and provide time to identify a longer-term funding solution.

### System Developments (Priority 6)

The Northgate Housing system supports our Housing Options, Allocations and Homelessness services. A semi-paperless system was introduced in 2017. Paper application forms for mainstream and homeless applications are still used but these are stored/filed electronically and disposed of.

An additional module is called 'NPS Online' which provides a range of additional functionality including;

- *self-serve housing options and applications online;*
- *mobile working solutions;*
- *the ability for staff to key application information directly into the system, avoiding the need for paper forms, re-keying and duplication.*

This proposal is for funding to procure NPS online which provides the above functionality and additionally would enable staff to directly enter application data into the system avoiding the need for paper forms. It is anticipated that this would free-up significant capacity within the Housing Options & Support Team which would then be redirected to support other elements of the Rapid Rehousing approach.

### St Catherine's Square Redevelopment (Priority 7)

St Catherine's Square is a block of 54 flats surrounding a courtyard in a prominent location in Perth City Centre. These units have primarily been used as temporary furnished flats for many years with a few long-standing secure tenants.

The area has become stigmatised as a result of its long-term use as temporary accommodation and there is a high prevalence of anti-social behaviour, alcohol and substance abuse and police attendance.

We plan to regenerate the area and create a vibrant, mixed community by transferring all of the properties into our mainstream letting stock. This will involve a reduction in the total number of units as unpopular bedsit units will be combined into one or two bedroom flats or maisonettes. This proposal is for funding to offset the rent loss associated with the reduction in the number of units. The reduction in temporary accommodation capacity has been factored into the Plan, see Appendix 4.



Appendix 5 provides further details of the elements of our Rapid Rehousing Transition Plan (RRTP) that we are seeking funding to implement. It should be noted that we cannot commit to implementing these initiatives in the event that funding is not allocated from the *'Ending Homelessness Together'* Fund.

The proposals have been prioritised from 1-7, prioritisation indicates the relative importance of the proposal to the successful delivery of the RRTP.



Perth & Kinross Council has already successfully implemented rapid rehousing through Home First. This plan does not detail how the Council will introduce rapid rehousing, instead it sets out how the Council will maintain its existing rapid rehousing arrangements and further improve its approach to preventing and minimising the impact of homelessness.

We have been progressively improving and transforming services for homeless people over a number of years with significant transformations of services in 2012 and 2015. These improvements created the platform to develop and introduce Home First, enabling the Council to deliver positive outcomes for homeless people in Perth and Kinross. Although the approach is still relatively new, continued improvements are being achieved month on month and performance across a range of indicators for Quarters 1 & 2 of 2018/19 demonstrates this.

Home First continues to be our aspiration for and commitment to people facing homelessness in Perth and Kinross. We recognise the negative impacts that poor housing, temporary accommodation; rough sleeping and homelessness can have on people's lives and outcomes. Through the proposals detailed within this plan to further enhance Home First we intend to continue to reduce the duration, stigmas, costs and experience of homelessness within Perth and Kinross.

*"Very pleased with the accommodation and how you managed to secure somewhere for me to stay on such short notice."*

(TA Satisfaction Survey)







## Appendix 1: Home First - Minimising Homelessness - Improving Outcomes for Homeless People in Perth and Kinross

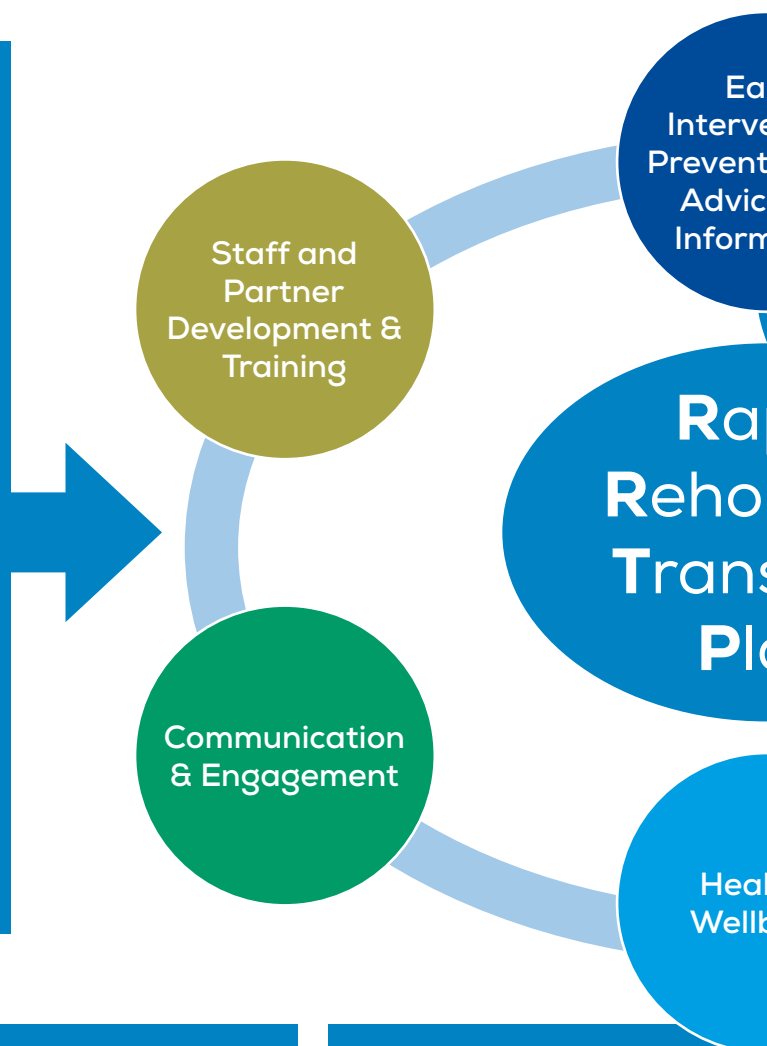
To deliver a service which is focussed on preventing homelessness and minimising the impact of homelessness:

- intervene early and prevent homelessness through enhanced advice, assistance and support;
- offer and provide a route for homeless people to move directly to settled accommodation;
- reduce the need for temporary accommodation and minimise the length of time people spend in temporary accommodation;

### Project Brief

To work in partnership to review our approach to the delivery of the homeless services to:

- achieve our ambition of minimising homelessness in Perth and Kinross;
- continue to deliver and improve Home First so that whenever possible homeless households move directly into settled accommodation;
- implement Home First - wraparound support;
- end rough sleeping in Perth and Kinross;
- maintain a high standard of temporary accommodation that is short-term and meets the needs and choices of homeless households.



### Short-Term

#### August 2018 - December 2018

- Preparation of RRTP
- Set out Local Housing Market and homelessness context
- Baseline assessment
- Undertake modelling exercise
- Agree 5 year vision with partners
- Financial analysis
- Staff, partner, service user and stakeholder engagement
- Provide overview to Committee on RRTP
- Submit RRTP to Scottish Government

### Medium-Term

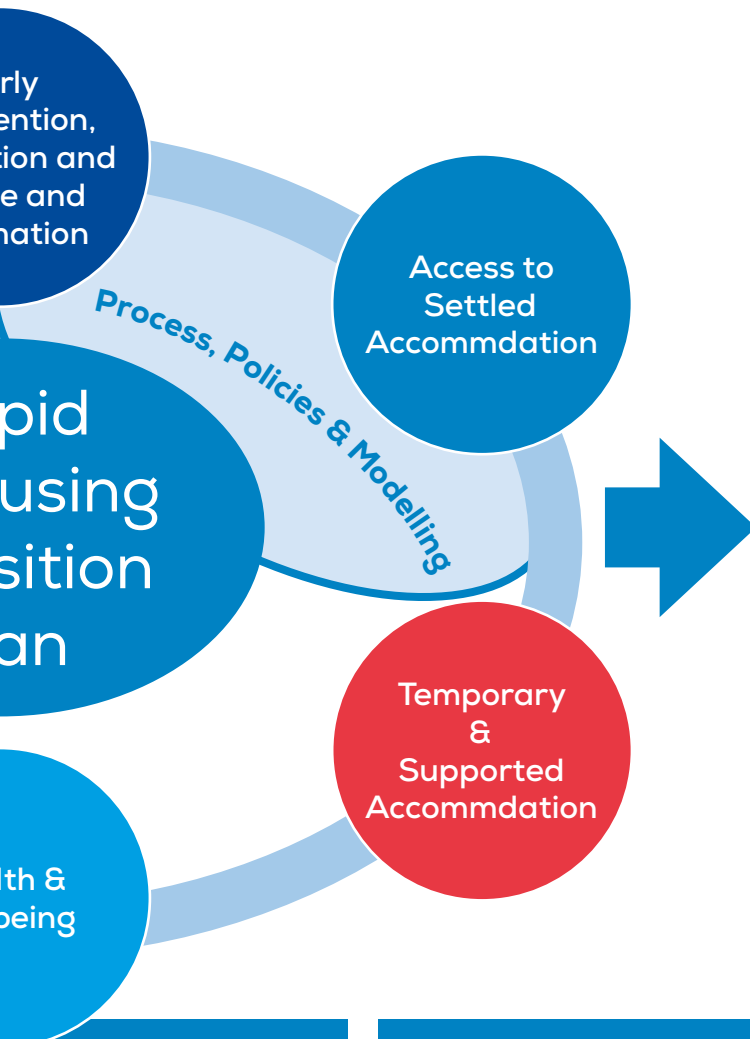
#### January 2019 - December 2019

- Seek Committee approval
- Implement small scale initiatives
- Continued Partnership HSCP)
- Continued staff and partner engagement
- Continued engagement with service users
- Submission of bids for new initiatives
- Provide update on progress



homelessness where it cannot be avoided. We will do this by continuing to:

temporary accommodation where it cannot be avoided.



## Outcomes

For people at risk, homelessness is prevented before it arises.

When homelessness does occur and cannot be prevented:

- people are provided with a range of information and advice regarding their options;
- people with support needs are appropriately supported through the different stages of homelessness and in their tenancy once settled accommodation has been provided;
- if alternative accommodation is required, people are moved directly into settled accommodation whenever possible;
- temporary accommodation is of a high standard, short-term and meets the households needs in full;
- nobody need sleep rough in Perth and Kinross.

## December 2019

Approval on RRTP  
Tests of change  
Engagement (RSL,  
and stakeholder  
ment events with  
s to fund projects and  
the progress of RRTP

## Long-Term

## January 2020 - August 2023

- Evaluation of RRTP
- Evaluation of small tests of change/pilots
- Staff, partner, service user and stakeholder feedback

## Workstreams

1. Early Intervention, Prevention and Advice and Information
2. Access to Settled Accommodation and Tenancy Sustainment
3. Temporary and Supported Accommodation
4. Health and Wellbeing
5. Communications and Engagement
6. Staff and Partner Development & Training



## Appendix 2: Rapid Rehousing Transitional Plan Modelling Tool – Demand Analysis

The Rapid Rehousing Transitional Plan (RRTP) modelling tool is designed to quantify current and future demand with a view to enabling modelling of options to meet this demand.

Current demand is expressed in terms of the backlog of live cases which was 218 at the end of 2017/18 which is the specified reference point in the guidance.

Future and new demand is defined as the number of new cases expected in each year where there is a duty to house, specifically applicants assessed as unintentionally homeless. Using 2017/18 as a baseline, the projected new demand is 745 cases per annum.

However, the modelling tool doesn't take account of the undernoted points:

- *We are likely to also accept a duty to cases assessed as 'potentially homeless - unintentional'. There were 45 such cases in 2017/18.*
- *We are likely to assist some of the applicants that are deemed to be 'intentionally homeless', specifically families with children. There were 39 'intentionally homeless' cases in 2017/18.*
- *Some of the backlog of live cases have been rehoused on SSSTs that are awaiting conversion (25 cases) or already have an offer of housing (64*

*cases) so I would suggest that these should be disregarded from the backlog figure.*

Based on the above and for the purpose of forward planning, it would be more accurate to say that the level of existing demand is 129 live cases and the anticipated level of new homeless demand is closer to 800 cases. However, we do not rehouse all of the applicants that we accept a homeless duty to – see table below.

### Conclusion

The methodology in the RRTP toolkit does not take account of enough variables to give an accurate account of existing demand and to formulate a reliable estimate of future demand. It is obviously important to get this right given that the data is to be used to project forward over a five year period (a small error could become a big error when projected forward over such a period).

To get a more accurate estimate, we need to reduce the level of existing demand as outlined above and to add-in the households that we would assist but who are not unintentionally homeless. This has the effect of reducing the existing demand figure from 218 to 129 and increasing the projected new demand figure from 745 to around 800. We also then need to make an allowance for the proportion of applicants that we establish a duty to who have a non-rehousing outcome.

|         | Total Homeless Outcomes | Total Outcomes That Were Something Other Than Rehousing (See Note) | % of Cases With an Outcome Other Than Rehousing |
|---------|-------------------------|--------------------------------------------------------------------|-------------------------------------------------|
| 2017/18 | 988                     | 261                                                                | 26%                                             |
| 2016/17 | 1,056                   | 321                                                                | 30%                                             |
| 2015/16 | 1,049                   | 331                                                                | 32%                                             |
| 2014/15 | 906                     | 326                                                                | 36%                                             |
|         | <b>3,999</b>            | <b>1,239</b>                                                       | <b>31%</b>                                      |

**Note:** Non-Rehousing outcomes include:

- returned to previous address;
- residential care/nursing home;
- not known (lost contact).
- moved in with friends/relatives;
- other known;



Based on the last 4 years, this equates to 31% of cases.

In conclusion therefore, the projected future demand would be 552 cases (800-31%). The Guidance states that the existing demand should be divided by 5 in lieu of the 5 year plan and added to the projected future demand figure so that gives us a projected future demand of 578 cases per year ( $129/5 = 25.8$  (26) + 552).

This is significant because in the context of the RRTP modelling tool, if we input the basic figures suggested in the guidance, we have a projected shortfall (gap between demand and supply) of 114 (allocations to homeless) per year. However, if we input the adjusted figures as described above, we have a surplus (excess supply) of 97 (allocations to homeless), ie we could actually reduce our allocations to homeless applicants if required. This makes sense in the context of the significant reduction we have achieved in our backlog of homeless cases.



## Appendix 3: Rapid Rehousing Baseline Position

| Temporary Accommodation Type                                                                                   | Home First Baseline 2015/16 | Type of Households/ Support                                                               | Average Length of Stay 2017/18 | Weekly Charge    | Current Provision (following Home First reduction programme)                                                          |
|----------------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------------------------------------|--------------------------------|------------------|-----------------------------------------------------------------------------------------------------------------------|
| Local Authority Furnished Accommodation (dispersed furnished flats)                                            | 109 units                   | Single people and families<br>Low/Medium housing management outreach support              | 118 days                       | £65.00 (average) | 30 units                                                                                                              |
| Local Authority Furnished Accommodation (St Catherine's Square) (temporary furnished flats)                    | 43 units                    | Single people<br>Low/Medium housing management outreach support                           | 118 days                       | £44.97 to £60.30 | 37 units                                                                                                              |
| Housing Association/ Registered Social Landlord Dwelling (dispersed furnished flats)                           | 10 units                    | Single people and families<br>Low/Medium housing management outreach support              | n/a                            | n/a              | 0 units<br>These units were decommissioned and returned to the RSLs as part of the Home First TA reduction programme. |
| Local Authority Hostel (Greyfriars House and Rio House) (supported accommodation with emergency/direct access) | 38 units                    | Single people<br>24-hour residential support                                              | 45 days                        | £69.59           | 30 units<br>Rio House was decommissioned and closed in December 2016.                                                 |
| Hostel Other (Third Sector providers) (interim supported accommodation)                                        | 92 units                    | Single people<br>24-hour residential support and intensive wraparound support as required | 53 days                        | £303.91          | 53 units                                                                                                              |



| Temporary Accommodation Type  | Home First Baseline 2015/16  | Type of Households/ Support                                                                                        | Average Length of Stay 2017/18 | Weekly Charge      | Current Provision (following Home First reduction programme) |
|-------------------------------|------------------------------|--------------------------------------------------------------------------------------------------------------------|--------------------------------|--------------------|--------------------------------------------------------------|
| B&B (emergency accommodation) | n/a commissioned as required | Single people and families<br>Emergency placement for 1 or 2 nights only but outreach support provided as required | 1.6 days                       | Varies by provider | n/a commissioned as required                                 |
| <b>Total Units</b>            | <b>292</b>                   |                                                                                                                    |                                |                    | <b>146</b>                                                   |



## Appendix 4: TA Portfolio Overview - Past/Present/Future

| Temporary Accommodation Type                                             | Home First Baseline 2015/16 | Current Position (following Home First reduction programme)                                                               | RRTP Target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------------------------------------------------|-----------------------------|---------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Local Authority Furnished Accommodation ( <i>dispersed flats</i> )       | 109 units                   | 26 units                                                                                                                  | 15 units<br><br>Further reduction of our dispersed portfolio in line with the introduction of other elements of the RRTP (furnished tenancies).                                                                                                                                                                                                                                                                                                                                                                                      |
| Local Authority Furnished Accommodation ( <i>St Catherine's Square</i> ) | 43 units                    | 37 units                                                                                                                  | 0 units<br><br>Pre-existing plans to regenerate St Catherine's Square and re-designate as mainstream, general needs housing.<br><br>The regeneration activity will take place during years 1 and 2 of the RRTP period.                                                                                                                                                                                                                                                                                                               |
| Housing Association/ Registered Social Landlord Dwelling                 | 10 units                    | 0 units<br><br>These units were decommissioned and returned to the RSLs as part of the Home First TA reduction programme. | 0 units<br><br>No plans to lease further units from RSLs for use as TA.                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Local Authority Hostel ( <i>Greyfriars House and Rio House</i> )         | 38 units                    | 30 units<br><br>Rio House was decommissioned and closed in December 2016.                                                 | 20 units (estimate)<br><br>Greyfriars House will be retained and remodelled as 'Supported Accommodation' rather than Hostel accommodation. Direct access will be retained and we will continue to operate our 'out of hours' service from Greyfriars. It is anticipated that this will involve some physical alterations to the layout and that this will result in a reduction in the total number of rooms.<br><br>Further consideration regarding phasing required but anticipated to be during years 2 and 3 of the RRTP period. |





| Temporary Accommodation Type             | Home First Baseline 2015/16  | Current Position (following Home First reduction programme) | RRTP Target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------------------|------------------------------|-------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Hostel Other<br>(Third Sector providers) | 92 units                     | 53 units                                                    | <p>Number and type of units to be confirmed.</p> <p>We have already begun work to review our commissioned Third Sector temporary accommodation provision. This will be completed in year 1 of the RRTP with a view to recommissioning a range of new services during year 2 of the RRTP.</p> <p>The focus of the recommissioning will be on different types of supported accommodation and/or specialist provision for certain groups. It is not envisaged that the total number of units will increase from the current baseline as a result of this exercise.</p> |
| B&B                                      | n/a commissioned as required | n/a commissioned as required                                | <p>n/a commissioned as required</p> <p>We continue to use B&amp;B infrequently in emergencies for one or two nights until something more suitable can be made available.</p> <p>Our B&amp;B usage is so minimal that we do not see a need to set a reduction target for this.</p>                                                                                                                                                                                                                                                                                   |
| <b>Total Units</b>                       | <b>292</b>                   | <b>146</b>                                                  | <p><b>98 (estimate)</b></p> <p>It is envisaged that at least 50% of the remaining units will be 'supported accommodation' rather than temporary accommodation.</p>                                                                                                                                                                                                                                                                                                                                                                                                  |



## Appendix 5: Rapid Rehousing Transition Plan - Resource Plan

| Proposal                              | Priority | Year 1<br>2019/20 | Year 2<br>2020/21 | Year 3<br>2021/22 | Year 4<br>2022/23 | Year 5<br>2023/24 | Total             |
|---------------------------------------|----------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Property Ready Fund                   | 1        | £83,200           | £83,200           | £83,200           | £83,200           | £83,200           | £416,000          |
| Home First Officer                    | 2        | £30,813           | £30,813           | £0                | £0                | £0                | £61,626           |
| Intensive Tenancy Sustainment Support | 3        | £156,420          | £156,420          | £156,420          | £156,420          | £156,420          | £782,100          |
| Homeless Prevention Officers x 2      | 4        | £61,626           | £61,626           | £61,626           | £61,626           | £61,626           | £308,130          |
| Private Sector Access Initiatives     | 5        | £86,609           | £86,609           | £0                | £0                | £0                | £173,218          |
| System Developments                   | 6        | £36,750           | £5,750            | £5,750            | £5,750            | £5,750            | £59,750           |
| St Catherines Square Redevelopment    | 7        | £0                | £0                | £21,585           | £21,585           | £21,585           | £64,755           |
|                                       |          |                   |                   |                   |                   |                   | <b>£1,865,579</b> |



The table below provides details of the elements of our Rapid Rehousing Transition Plan (RRTP) that we are seeking funding to implement. It should be noted that we cannot commit to implementing these initiatives in the event that funding is not allocated from the 'Ending Homelessness Together' Fund.

The proposals below have been prioritised from 1-6. For the avoidance of doubt, this prioritisation is intended to indicate the relative importance of the proposal to the successful delivery of the RRTP. As a secondary consideration, the prioritisation also reflects the likelihood of us being able to fund the proposal from a different source if implementation funding is not made available from the Scottish Government.

| Proposal                                                                                                                                            | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Prioritisation (for funding) and Phasing                                                                                                       | Resource Implications                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| <b>Property Ready Fund</b><br><i>Note: This is about making properties ready to occupy rather than ensuring that applicants are 'tenancy-ready'</i> | <p>Through the RRTP, we will be aiming to minimise the impact and duration of homelessness where preventative intervention has been unsuccessful. This will mean that more applicants will be rapidly rehoused into settled tenancies. While this is a positive outcome, we need to ensure that we are not setting people up to fail and that adequate support and facilities are available to enable them to move into their new home quickly and sustain their tenancy in the longer-term.</p> <p>The Personalised Budget initiative was introduced in 2018/19 to focus on homelessness prevention. The flexibility has been essential for front line workers to intervene early and prevent households from becoming homeless. Examples of this include, monies being provided to address a small arrears that a family had accrued due to a change in their financial circumstances. By engaging with the landlord and agreeing a repayment plan this prevented a family with four children from losing their home. Other examples include, providing basic goods and furnishings and electrical 'top up' to allow some householders to move into their accommodation and has prevented the need for temporary accommodation to be provided.</p> <p>This proposal is to expand the remit of the Personalised Budget to include both prevention and tenancy ready activities. Specifically, this will include a mechanism to provide 'tenancy ready packs' on a person-centred basis therefore avoiding the need for service charges to be added to the rent account of tenancies and any duplication or cross over with community care grants.</p> | <b>Priority - 1</b><br>Phasing - Introduce as a pilot scheme in year 1 (2019/10) and then evaluate with a view to mainstreaming if successful. | <b>£83,200 per annum</b><br>See Appendix 6 for details of how this has been calculated. |

(continued)



## Appendix 5: Rapid Rehousing Transition Plan - Resource Plan *(continued)*

| Proposal                                         | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Prioritisation (for funding) and Phasing | Resource Implications |
|--------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|-----------------------|
| <b>Property Ready Fund</b><br><i>(continued)</i> | <p>The principles that have been developed through the use of personalised budgets such as empowering front-line staff will be retained alongside the element of flexibility.</p> <p>This person rather than property led approach will support homeless households to access properties that are 'ready to occupy' rather than 'ready to let'. The approach will avoid the need to introduce a revised and unaffordable 'Lettable Standard' or service charges which would impact on the affordability of accommodation and could lead to wider barriers associated with the poverty trap such as accessing employment etc.</p> <p><b>Current Issues</b></p> <p>By providing 'tenancy ready packs' as part of our RRHP, this will help to address some of the barriers faced by some homeless households when taking up permanent accommodation within social housing such as:</p> <ul style="list-style-type: none"> <li>many households are on low incomes and cannot afford basic items they need to furnish their home;</li> <li>some households will take on expensive credit to buy basic furniture and goods - placing them into further debt including rent arrears;</li> <li>some homeless households, due to their circumstances, are often not eligible for charitable funding or grants due to changes in grant administration, the impact of Welfare Reform and reduction in availability of support in this area;</li> <li>the cost of delivery and transport of items can also lead to some households not being able to take up or access donations or second hand goods;</li> <li>Health and Safety or legal obligations such as fire safety and PAT testing have reduced the availability of second hand white goods or have made these goods now too expensive for some households;</li> </ul> <p><i>(continued)</i></p> |                                          |                       |



| Proposal                                         | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Prioritisation (for funding) and Phasing | Resource Implications |
|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|-----------------------|
| <b>Property Ready Fund</b><br><i>(continued)</i> | <ul style="list-style-type: none"> <li>the criteria and limitations of the Social Welfare Fund can mean that some homeless households are not awarded any assistance or those that are successful often take up tenancies without having any essential furniture for months due to decision-making timescales.</li> </ul> <p><b>Benefits/Outcomes</b></p> <p>Appendix 6 provides an overview of the proposal and associated costs. By providing new tenants who have experienced homelessness with a 'tenancy ready pack' tailored to their needs, it is anticipated that we will;</p> <ul style="list-style-type: none"> <li>be in a position to offer 'ready to occupy' properties where required;</li> <li>minimise the impact of homelessness by enabling an individual or family to quickly move into settled accommodation;</li> <li>increase the likelihood of that individual or family sustaining their tenancy;</li> <li>ensure that homeless households have access to essential furniture and goods they need to lead a secure life;</li> <li>help to increase wellbeing - research has highlighted that a lack of furniture can undermine comfort and residential experience which can result in an adverse psychological impact and can reduce the likelihood that the property will become a 'home';</li> <li>reduce the level of abandonments and tenancy failure - research in Glasgow found that tenancy termination was 15% higher among unfurnished compared to furnished tenancies;</li> <li>increase the likelihood of some goods, that are left behind in our tenancies, being recycled and reused by new tenants.</li> </ul> |                                          |                       |



## Appendix 5: Rapid Rehousing Transition Plan - Resource Plan *(continued)*

| Proposal                  | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Prioritisation (for funding) and Phasing                                             | Resource Implications           |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------|
| <b>Home First Officer</b> | <p>This proposal is to create a Home First Officer post, essential for the successful delivery the R RTP. The proposed remit of the Home First Officer post would be as follows;</p> <ul style="list-style-type: none"> <li>● Have oversight of all new/existing applications and vacancies to ensure timescales can be met for rehousing and avoiding the need for temporary accommodation.</li> <li>● Act as a link between the Housing Options Team and colleagues in other teams including the Private Sector Team, Locality Housing Teams, Housing Association partners etc.</li> <li>● Be responsible for liaising with Repairs Inspector to identify properties that are coming back in 'Mint' condition and to ensure that opportunities to reuse carpets and furnishings are maximised.</li> <li>● Liaise with Voids Schedulers to arrange fast-tracking of properties as required.</li> <li>● Link with central and locality-based Support Officers to ensure that the appropriate support is available to enable an applicant/household to move into their settled accommodation quickly.</li> <li>● Have oversight of the Homelessness Prevention and Property Ready Fund.</li> <li>● Have oversight of the development/testing/implementation of any new initiatives that arise from the development of the R RTP.</li> </ul> <p><b>Benefits/Outcomes</b></p> <p>The benefits and positive outcomes that would be achieved from this post are that:</p> <ul style="list-style-type: none"> <li>● It will minimise the impact of homelessness by enabling an individual or family to quickly move into appropriate settled accommodation.</li> </ul> <p><i>(continued)</i></p> | <p><b>Priority - 2</b></p> <p>Phasing - From Year 1 (2019/20) and then recurring</p> | <p><b>£30,813 per annum</b></p> |





| Proposal                                        | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Prioritisation (for funding) and Phasing                                              | Resource Implications                                                                |
|-------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| <b>Home First Officer</b><br><i>(continued)</i> | <ul style="list-style-type: none"> <li>Homeless households are provided with permanent accommodation and are provided/offered with all the available support and assistance to prevent tenancy failure.</li> <li>Will enhance communication between teams.</li> <li>One link officer for other teams and services to contact therefore enhancing communication and allowing quick action to be taken if issues arise.</li> <li>One officer can co-ordinate the matching and availability of accommodation and support therefore making best use of resources.</li> <li>Small initiatives and projects can be trialled and implemented to further enhance homeless prevention and tenancy sustainment.</li> <li>It will allow the service to reduce their temporary accommodation portfolio further and keep B&amp;B usage to a minimum.</li> <li>Could lead to efficiencies within the void process.</li> <li>Having a dedicated focus on RRTP will be provided through this post therefore ensuring this agenda is promoted and sustained.</li> </ul> |                                                                                       |                                                                                      |
| <b>Intensive Tenancy Sustainment Support</b>    | <p>Intensive wraparound support is a key element of the Housing First approach used to assist people with multiple and complex needs who may be rough-sleeping to access and sustain a tenancy.</p> <p>To eliminate rough sleeping and netter support with multiple and complex needs living in hostel accommodation, there is a requirement for a more intensive support service to assist these more vulnerable people to access and sustain their own tenancies.</p> <p>There is also a need for a different type of support to assist with the transition into a tenancy and beyond, for people who are not good at engaging with existing support options or services.</p> <p><i>(continued)</i></p>                                                                                                                                                                                                                                                                                                                                              | <b>Priority - 3</b><br>Phasing - From Year 2 (2020/21) of the Plan and then recurring | <b>£156,420 per annum</b><br>This is based on provision of up to 160 hours per week. |



## Appendix 5: Rapid Rehousing Transition Plan - Resource Plan *(continued)*

| Proposal                                                           | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Prioritisation (for funding) and Phasing                                   | Resource Implications    |
|--------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|--------------------------|
| <b>Intensive Tenancy Sustainment Support</b><br><i>(continued)</i> | <p>It is envisaged that this support would be:</p> <ul style="list-style-type: none"> <li>● available outwith the Council's normal working hours, ie evenings and weekends;</li> <li>● fully flexible to the needs of the individual;</li> <li>● focussed on tenancy sustainment.</li> </ul> <p>This service will be commissioned from the Third Sector as part of the re-commissioning of our floating support provision.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                            |                          |
| <b>Homeless Prevention Officers x 2</b>                            | <p>A range of existing homelessness prevention activities are outlined in Section 3 of the Plan. These are delivering positive outcomes but we continue to face key challenges particularly around the rise in homeless presentations experienced in 2017/18.</p> <p>We have recently seconded a Housing Support Officer to work with one of the Housing Associations that are partners in our Common Housing Register. This Officer is responsible for supporting homeless people through the transition into settled accommodation and importantly, supporting existing tenants who are at risk of homelessness. This arrangement was implemented as a small test of change and is working well so far.</p> <p>This proposal is for two Homeless Prevention Officers who will focus on supporting tenants and owners in the Housing Association, private-rented and owner-occupied sectors that are at risk of homelessness. This additional capacity will enable the small test of change example outlined above to be rolled out to all housing association partners and for a focussed response to homelessness from the private-rented sector to be implemented. The proposal will also allow us to respond more effectively to Section 11 notifications and to provide specialist advice and assistance to home owners who are threatened with homelessness.</p> | <b>Priority - 4</b><br>Phasing - Ongoing from Year 1 (2019/20) of the Plan | <b>£61,626 per annum</b> |





| Proposal                                 | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Prioritisation (for funding) and Phasing                                              | Resource Implications           |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------|
| <b>Private Sector Access Initiatives</b> | <p>The RRTP guidance suggests that LAs should develop rehousing solutions in the private rented sector including enhanced use of Rent Deposit Scheme, development of Social Letting Agencies, use of Empty Homes Grants with conditions for rehousing homeless households etc.</p> <p>We have a well-established programme of private sector initiatives, however, further work is required to establish more throughput into the PRS.</p> <p>A number of enhancements to existing arrangements are required:</p> <ul style="list-style-type: none"> <li>● <i>Preventing households from becoming homeless from the PRS (accounts for about 10% of presentations):</i> <ul style="list-style-type: none"> <li>○ <i>Specialist Support Officer assigned to the Private Sector Team with a focus on homeless prevention and tenancy sustainability.</i></li> <li>○ <i>Use of the Homelessness Prevention fund to clear/reduce rent arrears for PRS tenants to stop them becoming homeless.</i></li> </ul> </li> <li>● <i>Assisting more households to access the PRS through our initiatives.</i></li> <li>● <i>Discharging duty into the PRS for homeless households.</i></li> </ul> <p>Using the PRS as temporary accommodation instead of our own stock. The PRT provides sufficient flexibility for this and we have considerable experience of creating bespoke deals to incentivise landlords.</p> <p>Despite the success and importance of the private sector access initiatives, permanent funding does not exist to maintain current resource levels.</p> <p>This proposal is seeking funding to extend the contracts of four fixed-term Private Sector Housing Officers for the period 01st April 2019 to 31st March 2020. This will ensure that the initiatives and achievements outlined above can be maintained, further developed and time provided to identify longer-term funding solution.</p> | <p><b>Priority - 5</b></p> <p>Phasing - Ongoing from Year 1 (2019/20) of the Plan</p> | <p><b>£86,609 per annum</b></p> |



## Appendix 5: Rapid Rehousing Transition Plan - Resource Plan *(continued)*

| Proposal                   | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Prioritisation (for funding) and Phasing                                                                                    | Resource Implications                                                                                                                                                                             |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>System Developments</b> | <p>The Northgate Housing system supports our Housing Options, Allocations and Homelessness services.</p> <p>There is additional module available from Northgate called 'NPS Online' which provides a range of additional functionality including;</p> <ul style="list-style-type: none"> <li>● <i>self-serve housing options and applications online;</i></li> <li>● <i>mobile working solutions;</i></li> <li>● <i>the ability for staff to key application information directly into the system, avoiding the need for paper forms, re-keying and duplication.</i></li> </ul> <p>A semi-paperless system was introduced in 2017. However, paper application forms for mainstream and homeless applications are still used but these are stored/filed electronically and then disposed of. NPS online would enable staff to directly enter application data into the system - avoiding the need for paper forms. It is anticipated that this would free-up significant capacity within the Housing Options &amp; Support Team which would then be redirected to support other elements of the Rapid Rehousing approach.</p> | <p><b>Priority - 6</b></p> <p>Phasing - from Year 2 (2020/21) of the Plan to allow time for development and integration</p> | <p>Initial License purchase cost of £23,000 plus £8,000 for implementation and £5,750 annual servicing and maintenance charge. Year 1 cost is £36,750 with £5,750 recurring costs thereafter.</p> |



| Proposal                                   | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Prioritisation (for funding) and Phasing        | Resource Implications                                                                                                                                                                                                                                             |
|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>St Catherine's Square Redevelopment</b> | <p>St Catherine's Square is a block of 54 flats surrounding a courtyard in a prominent location in Perth City Centre. These units have primarily been used as temporary furnished flats for many years although there are a few long-standing secure tenants.</p> <p>This area has become stigmatised as a result of its long-term use as temporary accommodation and there is a high prevalence of anti-social behaviour, alcohol and substance abuse and police attendance.</p> <p>We plan to regenerate the area and create a vibrant, mixed community by transferring all of the properties into our mainstream letting stock. The reduction in temporary accommodation capacity has been factored into the Plan - see Appendix 4.</p> | <p><b>Priority - 7</b></p> <p>Phasing - TBC</p> | <p><b>£21,585 per annum</b></p> <p>Costs to be based on loss of rental income due to the proposed reduction in the number of units through combining properties and creating maisonettes.</p> <p>Cost assumes that it will be bedsit units that will be lost.</p> |



## Appendix 6: Furnishing Package Overview

| Furnishing Package | Target Group                              | What's Included                                                                                                                                                                                      | Unit Cost                                                                                                    | Number Required | Total Cost     |
|--------------------|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-----------------|----------------|
| Basic              | Single people or couples without children | <ul style="list-style-type: none"> <li>Kettle</li> <li>Toaster</li> <li>Microwave</li> <li>Dishes/Cutlery</li> </ul>                                                                                 | £63.50                                                                                                       | 130             | £8,255         |
| Standard           | Single people, couples without children   | Basic package as above plus; <ul style="list-style-type: none"> <li>Sofa bed and bedding</li> <li>Fridge-freezer</li> <li>Rug</li> </ul>                                                             | £513.50                                                                                                      | 70              | £35,945        |
| Enhanced           | Families with children                    | Standard Package as above plus; <ul style="list-style-type: none"> <li>Additional beds as required</li> <li>Cooker</li> <li>Washing machine</li> <li>Storage (chest of drawers, wardrobe)</li> </ul> | £1,300<br>(assuming 2 additional beds for children required)<br>Each additional single bed + bedding is £150 | 30              | £39,000        |
|                    |                                           |                                                                                                                                                                                                      |                                                                                                              |                 | <b>£83,200</b> |



## Appendix 7: Glossary

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|              |                                                                                                                                                                                                                                                                                                                                                 |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ADP          | Alcohol and Drugs Partnership                                                                                                                                                                                                                                                                                                                   |
| B&B          | Bed and Breakfast<br><i>Used as temporary accommodation.</i>                                                                                                                                                                                                                                                                                    |
| CAP          | Common Allocation Policy<br><i>One policy that is used by the three main housing providers in Perth and Kinross.</i>                                                                                                                                                                                                                            |
| CHR          | Common Housing Register<br><i>One register where people register for housing with the three main housing providers.</i>                                                                                                                                                                                                                         |
| HA           | Housing Association                                                                                                                                                                                                                                                                                                                             |
| HL1/2/3      | Data sets collected by Local Authorities on homeless applications (including demographics and reasons for homelessness) as well as the use of temporary accommodation. Reports are published by the Scottish Government.                                                                                                                        |
| HRSAG/HARSAG | Homelessness and Rough Sleeping Action Group<br><i>Established by the Scottish Government in September 2017 to make recommendations by Spring 2018 on reducing rough sleeping in the short term and ending it in the longer term, transforming the use of temporary accommodation and the actions required to end homelessness in Scotland.</i> |
| LA           | Local Authority<br><i>Responsible for a wide range of public services including housing, social work and tackling inequalities.</i>                                                                                                                                                                                                             |
| LHA          | Local Housing Allowance                                                                                                                                                                                                                                                                                                                         |
| LHS          | Local Housing Strategy<br><i>A Local Authority's sole strategic document for housing in their area, which will include a focus on homelessness.</i>                                                                                                                                                                                             |
| PRS          | Private Rented Sector<br><i>Housing available to rent from private landlords.</i>                                                                                                                                                                                                                                                               |
| PRT          | Private Residential Tenancy<br><i>This is the new standard tenancy for the private-rented sector in Scotland which was introduced in December 2017.</i>                                                                                                                                                                                         |
| RBGS         | Rent Bond Guarantee Scheme                                                                                                                                                                                                                                                                                                                      |
| RRTP         | Rapid Rehousing Transitional Plan                                                                                                                                                                                                                                                                                                               |
| RSL          | Registered Social Landlords<br><i>Provider of housing available to rent.</i>                                                                                                                                                                                                                                                                    |
| SHIP         | Strategic Housing Investment Plan<br><i>An operational plan to deliver the housing needed in an area.</i>                                                                                                                                                                                                                                       |
| SMD          | Severe and Multiple Disadvantage<br><i>Clusters of problems that appear together in the lives of people facing disadvantage (eg homelessness, addictions, mental ill health, domestic abuse, criminal or anti-social behaviour).</i>                                                                                                            |



## Tenure Neutral

This means that services are available/provided to everyone regardless of what type of housing they live in.

## Third Sector

Voluntary Sector Provider

## Trauma Informed Environment

Services and accommodation that are designed and delivered in a way that takes account of the psychological and emotional needs of the people using them.

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

إن احتجت أنت أو أي شخص تعرفه نسخة من هذه الوثيقة بلغة أخرى أو تصميم آخر فيمكن الحصول عليها (أو على نسخة معدلة لمملخص هذه الوثيقة مترجمة بلغة أخرى) بالاتصال ب: الاسم: Customer Service Centre رقم هاتف للاتصال المباشر: 01738 475000

اگر آپ کو یا آپ کے کسی جاننے والے کو اس دستاویز کی نقل دوسری زبان یا فارمیٹ (بعض دفعہ اس دستاویز کے خلاصہ کا ترجمہ فراہم کیا جائے گا) میں درکار ہے تو اس کا بندوبست سروس ڈیولپمنٹ Customer Service Centre سے فون نمبر 01738 475000 پر رابطہ کر کے کیا جاسکتا ہے۔

如果你或你的朋友希望得到這文件的其他語言版本或形式 (某些時候，這些文件只會是概要式的翻譯)，請聯絡 Customer Service Centre 01738 475000 來替你安排。

Jeżeli chciałbyś lub ktoś chciałby uzyskać kopię owego dokumentu w innym języku niż język angielski lub w innym formacie (istnieje możliwość uzyskania streszczenia owego dokumentu w innym języku niż język angielski), Proszę kontaktować się z Customer Service Centre 01738 475000

P ejete-li si Vy, anebo n kdo, koho znáte, kopii této listiny v jiném jazyce anebo jiném formátu (v n kterých p ípadech bude p eložen pouze stru ný obsah listiny) Kontaktujte prosím Customer Service Centre 01738 475000 na vy ízení této požadavky.

Если вам или кому либо кого вы знаете необходима копия этого документа на другом языке или в другом формате, вы можете запросить сокращенную копию документа обратившись Customer Service Centre 01738 475000

Nam bu mhath leat fhèin no neach eile as aithne dhut lethbhreac den phàipear seo ann an cànan no ann an cruth eile (uaireannan cha bhi ach geàrr-iomradh den phàipear ri fhaotainn ann an eadar-theangachadh), gabhaidh seo a dhèanamh le fios a chur gu Ionad Sheirbheis Theachdaichean air 01738 475000.

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

All Council Services can offer a telephone translation facility.

## Appendix 2

### Home First (Rapid Rehousing Transitional Plan) Resource Plan Progress Overview

The table below provides an update on the progress to date on the key challenges and activities contained within the Resource Plan of the RRTP.

| Priority | Activity                              | Key Challenge within RRTP                                                                                                                                               | Current Position (April 2018 to October 2019)                                                                                                                                                                                                             |
|----------|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1        | Property Ready Fund                   | To continue to support homeless people move into settled accommodation immediately.<br><br>To increase tenancy sustainment.                                             | £83K funding has been allocated as per the Plan. Some spend to date but waiting on feedback from the Scottish Government on proposal to integrate with Community Care Grants.<br><br>Tenancy sustainment rates have increased to 89% from 83%.            |
| 2        | Home First Officer                    | To co-ordinate and continue with the success of Home First.                                                                                                             | Additional Housing Options Officer recruited.                                                                                                                                                                                                             |
| 3        | Intensive Tenancy Sustainment Support | Meeting the support needs of people with multiple and complex needs.<br><br>Ending rough sleeping.                                                                      | This has been included in the Floating Housing Support contract which has just been included within the new contract.<br><br>The number of rough sleepers has decreased from 47 to 24.                                                                    |
| 4        | Homeless Prevention Officers x 2      | Preventing homelessness, where possible.                                                                                                                                | One additional Housing Options Officer has been recruited.<br><br>The number of people presenting as homeless has reduced by 26%.                                                                                                                         |
| 5        | Private Sector Access Initiatives     | Continue to engage with the private rented sector to bring back into use as many empty homes as possible and provide a viable housing option for those in housing need. | All of the Private Sector Officers were made permanent with effect from 01 <sup>st</sup> April 2019. £93K of the RRTP implementation funding has been used to offset the Council funding that was used to facilitate this.<br><br>From April 2019 we have |

|   |                                                        |                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                           |
|---|--------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |                                                        |                                                                                                                         | <p>brought 7 large empty properties back into use and are currently working on a further 20. Since April 2015, we have brought a total of 96 properties back into use, providing much needed accommodation for those in housing need.</p> <p>Secured 77 placements through the Rent Bond Guarantee Scheme.</p>                                                            |
| 6 | System Developments                                    | Freeing up capacity to support the Rapid Rehousing Approach                                                             | Sought approval from the ICT Transformation Board to commission and integrate our housing application to make it an online process. New process to be fully implemented by April 2020.                                                                                                                                                                                    |
| 7 | St. Catherine's Square Redevelopment                   | Increase the availability of settled accommodation                                                                      | Completed an options appraisal on the housing type and layout. Consultation on potential options to begin in January 2020 with a variety of stakeholders.                                                                                                                                                                                                                 |
| 8 | Temporary and Hostel Accommodation                     | Ensuring temporary accommodation is available for those that require it and that it continues to meet the set Standards | <p>Reduced Bed &amp; Breakfast placements from 4 to 1 placement.</p> <p>Temporary and hostel accommodation are routinely monitored and inspected to ensure compliance with the set Standards.</p> <p>One homeless hostel provided by the third sector, CATH House, has been remodelled to provide supported accommodation for people with multiple and complex needs.</p> |
| 9 | Better understanding of the local homelessness context | Identifying the linkages between health and homelessness and drug and alcohol issues.                                   | Homelessness Research project underway and initial draft findings and key recommendations presented to the Home First Steering Group for actions to be progressed. Most of the key findings relate to:                                                                                                                                                                    |



|  |  |  |                                                                                                                                                                                                                                                                                                                                           |
|--|--|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | <ul style="list-style-type: none"> <li>• better joint working between departments/agencies to tackle multiple and complex needs</li> <li>• concern about access to mental health and addiction services</li> <li>• better community-based support</li> <li>• addressing missed opportunities around families requiring support</li> </ul> |
|--|--|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

