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Council Building
2 High Street
Perth
PH1 5PH

3 November 2020

A meeting of the **Housing and Communities Committee** will be held virtually on **Wednesday, 11 November 2020 at 09:30.**

MEMBERS ARE ADVISED THAT A TWO MINUTE SILENCE WILL BE OBSERVED AT 11.00AM TO COMMEMORATE REMEMBRANCE DAY.

If you have any queries please contact Committee Services - Committee@pkc.gov.uk.

KAREN REID
Chief Executive

Those attending the meeting are requested to ensure that all notifications are silent on their device and other devices are in silent mode.

Please note that the meeting will be broadcast online and recorded. The recording 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, 11 November 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 2 SEPTEMBER 2020 FOR APPROVAL** 5 - 8
(copy herewith)
- 4 POLICE AND FIRE REFORM: LOCAL SCRUTINY AND ENGAGEMENT**
- 4(i) SCOTTISH FIRE AND RESCUE SERVICE QUARTER 2 PERFORMANCE REPORT - 1 JULY - 30 SEPTEMBER 2020** 9 - 34
Report by Area Manager G Pryde, Scottish Fire and Rescue Service (copy herewith 20/211)
- 4(ii) PERTH AND KINROSS LOCAL POLICING AREA QUARTER 2 POLICE REPORT - 1 JULY - 30 SEPTEMBER 2020** 35 - 82
Report by Chief Superintendent A Todd, Police Scotland (copy herewith 20/212)
- 5 UPDATE ON ACTIVITIES UNDERTAKEN UNDER COVID-19 ARRANGEMENTS SINCE 2 SEPTEMBER 2020**
Verbal Update by Head of Housing
- 6 COMMUNITY PLANNING PARTNERSHIP UPDATE** 83 - 86
Report by Depute Chief Operating Officer (copy herewith 20/213)
- 7 ANNUAL ASSURANCE STATEMENT 2019/20 - SCOTTISH HOUSING REGULATOR** 87 - 100
Report by Executive Director (Housing & Environment) (copy herewith 20/214)
- 8 ANNUAL UPDATE ON PERTH AND KINROSS LOCAL HOUSING STRATEGY 2016-2021** 101 - 156
Report by Executive Director (Housing & Environment) (copy herewith 20/215)

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PERTH AND KINROSS COUNCIL
HOUSING AND COMMUNITIES COMMITTEE
2 SEPTEMBER 2020

HOUSING AND COMMUNITIES COMMITTEE

Minute of meeting of the Housing and Communities Committee held virtually via Microsoft Teams on Wednesday 2 September 2020 at 9.30am.

Present: Councillors B Brawn, C Ahern, H Anderson (substituting for Councillor McCole), A Bailey, P Barrett, E Drysdale, T Gray, D Illingworth, A Jarvis, T McEwen, B Pover, C Shiers and R Watters.

In Attendance: B Renton, Executive Director (Housing and Environment); C Mailer, S Coyle, J McColl, N Robson, R Ross and C Cranmer (all Housing and Environment); J Pepper, Depute Director (Education and Children's Services); C Flynn, A Taylor, D Stokoe and L Haxton (all Corporate and Democratic Services).

Also in Attendance: Chief Superintendent A Todd and Chief Inspector G Binnie (Police Scotland) (up to and including Item 5); Area Manager G Pryde (up to and including Item 5) and Group Commander B McLintock (for Item 5 only) (Scottish Fire and Rescue Service); and E Osborne (MAPPA) (for Item 9 only).

Apologies: Councillor S McCole.

Councillor Brawn, Convener, Presiding.

The Convener led the discussion on Items 1-4 and 6-10, and the Vice-Convener on Item 5.

1. WELCOME AND APOLOGIES

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

2. DECLARATIONS OF INTEREST

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

3. MINUTE OF THE MEETING OF THE HOUSING AND COMMUNITIES COMMITTEE OF 29 JANUARY 2020 FOR APPROVAL AND SIGNATURE

The minute of the meeting of the Housing and Communities Committee of 29 January 2020 (Arts. 41-54) was submitted, approved as a correct record and authorised for signature.

4. VALEDICTORIES

Group Commander B McLintock, Scottish Fire and Rescue Service and Chief Inspector I Scott, Police Scotland

PERTH AND KINROSS COUNCIL
HOUSING AND COMMUNITIES COMMITTEE
2 SEPTEMBER 2020

The Convener made reference to the upcoming retiral of Group Commander Billy McLintock from the Scottish Fire and Rescue Service and the recent retiral of Chief Inspector Ian Scott from Police Scotland. He paid tribute to the role and substantial contribution both had made to the work of the Committee over the years and wished them both all the very best for the future and an enjoyable retirement.

5. POLICE AND FIRE REFORM: LOCAL SCRUTINY AND ENGAGEMENT

(i) Scottish Fire and Rescue Service – Quarter 1 Performance Report – 1 April – 30 June 2020

There was submitted a report by Area Manager G Pryde, Scottish Fire and Rescue Service (20/149) 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 first quarter, 1 April to 30 June 2020.

Area Manager Pryde and Group Commander McLintock answered members' questions thereon. The question and answer session can be viewed via the following [link](#).

Resolved:

The update on operational and community safety engagement activities of the Scottish Fire and Rescue Service in the Perth and Kinross area during the period 1 April to 30 June 2020, be noted.

B MCLINTOCK JOINED THE MEETING DURING THE ABOVE ITEM.

(ii) Perth and Kinross Local Policing Area – Interim Activity Report

There was submitted a report by Chief Superintendent A Todd, Police Scotland 'D' Division (Tayside) (20/150) 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 first quarter, 1 April to 30 June 2020.

Chief Superintendent Todd and Chief Inspector Binnie answered members' questions thereon. The question and answer session can be viewed via the following [link](#).

Resolved:

The update on performance of Police Scotland against the local policing priorities for the Perth and Kinross area during the period 1 April to 30 June 2020, be noted.

CHIEF SUPERINTENDENT A TODD, CHIEF INSPECTOR G BINNIE, AREA MANAGER G PRYDE AND GROUP COMMANDER B MCLINTOCK ALL LEFT THE MEETING AT THIS POINT.

6. UPDATE ON ACTIVITIES UNDERTAKEN UNDER COVID-19 ARRANGEMENTS

C Mailer, Head of Housing gave a verbal update on the various activities undertaken throughout the Covid-19 pandemic by the Housing and Environment Service. She provided details on how business continuity arrangements were put in place at the start of the pandemic to enable the prioritisation and continuation of three essential services within Housing, being homelessness/temporary accommodation and allocations work, emergency repairs and sheltered housing.

B Renton and C Mailer answered members' questions.

7. COMMUNITY PLANNING PARTNERSHIP UPDATE

There was submitted and noted a report by the Depute Chief Operating Officer (20/151) providing an update on progress with Community Planning priorities since the last update on 29 January 2019.

8. HOUSING TO 2040 – RESPONSE ON SCOTTISH GOVERNMENT'S CONSULTATION ON HOUSING TO 2040

There was submitted a report by the Head of Housing (20/152) providing details of the Council's response to the Scottish Government's consultation on Housing to 2040.

Resolved:

- (i) The response made to the Scottish Government on Housing to 2040 as detailed in Report 20/152, be noted.
- (ii) The response from Perth and Kinross Council to the Scottish Government as detailed in Appendix 1 to Report 20/152, submitted by the deadline of 28 February 2020, be homologated.

E OSBORNE JOINED THE MEETING VIA TELEPHONE AT THIS POINT.

9. TAYSIDE MAPPA ANNUAL REPORT 2018-19

There was submitted a report by the Executive Director (Education and Children's Services) (20/153) (1) providing data in relation to the performance of the Tayside Multi-Agency Public Protection Arrangements (MAPPA) for 2018-19; and (2) providing the context for managing these arrangements in Perth and Kinross.

E Osborne, MAPPA Co-ordinator, answered members' questions.

Resolved:

The contents of the Tayside MAPPA Annual Report 2018-19 and the increase in the number of people managed through MAPPA in Perth and Kinross, be noted.

E OSBORNE LEFT THE MEETING AT THIS POINT.

10. COMMUNITY PAYBACK ORDERS ANNUAL REPORT 2018-19

There was submitted a report by the Executive Director (Education and Children's Services) (20/154) providing an update for the period 2018-19 on the operation of Community Payback Orders in Perth and Kinross.

Resolved:

- (i) Approve the work being undertaken by the Public Protection and Unpaid Work Teams in respect of Community Payback Orders in Perth and Kinross.
- (ii) The Executive Director (Education and Children's Services) be requested to bring forward a report regarding the activity and performance of Community Payback Orders for the period 2019/20 in six months.

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DRAFT





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

**11 NOVEMBER 2020**

**Report by Area Manager Gordon Pryde, Local Senior Officer, Scottish Fire and  
 Rescue Service (Report No. 20/211)**

**SUBJECT: FIRE AND RESCUE QUARTERLY PERFORMANCE REPORT**

**1 JULY TO 30 SEPTEMBER 2020**

**Abstract**

The Reports contain performance information relating to the Second quarter (July – September) of 2020-21 on the performance of the Scottish Fire and Rescue Service in support of Member scrutiny of local service delivery.

**1 PURPOSE OF THE REPORT**

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

**2 RECOMMENDATIONS**

It is recommended that members:

Note, scrutinise and question the content of this report.

**3 FINANCIAL IMPLICATIONS**

None.

**4 PERFORMANCE**

4.1 A performance management framework has been developed to facilitate the monitoring of performance against the agreed priorities and outcomes ensuring effective targeting of resources and the principles of Best Value are met.

4.2 The Local Fire and Rescue Plan for Perth & Kinross 2017-20 was approved by the Housing and Communities Committee on the 1<sup>st</sup> of November 2017.

4.3 The priorities and outcomes contained within the Local Fire and Rescue Plan reflect 'place' and the contribution of Scottish Fire and Rescue Service to the Perth and Kinross Community Plan (LOIP) 2017-27 and Community Planning Partnership.

4.4 In summary the following local priorities and targets are detailed within the plan:

Priority 1 - Improving Fire Safety in the Home

Priority 2 - Improving Fire Safety and Resilience in the Business Community

Priority 3 - Minimising the Impact of Unintentional Harm

Priority 4 - Reducing Unwanted Fire Alarm Signals

Priority 5 - Reducing Deliberate Fires

Priority 6 - Effective Risk Management and Operational Preparedness

4.5 Appendix 1 attached to this report provides a detailed breakdown and analysis of all data collected during the reporting period. A performance summary and scorecard is detailed on page 6 of the report. In addition, further sections are included to provide Members with an overview of a range of notable incidents and events undertaken by the local personnel/stations in support of prevention activities and preparation for emergency response.

## **5 EQUALITY IMPACT ASSESSMENT**

5.1 Not applicable.

## **6 ENVIRONMENTAL ISSUES**

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

## **7 SUMMARY**

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

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



## QUARTERLY MONITORING REPORT

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



**SCOTTISH**  
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**Quarter Two: 2020/21**

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for a safer Scotland**



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

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

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

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

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## INTRODUCTION

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

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













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

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




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

# PERFORMANCE SUMMARY

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

|                                                                                                                                                                                                                                           |                                                                                                                                                                                                                             |                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>HI 1</b><br/><b>Accident Dwelling Fires (ADF)</b></p>  <p>Q2 – 19 Incidents<br/>YTD – 53 Incidents<br/>Annual Target – 106 Incidents</p>           | <p><b>HI 2</b><br/><b>ADF Fatal Casualties</b></p>  <p>Q2 – 0<br/>YTD – 0<br/>Annual Target – 0</p>                                        | <p><b>HI 3</b><br/><b>ADF Non-Fatal Casualties</b></p>  <p>Q2 – 2<br/>YTD – 11<br/>Annual Target – 20</p>                                     |
| <p><b>HI 4</b><br/><b>Non-domestic Building fires</b></p>  <p>Q2 – 16 Incidents<br/>YTD – 26 Incidents<br/>Annual Target – 55 Incidents</p>              | <p><b>HI 5</b><br/><b>Fatal Casualties in Non-Domestic Building Fires</b></p>  <p>Q2 – 0<br/>YTD – 0<br/>Annual Target – 0</p>             | <p><b>HI 6</b><br/><b>Non-Fatal Casualties in Non-Domestic Building Fires</b></p>  <p>Q2 – 0<br/>YTD – 0<br/>Annual Target – 2</p>            |
| <p><b>HI 7</b><br/><b>Road Traffic Collision (RTC) Incidents</b></p>  <p>Q2 – 17 Incidents<br/>YTD – 30 Incidents<br/>Annual Target – 83 Incidents</p> | <p><b>HI 8</b><br/><b>Fatal RTC Casualties</b></p>  <p>Q2 – 0<br/>YTD – 0<br/>Annual Target – 4</p>                                      | <p><b>HI 9</b><br/><b>Non-Fatal RTC Casualties</b></p>  <p>Q2 – 5<br/>YTD – 9<br/>Annual Target – 70</p>                                    |
| <p><b>HI 10</b><br/><b>Unwanted Fire Alarm Signals</b></p>  <p>Q2 – 173 Incidents<br/>YTD – 274 Incidents<br/>Annual Target – 570 Incidents</p>        | <p><b>HI 11</b><br/><b>Deliberate Primary Fires</b></p>  <p>Q2 – 9 Incidents<br/>YTD – 17 Incidents<br/>Annual Target – 28 Incidents</p> | <p><b>HI 12</b><br/><b>Deliberate Secondary Fires</b></p>  <p>Q2 – 18 Incidents<br/>YTD – 37 Incidents<br/>Annual Target – 85 Incidents</p> |

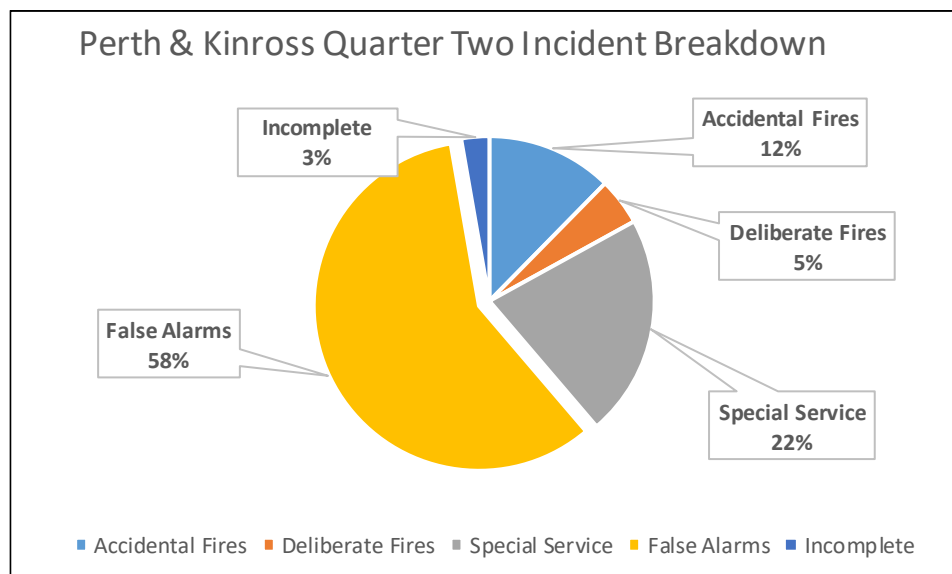
## Year-to-Date Legend

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



## PERFORMANCE HIGHLIGHTS

During Quarter two (July - September) the SRFS attended a total of 583 incidents across Perth & Kinross.

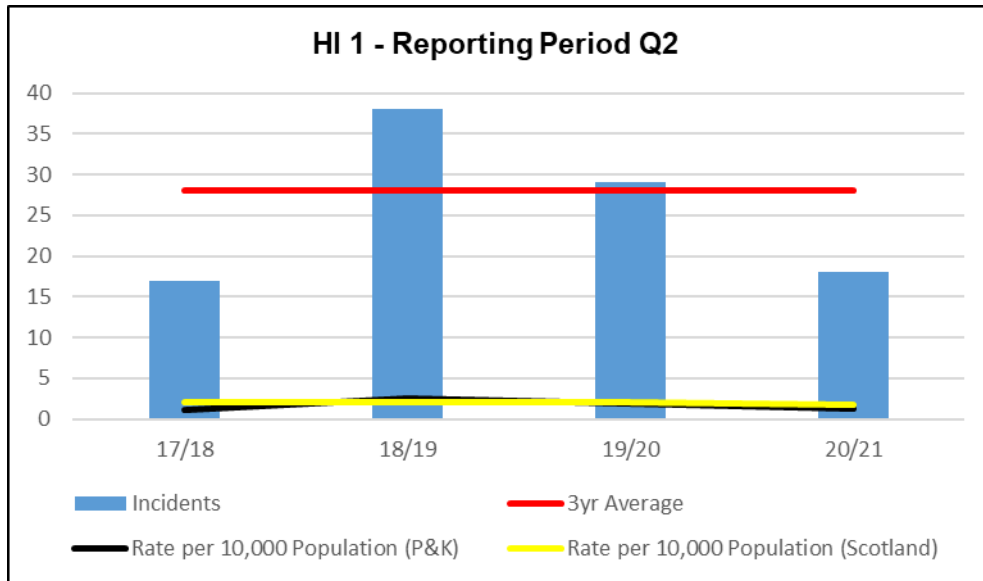


Of the 12 headline indicators and targets, the following performance should be noted for Quarter two 20/21:

- The number of **Accidental Dwelling Fires (ADF's)** continues to decrease in the long term, reporting the lowest YTD number of ADFs in the last three years (19 incidents against an average of 28). The performance during quarter two reflects a decrease on same quarter last year (29) and on the three-year average.
- There were no **ADF Fatal Casualties**
- The number of **ADF Non-fatal Casualties** (2) has seen a continual decrease for this quarter and a slight increase on YTD.
- The number of **Non-Domestic Building fires** is reporting an increase for this quarter, last quarter and three-year average, however this is low numbers and we are on target YTD. Tragically there was one fatal casualty and no non-fatal casualties reported for quarter two in non-domestic fires.
- The number of **Road Traffic Collisions** for quarter two is reflecting a decrease against the 3-year average for this quarter (17 against 22). There is a decrease on the same quarter last year and the YTD numbers. There were no **Fatal RTC Casualties** reported for this quarter whilst **Non-Fatal RTC Casualties** is reporting five. The number of RTC casualties is the lowest for the last three years for this quarter and YTD.
- The number of **Unwanted Fire Alarm Signals (UFAS)** caused by automatic fire alarms (AFAs) in non-domestic buildings reports a decrease for quarter two and the three-year average.
- The number of **Deliberate Primary Fires** is reflecting a slight increase against the average albeit the figures are low for this quarter and YTD. The number of **Deliberate Secondary Fires** is reporting a slight decrease for this quarter and again for YTD.

# PRIORITY 1 - IMPROVING FIRE SAFETY IN THE HOME

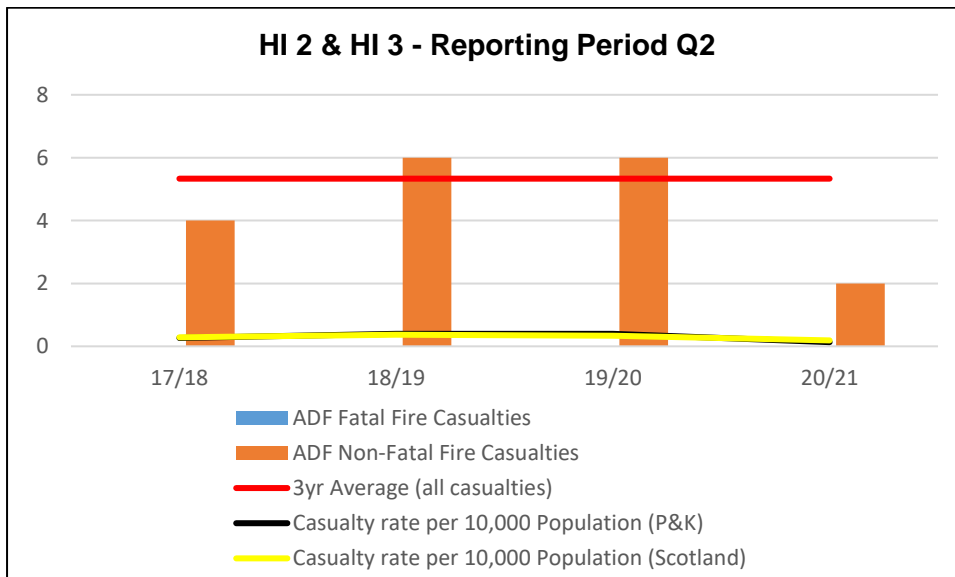
## HI 1 – Accidental Dwelling Fires (ADF)



**Table 1: Year to Date (July to September) Performance**

|                  | 17/18 | 18/19 | 19/20 | 20/21     | Annual Target |
|------------------|-------|-------|-------|-----------|---------------|
| <b>H1: ADF's</b> | 51    | 61    | 53    | <b>53</b> | 106           |

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



**Table 2: Year to Date (July to September) Performance**

|                                     | 17/18 | 18/19 | 19/20 | 20/21     | Annual Target |
|-------------------------------------|-------|-------|-------|-----------|---------------|
| <b>H2: ADF Fatal Casualties</b>     | 1     | 0     | 0     | <b>0</b>  | 0             |
| <b>H3: ADF Non-Fatal Casualties</b> | 10    | 8     | 26    | <b>11</b> | 22            |

### Indicator Description

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

#### HI 1 – Accidental Dwelling Fires

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

#### HI 2 – ADF Fatal Casualties

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

#### HI 3 – ADF Non-Fatal Casualties

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

### What we aim to Achieve

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

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

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

### Performance Management

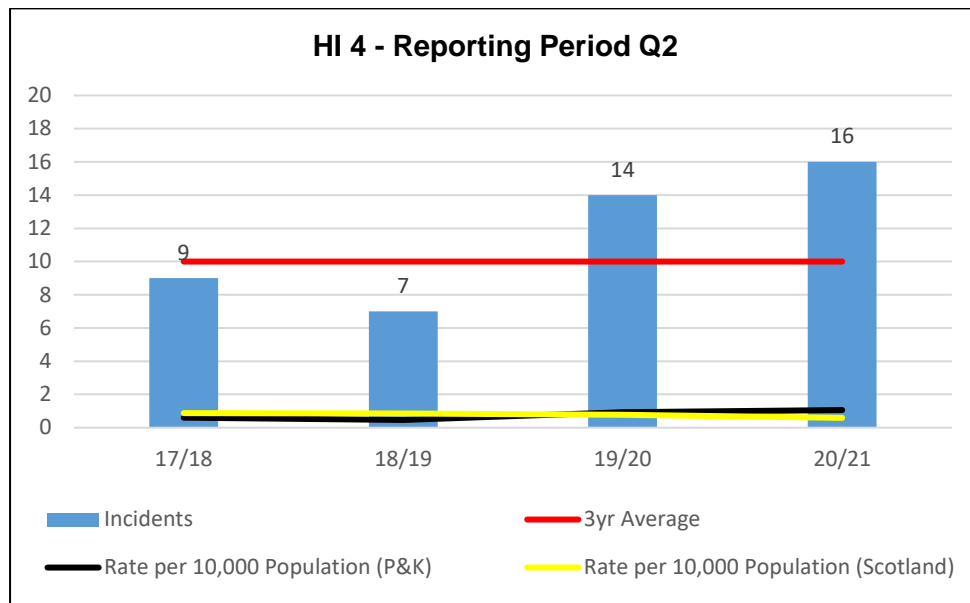
There were 19 ADF's reported during quarter two, which reflects a decreased number of fires for the same quarter last year which was 29. The 3-year average (28). The fire damage in 13 incidents was reported as low level, 4 medium and 2 sustained significant damage. Of the 19 fires 11 had previously been fitted with smoke detection, of which 10 operated and gave early warning to the occupiers. The total number of ADF's continues to decrease in the long term, currently we are reporting the equal lowest number of fires for the last five years, as a result of a number community safety initiatives delivered through partnership working. We are therefore showing **Green** for achieving the HI 1 annual target.

There was no ADF Fatal Casualty during quarter two. We are therefore showing **Green** for achieving the HI 2 annual target. There were two ADF Non-Fatal Casualties during quarter two, one received first aid on scene and the other required hospital treatments with minor injuries. The two casualties were as a result of two separate incidents. We are showing **Amber** against the HI 3 annual target.

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

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

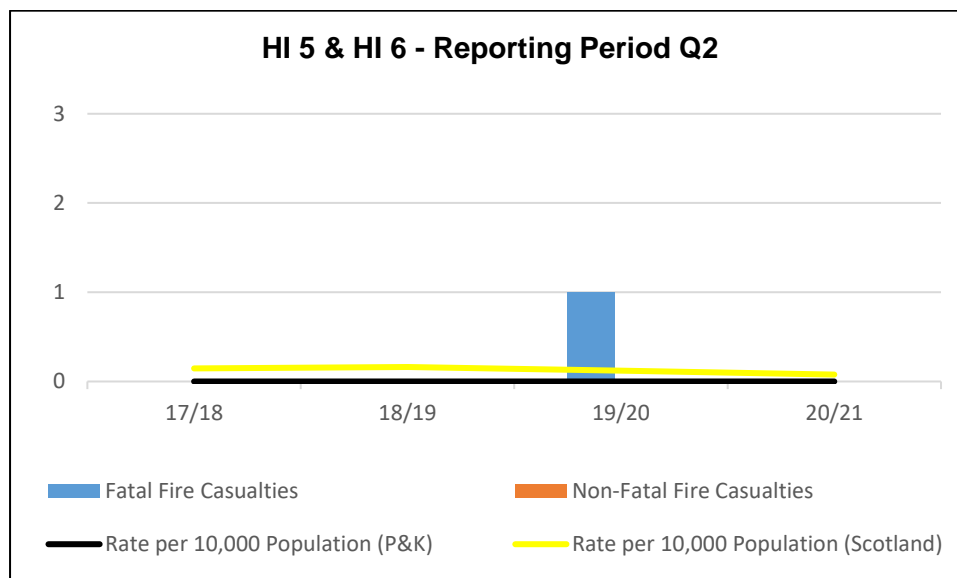
### HI 4 - Non-Domestic Building Fires



**Table 3: Year to Date (July to September) Performance**

|                                        | 17/18 | 18/19 | 19/20 | 20/21 | Annual Target |
|----------------------------------------|-------|-------|-------|-------|---------------|
| <b>H4: Non-domestic Building Fires</b> | 24    | 23    | 30    | 27    | 55            |

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



**Table 4: Year to Date (July to September) Performance**

|                                      | 17/18 | 18/19 | 19/20 | 20/21 | Annual Target |
|--------------------------------------|-------|-------|-------|-------|---------------|
| <b>H5: Fatal Fire Casualties</b>     | 0     | 0     | 0     | 0     | 0             |
| <b>H6: Non-Fatal Fire Casualties</b> | 1     | 0     | 2     | 0     | 2             |

### Indicator Description

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

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

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

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

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

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

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

### What we aim to Achieve

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

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

### Performance Management

There were 16 fires in non-domestic buildings during quarter two which reflects an increase from the same quarter last year with 14 and on the previous quarter this year (5). This reflects an increase for the quarter against the three-year average (9). 10 incidents resulted in minor damage, four with medium and two with significant damage. This therefore is showing **Green** against the HI 4 annual target to date.

Tragically there is one Non-Domestic Fatal Casualty during quarter two. This was as the result of the significant fire at the B&M store in Perth. The joint Fire investigation between Police Scotland and SFRS remains current, however has concluded at the scene. We are therefore reporting **Green** against the HI 5 annual target to date.

There were no Non-Domestic Non-Fatal Casualties during quarter two which is reflected in this quarter or the last five years. YTD we are showing **Green** against the HI 6 annual target.

The COVID pandemic restrictions have impacted our ability to undertake fire safety audits within commercial buildings. In total, 50 fire safety audits were completed where access was permitted. Some of the audits completed were undertaken remotely, this was particularly evident within care homes and hospitals. A great deal of fire safety enforcement activity involved the engagement with local businesses to ensure they were maintaining safety critical procedures during these uncertain times.

Fire Safety Enforcement Officers (FSEO's) will continue to provide the most appropriate level of support to local businesses to enable suitable and timely legislative fire safety guidance and enforcement to be undertaken. We also continue to engage with business forums to ensure the right level of information is given to the business community.

## PRIORITY 3 – MINIMISING THE IMPACT OF UNINTENTIONAL HARM

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

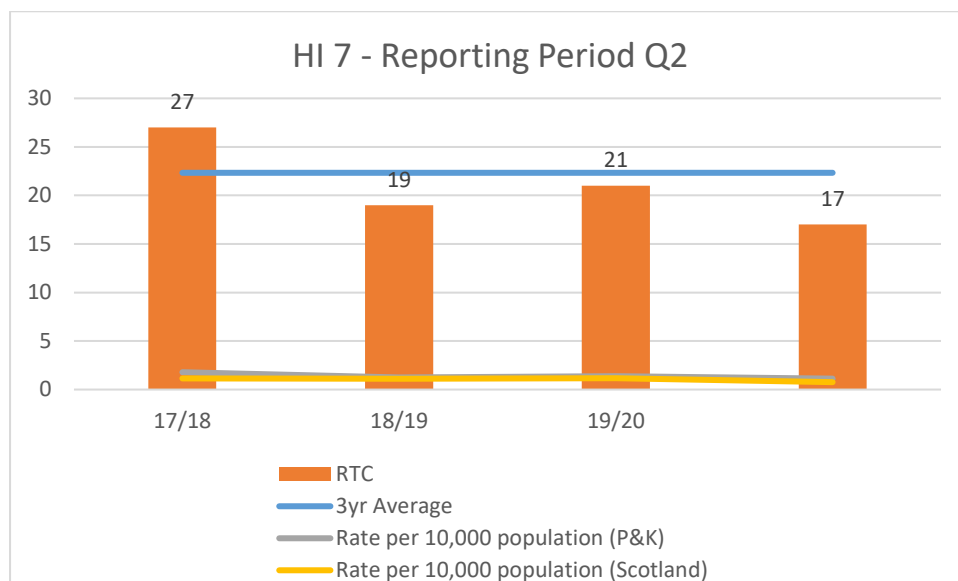


Table 5: Year to Date (July to September) Performance

|                   | 17/18 | 18/19 | 19/20 | 20/21 | Annual Target |
|-------------------|-------|-------|-------|-------|---------------|
| H7: RTC Incidents | 59    | 40    | 38    | 30    | 83            |

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

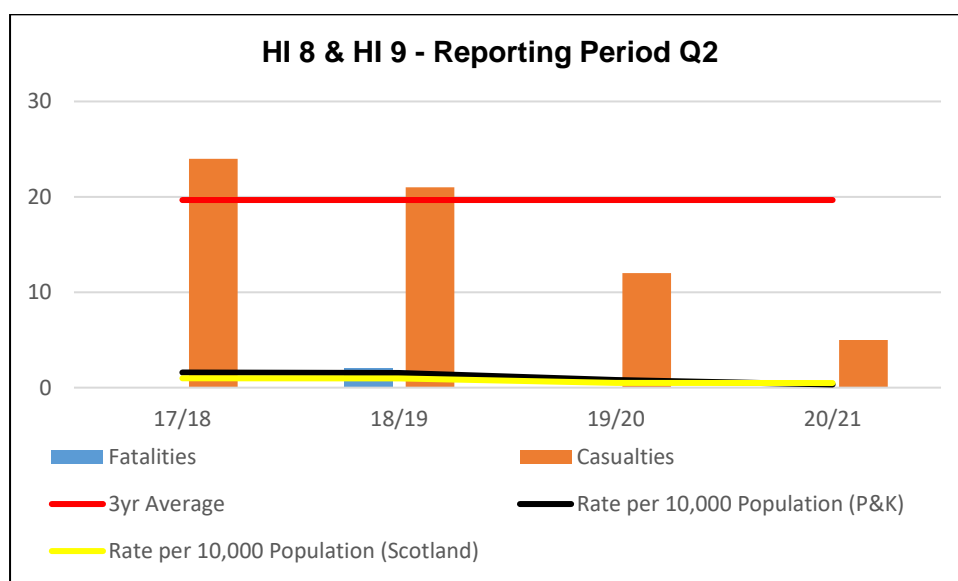


Table 6: Year to Date (July to September) Performance

|                              | 17/18 | 18/19 | 19/20 | 20/21 | Annual Target |
|------------------------------|-------|-------|-------|-------|---------------|
| H8: Fatal RTC Casualties     | 3     | 4     | 1     | 0     | 4             |
| H9: Non-Fatal RTC Casualties | 56    | 39    | 28    | 9     | 70            |

### Indicator Description

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

#### HI 7 - RTC Incidents

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

#### HI 8 – Fatal RTC Casualties

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

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

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

### What we aim to Achieve

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

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

### Performance Management

We attended 17 RTC Incidents, to assist with safety of the incident scene and release/extricate occupants trapped in the vehicles as a result of a collision. This is reporting a slight decrease on the same quarter last year (21), last quarter (13). Of the 17 incidents attended three required more technical extrication to release casualties. We are showing **Green** for achieving the HI 7 annual target.

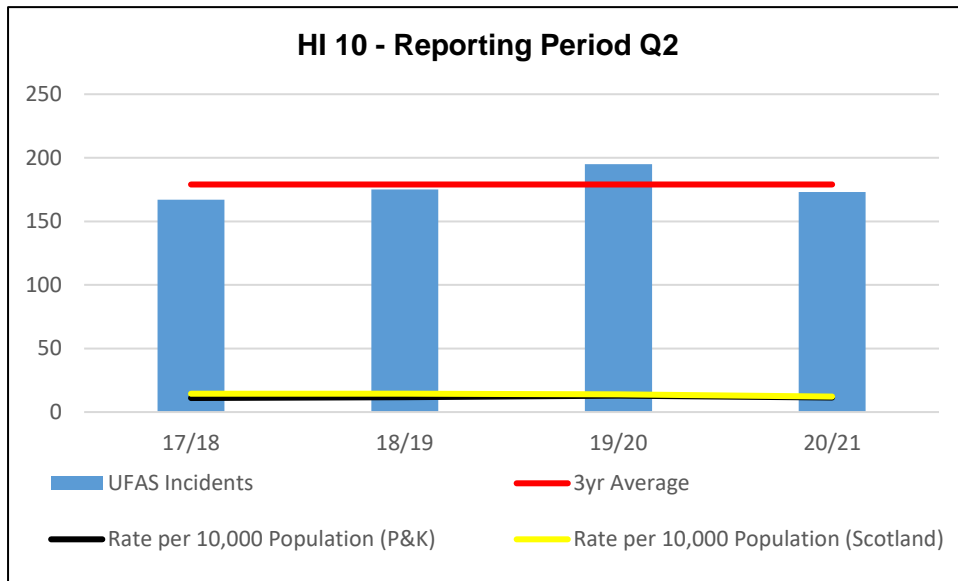
Of all the RTC Incidents we attended during quarter two there were no recorded fatalities, therefore we are showing **Green** for achieving the HI 8 annual target.

Of the 17 RTC Incidents we attended during quarter two there were five non-fatal casualties which reflects a significant decrease (58%) on the same quarter last year (12), a decrease (75%) in the three-year average (20). YTD we are reporting nine non-fatal casualties which is the lowest for the last five years, therefore we are showing **Green** for achieving the HI 9 annual target.

This type of incident accounts for around 4% of all incidents and 22% of all special service incidents attended this quarter. However, these types of incidents account for a high number of casualties every year which requires a multi-agency partnership approach to reduce these risks to people on our roads. Road Safety within Perth & Kinross has established a Road Safety Partnership to ensure we review our current position. This multi-agency group is reviewing this area of work locally with a view to establishing priorities for the partnership moving forward which will influence the content of Perth and Kinross Road Safety plan and subsequent actions. The Road Safety Plan is now in place which is supported by an annual action plan. These actions will ensure we work, as a partnership, towards integrating Road Safety initiatives that will reduce the impact of this type of incident locally.

## PRIORITY 4 - REDUCING UNWANTED FIRE ALARM SIGNALS

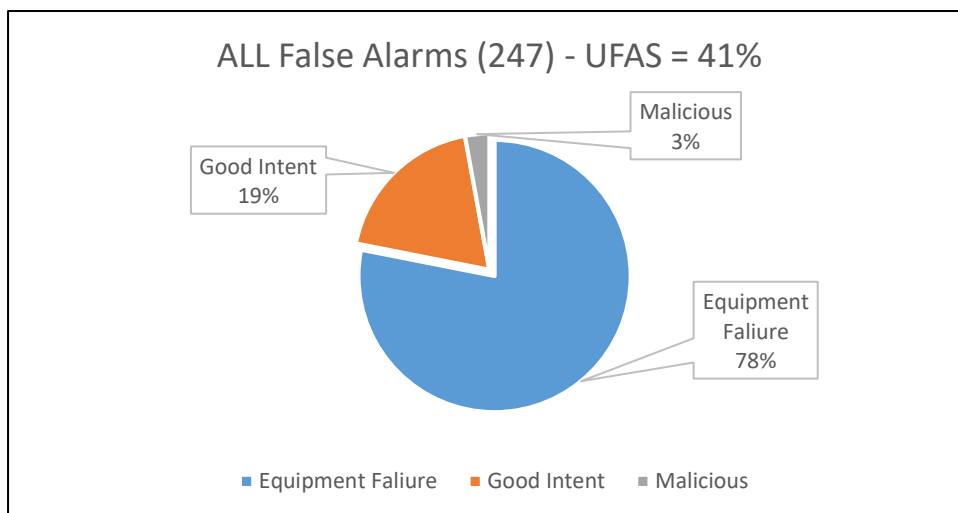
### HI 10 – Unwanted Fire Alarm Signals



**Table 7: Year to Date (July to September) Performance**

|                              | 17/18 | 18/19 | 19/20 | 20/21 | Annual Target |
|------------------------------|-------|-------|-------|-------|---------------|
| <b>HI 10: UFAS Incidents</b> | 315   | 332   | 302   | 175   | 570           |

### All False Alarms for Year to Date





### Indicator Description

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

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

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

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

### What we aim to Achieve

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

- Promoting a prosperous, inclusive and sustainable economy

### Performance Management

During quarter two 2019/20, SFRS were called out to 175 UFAS incidents from a total of 374 False Alarms. This is a decrease (11%) in comparison to the same quarter in 2018/19 when there were 195 UFAS and an increase (9%) on the 3-year average of 179. In total, UFAS accounted for 58% of our total operational demand and were the cause of 41% of all false alarms in Perth & Kinross during quarter two.

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

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

| Property Types - UFAS                         | 20-21 Q2 |
|-----------------------------------------------|----------|
| Home, Nursing/Care, school, sheltered Offices | 12       |
| Other Residential – Hotel/Motel               | 10       |
| Hospital/ Medical Care                        | 10       |
| Education/ Primary Schools                    | 9        |
| Retail/ Residential                           | 9        |

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

Based on the annual UFAS Target we have set we are currently showing **Green** against the HI 10 annual target.

## PRIORITY 5 – REDUCING DELIBERATE FIRES

### HI 11 – Deliberate Primary Fires

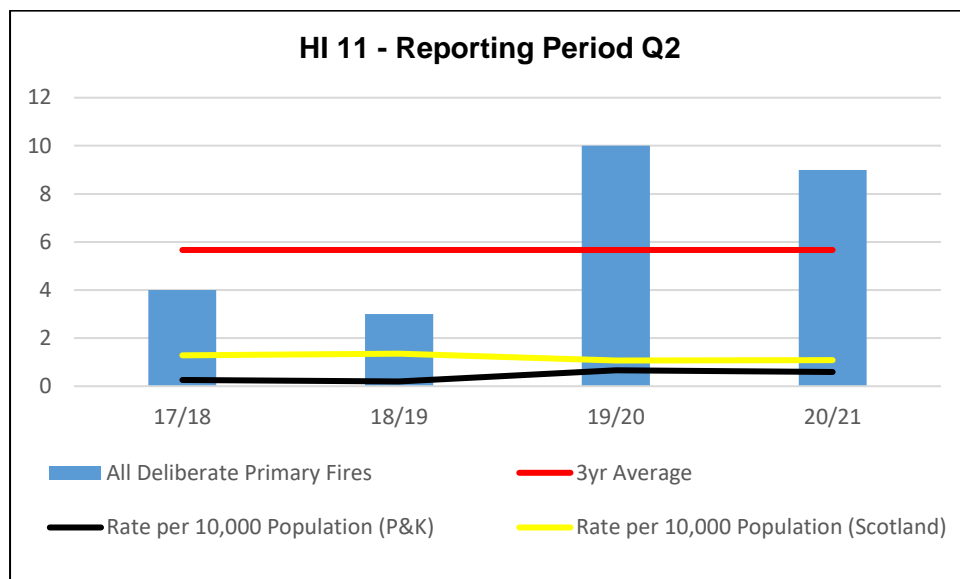


Table 8: Year to Date (July to September) Performance

|                                 | 17/18 | 18/19 | 19/20 | 20/21 | Annual Target |
|---------------------------------|-------|-------|-------|-------|---------------|
| HI 11: Deliberate Primary Fires | 14    | 11    | 16    | 17    | 28            |

### HI 12 – Deliberate Secondary Fires

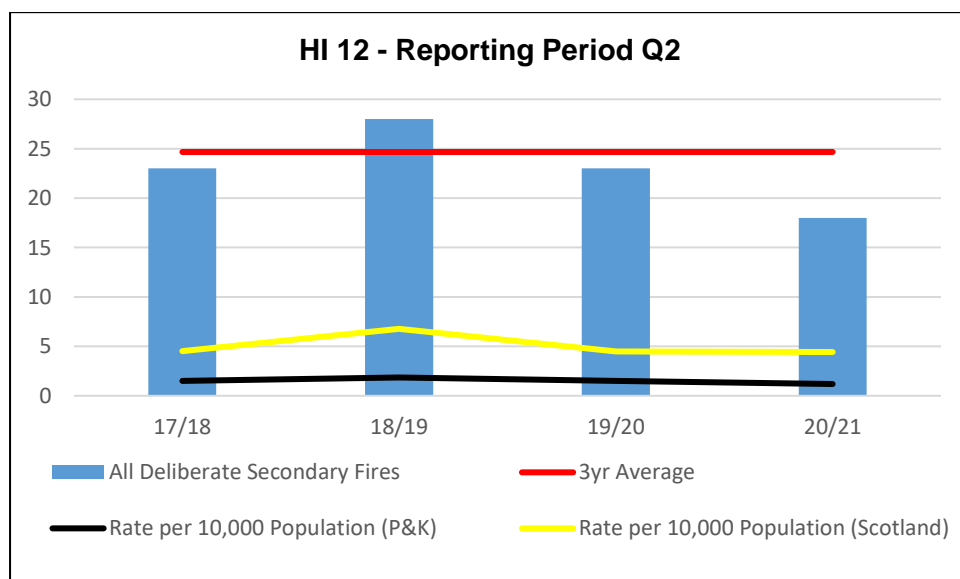


Table 9: Year to Date (July to September) Performance

|                                   | 17/18 | 18/19 | 19/20 | 20/21 | Annual Target |
|-----------------------------------|-------|-------|-------|-------|---------------|
| HI 12: Deliberate Secondary Fires | 63    | 63    | 57    | 37    | 85            |

### Indicator Description

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

#### HI 11 – Deliberate Primary Fires

These deliberate fires cover the following types:

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

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

#### HI 12 – Deliberate Secondary Fires

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

### What we aim to Achieve

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

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

### Performance Management

There were nine deliberate primary fires reported during quarter two, which is above average (6) and slightly lower than last year. We are reporting a similar number of fires as the incidents remain relatively low in the long term, Perth and Kinross are generally reporting low numbers for this type of incident year on year. Three of the incidents were car fires, a further three were within buildings and the remainder were all outdoors. These numbers are slightly above the average (5) and therefore showing **Red** against HI 11 annual target.

There were 18 deliberate secondary fires reported during quarter two, which is a decrease in comparison to the same quarter in 2019/20 when there were 23 deliberate secondary fires. This also reflects a slight decrease on the three-year average for this quarter with 25. This also reports a decrease on last quarter with 23 incidents. The majority of these incidents were in Perth City area with nine (50%). Given the target we have set for this reporting year we are showing **Green** against the HI 12 annual target against year to date.

During the last few months we have continued to work with partners to reduce the number of all deliberate fire incidents albeit the current COVID pandemic has limited these activities. This proactive approach particularly around youth engagement to endeavours to reduce the number of deliberate fires, particularly secondary fires, as part of a wider youth awareness education initiative. These included working with local schools to reduce this type of unacceptable, anti-social behaviour. This along with national campaigns coming into the Autumn Season will help to reduce this risk locally. There is continual programme of input each quarter with regard deliberate fire raising, alongside other educational safety programmes, across Perth and Kinross particularly around the Perth City area.

## PRIORITY 6 – EFFECTIVE RISK MANAGEMENT AND OPERATIONAL PREPAREDNESS

### Description

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

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

### What we aim to Achieve

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

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

### Activity

During Quarter Two 2020 (July, August, September), we have delivered our quarterly training commitment to operational firefighters, whereby we trained and confirmed their preparedness to deal with:

- |                                     |                           |
|-------------------------------------|---------------------------|
| • Marine Incidents                  | • H&S and Risk Management |
| • Incidents in Secure Accommodation | • Ladders                 |
| • Fires in Commercial Buildings     | • Hazardous Materials     |

Firefighters continue to visit sites within their station area (Covid-19 dependant) so that they are familiar with the associated risks and hazards and, if required, can take effective actions in dealing with incidents at these sites.

We are maintaining our staff re-integration programme for day staff to be fully proficient to provide operational resilience should we suffer staff shortages due to Covid-19. We are still delivering Covid-19 Risk Critical courses bearing in mind all the governments guidelines which will be essential training only where the subject has been deemed risk critical. As some courses had to be cancelled due to Covid, we are preparing to identify and schedule these back in as soon as this is workable.

Specific Incident Command, Breathing Apparatus & Compartment Fire Behaviour Training courses continue, ensuring stations are staffed appropriately to meet the needs of our communities.

## APPENDIX 1: COMMUNITY SAFETY ENGAGEMENT PROGRAMMES

This section provides details of Community Safety Engagement initiatives undertaken within Perth & Kinross during the second quarter of 2020-21. The Safer Communities Partnership work together to continually provide various community safety messages, education, training and support. This implements risk reduction strategies to support our communities, particularly those most vulnerable. Working collaboratively also supports the priorities in the Local Fire and Rescue Plan and the wider Perth & Kinross Council Community Planning Partnerships priorities. Some examples this quarter are:

### FIRE SAFETY IN THE HOME SELF ASSESSMENT

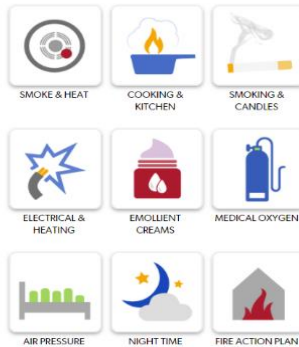
The Coronavirus pandemic means that most of us will be spending more time at home. We want to ensure your home is as safe from fire risk as possible and would therefore encourage you to go through our questionnaire and follow our advice and guidance.

When answering each question, you will get some useful tips for each topic. Once you have completed the questions, you can download a bespoke PDF that provides additional advice and links to further information. If you feel that you require further, more detailed advice, you can request a free Home Fire Safety Visit from our trained crews.

Due to the current Social Distancing restrictions, we are currently only providing Home Fire Safety Visits to those at highest risk - identified by answering a few questions when requesting a visit. If you don't fit into the highest risk criteria we will still take your details and arrange a Home Fire Safety Visit in the future once our full Home Fire Safety Visit programme has recommenced and restrictions have eased.

To book a Home Fire Safety Visit please call us on: 0800 0731 999

Let's get started!



The Community Action Team have promoted the SFRS Online Safety Checker through partner contacts. Breadalbane Academy were also set a work experience task. This utilised the checker and the risk assessment element. We are currently analysing this along with feedback to determine if it should be rolled out throughout P&K.



The new SFRS online 'Make the Call', campaign was launched in late June and has run throughout quarter two. Fire crews from all over P&K have contacted those deemed to be Very High / High risk either through our data based or by partnership referrals. Physical visits to these vulnerable groups have been undertaken with a strong focus on safety and strictly following COVID local and national guidance.



A multi-agency Dirty Camping Campaign has been run throughout P&K. The campaign has focused predominantly on Loch Tummel (Foss Road), Kinloch Rannoch (Loch Rannoch) and Clunie Loch. Media coverage to highlight Litter, fouling, parking and anti-social behaviour. Fire crews from Kinloch Rannoch have also been delivering Camping Safety, Water Safety and wildfire safety leaflets.

**The close/common stair is your only means of escape in the event of a fire.**



Have you ever thought what you would do if fire were to break out in your close/common stair? It may not necessarily be in your flat! A fire started in a close/common stair could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole close/common stair. Items left in a close/common stair are often deliberately set on fire.

**Keep it clear**

- Get rubbish, old furniture, etc out of the building.
- Make sure storage areas are kept locked.
- For advice on uplifting items contact your local Council.

**If fire does start**

- Keep doors closed to prevent smoke filling your house.
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can.

To request a free Home Fire Safety Visit  
**CALL 0800 0731 999**  
 For more fire safety advice visit:  
[www.firescotland.gov.uk](http://www.firescotland.gov.uk)



Perth Fire Station's Blue Watch and Community Safety Wardens carried out a Stairwell Safety Campaign at Rannoch Road, following risk information received from Wardens logs. Leaflet drops and posters were delivered to all affected blocks. A similar campaign is also ongoing at St Andrew Street, with Caledonia Housing Association.



The Community Action Team were the first to pledge support (as part of our Corporate Parenting responsibility) to Young People in P&K. In return we received a Corporate Parenting Kit designed by the Fun Young Individuals group from Scott Street. We will continue to offer HFSV and support training to all.

## APPENDIX 2: NOTABLE INCIDENTS / EVENTS

SFRS attended 557 incidents of which a number would undoubtedly have had a serious impact on members of our communities and their families, particularly from Road Traffic Collisions, Dwelling Fires and other Special Service Calls. Some of the more notable incidents and events are noted below:

### **Fire at Rosemount Farm, near Blairgowrie**

SFRS were alerted at 10.04am on Saturday 18<sup>th</sup> July to reports of a large fire at a farm building near Parkhead Road, Blairgowrie.

Operations control mobilised 12 appliances including support units to the scene. Firefighters worked hard to extinguish the well-developed fire which mainly involved plastic pallets and crates.

There are no reported casualties.



### **Rescues from a Perth City Centre Blaze.**

Emergency services raced to the scene of the fire on North Methven Street Perth shortly after 11am on Monday 28<sup>th</sup> September. Police Scotland closed North Methven Street for nearly two hours as firefighters brought the blaze within a flat under control. SFRS sent four appliances before leading a neighbour and a dog to safety. Both were checked over by the ambulance service as a precaution and the dog was given oxygen therapy on scene.



### **Fire at The Venue Bar, St John Street Perth**

SFRS were alerted along with partner agencies at 17:54 on 21<sup>st</sup> August to reports of a fire adjacent to the Venue, St John Street Perth. Around 20 people were evacuated from The Venue Bar after a blaze in a nearby abandoned property was discovered. Six fire appliances were mobilised to the scene on St John Street and were able to bring the fire under control.



### **Severe flooding across Perth and Kinross**

Fire crews from Perth and Kinross attended multiple flooding incidents on the 12<sup>th</sup> August. Queens Street, Perth was severely flooded with multiple properties affected due to torrential rain and Craigie Burn bursting its banks. Flooding elsewhere also affected Alyth, Dunning, Kinross and Forgandenny. Since then the SFRS have participated in online public meetings with partners from PKC, SEPA, Scottish Water and the Scottish Flood Forum.









**OFFICIAL: POLICE AND PARTNERS****PERTH AND KINROSS COUNCIL****Housing and Communities Committee****PERTH AND KINROSS LOCAL POLICING AREA  
QUARTERLY POLICE REPORT****1 July 2020 – 30 September 2020****Report by Chief Superintendent Andrew Todd, Police Scotland D  
Division (Tayside) (Report No. 20/212)****1. RECOMMENDATION**

- 1.1 It is recommended that members note and scrutinise the statistical information contained in this report in conjunction with Appendix A.

**2. BACKGROUND**

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

**3. FINANCIAL IMPLICATIONS**

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

**4. STAFFING IMPLICATIONS**

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

**5. ENVIRONMENTAL ISSUES**

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

**6. SUMMARY**

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

**7. COMPLIANCE**

7.1 Is the proposal;

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



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Keeping people safe

**POILEAS ALBA**



Perth and Kinross Council  
Housing and Communities Committee



Quarter 2 ending 30th September 2020  
Chief Superintendent Todd

**OFFICIAL**



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Violence, Disorder and Antisocial Behaviour

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Road Safety and Road Crime

Public Protection

Serious Organised Crime

Counter Terrorism and Domestic Extremism

Wildlife Crime

Other Key Activity

Demand

## Introduction and Overview of Local Policing Priorities

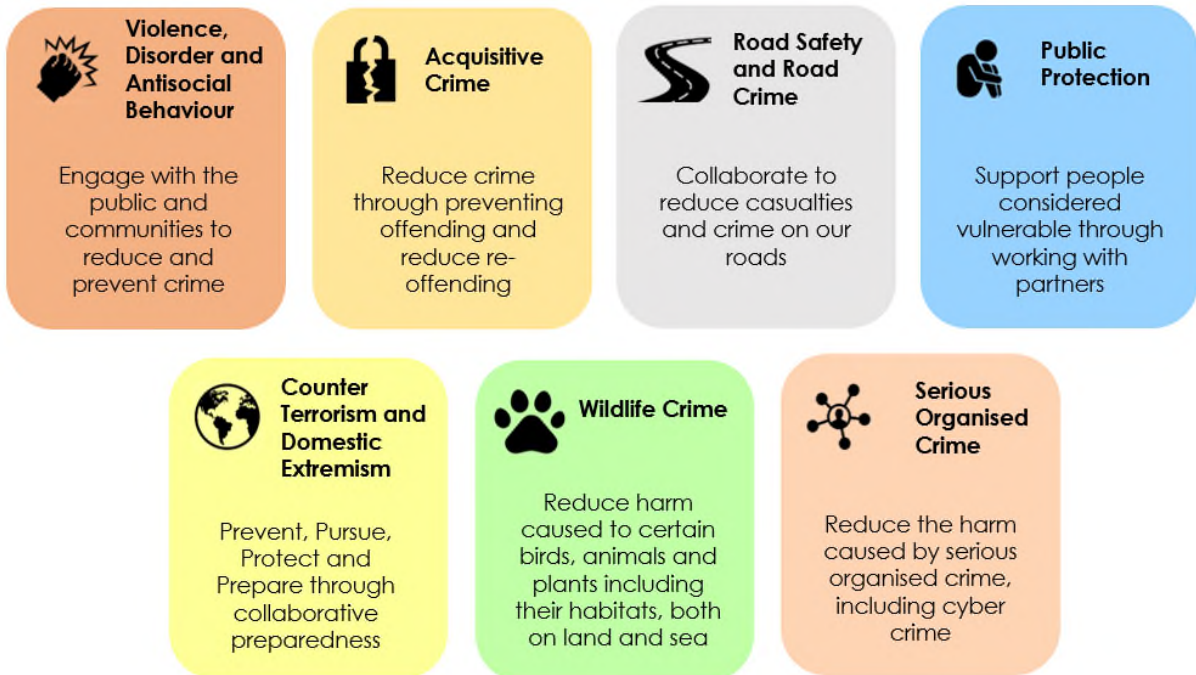
As from April 2013, the Police and Fire Reform (Scotland) Act 2012 has required Divisional Commanders to produce and publish a Local Policing Plan (LPP) for each local authority area. The LPP clearly sets out the policing objectives for Perth & Kinross Council and will report to the Housing and Communities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

Performance in relation to the identified policing objectives and outcomes is monitored and reviewed at the monthly Tasking and Delivery Meeting. Quarterly reports are produced to allow scrutiny by Perth and Kinross Council Housing and Communities Committee. This report covers the period from 1 July 2020 to 30 September 2020, however will focus on Year to Date (YTD) data from 1 April 2019 to 30 September 2019 and 1 April 2020 to 30 September 2020.

Data provided in this report is for information purposes to allow Committee Members to conduct their responsibilities under the Police and Fire Reform (Scotland) Act 2012.

This report will make reference to specific crimes mentioned in the local policing plan, which we refer to as our control strategy.


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



# Plan on a Page – Perth & Kinross Local Policing Plan 2020-2023

|                    |  |                                                                                       |
|--------------------|--|---------------------------------------------------------------------------------------|
| <b>Our vision</b>  |  | Policing for a safe, protected and resilient Perth & Kinross                          |
| <b>Our purpose</b> |  | Improve the safety and wellbeing of people, places and communities in Perth & Kinross |
| <b>Our Values</b>  |  | Fairness   Integrity   Respect   Human Rights                                         |

## Local Priorities



**Violence Disorder and Antisocial Behaviour**



**Engage with the public and communities to reduce and prevent crime**



**Threats to public safety and wellbeing are resolved by a proactive and responsive police service**



**Acquisitive Crime**



**Reduce crime through preventing offending and reducing re-offending**



**The needs of local communities are addressed through effective service delivery**



**Road Safety And Road Crime**



**Collaborate to reduce casualties and crime on our roads**



**The public, communities and partners are engaged, involved and have confidence in policing**




**Public Protection**



**Support people considered vulnerable through working with partners**



**Our people are supported through a positive working environment, enabling them to serve the public**



**Serious Organised Crime**



**Reduce the harm caused by serious organised crime including cyber related crime**



**Police Scotland is sustainable, adaptable and prepared for future challenges**



**Counter Terrorism and Domestic Extremism**



**Prevent, Pursue, Protect and Prepare through collaborative preparedness**




**Wildlife Crime**



**Reduce harm caused to certain birds, animals and plants including their habitats, both on land and at sea**






















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## Summary Report Perth & Kinross LPA

1<sup>st</sup> April 2020 to 30<sup>th</sup> September 2020

The table below provides a summary of this year to date Vs last year to date figures for this quarter in relation to crimes reported and crimes detected. This is an indication of the current position and further detail and indicators are provided in the full scrutiny report.

|                                                                                                                                       |                                                                                                                                      |                                                                                                                                        |
|---------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
|  <b>Violence, Disorder and Antisocial Behaviour</b>  |  <b>Violence, Disorder and Antisocial Behaviour</b> |  <b>Violence, Disorder and Antisocial Behaviour</b> |
| <b>Serious Assault</b>                                                                                                                | <b>Robbery Inc Intent</b>                                                                                                            | <b>Common Assault</b>                                                                                                                  |
| Crimes   Detect %                                                                                                                     | Crimes   Detect %                                                                                                                    | Crimes   Detect %                                                                                                                      |
| 19/20   32   94                                                                                                                       | 19/20   10   50                                                                                                                      | 19/20   536   75                                                                                                                       |
| 20/21   43   88                                                                                                                       | 20/21   20   85                                                                                                                      | 20/21   542   76                                                                                                                       |
| % +/-   <b>↑34%</b>   <b>↓6%</b>                                                                                                      | % +/-   <b>↑100%</b>   <b>↑35%</b>                                                                                                   | % +/-   <b>↑1%</b>   <b>↑1%</b>                                                                                                        |
|  <b>Violence, Disorder and Antisocial Behaviour</b> |  <b>Acquisitive Crime</b>                          |  <b>Acquisitive Crime</b>                          |
| <b>Emergency Services Assault</b>                                                                                                     | <b>Housebreakings - Dwellings</b>                                                                                                    | <b>Motor Vehicle Crime</b>                                                                                                             |
| Crimes   Detect %                                                                                                                     | Crimes   Detect %                                                                                                                    | Crimes   Detect %                                                                                                                      |
| 19/20   64   100                                                                                                                      | 19/20   48   17                                                                                                                      | 19/20   125   26                                                                                                                       |
| 20/21   62   100                                                                                                                      | 20/21   27   19                                                                                                                      | 20/21   127   21                                                                                                                       |
| % +/-   <b>0%</b>   <b>0%</b>                                                                                                         | % +/-   <b>↓44%</b>   <b>↑2%</b>                                                                                                     | % +/-   <b>↑2%</b>   <b>↓5%</b>                                                                                                        |
|  <b>Acquisitive Crime</b>                          |  <b>Road Safety and Road Crime</b>                |  <b>Road Safety and Road Crime</b>                |
| <b>Fraud</b>                                                                                                                          | <b>Speeding</b>                                                                                                                      | <b>Drink/ Drug Driving</b>                                                                                                             |
| Crimes   Detect %                                                                                                                     | Off.   Detect %                                                                                                                      | Off.   Detect %                                                                                                                        |
| 19/20   58   38                                                                                                                       | 19/20   1538   100                                                                                                                   | 19/20   95   99                                                                                                                        |
| 20/21   141   16                                                                                                                      | 20/21   911   100                                                                                                                    | 20/21   138   83                                                                                                                       |
| % +/-   <b>↑143%</b>   <b>↓21%</b>                                                                                                    | % +/-   <b>↓41%</b>   <b>0%</b>                                                                                                      | % +/-   <b>↑45%</b>   <b>↓16%</b>                                                                                                      |
|  <b>Road Safety and Road Crime</b>                 |  <b>Road Safety and Road Crime</b>                |  <b>Public Protection</b>                         |
| <b>Road Deaths - All</b>                                                                                                              | <b>Serious Injury - All</b>                                                                                                          | <b>Rape Inc Assault With Intent</b>                                                                                                    |
| Deaths   Detect %                                                                                                                     | Crimes   Detect %                                                                                                                    | Crimes   Detect %                                                                                                                      |
| 19/20   3   N/A                                                                                                                       | 19/20   41   N/A                                                                                                                     | 19/20   39   77                                                                                                                        |
| 20/21   0   N/A                                                                                                                       | 20/21   31   N/A                                                                                                                     | 20/21   29   45                                                                                                                        |
| % +/-   <b>↓100%</b>   <b>/</b>                                                                                                       | % +/-   <b>↓24%</b>   <b>0%</b>                                                                                                      | % +/-   <b>↓26%</b>   <b>↓32%</b>                                                                                                      |
|  <b>Public Protection</b>                          |  <b>Serious Organised Crime</b>                   |  <b>Serious Organised Crime</b>                   |
| <b>Indecent/ Sexual Assault</b>                                                                                                       | <b>Drug Supply</b>                                                                                                                   | <b>Drug Possession</b>                                                                                                                 |
| Crimes   Detect %                                                                                                                     | Crimes   Detect %                                                                                                                    | Crimes   Detect %                                                                                                                      |
| 19/20   174   71                                                                                                                      | 19/20   57   72                                                                                                                      | 19/20   325   91                                                                                                                       |
| 20/21   169   44                                                                                                                      | 20/21   48   75                                                                                                                      | 20/21   247   88                                                                                                                       |
| % +/-   <b>↓3%</b>   <b>↓27%</b>                                                                                                      | % +/-   <b>↓16%</b>   <b>↑3%</b>                                                                                                     | % +/-   <b>↓24%</b>   <b>↓3%</b>                                                                                                       |

**OFFICIAL**



**Violence,  
Disorder and  
Antisocial  
Behaviour**

Engage with the  
public and  
communities to  
reduce and  
prevent crime

This activity will link in with and support the Perth and Kinross Community Plan 2017-2027 strategic priorities:

- Giving every child the best start in life
- Creating a safe and sustainable place for future generations

This also supports the delivery of Police Scotland's strategic outcome:

- Threats to public safety and wellbeing are resolved by a proactive and responsive police service

### **Operating Context**

This quarter has seen the continuing challenges of COVID-19 and a changing legislative landscape, along with the increased demand encountered in enforcing new legislation. Local officers have remained focused on engaging, explaining and encouraging the public however enforcement has resulted in a number of cases for flagrant breaches of COVID-19 legislation.

During mid-August, Police joined partners in responding to the COVID-19 outbreak at the Two Sisters plant in Coupar Angus. Local partners worked relentlessly to identify those affected and at risk and did so in an environment where English was not the first language of many. This joint working between the public and third sectors was, whilst not without challenge, a demonstration of how we will continue to strive to work in the future.

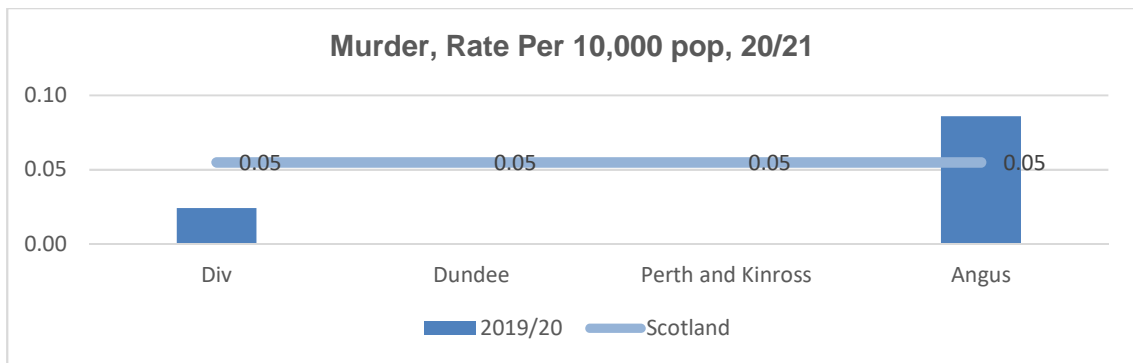
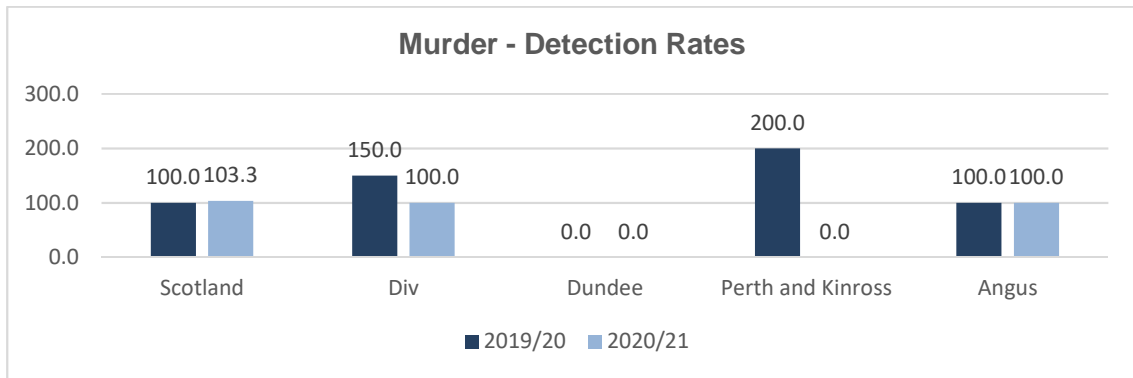
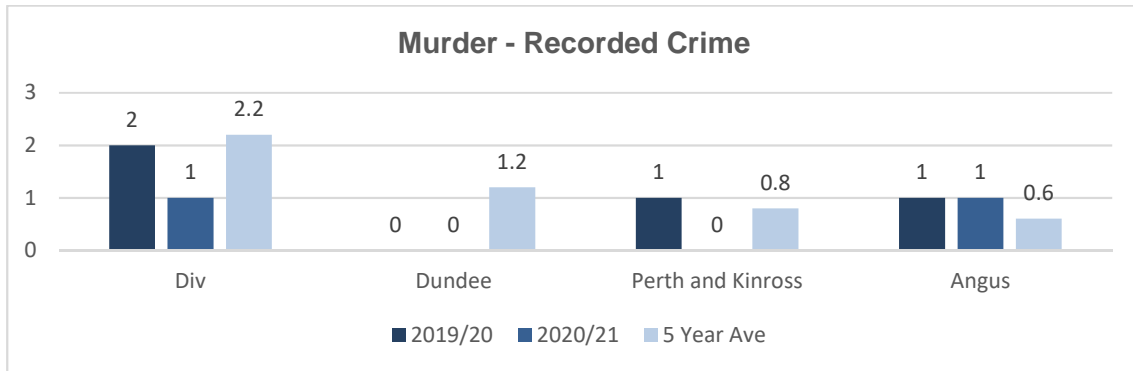
During the same period in mid-August, we encountered a weekend of severe weather which challenged Police and partners and resulted in the loss of a number of critical ICT services. Officers worked hard in difficult circumstances to activate business continuity plans whilst assisting the public.

Safe use of the countryside, particularly our upland and mountainous areas, has become more of a focus over the summer period due to the increasing numbers of people accessing our countryside. Whilst moving away from summer will naturally reduce the number of persons visiting the Perth and Kinross countryside the demand upon the volunteer and police mountain rescue has increased during 2020 due, in part, to the increased numbers, some of whom will be inevitably inexperienced walkers and climbers requiring support. We will work with partners through the autumn and winter to promote refreshed mountain safety messaging, particularly as we move towards the winter period within the Scottish mountains.

Community Officers and their regular partners are trying to identify ways in which we can successfully engage with the public given the challenges of COVID-19. Whilst a greater reliance on social media is a natural consequence of the events of 2020, we continue to look for ways to reach out to those in the public who have limited access or involvement within the digital world.

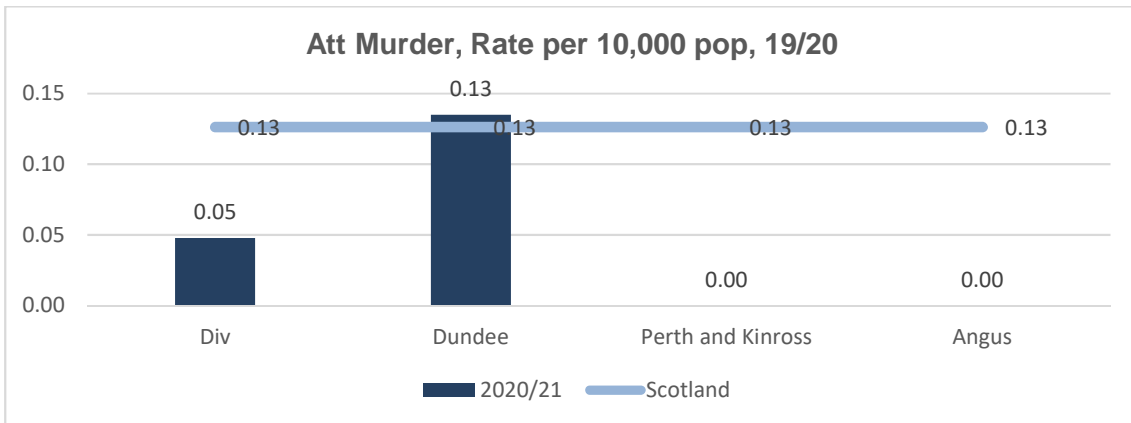
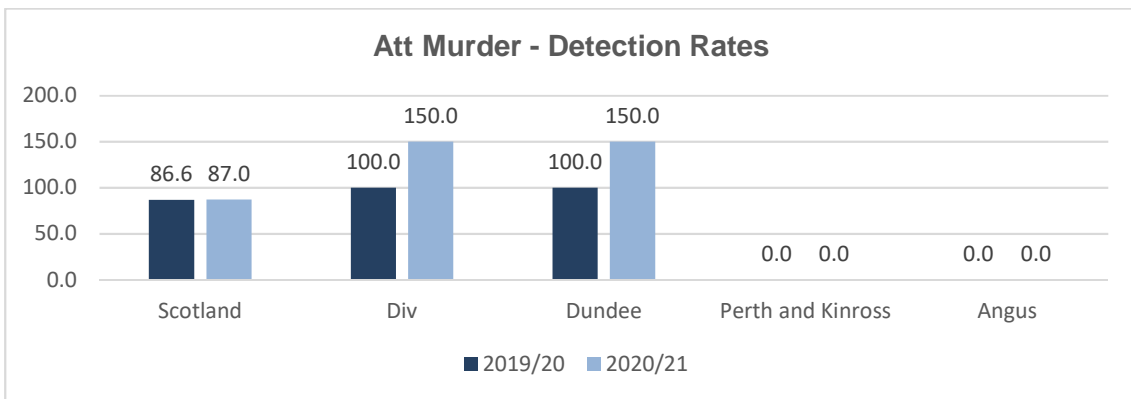
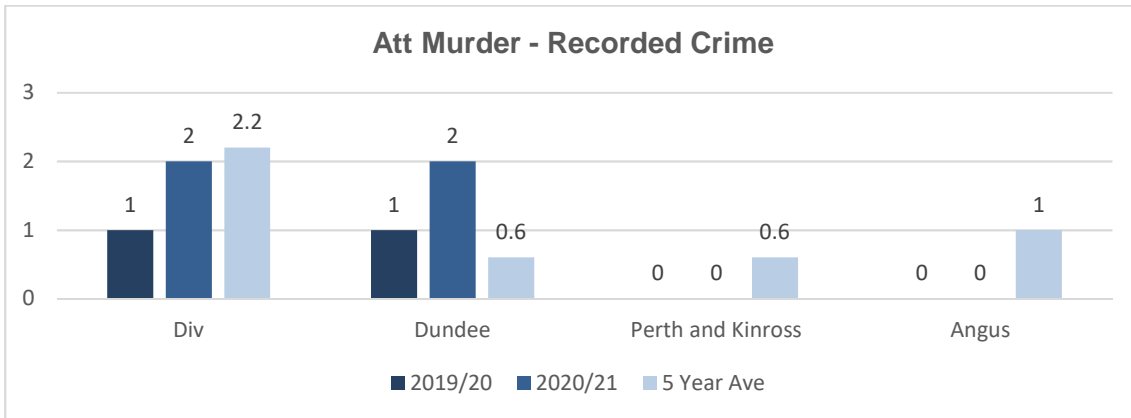
Measure – Murder

There have been no murders during this reporting period.



Measure – Attempted Murder

There have been no attempted murders during this reporting period.



Measure – Serious Assault

Activity

There have been 21 serious assaults reported in this period, with a peak seen during August. This figure is comparable with the first quarter of 2020/21 however the year to date figures remain 11 crimes over 2019/20. Overall assaults remain consistent with previous years recorded figures and as per quarter 1 serious assault figures are largely dependent on the extent of an injury caused during an assault. Detection rates remain high and occurrence rates remain below 5 year averages.

**OFFICIAL**

Just over 75% of the recorded crimes occurred in Perth with the remainder split between North and South Perthshire. Around half the incidents occurred in private with two crimes being an incident of Domestic Violence. Despite the percentage in private several other incidents occurred immediately outside houses that the victims and perpetrators had been within. Alcohol was again a significant factor and two of the incidents involved violence committed against children by other young people. There are no significant trends, no repeat locations, repeat victims or repeat perpetrators and in 80% of the incidents, the victim was known to the perpetrator.

In only 5 cases was a weapon, either designed or improvised, used and only one incident occurred within the confines of a licensed premises.

**Results**

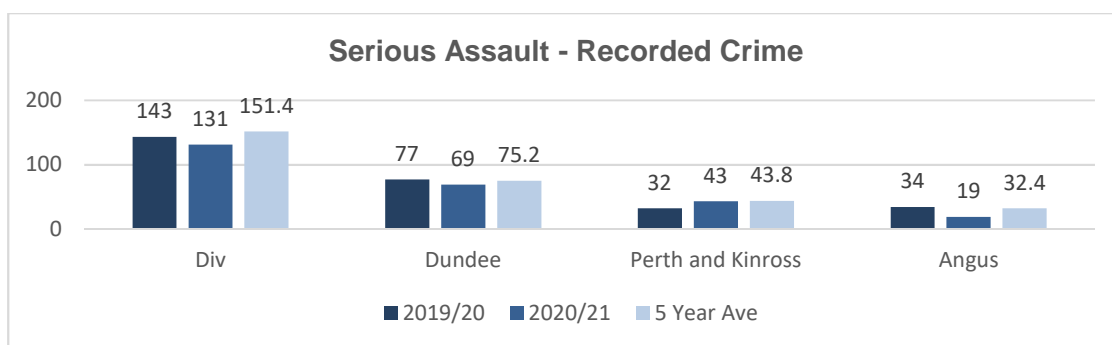
In July Police arrested a 45 year old man after an assault on two of his children. Prompt intervention ensured the safety of these children.

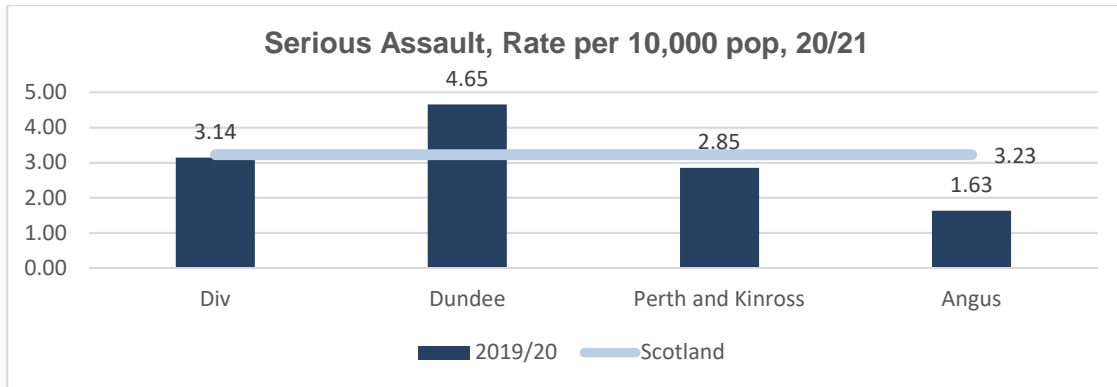
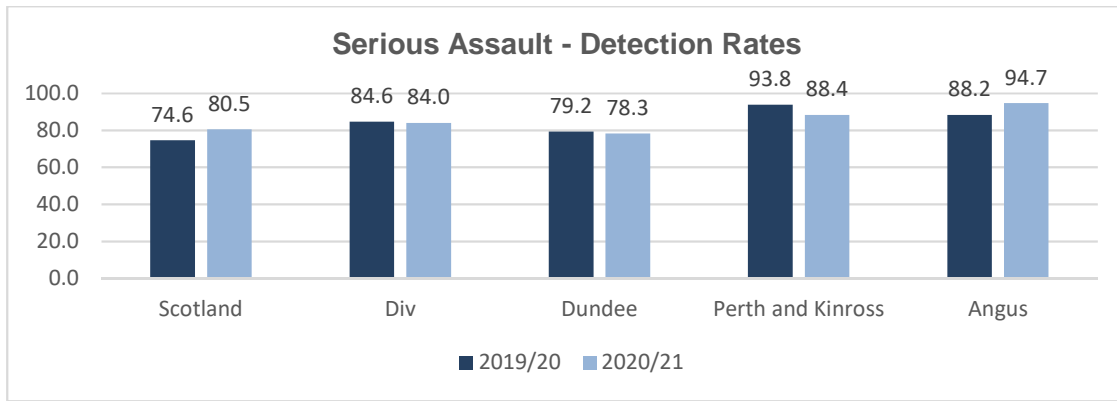
On 4<sup>th</sup> September a 19 year old male was conveyed to hospital with a serious injury following an incident in James Square, Crieff. The victim had no recollection of the events. Following extended enquiries by local officers and CID, a 17 year old male was charged with serious assault.

**Challenges**

Three serious assaults from this reporting period remain undetected. One is being considered for recording as no crime and the remaining crimes have proven difficult to detect due to the victim and witnesses consumption of alcohol and hostility when reporting to the Police.

Given the profile of violence traditional patrolling of public spaces remains of limited value in reducing reported crimes. Police continue to work with partners to identify innovative ways of working in future to target potential victims and perpetrators in order to deliver methods of prevention and disruption.





Measure – Common Assault

Activity

The year to date position for common assault is almost identical to the same period of 2019/20, albeit the trend has been slightly upwards since quarter 1. Reported crimes peaked during July and August as per the serious assault figures however has levelled towards the end of the quarter. Reported volumes of common assault has traditionally been lower in the autumn before rising again in winter.

Detection rates remain higher than the equivalent period of 2019/20 and occurrence rates remain very similar to 5 year averages. The rate of assault per head of population still indicates Perth and Kinross is a safe place to live.

Just over 30% of common assaults were domestic incidents and a higher percentage, around 45%, of the assaults occurred in public. As per the figures for serious assault the perpetrator is often known to the victim.

Very few assaults featured weapons and there are no significant geographical trends, with HMP Perth continuing to represent the only known hot spot. There are few repeat offenders and those known are domestic perpetrators.

The number of assaults on emergency workers has decreased slightly in this reporting period however across the Division reported crimes are up. The decrease in Perth and Kinross can be misleading given a number of local officers have been assaulted by persons in custody at Police Headquarters in Dundee. Police monitor all these incidents and the Chief Constable has recently launched a pledge to support officers who are victims of crime and understand rises in this crime type.

Results

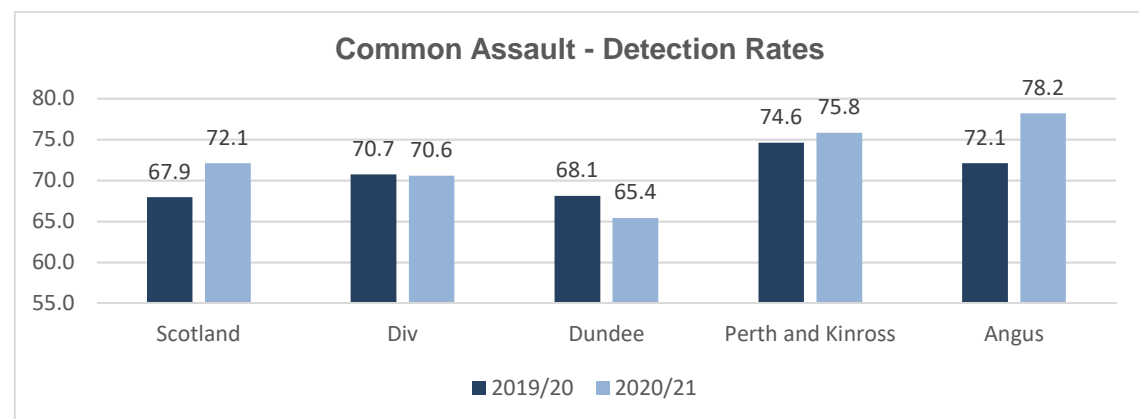
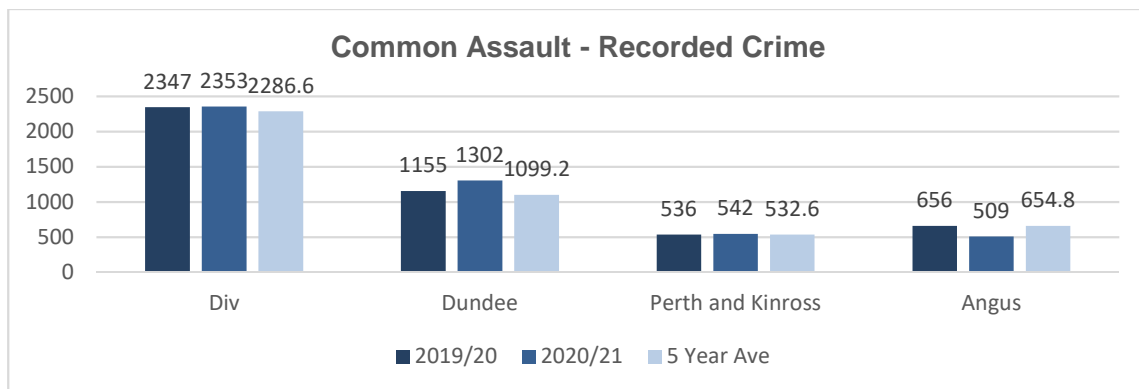
On 27<sup>th</sup> and 30<sup>th</sup> July two incidents occurred in Perth where the same family were subject of assaults from four occupants of a neighbouring house. One of the incidents involved a weapon, however no-one was seriously hurt. Four persons were subsequently arrested and bail conditions obtained minimising further criminality. Community officers subsequently visited the victims in partnership with colleagues from the Housing Team to discuss alternative housing options and additional security measures.

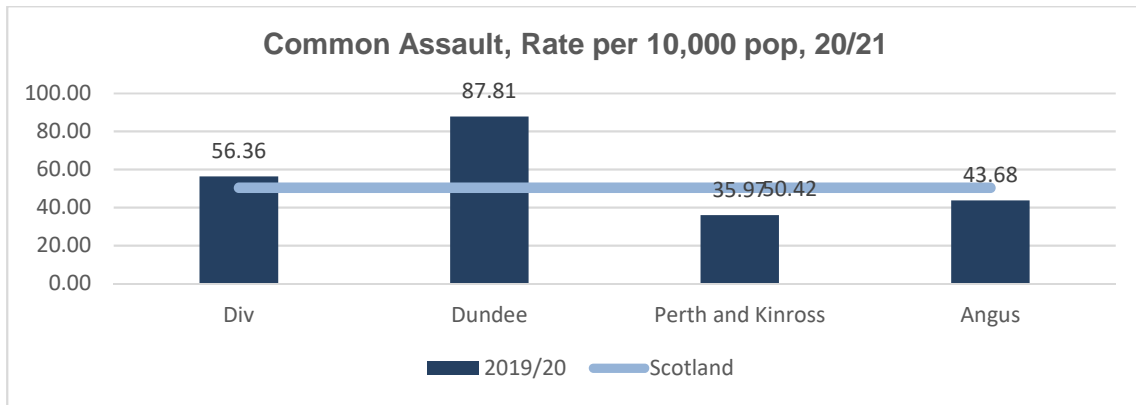
On 31<sup>st</sup> August a 22 year old male was arrested for assaulting a Police Officer in Perth city centre. The officer concerned suffered a fractured collarbone. The male concerned has been subject to ongoing enquiries linking him to a number of offences relating to controlled drugs, violence and acquisitive crime.

On 6<sup>th</sup> September Police were called to a rural area on the outskirts of Perth where a female had been assaulted by her 21 year old ex-partner. The male had recently been released from prison and on learning of the call to the Police, had run off. With the assistance of Roads Policing and the dog unit the male was traced hiding nearby and subsequent enquiries led to him being charged with multiple assaults on the victim in the preceding 3 days.

Challenges

November 2020 sees the enactment of the Children (Equal Protection from Assault) (Scotland) Act 2019 and joint working is ongoing with partners to understand the impact of the new legislation and provide assurances that our responses will be commensurate with associated guidance.





Measure – Robbery

Activity

There have been 10 recorded robberies in this reporting period, which represents a significant increase over 2019/20 figures. It is important however to provide some more detail about the nature of these crimes.

Three of the crimes reported during this period are historical in nature and form part of non-recent investigations being undertaken by specialist teams. The end of quarter 1 saw a peak in reported robberies which continued until the beginning of August with three crimes reported during the last two weeks of July. All but one of these crimes has been detected and the remaining crime is being actively investigated by CID. In two of the cases a phone and cash were taken by perpetrators potentially motivated by poverty and addiction. In the other two crimes, property was removed from the victims by associates during altercations motivated by alcohol.

Since the beginning of August an additional three crimes have been classified as robberies. One relates to the removal of property by force by a 13 year old child from a 12 year old child. One of the crimes relate to the violent removal of mobile phone by a 17 year old person within a residential care establishment from a carer. The remaining crime has been considered for as a non-crime given the hostility of the victim and dubiety over the circumstances but remains under active investigation.

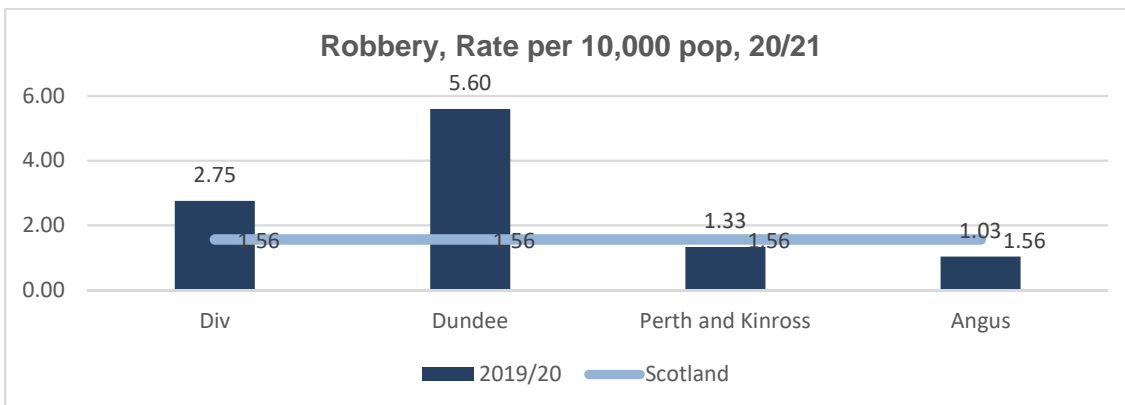
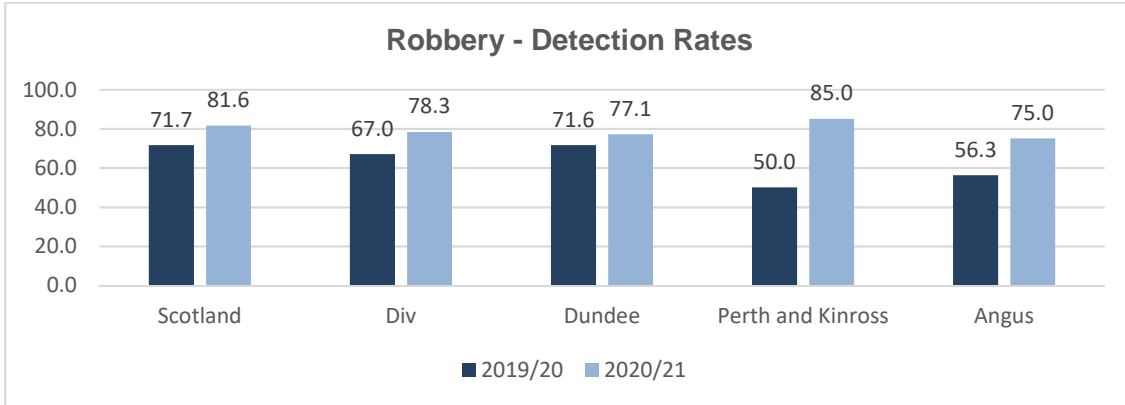
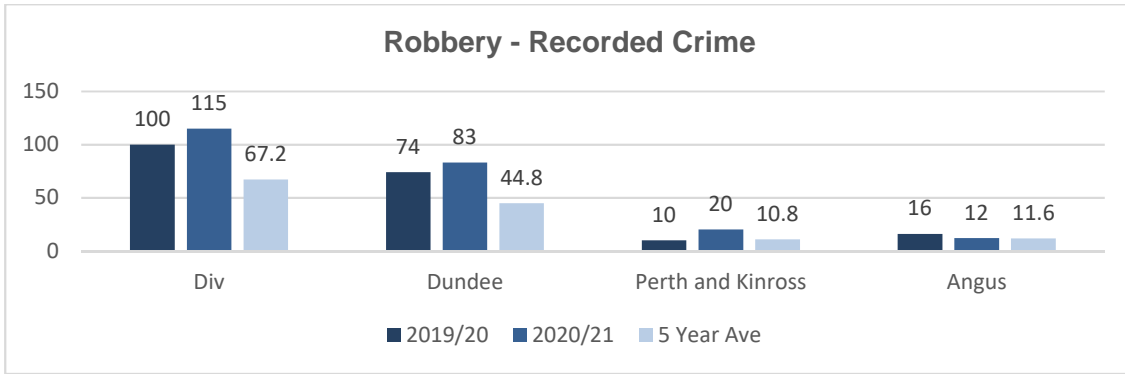
All but one of the crimes occurred in Perth and there are no repeat victims, perpetrators or locations.

Detection rates remain well in excess of 2019/20 levels and above national and Divisional comparisons. Crime rates per head of population continue to be below the national average.

Results

On 19<sup>th</sup> July a 20 year old male was arrested having entered a restaurant in Perth, threatening the staff and removing a quantity of cash from the tip jar.





Measure – Vandalism

Activity

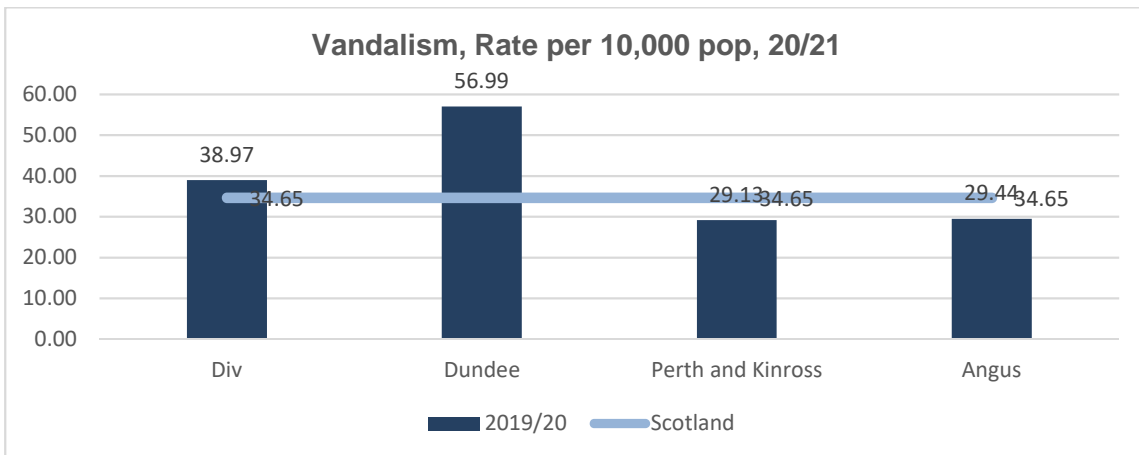
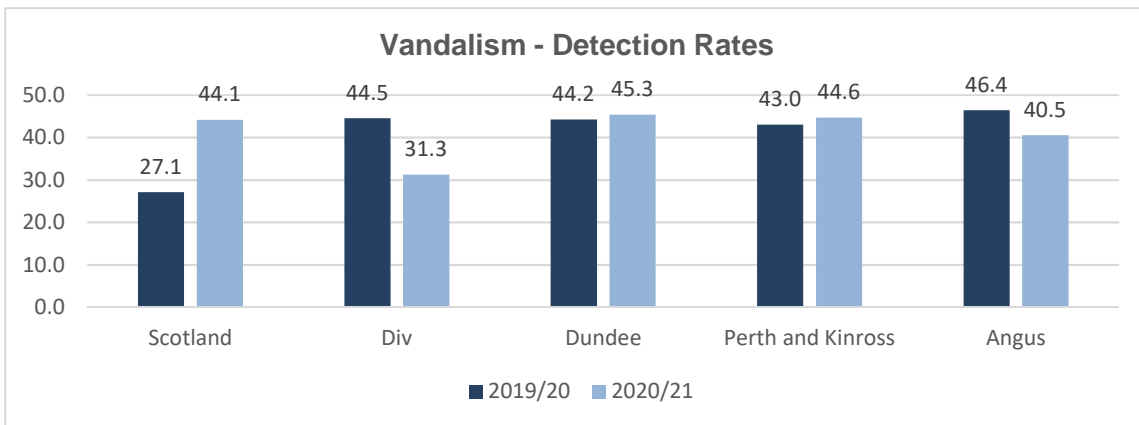
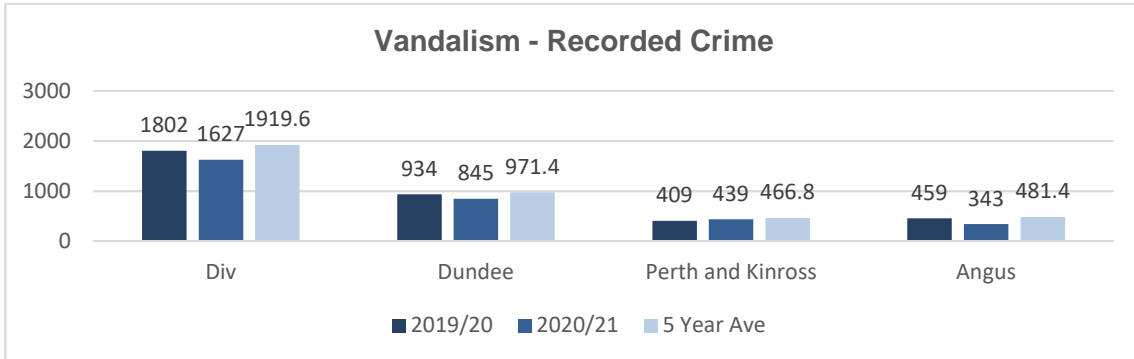
During this reporting period, 232 vandalisms were recorded in Perth and Kinross. Detection rates are now above 2019/20 figures and above the national average.

Over half of recorded vandalisms occurred in Perth with the rest roughly split between North and South Perthshire. Whilst slightly less than the first quarter, a third of crimes recorded involved the discovery of damage to vehicles whilst the vehicles are unattended. Difficulty is often encountered when attempting to confirm the cause of these crimes and the identities of the offenders.

As expected in the summer reporting period, 6 crimes were recorded at schools during the holidays, with schools in the North, South and Perth being targeted.

Other repeats locations were Murray Royal Hospital, HMP Perth and Perth Royal Infirmary.

In North Perthshire, three crimes were recorded involving the damage to legal traps and officers in the North continue to investigate several cases of vandalism to a business premises in Blairgowrie. Whilst recorded cases of graffiti remain low, partners in Perth and Kinross council actively remove graffiti as soon as possible and share trends and common tags with the local community teams.



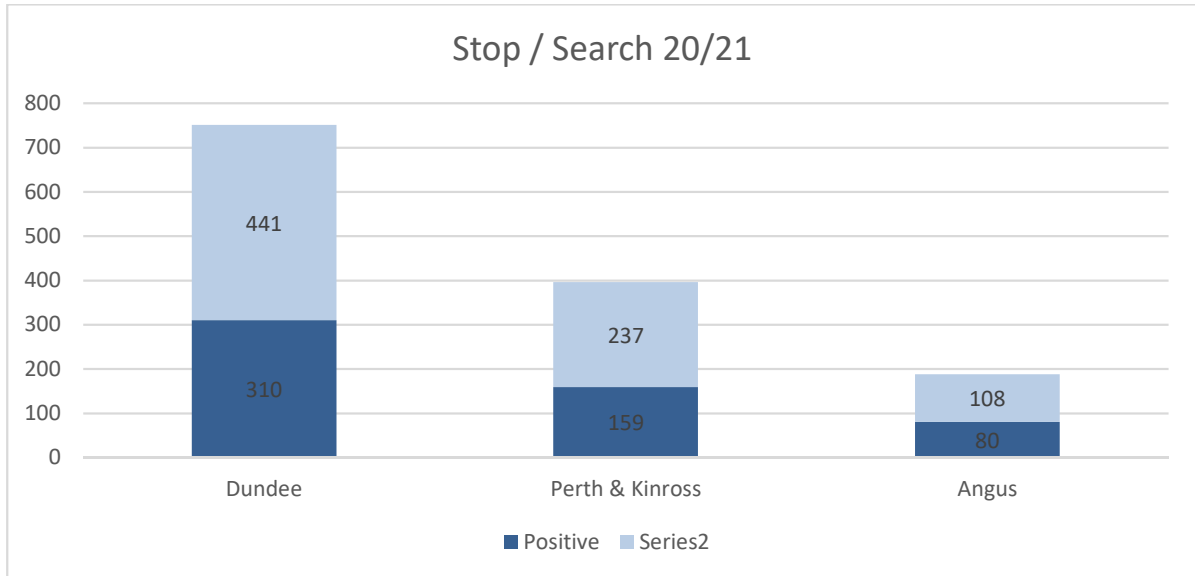
Measure – Stop Search

Stop and Search as an operational policing tactic in the prevention, investigation and detection of crime, with the intention of keeping people safe and improving community wellbeing. Stopping and searching members of the public is a significant intrusion into their personal liberty and privacy. We are obliged and committed to ensuring that stop and search of a person it is carried out in a manner that is lawful, proportionate and accountable.

**OFFICIAL**

Officers will explain why they have stopped an individual before any search, explain what they are looking for. After the search officers will provide the individual with a receipt for the search, which contains information about their rights and how they can access a copy of their stop and search record.

In the reporting period 396 stop searches were conducted with items including weapons and drugs recovered on 159 occasions, which equates to a positive rate of 40.1%.





**Acquisitive  
Crime**

Reduce crime  
through preventing  
offending and  
reduce re-  
offending

This activity will link in with and support the Perth and Kinross Community Plan 2017-2027 strategic priorities:

- Creating a safe and sustainable place for future generations

*This also supports the delivery of Police Scotland's strategic outcome:*

- *Threats to public safety and wellbeing are resolved by a proactive and responsive police service*

**Operating Context**

Across the Division and nationally, reported frauds continue to rise including those that are cyber enabled. Whilst other crime rates are generally lower than 2019/20 Perth and Kinross has seen an increase in crimes of OLP to motor vehicles and Housebreakings to non-dwellings. These two areas have been disproportionately influenced by individual crime series accounting for increases in recorded crime.

During September 2020 the Community Investigation Unit launched Operation Bag, responding to intelligence and evidence around individuals responsible for acquisitive crime series. This operation contains dedicated patrol plans, external communications about prevention and focused enquiry into a number of acquisitive crimes. The operation will continue into October however several positive lines of enquiry are currently being followed and detection rates are on an upward curve.

Measure – Domestic Housebreaking

Activity

During this period 7 Housebreakings to Domestic Dwellings have been reported. This represents a significant reduction in reported crime compared to 2019/20 figures and remains well below the 5 year average. Per head of population the rate of occurrence in Perth and Kinross is significantly lower than the national average.

The detection rate remains lower than we would like however the figures now sit above the comparable detection rate in 2019/20. Recorded crimes are split equally between Perth city and North and South Perthshire and times and days of the week when crimes are committed are variable. Property stolen continues to be that which can be easily carried by the perpetrator such as cash, phones, bank cards and in some cases prescribed medication.

During this reporting period an increasing trend has been seen in the theft of pedal cycles. This trend has been seen across the Division and in other areas of Scotland. This trend increased during the lockdown period however has recently levelled out. Whilst the vast majority of bicycles stolen have been unattended, some have been targeted in Housebreakings. Our Community Investigation Unit are currently investigation positive lines of enquiry in connection with a significant series of pedal cycle thefts committed by persons from Perth and Edinburgh.

**Results**

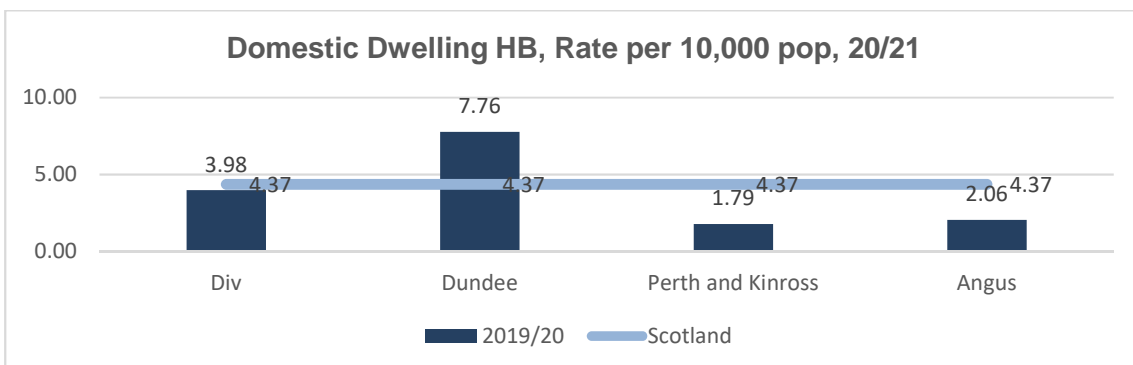
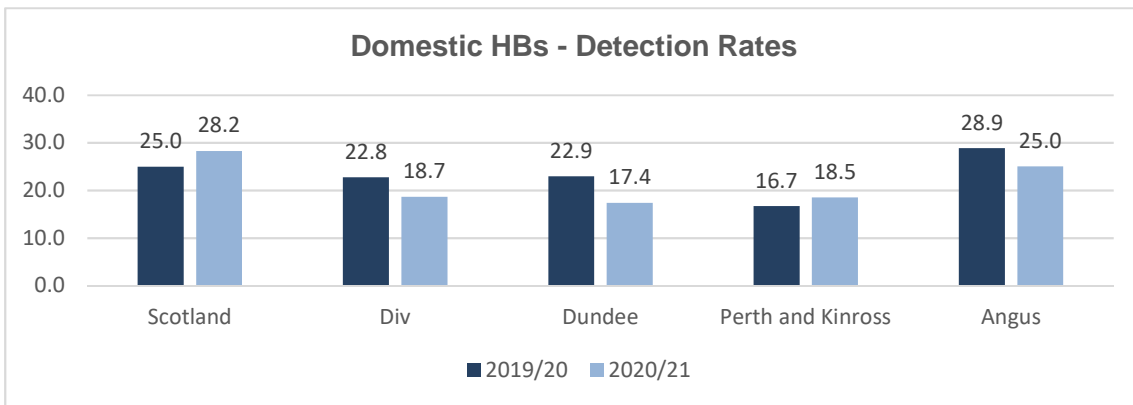
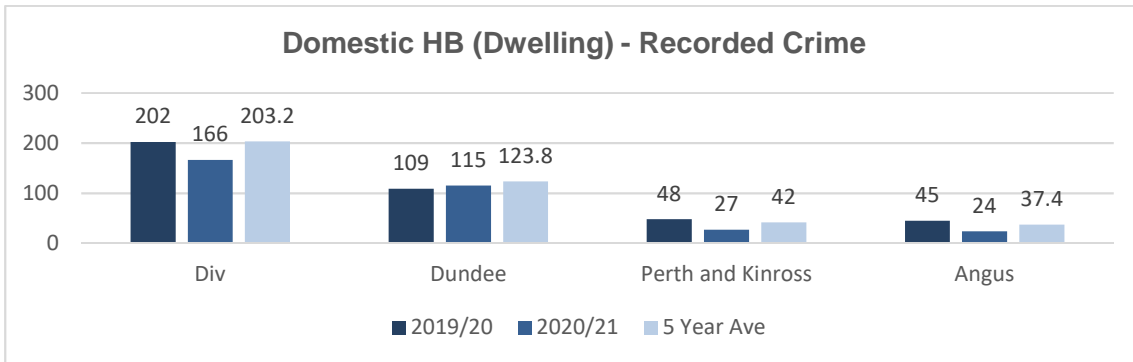
In August a 27 year old man was arrested and charged with a Theft by Housebreaking from a house in Aberfeldy from which a large number of household appliances were stolen.

In September two males aged 13 and 14 were charged with the theft of pedal cycles following housebreakings to sheds in Perth.

In September a 35 year man was reported for a series of Housebreakings to domestic and commercial premises in Kinross.

**Challenges**

Work is ongoing to take advantage of the increased levels of availability to crime scene examiners and forensic scientists. Maximising the use of these specialist resources will form part of Operation Bag, the Divisional operation to tackle Domestic Housebreakings, ensuring all tactical options are at our disposal in order to tackle acquisitive crime.



## OFFICIAL

### Measure – Fraud

#### Activity

Reported fraud is again on the increase with half year figures showing the number of reported crimes 83 above comparable numbers in 2019/20. Detection rates continue to be lower than 2019/20 however these trends are not unique to Perth and Kinross and are seen across D Division and nationally.

Whilst changes to crime recording standards which came into force in April 2020 have been a factor changes to the population's online habits during the Coronavirus epidemic have led to an increase in cyber enabled fraud. Cyber enabled crime has increased from 2019/20 and include a range of methods such as sending fraudulent emails and agreeing the purchase of goods via the internet.

There are no obvious patterns in the victim profile, with males and females in their 20s being the most prevalent victims of cyber enabled fraud, however all ages can be targeted. There is again no evidence of persons being targeted due to advancing years or other vulnerabilities, however it is recognised these crimes may be under-reported.

Crimes involved the fraudulent use of bank cards remain prevalent, with a number relating to the ability to use bank cards via the internet or via contactless payments.

#### Results

In September 2020 two elderly residents, one with dementia, were visited by apparent bogus workmen in Kinross. These callers were deterred by a video/CCTV doorbell which had been provided by the Police and partners and installed by the family to prevent such callers. Whilst evidence of prevention is often hard to identify this was evidence of success for Police and public protection partners.

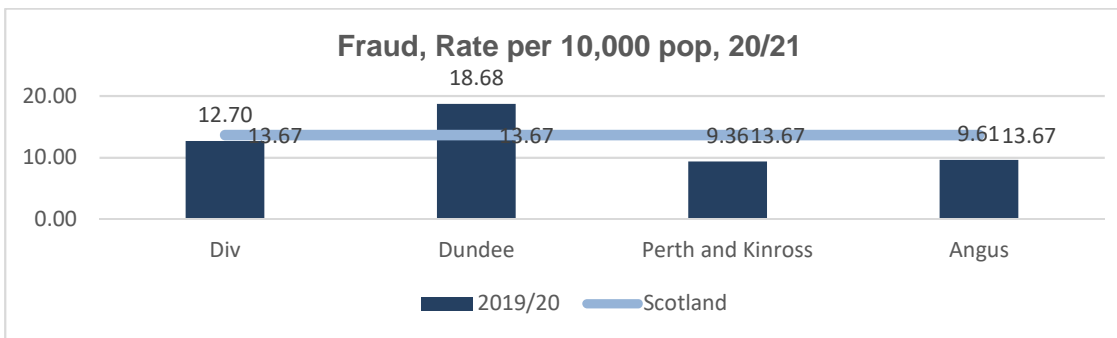
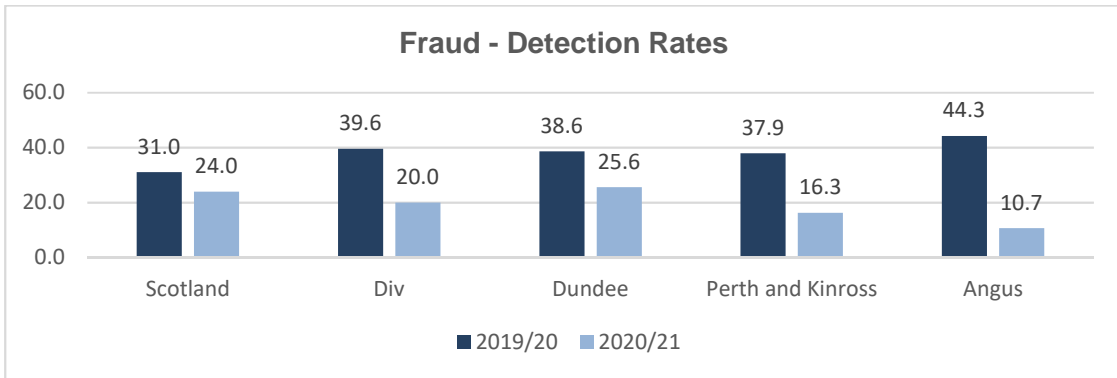
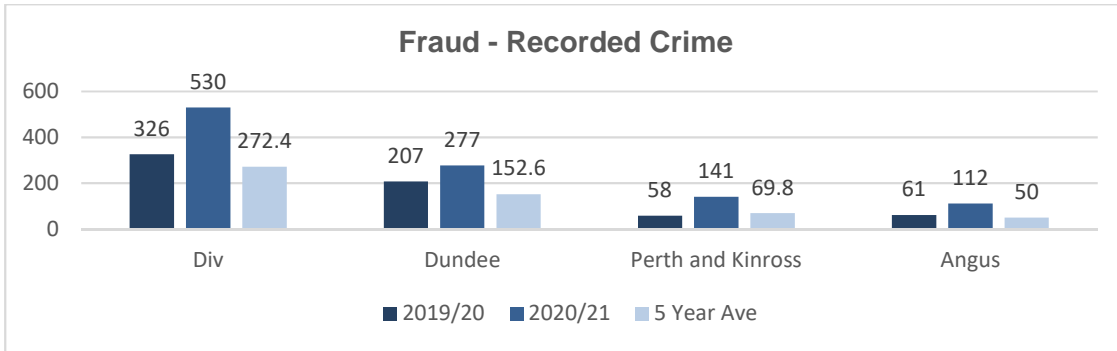
In September the Community Investigation Unit arrested a 34 year old man from the Forth Valley area for a bogus caller fraud committed in Blackford in March and April where the householder suffered a £38,000 financial loss.

#### Challenges

Around 10% of frauds reported appear to have been committed out with Perth and Kinross or from overseas. As reported previously, engagement with Internet Service Providers and the availability of cyber evidence often results in significant delays in investigating these crimes.

With fraud awareness week being planned for October 2020, our Preventions Team within the Division has had to examine different ways of engagement, given current COVID risks. Whilst social media platforms can be utilised it is felt that the lack of traditional engagement events may be disadvantageous to harder to reach communities. As such, discussions will be ongoing with Public Protection partners to share suitable and appropriate engagement platforms.

OFFICIAL



Measure – Theft by Shoplifting

Activity

The occurrence rate of Shoplifting continues to be an outlier in Perth and Kinross and rates have returned to pre COVID-19 lockdown levels. Whilst Divisional rates are slightly below 2019/20 figures, Perth and Kinross occurrence rates are now 9% higher than 2019/20 figures. Occurrence rates have steadily increased since mid-July. Detection rates continue to be strong, being above 2019/20 rates, and above Divisional and national detection rates.

The majority of the recorded crime has occurred in Perth and larger retailers continue to be the hotspots. Local community officers continue to engage with local retailers however with increasing financial pressure on the retail industry it is known that monies previously available for additional security measures within retail premises may not be available.

Alcohol remains by far the most frequently stolen item followed by toiletries and grocery items, particularly meat and coffee.

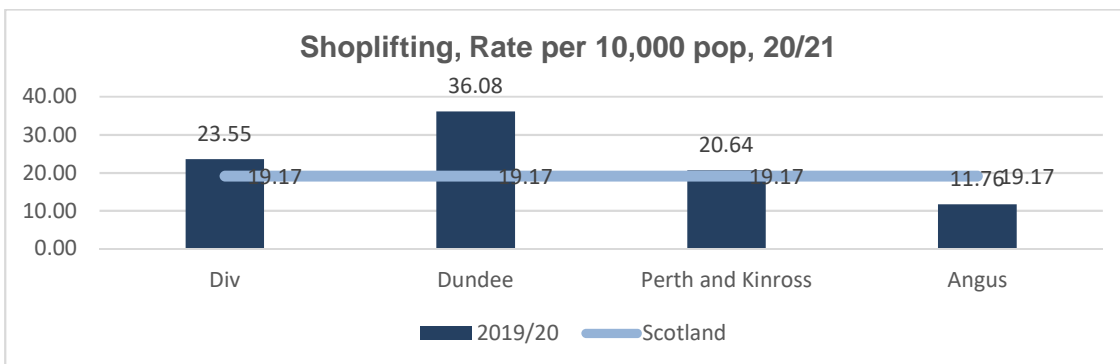
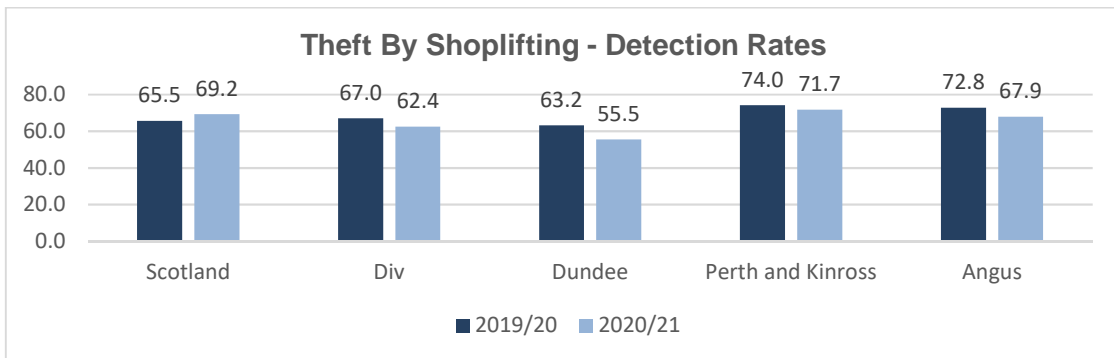
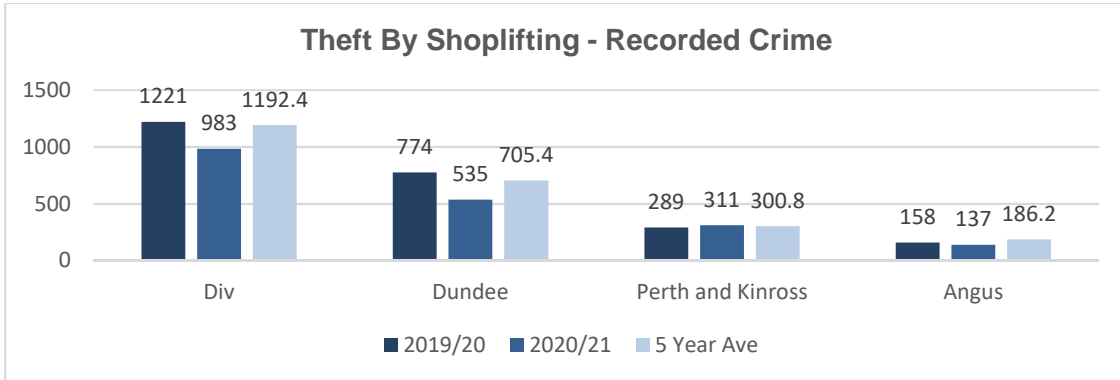
**OFFICIAL**

Several offenders are responsible for multiple crimes and local community officers will focus on these individuals and seek the support of partners and the wider criminal justice system to identify interventions to stop this repeated criminal behaviour.

**Results**

During this quarter a 26 year old male has been repeatedly arrested and charged with 15 offences of Theft by Shoplifting within Perth City Centre.

During this quarter a 23 year old female has been repeatedly arrested and charged with 8 offences of Theft by Shoplifting within Perth City Centre.





Measure – Motor Vehicle Crime

Activity

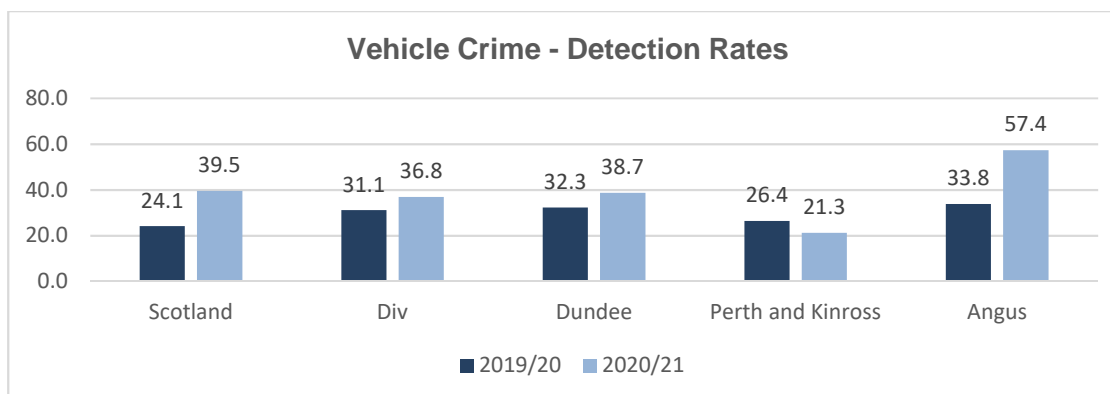
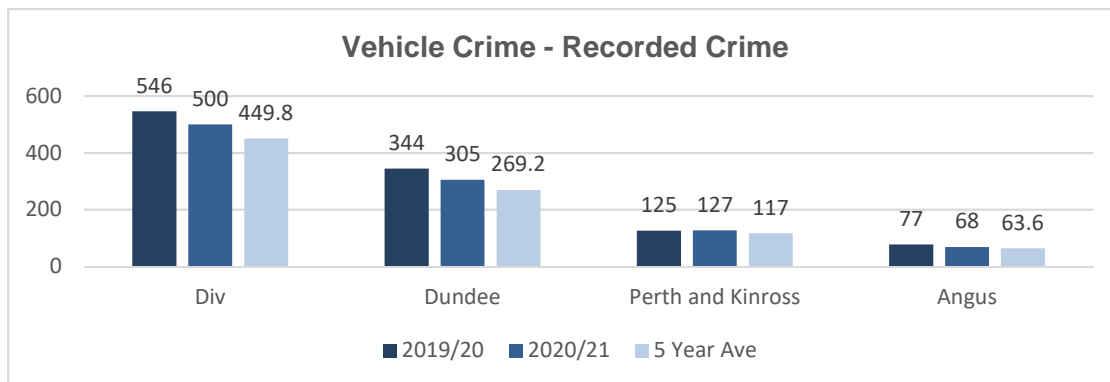
Occurrence rates for motor vehicle crime have now trended slightly above the levels of 2019/20 by 2 crimes and slightly above the 5 year average. Occurrence rates remain low per head of population and detection rates are slightly down on 2019/20. These detection rates are affected by crime series such as a series of 12 Theft by OLP which is currently under investigation by local officers in Perth. The identity of the perpetrator is known and conclusion of this enquiry will lift detection rates above 2019/20 levels.

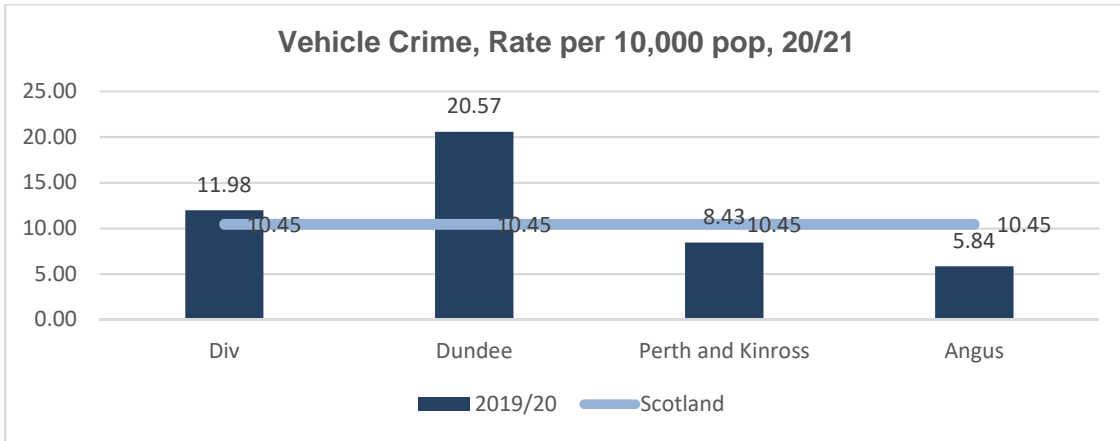
Whilst small numbers of vehicles are believed to be stolen as part of organised crime activity across Scotland the most common method remains appropriation of the true keys from associates, family or at house parties.

An overwhelming number of thefts from motor vehicles target phones, tools and smaller electronic devices which are left in full view in unattended vehicles. External messaging has been repeated encouraging local residents to lock and secure motor vehicles.

Results

In August a 33 year old male was arrested in Perth City Centre having been disturbed breaking into a motor vehicle. This male was recently released from prison and enquiries are still underway in connection with his links to a number of other motor vehicle crimes.







**Road Safety  
and Road  
Crime**

Collaborate to  
reduce casualties  
and crime on our  
roads

This activity will link in with and support the Perth and Kinross Community Plan 2017-2027 strategic priorities:

- Giving every child the best start in life
- Creating a safe and sustainable place for future generations

*This also supports the delivery of Police Scotland's strategic outcome:*

- *The needs of local communities are addressed through effective service delivery*

**Operating Context**

D Division have recently implemented a fresh approach in response to Road Safety. Our efforts will be coordinated under the principles of Operation CEDAR (Challenge, Educate, Detect and Reduce), a road safety scheme which has been successfully delivered in both the North East of Scotland and the Highlands and Islands. CEDAR will build on established road safety practices and provide a focus for agencies across Tayside to work together to make our roads safer for all.

Operation CEDAR

The principles of Operation CEDAR will be applied in the following ways across Tayside, linked to priority areas of focus:

|           |                                                                                                                                                                                         |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Challenge | Build effective partnership working and methods to develop new and innovative ways to improve road safety. Improve information sharing and analysis to support an evidence-led approach |
| Educate   | Deliver and evaluate educational initiatives to driver and road user behaviour, making effective use of media opportunities to highlight CEDAR and the work of the forum                |
| Detect    | Provide an intelligence-led and multi-agency approach to enforcement, supported by analytical products, to make the best use of available resources                                     |
| Reduce    | Ensure all road safety education, engineering and enforcement activity is focused on having the maximum positive impact on reducing the number of people killed and seriously injured   |

The implementation of Operation CEDAR across Tayside and delivery of our Action Plan provides an opportunity to contribute to a consistent approach across the north of Scotland. It will refocus our efforts to further improve safety on Tayside's roads and promote active travel.

## **OFFICIAL**

### Measure – All Persons Killed, Seriously Injured and Children Killed, Seriously Injured

#### Activity

Tragically Tayside Division had one adult fatality for the period under review which occurred in Angus LPA.

On the 22 August 2020 on the A92 near to Montrose, a 53 year old male car driver lost his life when an insecure load fell from a lorry and landed on the vehicle.

Tayside Division had 78 persons seriously injured as a result of road traffic collisions, which is a 9% decrease for the same period last year where we experienced 86.

Tayside Division had 160 persons slightly injured as a result of road traffic collisions, this unfortunately is a 20% increase for the same period last year where we experienced 133.

Tayside Division have had 4 child casualties who were seriously injured as a result of road traffic collisions, this is a 56% decrease on the same period last year which saw 9 children injured.

Perth & Kinross LPA specifically saw 31 persons seriously injured in road traffic collisions, this is a 24.4% decrease on the same period last year where we experienced 41.

Similarly, Perth & Kinross LPA saw 1 child seriously injured, this is a 75% decrease on the year previous where we experienced 4 child casualties which is an extremely positive statistic.

Whilst slight injury road traffic collisions decreased by 2.1% with 46 compared to the previous year in Perth & Kinross LPA where we experienced 47.

During the period under review Tayside Division Road Policing unit took part in a number of National Campaigns;

July 2020 - Summer drink/Drug Drive campaign

July 2020 – Motorcycle campaign

August 2020 – Seatbelt/speed/mobile phone days of action

August 2020 - Project EDWARD (European Day Without A Road Death)

August 2020 – Vulnerable Road Users Campaign

All of the aforementioned campaigns were successful in respect of public engagement, awareness, education and enforcement. Effective use of media campaigns were also utilised for the aforementioned campaigns which were well received.

**OFFICIAL**

**OFFICIAL**

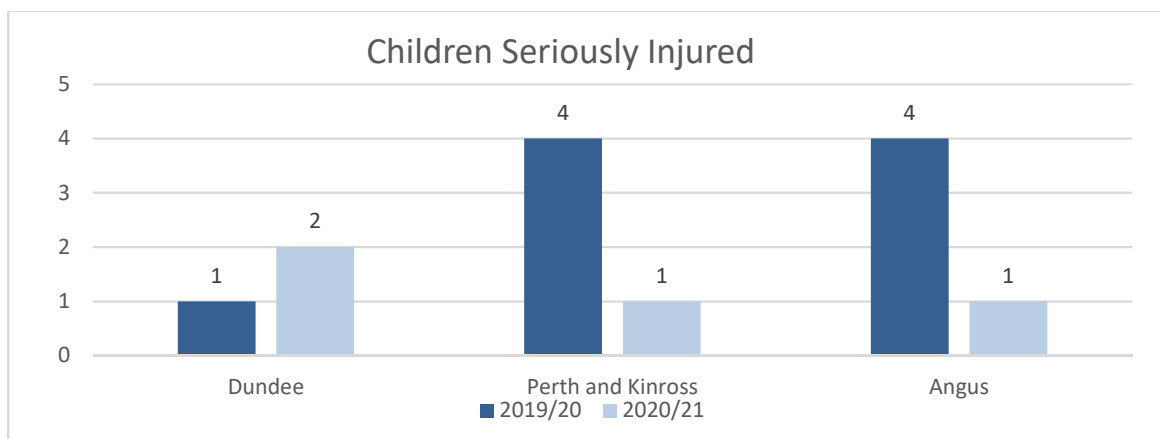
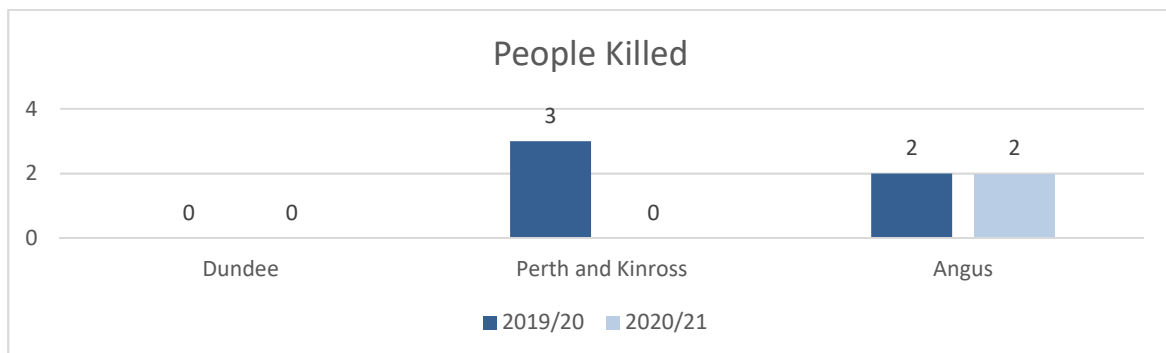
Road Safety enforcement continues to be carried out as part of routine business by the Road Policing Unit in Perth & Kinross LPA. Focused patrol work will be complemented by the use of available technology and databases, intelligence target packages and specific tasking resulting from local Tasking &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

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

Based on strategic assessment a number of priority locations have been identified within in Perth & Kinross LPA which were subject to focussed operation activity:

For the period under review a total of 6816 vehicles were stopped in the Tayside division with a number of offences being detected and reported whilst a number of offenders were warned in respect of other road traffic contraventions.

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



## **OFFICIAL**

### Measure – Speeding

Year to date, speeding offences in Perth & Kinross LPA overall have decreased by a significant 40.8%. This is attributable to the focused operational activity on not only the priority routes but also focused patrols on routes which are deemed to have speeding issues and have been identified through a number of community based engagements.

### Activity

Although speed detection falls in to the remit of daily business for Road Policing, in the months of August and September 2020 Police Scotland held numerous specific "Speed days of action" which focussed not only on the Priority routes but also on roads which have been brought to the attention through varying mediums.

During activity officers from both the Road Policing Unit, Safety Camera Unit and divisional officers who specifically targeted road users who contravene legislation.

Working closely with P&K Council, we also saw traffic monitoring equipment fitted to a number of locations to establish traffic flow/volume and average speed of motorists.

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

### Results

911 speeding offences were detected in Perth & Kinross LPA compared to the 1538 the year previous.

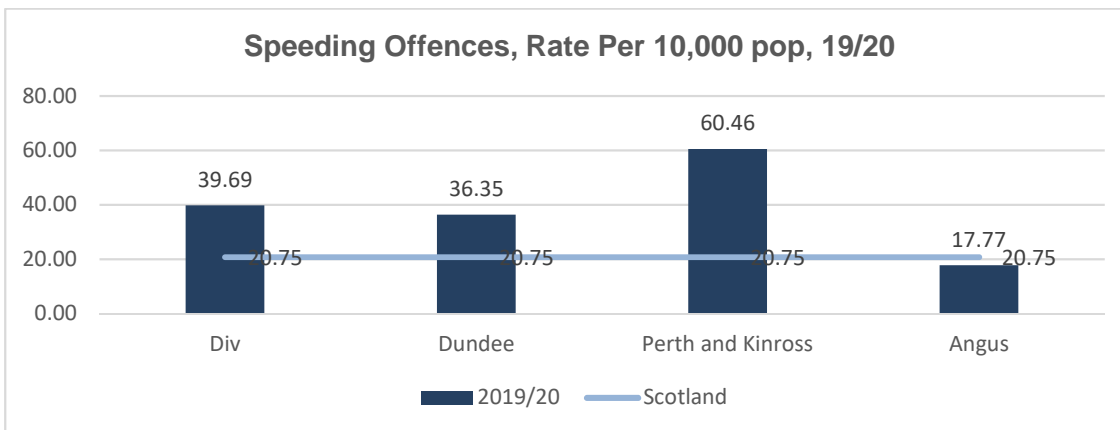
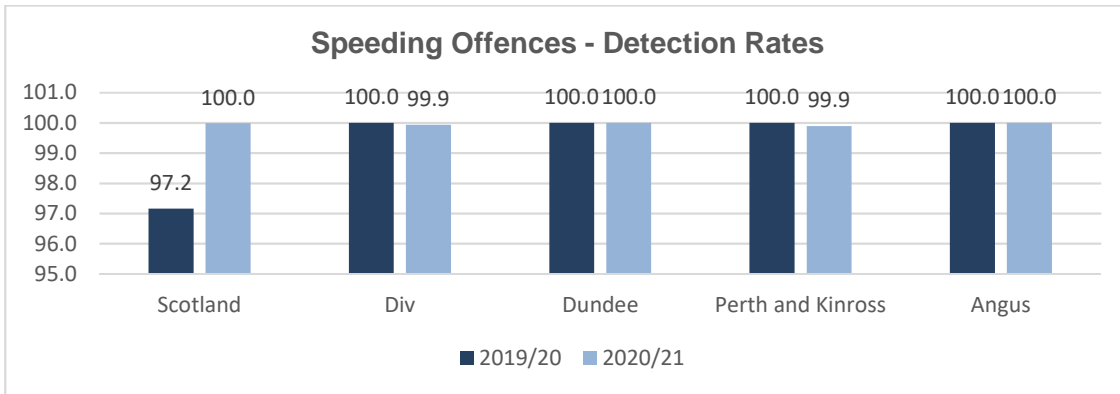
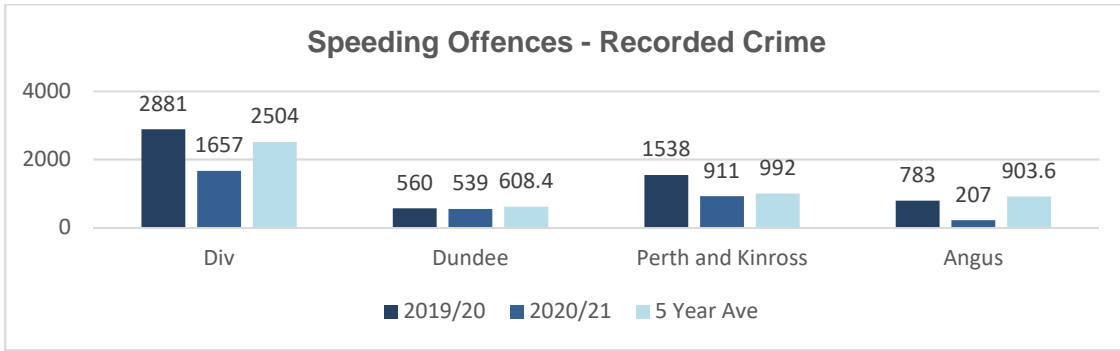
In September a day of action, linked to the annual motorcycle campaign, took place on the A93 in relation to concerns from the community about speeding. During the day 110 vehicles were stopped, 95 warnings were issued and 14 drivers were reported for speeding. A number of motorcycles were stopped however no offences related to exhausts were found.

### Challenges

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

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

**OFFICIAL**



Measure – Drink/Drug Driving

Year to date, Drink, Drug offences in Perth & Kinross LPA have increased by 45% compared to the same period of last year.

Activity

In the month of July 2020, Police Scotland held The Summer Drink & Drug Drive Campaign which saw dedicated officers from both the Road Policing Unit and divisional officers specifically target road users who drive whilst under the influence.

A media campaign was also launched in support of the activity sending out a clear message that this behaviour will not be tolerated whilst reinforcing the ramifications should offenders be caught.

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

**OFFICIAL**

Throughout the period under review and the challenges raised by COVID-19, effective use of the media to raise awareness and to actively the encourage changes in driving attitudes and behaviour.

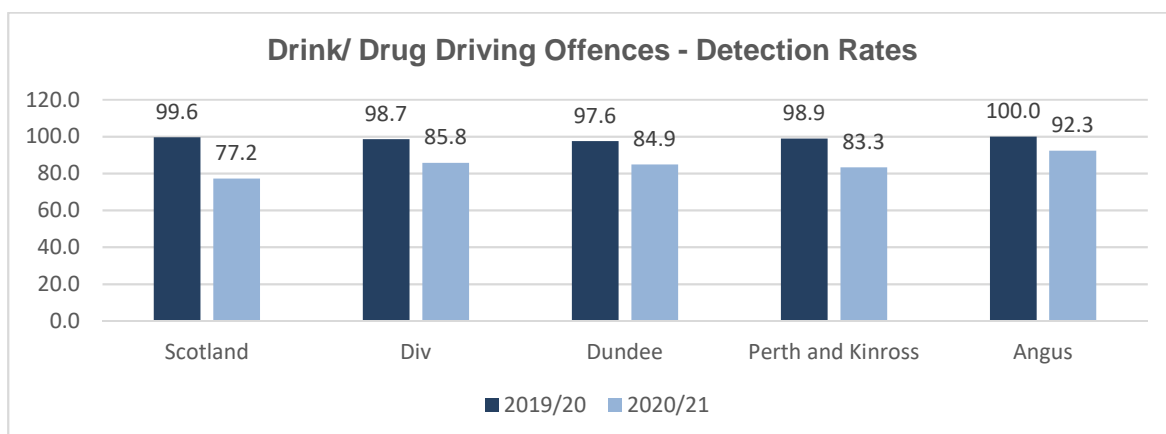
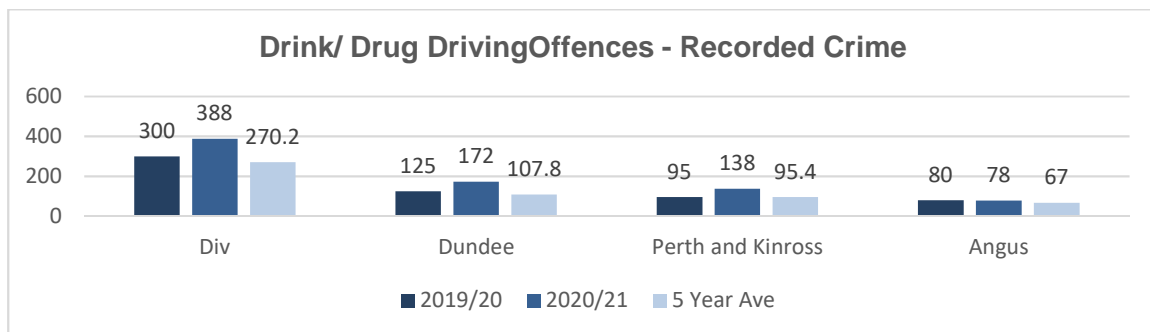
The new drug wipe testing kit featured heavily in the media and was prevalent throughout the duration of this campaign, it will continue to be an exceptionally effective tool in the continual fight against impaired driving with a considerable number of positive wipes throughout Tayside Division.

**Results**

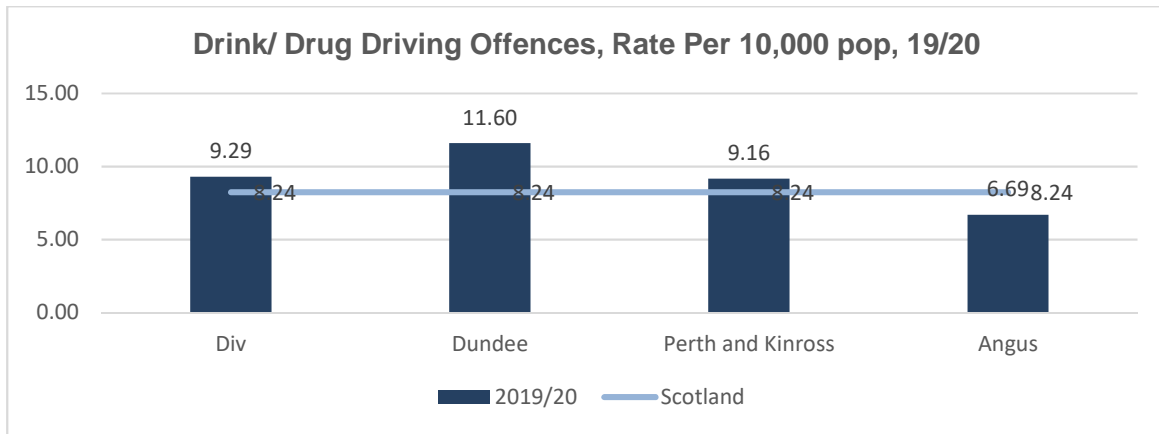
Tayside Division have excelled this year, with a total 1895 breath specimens recorded throughout the Division. A total of 138 drink/drug drive offences detected within Perth & Kinross LPA, all of which were reported to the Procurator fiscal for the consideration of prosecution. It should be noted these figure include drivers who failed to provide a specimen for analysis.

**Challenges**

Considering the analytical data highlights a 45% increase for the period under review compared to 2019/20 is extremely concerning. Irrespective of Police campaigns and reinforcement through varying mediums, evidence suggests the message does not appear to be hitting home and road users are continuing to drive whilst under the influence which is completely unacceptable.







Measure – Careless Driving

Careless driving across Tayside Division has decreased 8.2% with the total number of offenders being detected at 313 compared with 341 the previous year.

Perth & Kinross LPA specifically has significantly decreased by 9.7% with a total of 130 offenders being detected compared to 144 the previous year.

Part of the key to reducing Careless driving figures focus on Influence driver and road user behaviour.

By focusing on the 'Fatal 5' and working with partners, Tayside Division road Policing Unit make appropriate use of existing and new legislation to carry out enforcement, education activates and influence the provision of engineering solutions (3 E's). This will be enhanced with specific initiatives prioritising vulnerable road users and those at greatest risk.

Activity

Tayside Division Road Policing teams will continue to focus on the key KSI (Killed / Seriously Injured) routes as part of the high visibility daily patrols.

These are; D Division – A9, A93, A923, A85, A92 and M90/A90

Many of the aforementioned priority routes running through Perth & Kinross LPA.

This is reinforced with Route Strategy Days based on the previous collision data for the month and involve multiple units carrying out high visibility patrolling of the same route. Where these routes traverse multiple Divisions we utilise cross border joint operations.

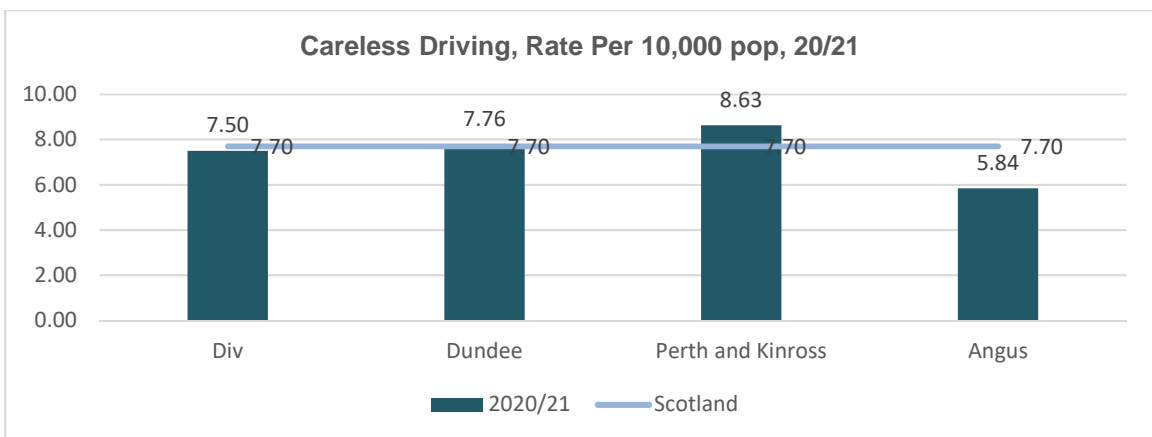
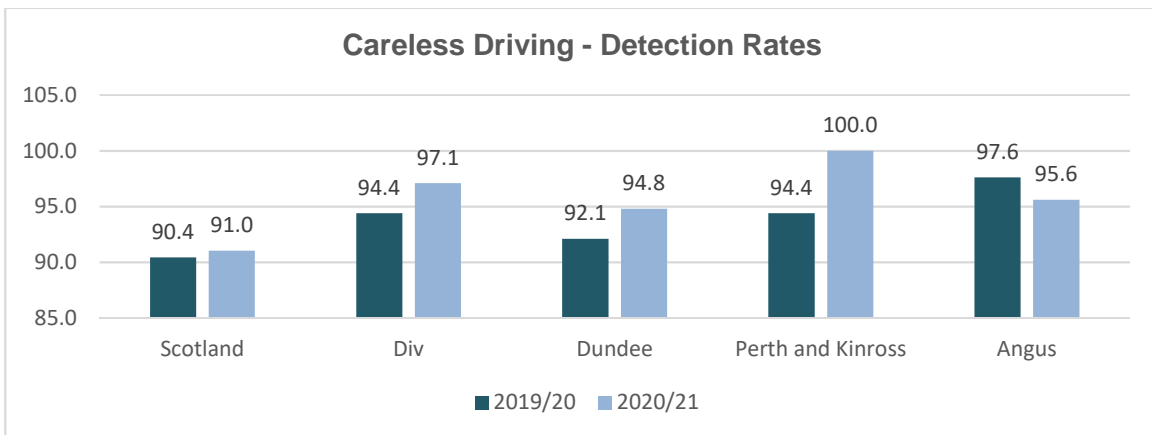
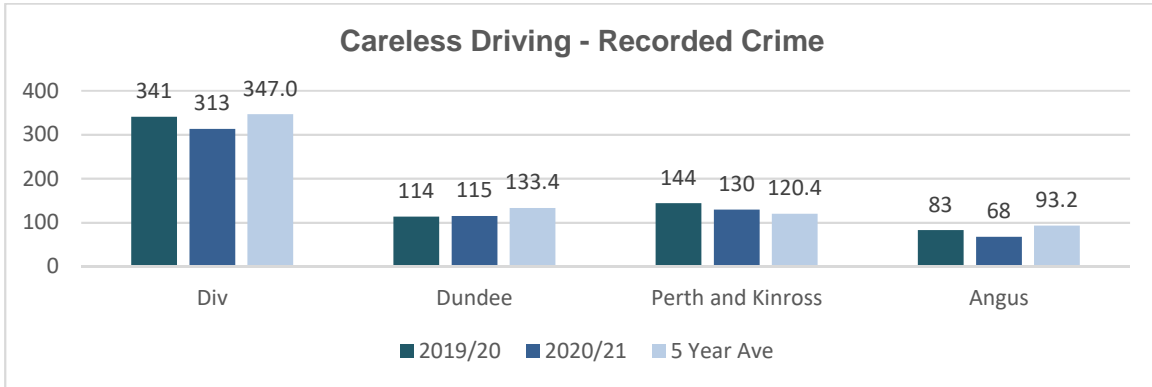
As is with all our operations, they are supported by partner agencies and road operating companies which maximises potential.

Challenges

Younger drivers are especially a challenge given their inexperience behind the wheel accompanied by peer pressure from their passengers. This has been compounded significantly due to Covid19 restrictions which have forced annual education programmes such as Safe drive stay alive to be postponed. This in essence is a lost opportunity to influence younger driver behaviour which will never be regained.

Results

Reacting to information from the public, Road Policing officers have been deployed during lockdown in marked and unmarked vehicles to areas such as the A93. Whilst KSI data has shown a significant decrease in fatal/serious collisions, attention is given to driving habits. Officers have stopped and engaged with a large number of motorcyclists using this section of road and continue to address any defects in accordance with available legislation.





**Public Protection**

Support people considered vulnerable through working with partners

This activity will link in with and support the Perth and Kinross Community Plan 2017-2027 strategic priorities:

- Giving every child the best start in life
- Creating a safe and sustainable place for future generations

*This also supports the delivery of Police Scotland's strategic outcome:*

- *Threats to public safety and wellbeing are resolved by a proactive and responsive police service*

**Operating Context**

Occurrence rates for reported sexual crimes remains below those of 2019/20 and whilst there has been an increase in demand around Public Protection investigations since the relaxation of lockdown, Perth and Kinross has not seen the increased demand in Domestic Abuse and Child Abuse that many predicted would emerge in 2020.

That said, we are returning to pre COVID-19 levels of activity in this area and it remains a key focus of improvement work to identify potential victims and perpetrators with partners in order to prevent and detect criminality. We also continue work with public and sector partners to deliver a 24/7 crisis centre in Perth.

Missing person rates in Perth and Kinross remain low, however this quarter has seen a number of tragic incidents which have impacted local communities and placed significant demands on our officers.

In July, officers and emergency services partners attended at The Hermitage, Dunkeld where they dealt with the tragic death of a 7 year old child who had encountered difficulty in the water.

In July, local officers along with colleagues at Glasgow Airport intercepted a female who was intent on removing her two young children from the UK following concerns from social services about the care and welfare of the children.

August saw two significant missing person investigations. A 54 year old man from Perth was reported missing and despite an ongoing enquiries involving local and specialist resources, he remains untraced. This overlapped with another significant enquiry to trace an adult male from elsewhere in Scotland who was believed to be in Perth. Tragically, his body was subsequently recovered on the outskirts of Perth.

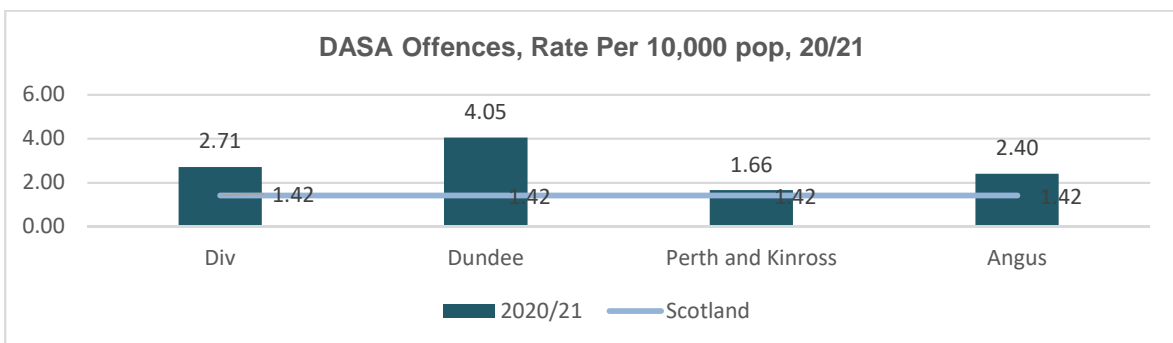
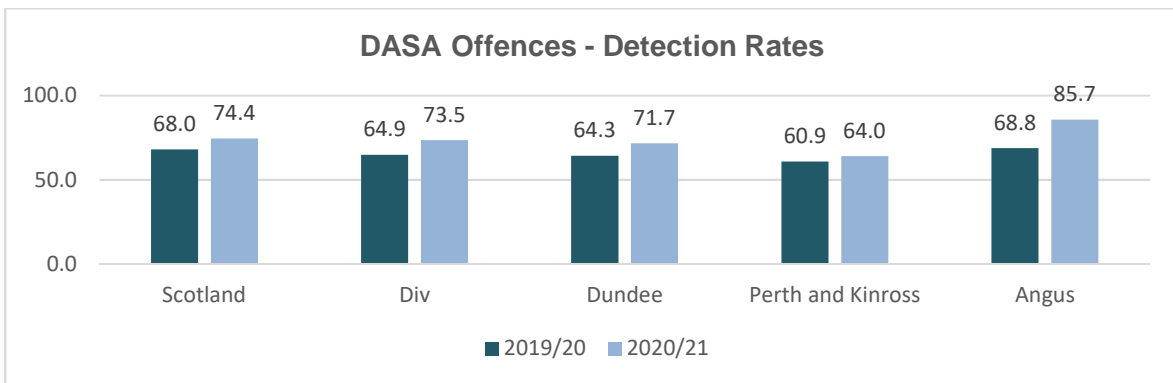
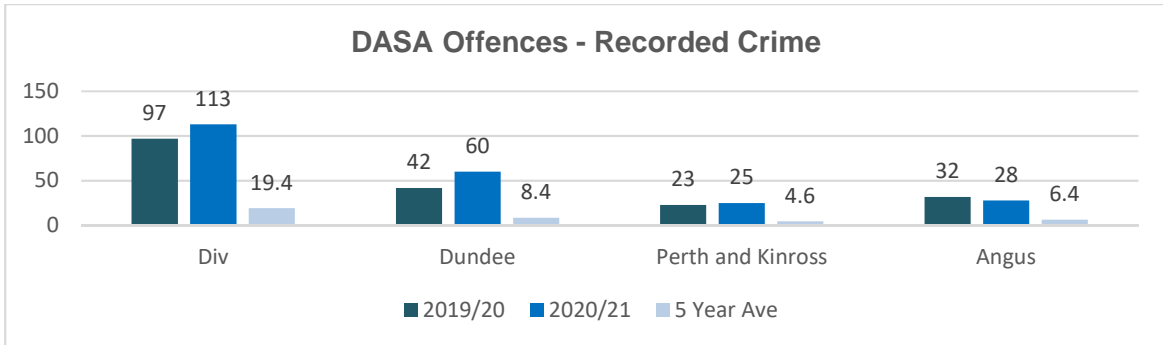
Measure – Domestic Abuse

Activity

The crime rates represented in the table below represents crimes recorded under the Domestic Abuse (Scotland) Act 2018, which remain almost identical to the figures from 2019/20. The five year average is of less relevance given the recent enactment of this legislation.

Overall Domestic Abuse figures remain slightly below 2019/20 figures however the difference is small (15 crimes). Whilst recorded crimes are lower, non-crime domestic incidents have risen from 2019/20. Detection rates remain slightly below 2019/20 figures however the difference is minimal and can fluctuate given a number of investigations remain active, particularly those by specialist Public Protection teams which involved non-recent crimes.

All Domestic incidents in Perth and Kinross are subject to daily management scrutiny and priority is given to the arrest of any outstanding perpetrators, who are routinely traced and arrested within the first 24/48 of a reported crime to allow appropriate safety measures for victims to be activated.



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### Measure – Hate Crime

#### Activity

Processes are still in place locally to monitor and review all hate crimes/incidents to ensure these are being recognised and recorded properly.

A daily review is carried out of hate crimes/incidents to assist with identifying emerging trends. This allows appropriate interventions to take place. Relevant partnership working allows for victims and communities to be signposted to support agencies and for reassurance messages and hate material to be shared.

1. Increase hate awareness amongst groups and communities.
2. Re-training of local third party reporting centres.
3. Evaluate current Keep Safe premises within Tayside.

#### Challenges

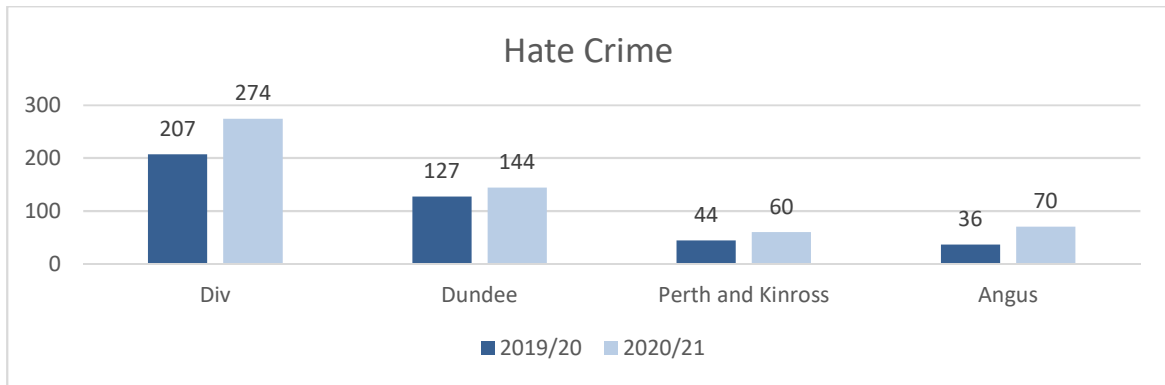
1. Due to no face to face meetings this was a problematic process. Groups who met regularly prior to COVID-19 were not meeting as often, if at all. This was a challenge for sharing online material which was a substitute for the face to face meetings.
2. This type of training is aimed for interactive groups and required face to face interaction. Given the current pandemic this cannot happen so another method needed to be found.
3. Premises could not be visited to establish if they were still able to provide this service.

#### Results

1. The national hate crime awareness campaign has been driven locally using electronic material with no face to face promotion. Material has been shared with different communities and local Third Party Reporting Centres. Hate awareness was included in information packs distributed to new students at both of Dundee's Universities as well as Dundee and Angus College.
2. All centres completed a survey and the results showed a need to retrain organisations. An online training video was developed locally to address these training needs. This video was distributed to the centres with their feedback and questions encouraged. Once this short video has been viewed by the work force everyone should feel competent in their participation as a valued centre.
3. All Keep Safe premises in Tayside have been contacted to see which are still able to be utilised by vulnerable people in crisis. Support has been offered by way of new materials and online training videos.

In addition a review is being undertaken to identify the possibility of Tayside wide HIMAP or indeed a more focused approach at a Locality level. Engagement will be undertaken with all three Local Authorities with regards to this.

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Measure – Sexual Crime

Occurrence rates of reported sexual crime remain below those of 2019/20 but above the five year average. Slight increases towards the end of the quarter are evident following lockdown and this may indicate an upward trend during the third quarter. Detection rates remain lower than 2019/20 however with regard to rape, the occurrence level has been low and detection rates are capable of changing significantly as investigations continue.

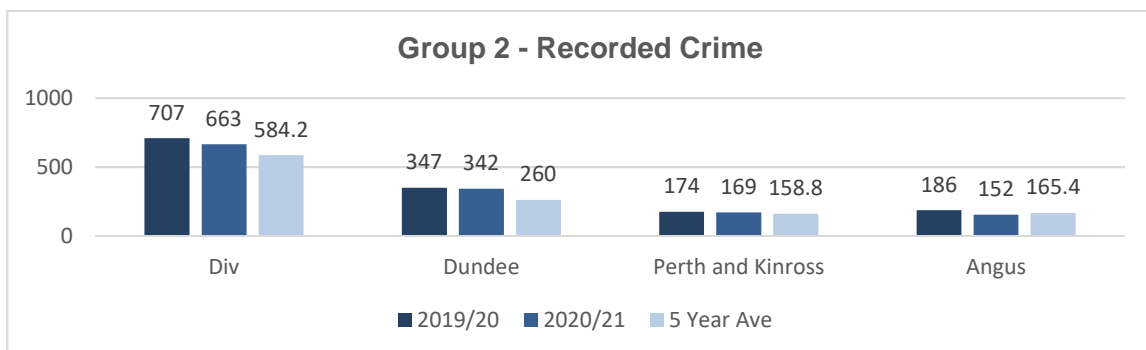
The greatest increase has been seen in reported crimes featuring indecent communication and the sending of indecent photographs of children. With regard to the latter, this is most prevalent between peer groups.

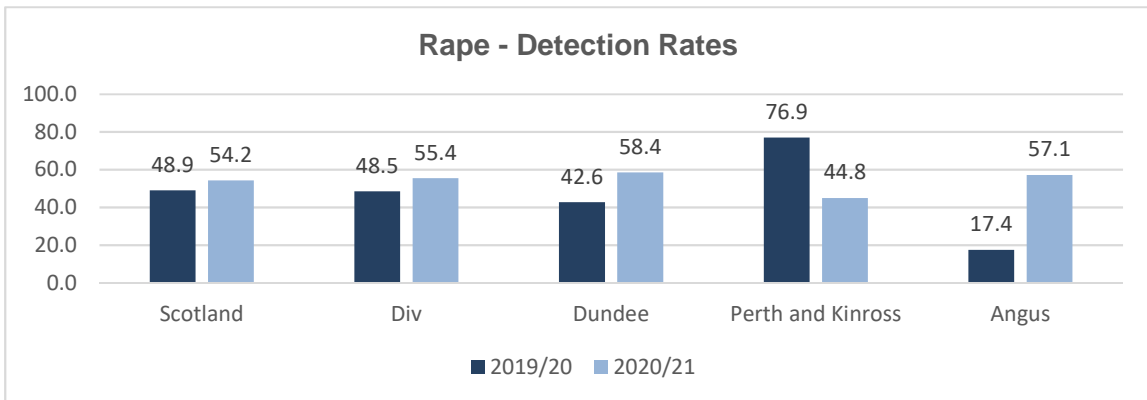
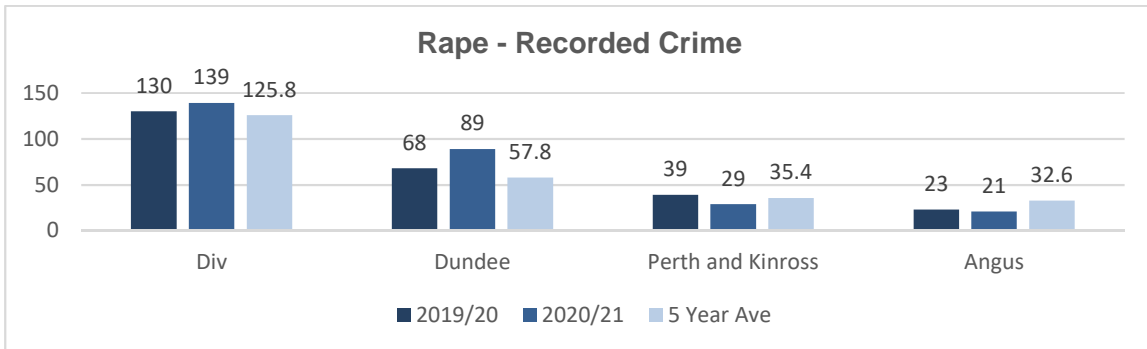
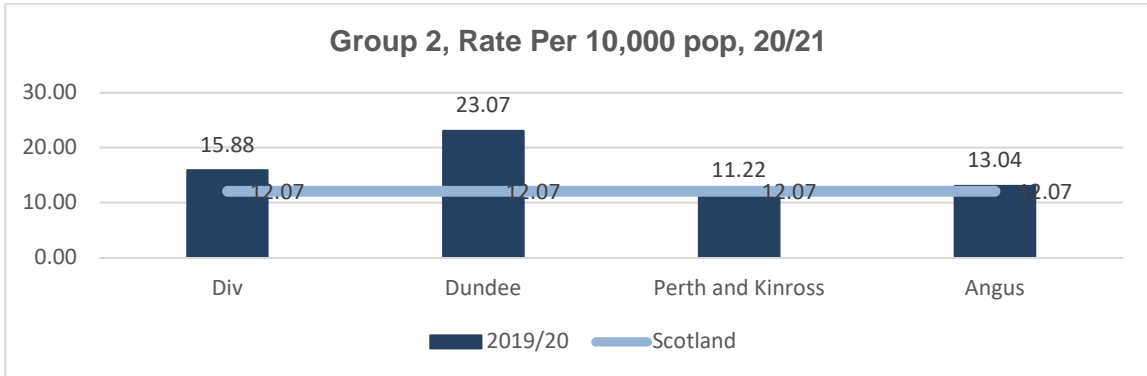
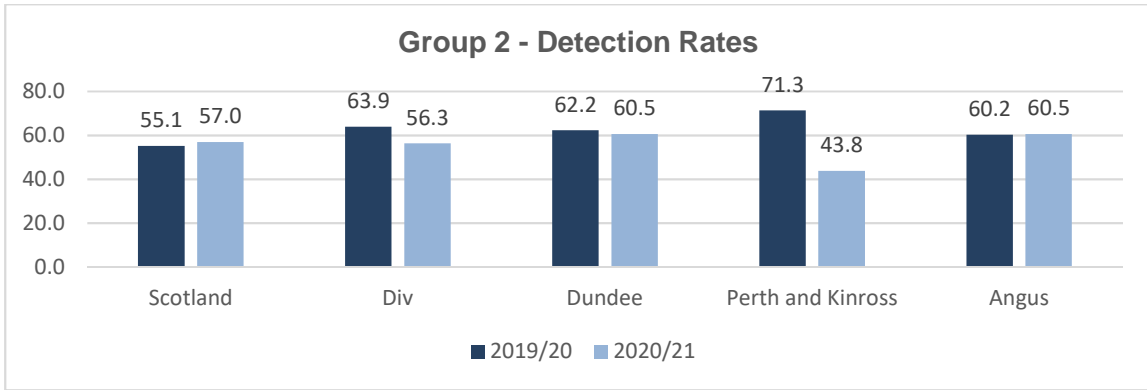
Around 30% of recorded crimes are non-recent, that is occurring over a year before report. These investigations can take some time, can involve multiple victims across Scotland and the UK and are always out with the window for securing forensic evidence.

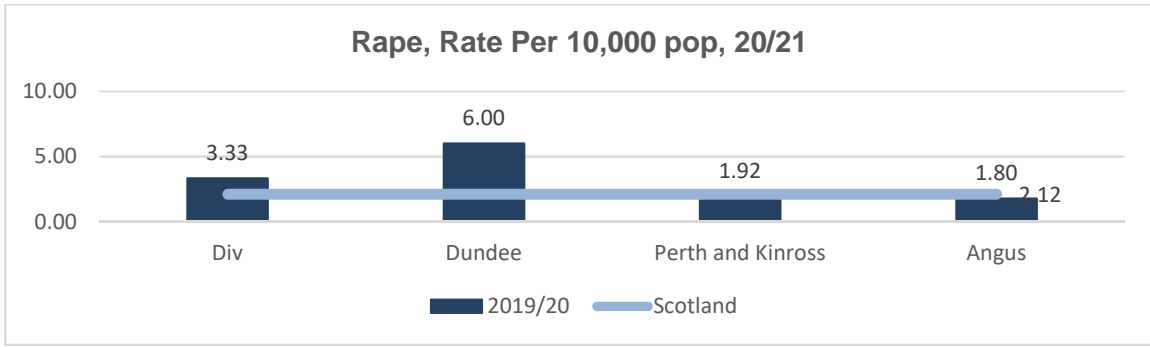
Child victims are notably in around half of reported crime and in the vast majority of cases reported crime involve a victim and perpetrator who are known to each other, making stranger incidents extremely rare.

Results

In September an Online Child Abuse Activist Group, commonly known as Paedophile Hunters, arrived in Perth and due to the involvement of Police a confrontation was avoided and there was minimal public impact. Engagement with the group identified an adult male who has subsequently been charged with a number of offences against children, all of them cyber enabled.











### Serious Organised Crime

Reduce the harm caused by serious organised crime, including cyber crime

This activity will link in with and support the Perth and Kinross Community Plan 2017-2027 strategic priorities:

- Creating a safe and sustainable place for future generations
- Promoting a prosperous, inclusive and sustainable economy

*This also supports the delivery of Police Scotland's strategic outcome:*

- *Threats to public safety and wellbeing are resolved by a proactive and responsive police*

### Operating Context

During quarter two the Community Investigation Unit carried out a focused period of enforcement designed to target persons from other parts of the UK who have sought to establish themselves in Perth and Kinross in order to deal drugs.

We continue to target those who are involved in the illegal sex industry and in one such case two such addresses have been visited where intelligence provided they were being used as brothels. The same females were found at both premises and whilst our efforts focused on those who may have been exploited or trafficked the facilitator of the activity has been charged and work is underway with the local authority to identify any landlords who are willingly using their properties for this purpose.

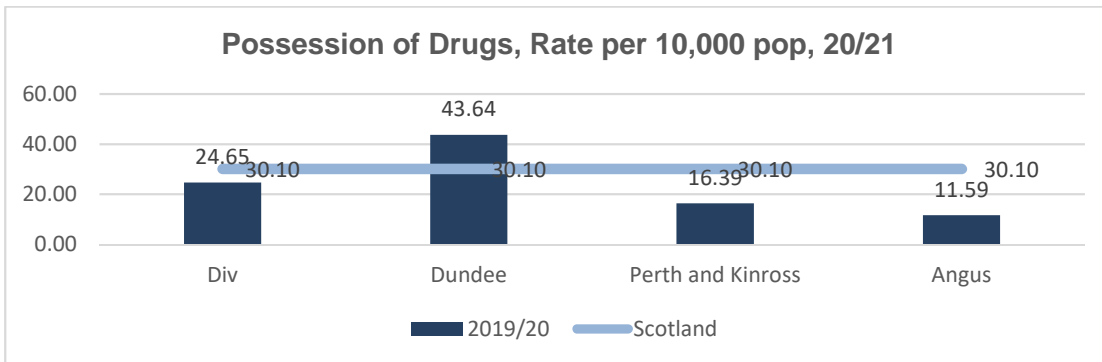
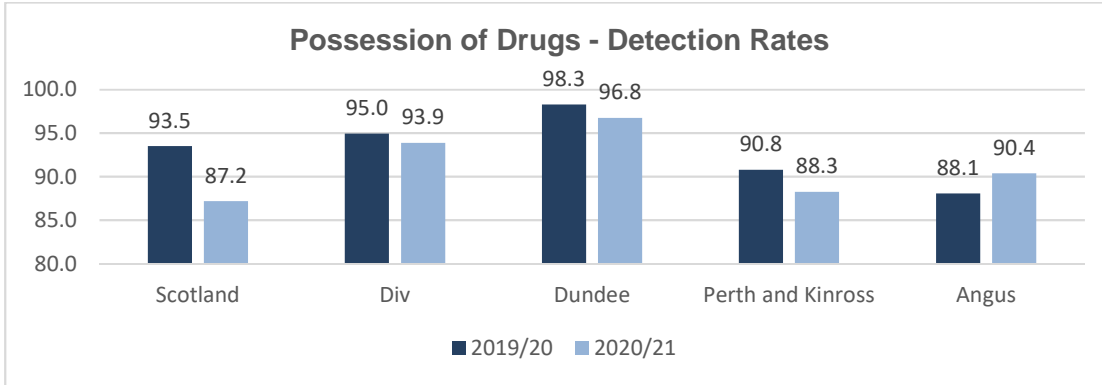
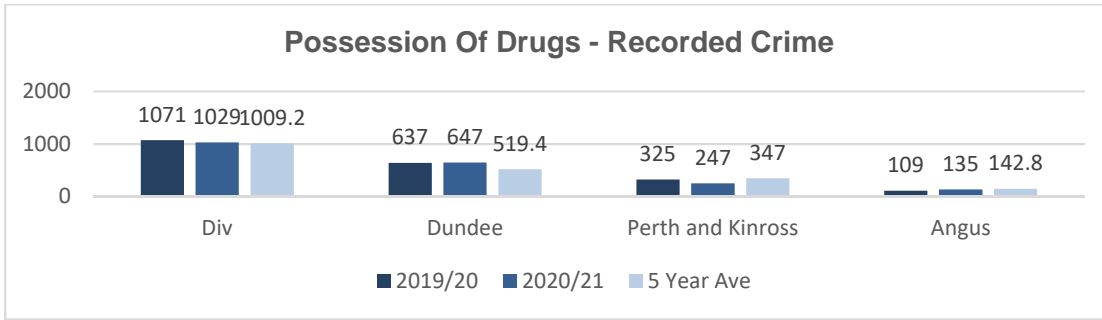
During this quarter the COVID-19 outbreak in Coupar Angus was the catalyst for more detailed engagement with the community and increased visits to local premises. A more complete picture has been obtained of local individuals who may be fraudulently taking wages from non-UK nationals in return for accommodation and this will be a focus in quarter 3. During this period a male living in Perth was Kinross was reported to the Procurator Fiscal for a breach of his current Trafficking Exploitation Prevention Order.

#### Measure – Possession of Drugs

##### Activity

Occurrence rates for possession of drugs as well as being intelligence led can also be self-generated, however this was affected during the lockdown period, with a reduced number of people being out in public. Whilst recorded crimes are down from 2019/20 social use of controlled drugs remains a significant issue and moving further into the post COVID-19 period may see a rise in recorded crime.

As before, detection rates are often short of 100% given forensic tests require to be carried out on a number of controlled substances and the results of such tests may take some time.



Measure – Supply of Drugs

Activity around the supply of drugs should be judged alongside possession, given the result is often dependent upon the amount of controlled substances found in conjunction with the circumstances.

Our Community Investigation Unit regularly lead on the enforcement around controlled drugs however additional focus has been given during this quarter to Acquisitive Crime, leading to a slight reduction in the number of search warrants executed.

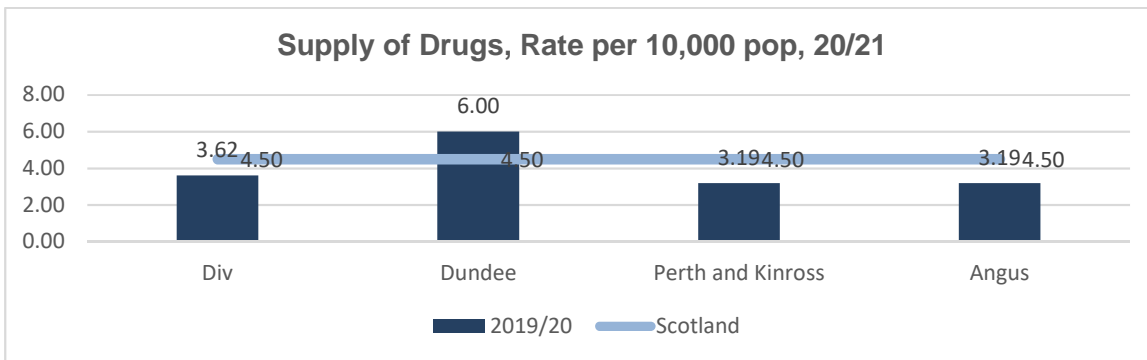
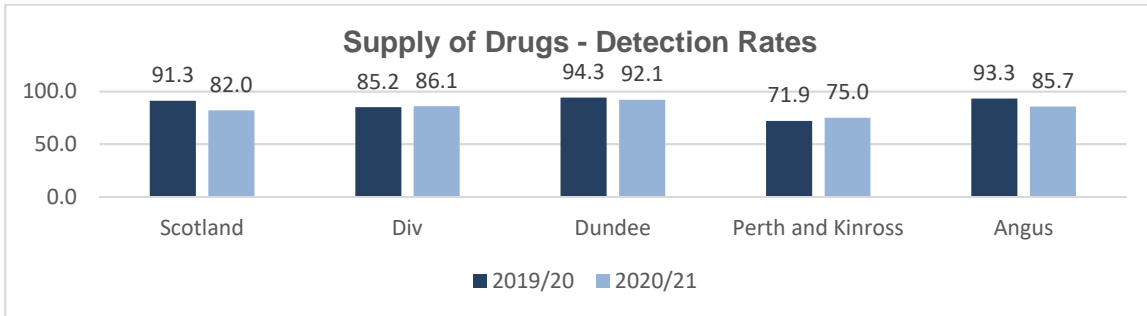
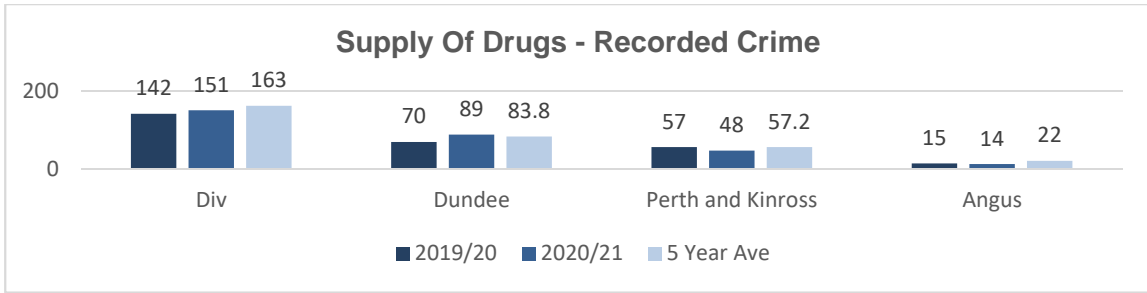
Our goal is always to target those supply lines of controlled drugs which may lead to the death or serious injury of substance users and we will specifically target those who introduce controlled substances to young people or schools.

Results

As described above in August local officers executed five search warrants across Perth and Kinross targeted an organised crime group from elsewhere in the UK. Over £35,000 of Cannabis was recovered along with a five figure sum of cash and a 20 year male was arrested in connection with the supply.

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In September specialist officers operating in Perth recovered over £60,000 worth of heroin from two males from England as part of an ongoing operation.



Measure – Proceeds of Crime

Activity

All opportunities continue to be taken by our Divisional Intelligence Unit to seek proceeds of crime recoveries.

Results

The following values were recovered in Perth and Kinross in quarter 2:

- Civil Cash Seizures £2,357.67
- Expedited Civil Recovery – No cases
- Assets for Restraint £5970.00



**Counter  
Terrorism and  
Domestic  
Extremism**

Prevent, Pursue,  
Protect and  
Prepare through  
collaborative  
preparedness

This activity will link in with and support the Perth and Kinross Community Plan 2017-2027 strategic priority:

- Creating a safe and sustainable place for future generations

*This also supports the delivery of Police Scotland's strategic outcome:*

- *Threats to public safety and wellbeing are resolved by a proactive and responsive police service*

CONTEST is the UK Government's Counter Terrorism Strategy. It was first developed by the Home Office in early 2003. The aim of the strategy is "to reduce the risk to the UK and its interests overseas from terrorism, so that people can go about their lives freely and with confidence." CONTEST is split into four work streams that are known within the counter terrorism community as the 'four P's': *Prevent, Pursue, Protect, and Prepare*.

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

### **Operating Context**

At present the national threat level is currently at SUBSTANTIAL.

A number of community officers are trained to be Local CONTEST Liaison Officers (LCLOs), providing a capability to promote CONTEST.

This allows delivery of the strategy throughout the Perth and Kinross community as part of daily business.

Due to lockdown procedures over the previous quarter, contact has been maintained with businesses and partners by electronic briefings and telephone contact.

Now that restrictions are easing and premises and businesses are opening and gaining crowds, work will continue to ensure that safety continues to be a priority within the community.



**Wildlife Crime**

Reduce harm caused to certain birds, animals and plants including their habitats, both on land and sea

This activity will link in with and support the Perth and Kinross Community Plan 2017-2027 strategic priority:

- Creating a safe and sustainable place for future generations

*This also supports the delivery of Police Scotland's strategic outcome:*

- *The needs of local communities are addressed through effective service delivery*

Wildlife Crime is any act that is made illegal in Scotland under legislation with regard to certain birds, animals and plants including their habitats, both on land and at sea.

It includes the illegal disturbance, destruction, theft and sale of animals and plants both in the countryside and urban areas, and includes the destruction of and damage to protected habitats.

**Operating Context**

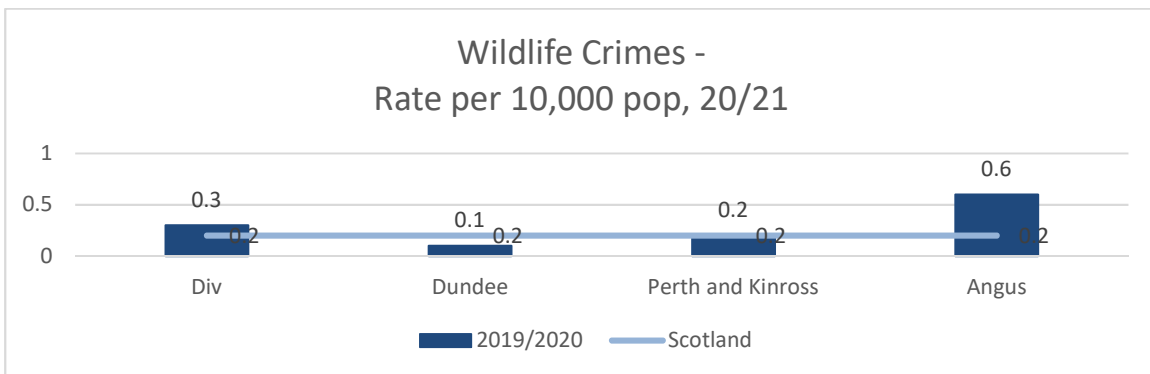
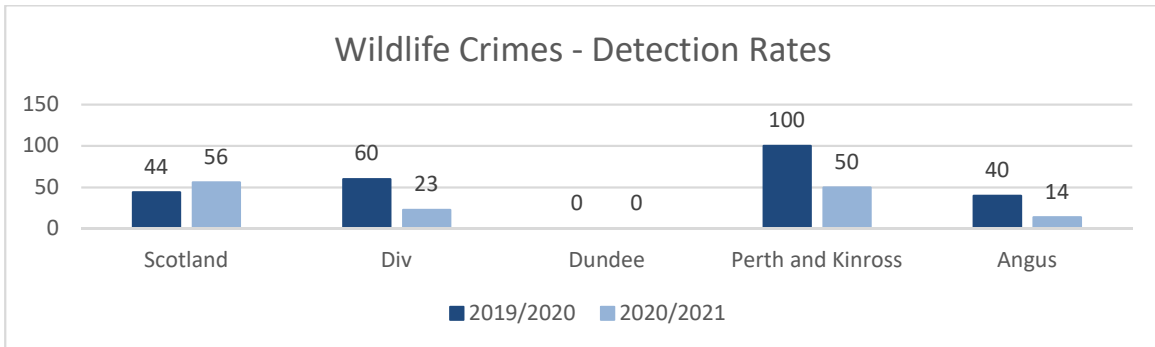
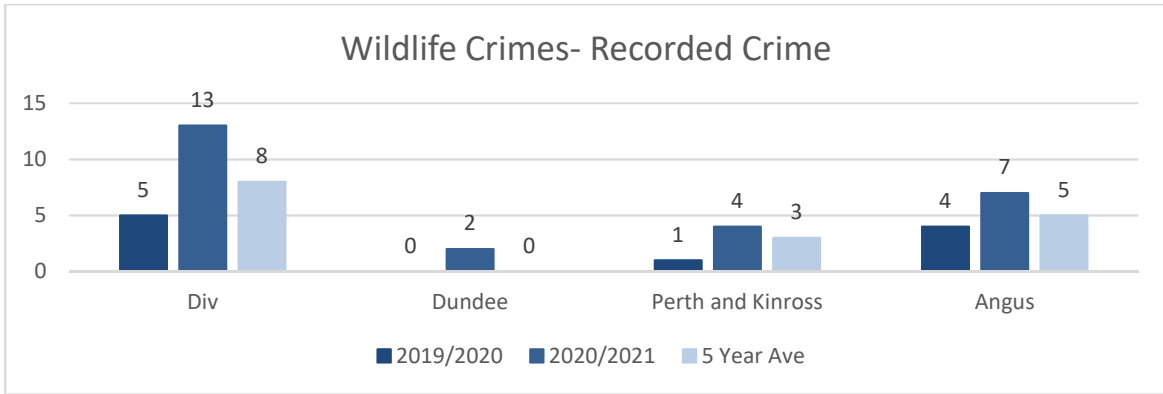
Operation Wingspan is a phased campaign that will start in October. The aim of this campaign is to raise awareness of the action Police Scotland is taking to tackle wildlife crime, our commitment to working in partnership to reduce crime and increase reporting.

Over the coming year, each of the 6 wildlife crime priorities will be targeted for action - , CITES, Badger Persecution, Bats, Freshwater pearl Mussels, Poaching and Raptor Persecution.

Phase one of the campaign focuses on CITES regarding the illegal trade in endangered species occurring in Scotland. Items are being sold online, in antique/second hand stores, pet shops and maybe in traditional medicines/remedies.

Throughout these months, officers in D Division will be attending at these types of shop and trading outlets, to check on items for sale, such as fur coats, furniture containing ivory, live reptiles and handbags made of crocodile skin etc.

Various antique shops have already been visited in the North Perthshire area.



Other Key Activity

**Events**

Given the COVID-19 pandemic there have been no notable events held in this quarter.

**Other Key Activity**

Activity

The global Coronavirus pandemic continues to impact on both police and public on a day to day basis. As the quarter progressed we have had to adapt to an ever changing landscape as restrictions and guidance have been amended in line with the prevalence of the virus.

Whilst this has presented challenges, public compliance with the guidance remains high and officers continue to utilise the 4E's (engage, explain, encourage and

## **OFFICIAL**

enforce) with enforcement an option of last resort or where a failure to enforce would impact on public confidence.

Officers continue to face challenges balancing these powers against restrictions in freedom of elements of the population.

Whilst public support has been high, some tensions have inevitably developed, with some expressing the desire for more enforcement and some believing powers have been taken too far. Recent changes in guidance and legislation have seen Police receive an increased volume of calls regarding social gatherings.

Across Tayside during September there were 317 incidents relating to COVID-19 Regulation compliance. Of this 165 were found to have been no breach of regulations. 79 incidents resulted in a warning and only 4 resulted in formal enforcement such as fixed penalty notice or charge.

There has been an increased number of occasional licence applications across the division in direct response to the COVID-19 pandemic.

Between 1<sup>st</sup> July and 30<sup>th</sup> September 2020, the Divisional Licensing team have processed 183 occasional licence applications for licensed premises within the Perth and Kinross area.

In general, licensed premises across P&K have positively observed the restrictions placed on them and have worked closely with the Local Authority and Police. During this quarter there were 35 recorded incidents at or within the immediate area of licensed premises. Out of these incidents, there has been one personal licence review submitted to the Licensing Board for breaching the licensing objectives.

The Divisional Licensing Team along with the local Policing teams across the area have carried out 365 inspections at licensed premises.

### Challenges

Demand upon the Police did not decrease during the lockdown and it is apparent that people who are in violent or abusive relationships or whose lives are impacted by poverty and vulnerability may have been adversely impacted.

Throughout the summer months there was a large increase in day tripping and wild camping in the rural beauty spots of both North and South Perthshire. This led to increasing concerns around anti-social behaviour, littering, human waste and dangers caused by inconsiderate / dangerous parking. In response to this Police worked closely with Perth and Kinross Council and other partner agencies to provide additional patrols and education to the people visiting these areas. The partners involved in this are committed to reviewing the events of this year and taking learning forward in anticipation of continued higher visitor numbers in 2021.

### Demand

Police Scotland has introduced a new way of assessing calls to its 101 and 999 service that will enable specially trained police officers and staff to make an enhanced assessment of threat, risk, harm and vulnerability.

**OFFICIAL**

**OFFICIAL**

They will take into account the needs and circumstances of every caller to ensure the most appropriate response is provided every time we are contacted.

If a call is non urgent, advice and guidance may be provided over the phone or through a personal appointment or through referral to a partner agency.

There is no change to the way the public contact us, they will still call 101 or 999 and the first thing we do is make sure they are safe. That won't change

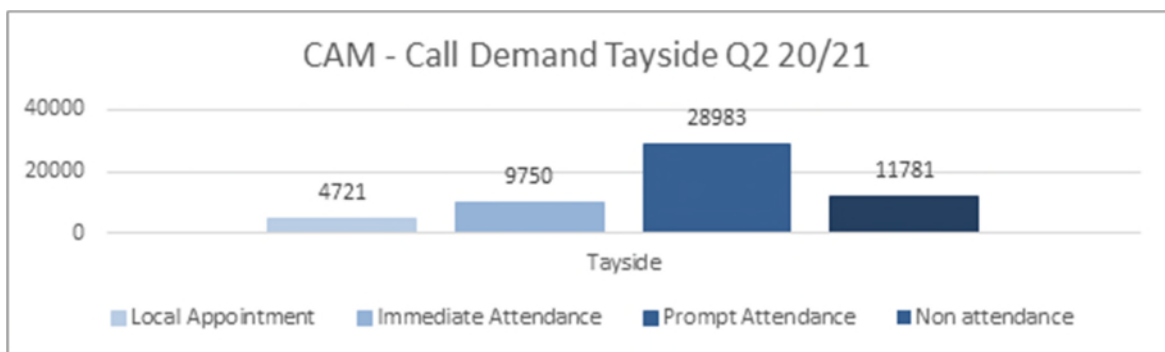
This went live within Tayside on the 21<sup>st</sup> April 2020 and calls are now graded as follows;

**Immediate:** where the circumstances dictate there is a threat to life, property or an ongoing incident that requires a dynamic police response.

**Prompt:** where a response within 4 hours is required.

**Scheduled:** where a planned attendance is appropriate through a Local Policing Appointment.

**Non-attendance:** which includes direct crime recording, police officer advice or referral to another agency.





## Appendix

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

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

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

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



**PERTH AND KINROSS COUNCIL**

**HOUSING AND COMMUNITIES COMMITTEE**

**11 November 2020**

**COMMUNITY PLANNING PARTNERSHIP UPDATE**

**Report by Executive Director (Housing and Environment) (Report No. 20/213)**

**PURPOSE OF REPORT**

To provide an update on progress with Community Planning priorities since the last update to the Housing and Communities Committee on 2 September 2020.

**1. LOCAL ACTION PARTNERSHIPS AND COVID RESPONSE**

- 1.1 All Local Action Partnerships (LAPs) will start meeting remotely in the next few weeks and we will provide some technical guidance and support. During the coronavirus outbreak LAPs gave over £150,000 in grants to community groups responding to the hardships people faced.
- 1.2 Local Action Partnerships were established in line with the Community Empowerment (Scotland) Act 2015 to deliver local action which improves equalities and outcomes across Perth and Kinross. A Locality Action Plan is one of the statutory requirements and LAPs have been asked to review their Plans in light of Covid and update accordingly. The timescale for this work is to have an updated Locality Action Plan produced before the end of the financial year.

**2. LOCAL OUTCOME IMPROVEMENT PLAN AND THE PERTH AND KINROSS OFFER**

- 2.1 In July 2020, the Community Planning Partnership Board agreed to form a shortlife working group to consider: the impact of COVID-19 on communities and service delivery; emerging priorities for recovery and renewal; and how these should be reflected in a revised Local Outcome Improvement Plan (LOIP). The LOIP will be part of the wider Perth and Kinross Offer and will focus on tackling inequality as the CPP's key statutory role. The working group identified a number of priorities where the CPP can make a unique and specific contribution alongside the core functions of public bodies, the private and third sector. These are:
- Digital participation to address social isolation
  - Poverty, including food poverty
  - Mental and Physical Health and Wellbeing
  - Employability

2.2 At the CPP Board on 13 October 2020 members agreed to adopt these priorities. A revised LOIP will therefore be considered at a meeting of the CPP Board in spring 2021.

### 3. VOLUNTEERING

3.1 During the period of lockdown over 1000 people registered as volunteers with Perth and Kinross Council. During the summer months volunteers were updated on developments via email through social media. As restrictions have eased, every volunteer has been contacted again to check their current availability and ability to support key services should the need arise in future. 347 registered volunteers remain willing and able to support people in their communities and the Council is currently reviewing its own approach to supporting and coordinating volunteering in support of service provision.

### 4. DIGITAL PARTICIPATION

4.1 Lockdown restrictions have added pace to the shift towards online and digital and this is a key priority for the CPP and the Council. There are three main aspects to digital participation:

1. **Connectivity** – having a reasonable connection with suitable speeds;
2. **Technology** – having a suitable smartphone, tablet or laptop; and
3. **Capacity** – having the skills and confidence to use online services.

4.2 Perth and Kinross Council and key partners currently offer services to help people improve their digital skills, and are supporting infrastructure improvements through investment in fibre connectivity. The Connecting Scotland project, led by Scottish Council for Voluntary Services (SCVO) and funded by Scottish Government provides tablets to individuals and households who are currently digitally excluded and on a low income. The first round of Connecting Scotland saw over 200 tablets distributed across Perth and Kinross, with a second round currently underway.

### 5. CONCLUSION AND RECOMMENDATION

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

#### Author

| Name       | Designation                    | Contact Details                                                                                      |
|------------|--------------------------------|------------------------------------------------------------------------------------------------------|
| Lee Haxton | Community Planning Team Leader | <a href="mailto:CommunityPlanningPartnership@pkc.gov.uk">CommunityPlanningPartnership@pkc.gov.uk</a> |

#### Approved

| Name           | Designation                                | Date            |
|----------------|--------------------------------------------|-----------------|
| Barbara Renton | Executive Director (Housing & Environment) | 30 October 2020 |

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**PERTH AND KINROSS COUNCIL**

**Housing and Communities Committee**

**11 November 2020**

**Annual Assurance Statement 2019/20– Scottish Housing Regulator**

**Report by Executive Director (Housing & Environment) (Report No. 20/214)**

To comply with the Scottish Housing Regulator’s Regulatory Framework, the Council must approve and submit an Annual Assurance Statement, giving assurance that it is meeting legislative and regulatory standards for social housing in Scotland.

This report provides a brief overview of the Framework and appends an Annual Assurance Statement for approval by Housing and Communities Committee.

**1. BACKGROUND**

- 1.1 This is the second year that landlords have been required to publish an Annual Assurance Statement in line with the guidance within the Scottish Housing Regulator’s (SHR) published Regulatory Framework<sup>1</sup>. The Framework details the SHR’s statement on performance of functions, and sets out how they regulate Registered Social Landlords, and housing and homelessness services delivered by Local Authorities.
- 1.2 Following the first year’s submission, the SHR analysed the Annual Assurance Statements submitted by all landlords, selected and visited 10 landlords across Scotland to determine their self-assurance approach and listened to feedback from these individual landlords. Perth and Kinross Council were not visited by the SHR as part of this process.
- 1.3 The SHR found that:
  - many landlords were in a good place to build on the firm foundation they have put in place in the first year of the Annual Assurance Statements.
  - effective year-round, on-going assurance is good governance and is what should enable Committees to approve the Statement.
  - it is not possible for governing body members and committee members to have absolute knowledge of all aspects of compliance with every regulatory requirement and standard. The important matter is that they have enough assurance to have confidence to sign the Statement. This means seeing enough evidence, including independent assurance where appropriate, and have confidence in the landlord’s frameworks to oversee performance and its internal control systems.

<sup>1</sup> [SHR - Regulation of Social Housing in Scotland \(Our Framework\)](#)

- 1.4 Within the Framework, the SHR advise that they will carry out their work in the following four broad ways:
- gathering and publishing data in ways that tenants and other stakeholders can use
  - seeking assurance from landlords
  - taking action where they need to
  - thematic activity, to look in depth at specific areas of work
- 1.5 Central to their approach is landlords assuring themselves, their tenants and the SHR through landlord self-assurance.
- 1.6 Each and every Registered Social Landlord and Local Authority is responsible for delivering good outcomes and services for its tenants and service users. The SHR is clear that landlords must be self-aware, analytical, open and honest about their performance and identify and drive improvement activities.
- 1.7 When considering whether to engage with landlords, the SHR will initially consider what they have done to assure themselves that they are meeting regulatory requirements. In line with this requirement, all landlords must prepare an Annual Assurance Statement to confirm to their tenants and the SHR that they are meeting regulatory requirements.

## **2. ANNUAL ASSURANCE STATEMENTS**

- 2.1 Since April 2019, there has been a requirement for all Local Authorities and Registered Social Landlords to submit an Annual Assurance Statement which must be agreed by the relevant Local Authority Committee.
- 2.2 Statements should confirm the landlord's level of compliance with the requirements detailed within the Framework, including:
- all relevant standards and outcomes in the Scottish Social Housing Charter
  - all relevant legislative duties
  - details of any areas of material non-compliance, briefly describing plans to improve, and a timeframe for improvement
  - confirmation that the relevant Local Authority Committee have seen and considered appropriate evidence to support the level of assurance
- 2.3 A signed and unsigned version of the Annual Assurance Statement should then be provided to the SHR, who will then make the unsigned version publically available. There is also a requirement for landlords to ensure the Statement is easily and readily available for tenants.



- 2.4 We can advise that, during 2019/20, Perth and Kinross Housing Service complied with all except one regulatory requirement as set out in Chapter 3 of the Scottish Housing Regulator's Framework. This confirms that we:
- achieve all of the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services.
  - comply with our legal obligations relating to housing and homelessness, equality and human rights, and tenant and resident safety.
- 2.5 The Council did not materially comply with gas safety regulations, as the Housing Service did not complete five of its annual gas safety checks in 2019/20 by the anniversary date. Each year the Housing Service undertakes 6519 gas safety checks.
- 2.6 Four of these were a result of Covid-19 restrictions, where access to properties was not provided by tenants, and the other resulted from the transition period between moving from our old to new term contractor.
- 2.7 National industry guidance was issued in relation to gas safety checks during the Covid19 lockdown period and we have continued to carry out our landlord gas safety checks in line with the industry guidance. The health, safety and wellbeing, along with the wishes of our vulnerable tenants, has continued to be our priority. The need to continue with gas safety checks has been balanced with tenant, contractor and property safety.
- 2.8 Some tenants asked us not to undertake gas safety checks due to health concerns relating to the COVID-19 pandemic. We issued communications to tenants encouraging them to allow engineers access and provided reassurances about the robust safety measures along with risk assessments we have in place to protect our tenants and engineers. This includes screening questions before the date of service, use of appropriate Personal Protective Equipment and asking customers to stay in a separate room during the gas safety check.
- 2.9 All five safety checks were satisfactorily completed as soon as possible following the anniversary date. We continue to review our practices in line with current national industry guidance.

#### **Evidence to Support Assurance 2019/20**

- 2.10 In addition to the requirement to submit the statement to this Committee, reference has also been made to the Annual Assurance Statement within the the Audited Annual Accounts 2019/20 (Report No 20/180).
- 2.11 Our management and democratic structures and processes are designed to facilitate effective decision making, and the proper scrutiny of decisions and their impact, in terms of performance and the achievement of outcomes.

- 2.12 This is supported by a range of planning processes, ensuring we meet the needs of customers, and that targets for quality improvements are set and monitored. Individual Business Management & Improvement Plans set out detailed actions and outcomes for each Service and include performance indicators. This is underpinned by the statutory requirement on local authorities to produce a Local Housing Strategy and provide regular progress updates. This sets out our priorities and plans for the delivery of Scottish Housing Regulator outcomes.
- 2.13 Service performance is reported regularly to the Housing and Environment Senior Management Team, Executive Officer Team and publicly through the Council's themed committees and the Scrutiny committee. Financial performance is publicly reported through the Strategic Policy & Resources Committee.
- 2.14 The evidence required by the SHR forms part of the self-assessment process, which informs in part, the Council's Annual Governance Statement. This is scrutinised and reviewed through the Policy and Governance Group with a final Annual Governance Statement being submitted annually to Scrutiny Committee. Appendix 1 details an overview of information that supports the Annual Assurance Statement.
- 2.15 Committee will recall that on 1 April 2019, the SHR published its plans for engagement for every social landlord across Scotland. Of the 32 Scottish Local Authorities, Perth and Kinross was one of two local authorities where the SHR indicated there was no requirement for any further engagement. No Engagement Plans were produced in 2020 because of the Covid19 pandemic. In accordance with the Regulatory Framework however, SHR will begin publishing updated Engagement Plans at the end of March 2021.

### **Tenant Assurance**

- 2.16 The SHR has indicated that it is the responsibility of Committee to consider and approve the Annual Assurance Statement. There is no requirement for this to be approved by tenants.
- 2.17 The Annual Performance Report, and the gradings within this by the Service User Review and Evaluation (SURE) Team also support our Tenant Assurance Statement. Due to Covid19 restrictions, we are unable to deliver face to face interactive presentations to the SURE Team, which is our preferred method of engagement. Digital connectivity/inclusion has been a barrier to virtual sessions. We have, therefore, communicated hard copy presentations and scheduled teleconferencing sessions, where appropriate, for further discussions and feedback.
- 2.18 Final feedback from the SURE Team is expected by 2 November 2020. A verbal update on this will be provided to Committee. This, together with our sector leading tenant satisfaction results, is expected to provide Committee with the required level of assurance from the tenants who receive and experience the services we deliver.

## **Self-Assessment**

- 2.19 During 2019/20, an exercise was conducted to identify the best model of self-assessment for the Housing Service. The chosen model was developed by Scotland's Housing Network and used by other Local Authorities throughout Scotland. The model is based on thirteen self-assessment frameworks that support performance improvement relative to the outcomes of the Scottish Social Housing Charter.
- 2.20 The Housing Service conducted the Scotland's Housing Network (SHN) self-assessment exercise which forms the basis of the Annual Assurance Statement, on 18 February 2020. An action plan was developed and included:
- development of a housing support performance management framework to inform service improvement
  - analysis of works eligible for right to repair to ensure tenants are more aware of qualifying repairs
  - analysis to be undertaken on the learnings from complaints to inform future service improvements
- 2.21 Following the completion of the Self-Assessment Workshop, feedback was received from SHN who stated that they were confident of Perth and Kinross Council's approach to the exercise and the consequent performance improvements identified. The Annual Assurance Statement is attached as Appendix 2.

## **3. CONCLUSION AND RECOMMENDATIONS**

- 3.1 The Council's Housing Service continues to deliver high levels of service delivery, with strong performance across all areas and ongoing high levels of tenant satisfaction. This is achieved in the context of maintaining our rents at affordable levels as one of the lowest Local Authority rents in Scotland, demonstrating our commitment to delivering a value for money service for our tenants. Throughout the year, Committee has received several key reports providing assurance that we are delivering and exceeding the standards required by the SHR (Appendix 1).
- 3.2 It is recommended that Housing and Communities Committee:
- (i) notes the requirement to submit an Annual Assurance Statement
  - (ii) approves the Annual Assurance Statement as detailed in Appendix 2

**Author**

| <b>Name</b>  | <b>Designation</b> | <b>Contact Details</b>                                                                          |
|--------------|--------------------|-------------------------------------------------------------------------------------------------|
| Clare Mailer | Head of Housing    | <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 – (Housing & Environment) | 30 October 2020 |

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

### 1. Strategic Implications

#### Community Plan

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

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

#### Corporate Plan

1.2 This report and proposals support 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 The Head of Finance has been consulted on this report. There are no financial implications arising from this report.

### Workforce

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

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

- 2.3 There are no land or property 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.
- 3.2 The proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

### 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.

### Legal and Governance

- 3.4 Head of Legal and Governance has been consulted and is supportive of the approach taken in respect of the Annual Assurance Statement.

## **4. Consultation**

### Internal

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

## **5. Communication**

- 5.1 The Annual Assurance Statement will be made publicly available.

**2. BACKGROUND PAPERS**

2.1 None.

**3. APPENDICES**

3.1 Appendix 1 Overview of information that supports the Annual Assurance Statement

3.2 Appendix 2 Annual Assurance Statement.





## Appendix 1

Detailed below is an overview of information to support the Annual Assurance Statement for 2019/20.

- **Housing and Environment Business Management Improvement Plan** – six monthly and annual update reports presented to Housing and Communities Committee (reports 19/133 and 19/298 refer)
- **Service User Review and Evaluation Team**-Scrutiny of the the Housing Services Tenant Management Scheme were noted by Committee 15 May 2019 (Report – 19/144 refers)
- **Annual Performance Report** – the Council is required to publicise to tenants, its performance against the 16 national Scottish Social Housing Charter outcomes. For the last six years our Service User Review and Evaluation (SURE) Team have scrutinised and graded our performance, the overall outcome of which is included within the Annual Performance Report.
- **Tenant and Resident Participation Strategy** - our annual update on progress in implementing our Tenant and Resident Participation Strategy was noted by Committee in August 2019 (report 19/225 refers).
- **Local Housing Strategy 2016-2021** - the 2018/19 annual progress report and revised action plan were noted by Committee on 15 May 2019 (Report 19/143 refers)
- **Gypsy Traveller Strategy 2018-2021** – year 1 progress update was noted by Committee 21 August 2019 (Report 19/227 refers)
- **Annual Update of the Tenant Participation Strategy 2018-2021** was noted by Committee on 21 August 2019 (Report – 19/225 refers)
- **A reviewed and updated Repairs Policy** was noted by Committee on 21 August 2019 (Report – 19/227 refers)
- **The Common Repairs Policy** was noted by Committee 29 January 2020 (Report-20/31 refers)
- **The Strategic Housing Investment Plan** was noted by Committee on 30 October 2019 (Report – 19/301 refers)
- **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** Was noted by Committee 29 January (Report - 20/29 refers)

- **The Rent Arrears and Universal Credit Management Report** was noted by Committee 29 January 2020 (Report – 20/30 refers)
- **The Rechargeable Repairs Policy** was noted by Committee 29 January 2020 (Report – 20/32 refers)
- **The Home First (Rapid Rehousing Transition Plan) Update** was noted by Committee 29 January 2020 (Report – 20/34 refers)



### Our Annual Assurance Statement

We can advise that during 2019/20 Perth and Kinross Housing Service complied with all except one regulatory requirement as set out in Chapter 3 of the Scottish Housing Regulator's Framework. This confirms that we:

- achieve all of the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services.
- comply with our legal obligations relating to housing and homelessness, equality and human rights, and tenant and resident safety.

The Council did not materially comply with gas safety regulations, as the housing service did not complete five of its annual gas safety checks in 2019/20 by the anniversary date. Four of these were a result of Covid-19 restrictions and the other was due to a transition period between two term contractors. All houses with gas now have updated gas safety checks. We are confident that our obligations will be met during this year where it is possible to do so. As Covid-19 restrictions continue we will maintain our safety protocols and work around any tenants that are self-isolating or shielding.

We confirm that we have seen and considered sufficient evidence to give us this assurance.

We approved our Annual Assurance Statement at the meeting of our Housing and Communities Committee on Wednesday, 11 November 2020.

I sign this statement on behalf of the Committee

**Convener's Signature:**

**Date:**



**PERTH AND KINROSS COUNCIL**

**Housing and Communities Committee**

**11 November 2020**

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

**Report by Executive Director (Housing and Environment) (Report No. 20/215)**

This report asks Committee to note progress in implementing the Local Housing Strategy for Perth and Kinross, previously approved at Housing and Health Committee on 25 May 2016. It also seeks approval for the revised Action Plan for 2020/2021 and sets out plans for developing the new Local Housing Strategy beyond 2021.

**1. BACKGROUND / MAIN ISSUES**

- 1.1 The Housing (Scotland) Act 2001 places a statutory requirement on local authorities to produce a Local Housing Strategy and provide regular progress updates. The strategy must set out its priorities and plans for the delivery of housing and housing related services over a five-year period.
- 1.2 The Local Housing Strategy 2016-2021 was approved at Housing and Health Committee on 25 May 2016 (Report No.16/234 refers). The first annual progress update was reported to Housing and Communities Committee on 1 November 2017 (Report No.17/363 refers) with the second annual progress update reported to Housing and Communities Committee on 22 August 2018 (Report No. 18/255 refers) and the third annual progress update reported to Housing and Communities Committee on 15 May 2019 (Report No. 19/143 refers). This report provides the fourth annual progress update in implementing the strategy.
- 1.3 Our Local Housing Strategy was developed through a series of themed workshops to discuss the main issues and agree priorities with key stakeholders. This included local communities and tenants, housing professionals, health and social care partners, specialists in other related disciplines and contractors. Follow on workshops are held annually with partners to review progress and actions in the plan, where necessary.
- 1.4 A Local Housing Strategy Steering Group, comprising of Lead Officers for each of the themes within the Strategy, ensures the contribution of other services towards delivering the key priorities and outcomes within the strategy and in increasing the supply of affordable housing. This group meets quarterly and monitors progress towards the annual targets set in the strategy.

## **2. PROPOSALS**

2.1 The annual progress report for 2019/20 is attached in Appendix 1. The Local Housing Strategy has the following four strategic objectives. Key areas of progress in delivering the outcomes include the following:

### **Supply of Housing and Sustainable Communities**

2.2 Our aim is to deliver more affordable homes and manage existing stock to create homes of the size, type and in the locations where people want to live, with access to suitable services and facilities which encourage community integration.

2.3 During 2019/20, we have:

- exceeded the target of 150 and delivered a total of 215 social housing completions and 35 buy backs across the Perth and Kinross area;
- supported 275 households to move into more suitable accommodation either by transfer or mutual exchange;
- brought 139 vacant properties back into use with 26 of these completions through the Empty Homes Initiative (EHI)

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

### **Housing and Homelessness**

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

2.6 During 2019/20 we have:

- expanded membership of the Common Housing Register (CHR) to include Fairfield Housing Co-operative and Kingdom Housing Association;
- purchased a new product to replace the Housing Options Self-Assessment (HOSA). Development of this new product is underway to produce a tool which improves online housing applications and makes the management of existing applications easier
- continued the successful delivery of Home First which has a considerable impact on outcomes for homeless people and continues to be recognised as sector leading
- undertaken extensive engagement and consultation with our tenants around their priorities and future rent levels
- introduced a suite of measures to help improve tenancy sustainment

- trialled and introduced new measures aimed at making Perth and Kinross a safer place to live

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

### **Independent Living**

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

2.9 During 2019/20 we have:

- undertaken 352 medical adaptations to council homes (95 major and 257 minor), such as the installation of safety rails and ramps and more major property alterations;
- developed an Accommodation Modelling Tool and Framework to ensure the demand for housing for people with support requirements can be linked to the new build programme, vacancy allocation process for specialist provision and the allocation of some Registered Social Landlord (RSL) and Council accommodation;
- developed a new booklet on housing options for older people and for people with support requirement needs that are looking to live independently

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

### **House Condition, Fuel Poverty and Climate Change**

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

2.12 During 2019/20 we have:

- invested over £8.7 million in our housing stock including renewals of windows, doors, kitchens and bathrooms, central heating and energy efficiency improvements;
- continued to deliver our external and internal wall insulation programmes;
- supported a range of local engagement events to promote grant funded initiatives to improve home energy efficiency levels for private owners and landlords

- continued to raise awareness about fuel poverty and work with Scarf to deliver our Home Energy Advice Team (HEAT) service, providing free and impartial energy efficiency advice to households
- 2.13 The impact of these measures ensures that our tenants' homes meet the SHQS and are well maintained. In addition, many owners and private tenants are also benefiting from more energy efficient homes.
- 2.14 While good progress is being made towards delivering our outcomes, several challenges continue. These include:
- the outbreak of Covid-19 prior to the year-end has resulted in delays to many services and research projects. The impact of the pandemic will continue to be felt by many households into the next financial year and beyond;
  - there is a significant challenge faced by all services and communities in tackling and mitigating the impact of poverty. High housing costs and low incomes can be keys driver of poverty, and the pandemic has meant more households are now struggling to pay bills.
  - the geography of the area presents some specific challenges in relation to the availability of land for new housing. This requires a strong focus on collaboration with partners, to develop new housing to meet changing demographics, as 24% of residents are 65 years or older in Perth and Kinross (mid 2019 population estimates). National and local projections indicate a significant increase in our older population over the next 20 years. This will require continued close working with Health and Social Care colleagues to plan to meet these future demands.
- 2.15 We have consulted with professional stakeholders on the key priorities and actions for the strategy in the coming year. All feedback has been reviewed and the new action plan for 2020/2021 is attached in Appendix 1.
- 2.16 We have been involved in discussions with other local authorities, Scottish Government, and internally in relation to the timeline for developing the new 5-year Local Housing Strategy for Perth and Kinross. Due to the significant impacts of the Covid19 pandemic, resulting in the inability to progress full consultation activity and a need to fully assess the impacts of Covid on our future priorities, it is proposed that we delay development of the new strategy for one year to 2022. Further details are included within Appendix 1.

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

- 3.1 Significant outcomes have been achieved throughout 2019/20 in delivering the key outcomes of the Local Housing Strategy. Working collaboratively with all our stakeholders has been key to the delivery of our success. This will be further enhanced as the Service plays its part in the development of the emerging Perth and Kinross Offer.



3.2 It is recommended that the Committee:

- notes the progress made during 2019/20 towards achieving the outcomes set out within the LHS (Appendix 1).
- approves the revised action plan for the implementation of the Local Housing Strategy (Appendix 1).
- approves plans for development of the new Local Housing Strategy to be delayed by one year to allow us to assess the impact of Covid-19 on the local economy and communities and produce a new strategy which responds to these challenges (Appendix 1).

**Author**

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**Approved**

| <b>Name</b>    | <b>Designation</b>                       | <b>Date</b>     |
|----------------|------------------------------------------|-----------------|
| Barbara Renton | Executive Director Housing & Environment | 30 October 2020 |

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

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

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

#### Corporate Plan

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

## **2. Resource Implications**

### Financial

- 2.1 The Head of Finance has been consulted on this report. There are no direct financial implications arising from this report.

### Workforce

- 2.2 There are no workforce implications.

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

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

## **3. Assessments**

### Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.
- 3.2 A report has been prepared using the online integrated appraisal toolkit, available at <http://www.pkc.gov.uk/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 A report has been prepared using the online integrated appraisal toolkit, available at <http://www.pkc.gov.uk/EqIA>.

### Sustainability

- 3.5 Under the provisions of the Local Government in Scotland Act 2003 the Council must 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 A report is has been prepared using the online integrated appraisal toolkit, available at <http://www.pkc.gov.uk/EqIA>.

#### Legal and Governance

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

#### Risk

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

### **4. Consultation**

#### Internal

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

#### External

- 4.2 The following organisations were consulted on the draft LHS for 2016-2021:

- Community Councils
- Community Planning Partnership
- Registered Social Landlords
- Local Estate Agents
- Registered Private Landlords
- Scottish Government
- Neighbouring Local Authorities
- National Parks
- Equalities Groups
- Registered Tenant Organisations
- Perth and Kinross Interested Persons Database
- Housing and Community Care Working Groups
- Homes for Scotland
- Private Landowners and Developers
- Residents of Perth and Kinross
- Other Partners Organisations within the Private, Public, and Third Sector

- 4.3 Internal and external partners were involved in reviewing the priorities and challenges to be addressed by the Strategy in 2019/2020 and an updated Action Plan has been developed.

- 4.4 The Tenant Committee Report Panel were consulted on this report.

## **5. Communication**

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

## **2. BACKGROUND PAPERS**

- 2.1 There are no background papers.

## **3. APPENDICES**

### 3.1 Appendix 1

- Progress Update for 2019/20 on Local Housing Strategy 2016-2021
- Revised Action Plan for 2020/21
- Plans for Development of new Local Housing Strategy





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



**Progress Report 2019/2020 and  
Revised Action Plan 2020/2021  
(including plans for new strategy development)**

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## INTRODUCTION AND NEW STRATEGY DEVELOPMENT

The Housing (Scotland) Act 2001 places a statutory requirement on local authorities to produce a Local Housing Strategy (LHS) which sets out its strategy, priorities and plans for the delivery of housing and related services over a five-year period, as well as a requirement for this strategy to be regularly reviewed.

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

We continue to deliver high-quality housing services, maintaining good performance and tenant satisfaction, while ensuring our rents remain affordable to our tenants. Since the last update of the LHS, we have delivered many achievements including:

- Housing completions across the affordable and private sectors are the highest recorded since 2008 meaning the 5-year housing target by 2021 has already been reached a year earlier than anticipated;
- Our Rent Bond Guarantee Scheme and PKC Lets model continues to be highlighted nationally as an area of good practice;
- Our Home First approach continues to achieve positive outcomes with an increased number of households moving directly into settled accommodation avoiding the stigma, cost, experience and duration of homelessness;
- Through Home First, we have achieved a 19% reduction in the number of people presenting as homeless, when nationally there has been a 4% increase;
- Range of tenancy sustainment measures introduced resulting in improved tenancy sustainment rates;
- Customer satisfaction rates with the repairs service increased by 7.6% to 98.59 % during 2019/20;
- Our SURE team won a National Participation Award from the Tenant Participation Advisory Service for their work;
- Positive feedback was received from families and staff on the new Independent Living Framework;
- Enquiries to our Home Energy Advice Team Service during 2019/20 almost doubled compared with 2018/19 and the number of home visits more than doubled from 124 in 2018/19 to 315 in 2019/20;
- Funding for energy efficiency improvements continued to improve properties across Perth and Kinross.

We undertake a full tenant satisfaction survey once every 2 years. Our tenant satisfaction levels were collated in 2018 and we were due to undertake a new survey in early 2020, however, we were prevented from doing so due to COVID-19 restrictions. We have compared our 2018 performance against the national averages for 2019 and updated our comparative position in the table below:

|                                                                                                               | <b>2017/18 Results</b> | 2016 results | Scottish average 2018/19 | <b>Current Scottish LA rank (2018/19 placing)</b> |
|---------------------------------------------------------------------------------------------------------------|------------------------|--------------|--------------------------|---------------------------------------------------|
| Taking everything into account how satisfied are you with the overall service provided by PKC?                | <b>94.77%</b>          | 85.17%       | <b>L/A 85.7%</b>         | <b>2<sup>nd</sup> * (1<sup>st</sup>)</b>          |
| How good or poor do you feel PKC as landlord is at keeping you informed about services and decisions?         | <b>96.80%</b>          | 82.5%        | <b>L/A 81.4%</b>         | <b>2<sup>nd</sup> (2<sup>nd</sup>)</b>            |
| How satisfied or dissatisfied are you with the opportunities to participate in PKC's decision making process? | <b>98.74%</b>          | 74.4%        | <b>L/A 76.6%</b>         | <b>1<sup>st</sup></b>                             |
| Overall how satisfied are you with the quality of your home?                                                  | <b>95.83%</b>          | 84.65%       | <b>L/A 85.2%</b>         | <b>2<sup>nd</sup>* (1<sup>st</sup>)</b>           |
| Overall how satisfied are you with your landlord's management of the neighbourhood you live in?               | <b>94.57%</b>          | 79.12%       | <b>L/A 84.1%</b>         | <b>2<sup>nd</sup>* (1<sup>st</sup>)</b>           |
| Overall how satisfied are you that your rent represents value for money?                                      | <b>88.18%</b>          | 84.89%       | <b>L/A 82.4%</b>         | <b>7<sup>th</sup> (3<sup>rd</sup>)</b>            |

Although there have been many successes during the year, we have also been presented with new challenges and opportunities, which will be prioritised and considered more fully during 2020/2021. These include:

- the COVID-19 pandemic and the impact this will have on households and tenants across Perth and Kinross;
- challenging climate change targets and how we can raise awareness of the climate change emergency within communities;
- new Energy Efficiency Regulations within the Private Rented Sector;
- Universal Credit;
- addressing poverty and inequality across the area;
- the PK Offer and the need to effectively position the delivery of housing services to support new ways of working and priorities.

## **New Strategy Development Process**

A new strategy covering 2021-2026 was scheduled to be taken to Housing and Communities Committee for approval in May 2021. Development of the new LHS was due to commence in 2020 with a series of consultation events planned for Summer 2020 onwards. These events

would have provided an opportunity for key stakeholders to consider challenges, priorities and outcomes for the new strategy.

The recent outbreak of Covid-19 has had a major impact on the development of the new strategy in several ways:

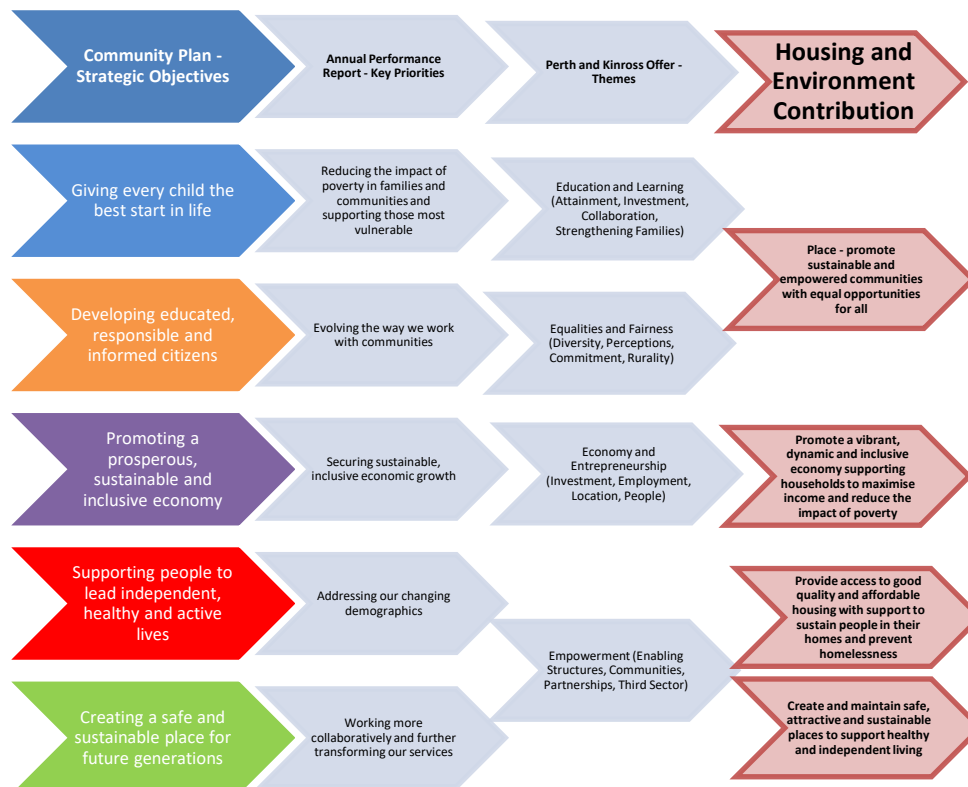
- there have been delays to key surveys such as Housing Needs and Demand Assessment (HNDA), Local House Condition Survey (LHCS) and Tenant Satisfaction Survey as well as national surveys, such as the Census, which all inform the housing strategy;
- we have been unable to plan or carry out engagement events with key stakeholders and local communities to jointly identify and agree priorities for the new strategy;
- we do not yet know the extent of how the virus will impact on the local economy. We need to run economic scenarios as part of the HNDA process, but we also need to produce a strategy which meets the needs of the residents within Perth and Kinross. The priorities and outcomes of the new strategy will potentially change as the full impact of the virus is realised.

Due to the significant impacts of the Covid-19 pandemic resulting in the inability to progress full consultation activity and a need to fully assess the impacts of Covid on our future priorities, it is proposed that we delay development of the new strategy for one year. This will enable us to more fully assess the impact the virus has had on the local economy whilst allowing us more time to carry out the necessary levels of consultation and engagement with stakeholders when restrictions are eased.

In addition, the one-year delay will enable more thorough consideration of key local and national emerging priorities such as the Scottish Government's ambitions for Housing to 2040 and the Perth and Kinross Offer.

# STRATEGIC CONTEXT

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



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

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

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

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

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

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

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



The LHS 2016-2021 identifies four priorities:-

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

Create more affordable homes and manage existing stock to create homes in the size, type and location people want to live with access to suitable services and facilities which encourage community integration. This priority links with the corporate and community priorities of *giving every child the best start in life; and creating a safe and sustainable place for future generations.*

**2. Housing and Homelessness**

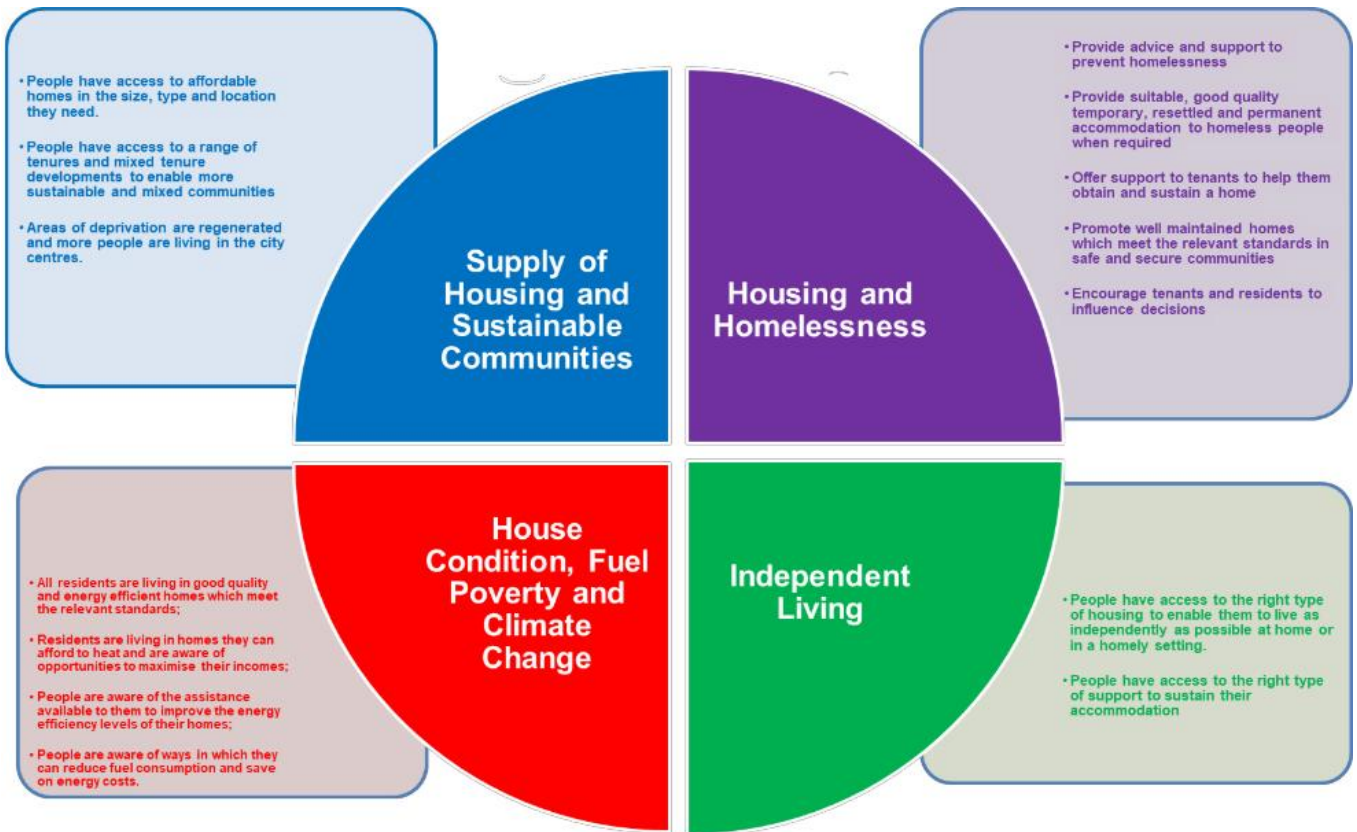
Promote safe and secure communities for residents of Perth & Kinross with access to good quality, affordable accommodation with the necessary support in place to sustain them in their homes and prevent them from becoming homeless. This priority links with the corporate and community priorities of *giving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

**3. Independent Living**

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

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

Support residents of Perth and Kinross to live in warm, dry, energy efficient and low carbon homes which they can afford to heat. This priority links with the corporate and community priorities of *giving every child the best start in life; promoting a prosperous, inclusive and sustainable economy; supporting people to lead independent, healthy and active lives; and creating a safe and sustainable place for future generations.*



## Supply of Housing & Sustainable Communities

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

### What have we achieved?

#### Housing Supply

We continued to work with our partners to support the delivery of the outcomes within the Strategic Housing Investment Plan. We have exceeded our new build target of 550 units by delivering a total of **861 homes**:

- 646 private housing properties;
- 215 social rented houses ;
- Invested just under £21m on affordable housing across the Perth & Kinross area.

Of the 215 social housing completions, 10 were additions to the Council stock and 205 were new Housing Association properties. We also purchased 35 ex-Council properties in high demand areas through our Buyback Scheme during 2019/20.

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

Our design guide developed in 2018/10 was reviewed and updated to incorporate the changing guidance on housing standards for housing support and enhanced care housing. The guide ensures homes in Perth and Kinross are flexible and meet the existing and changing needs of households.

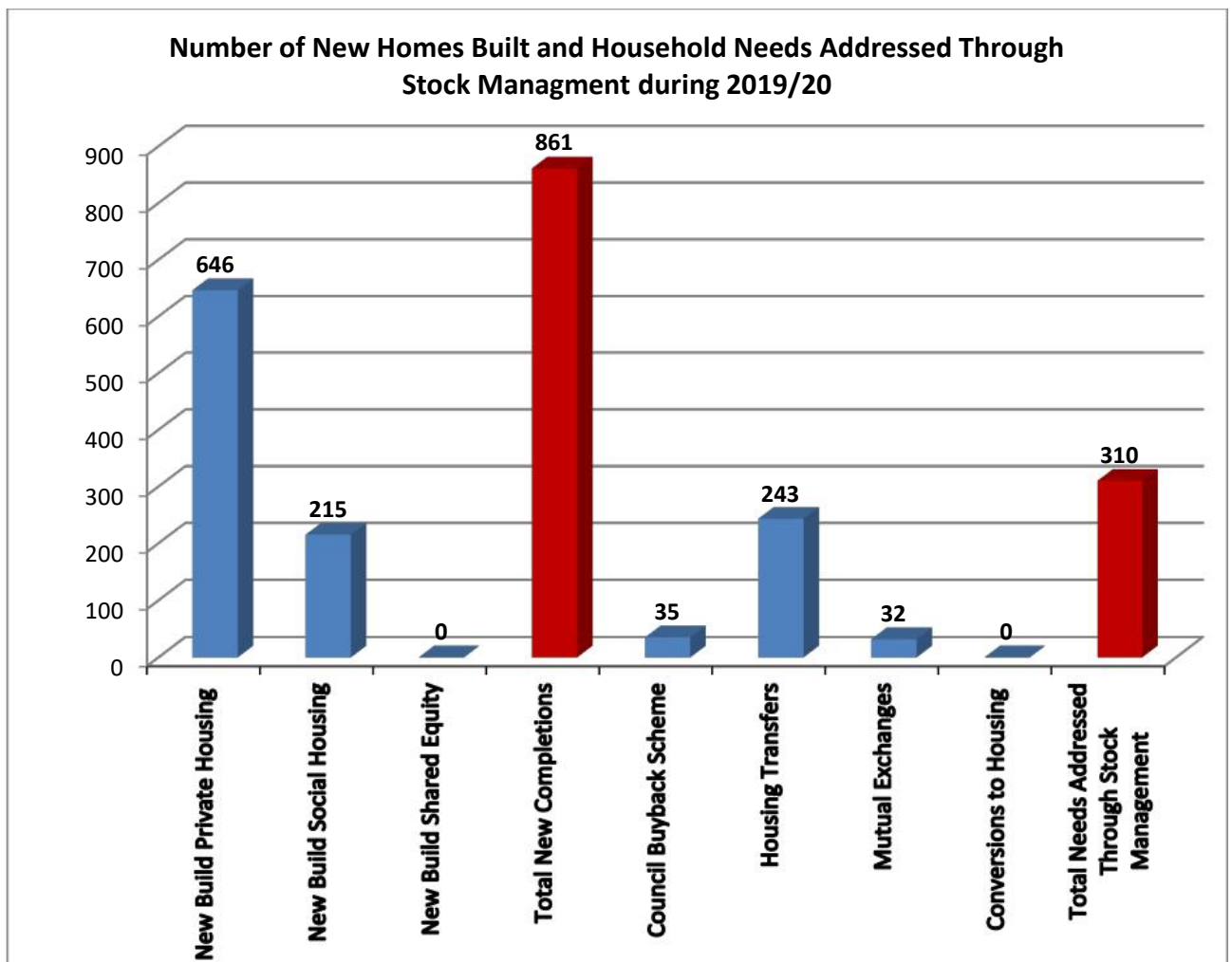
#### New Build Housing – Stanley



##### Quote – Tenant of Stanley New Build

“I really love my new property. It’s light and fresh – and I’m so grateful to have been offered it”.

The level of housing completions during 2019/20 was the highest level of completions since 2008 and means we have now already exceeded our 5-year target of 2,750 homes with a total of **2,761 homes** being built over the first four years of the strategy.



Through our Common Allocations policy, we supported 243 social tenants to move to another property (CHR transfers) and our Mutual Exchange scheme enabled 32 households to successfully swap homes to better meet their housing needs and aspirations.

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

### **Housing Solutions**

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

Social housing continues to be in high demand and the private rented sector has a key role in providing alternative housing options. The proportion of households in Perth and Kinross living in the private rented sector was 19% in 2016. As at 31 March 2020, there were 5,980 private landlords providing 11,045 properties and we regularly organise and host landlord forums in the area.



During 2019/20, we have continued to deliver a range of private sector housing initiatives. We helped a further 160 households access private rented tenancies. This is a reduction compared to the previous year, where we supported 181 households. However, 2019/20 performance was achieved in quite difficult market conditions, due to the impact of universal credit and the introduction of new legislation within the private rented sector, both reducing the number of properties becoming available for rent. However, we did increase the number of properties managed through PKC Lets to 180, compared to 132 in the previous year.

Services have been expanded to include a Landlord Support and Engagement Officer who will help landlords to understand and comply with legislative changes, offer advice on the Repairing Standard and support landlords to maintain relationships with tenants with a view to preventing homelessness. This role will contribute to improving the quality of the private rented sector in Perth and Kinross and provide advice and support to both landlords and tenants, particularly when the moratorium on evictions is lifted in March 2021.

### **Regeneration**

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

Our vacant property team work hard to promote and encourage the occupation of vacant properties in Perth and Kinross which includes providing advice on related grants or loans to help bring properties back into use. During 2019/20, our vacant properties team managed to help bring a total of 139 properties back into use again helping to increase the overall supply of housing in Perth and Kinross.

Our Empty Homes Initiative (EHI) helps provide grants to bring properties in the private sector up to the Repairing Standard. This can allow them to be rented to private tenants through our Rent Bond Guarantee Scheme (RBGS). In 2019/20, 26 properties were brought back into use over the course of the year. This initiative brings much needed housing stock into use while improving the condition of the property.



**RBGS 10<sup>th</sup> Anniversary – flat handover to tenant**



**Perth City Centre – Property brought back into use during 2019/20**

The case study below provides an example of one of these properties.

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

One of the projects during 2019/20 contributed to the regeneration of Perth city centre by converting vacant office space and empty ‘run down’ flats into 13 flats, ranging from studio flats to 2 and 3 bed family accommodation.

The completion of these flats was the result of a cross service approach using a variety of funding sources such as EHI grant, feasibility funding and empty homes loan fund as well as the property owner contributing a significant portion of their own resources to allow the project to progress.

The flats have provided accommodation for a wide range of tenants. A number of those who secured the high-quality accommodation were facing homelessness and would have required temporary accommodation if these flats had not been available. The properties are now managed by PKC Lets resulting in additional income through the management fees.

This project has not only managed to address demand for housing within the city centre, it has also revitalised a high-profile central location.



## Housing and Homelessness

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

## What have we achieved?

### Housing Options

Our Common Housing Register (CHR) provides a single point of access to most of the social housing across Perth and Kinross meaning that customers do not have to complete multiple application forms for each social housing Landlord. Applications are assessed against a common policy which offers prospective tenants a simple and streamlined housing assessment process. During 2019/20, the membership of the CHR expanded to include Fairfield Housing Co-operative and Kingdom Housing Association. This means that the CHR now operates with 5 Landlords – who collectively manage a housing stock of over 11,700 affordable homes for rent.

During 2018/19, a 'light-touch' review was carried out on the Common Allocations Policy with all Partners and the revised Policy was implemented from 1 April 2019. The revised policy includes a new way of selecting areas of choice and provides a greater level of priority for applicants in insecure housing situations.

Our Housing Options Self-Assessment (HOSA) is an online system which supports people to find out about the housing options available to them. By answering questions about household size, tenure and income, the self-assessment provides a personalised summary and action plan with information on how to apply for housing and actions to resolve the applicant's housing situation. The number of customers using HOSA is significantly higher than the number presenting for a housing options interview which suggests that many customers are finding the information and advice they need on the self-assessment tool. Following feedback from users of the system, we are in the process of developing a new online platform which will allow applicants to make and manage their applications online.

We continue to operate a 'no appointment' system, ensuring customers have immediate access to advice and support at the first point of contact when it is needed. On average, we saw 615 customers per month during 2019/20. During the year, 227 enhanced housing options interviews were carried out on average per month. The enhanced housing option interview is where detailed support, advice and assistance is provided by housing options staff to resolve the household's acute housing needs. Around 70% of these interviews were completed in Pullar House by the Housing Options Team with the remainder carried out in other localities or through surgeries, ensuring that customers can access advice in a location that suits them best.

## Home First - Homelessness

A proactive approach to early intervention and prevention through a range of measures including the integrated schools programme, family mediation, our hospital and prison discharge protocols and personalised budgets has led to a **reduction of more than 19%** in the overall number of households presenting as homeless on last year's figure, in the context of a 4% increase in the number of people assessed as homeless nationally. In 2019/20, 758 households presented as homeless, a **reduction from 943** in 2018/19.

The number of families presenting as homeless over the 12-month period reduced by a further 38% from 270 to 167, demonstrating our continued commitment to minimising the impact of homelessness on children.

The number of young, single people presenting as homeless in the 12-month period also reduced significantly from 222 to 159 – a reduction of 28%. This, in the context of an overall reduction in homeless presentations, is due to successful early intervention and prevention work. To further enhance this area, we have commissioned a new specialist support service from the Rock Trust, which was introduced from April 2020, as part of our agreed actions within our Rapid Rehousing Transition Plan (RRTP). Rock Trust will focus on homelessness prevention but will provide a particular emphasis on supporting young people to move into secure accommodation in order to enhance tenancy sustainment.

Of those households who presented as homeless **80%** were assessed as homeless (**79%** in 2018/19). The table below details some key performance outcomes:

| Indicator                                                                    | 2015/16 | 2016/17 | 2017/18 | 2018/19 | 2019/20 |
|------------------------------------------------------------------------------|---------|---------|---------|---------|---------|
| Number of housing options interviews completed                               | 2,027   | 2,435   | 2,438   | 2,705   | 2,733   |
| Number of households presenting as homeless                                  | 898     | 825     | 999     | 943     | 758     |
| Number of families presenting as homeless                                    | 337     | 319     | 306     | 270     | 167     |
| Number of young people presenting as homeless                                | 184     | 151     | 207     | 222     | 159     |
| Number of applicants assessed as homeless                                    | 745     | 706     | 829     | 751     | 604     |
| Number of people who slept rough the night before their homeless application | 39      | 26      | 24      | 16      | 34      |
| Average days in temporary accommodation                                      | 138     | 131.98  | 81.53   | 70.1    | 71      |
| % of allocations to homeless households in permanent settled accommodation   | 55.03   | 60.7    | 56.3    | 51.8    | 42.5    |
| Number of homeless households waiting for a permanent home                   | 537     | 321     | 218     | 63      | 96      |
| Number of Bed and Breakfast placements                                       | 13      | 14      | 14      | 4       | 0       |
| Case duration (days)                                                         | 286     | 213     | 121.25  | 89.25   | 89      |

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

with an average of 89 days from decision to discharge of duty, which was the lowest case duration in Scotland in 2019/20.

On 31 March 2020, we had 73 households in temporary accommodation, compared to 102 in 2018/19 (28% reduction), which is a significant achievement given that nationally there was a 6% increase. For the few households we do place into temporary accommodation, the average length of stay remains low with satisfaction rates for temporary accommodation remaining very high.

The small number of households who are offered temporary accommodation tend to have more complex needs and require a higher level of support, until they feel they are ready to move on.

The number of homeless households waiting for an offer of accommodation was, for a number of years, over 500 households. Home First has enabled us to significantly reduce this backlog, demonstrating that we are responding quickly and immediately when homeless occurs. We currently have only 96 homeless households awaiting an offer.

We have received feedback from people who have used our service through our Support Survey:

- 43% (58 respondents) feel that the service they are provided with is 'Very Good';
- 41% (55 respondents) confirmed that communication with the support staff is also very good;
- 64% (88 respondents) would rate the support that they were given by their Support Officer either 'Very Good' or 'Good'.

*"...doing a great job as it stands..."*

*"I must commend all your housing department staff for all the help and kindness and sincerity you have shown me. Thank you"*

*"...my experience with housing support made me a stronger person thank you"*

*"You have helped me, and I cannot fault what you are doing well done"*

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

Implementation of the plan will continue to support further improvements and the delivery of new initiatives outlined within our RRTP resource plan will be vital to building on our strong starting position. The RRTP is to be reviewed and updated in January 2021.

## **Tenancy Sustainment**

A key priority is to support tenants to sustain their tenancy. Pivotal to this is the provision of the right information and a range of support services. Our approach to tenancy sustainment starts at the point of allocation by ensuring that the property is of suitable size, type and in the right location. We have improved on our tenancy sustainment rates in all areas for 2019/20. This improvement has been achieved due to a range of improvement measures such as a more robust settling in process, increased availability and provision of housing support and enhanced quality assurance procedures around new tenancies. This resulted in **87.94%** of our overall new tenants being able to sustain their tenancies for 12 months or more during 2019/20 compared to **86.2%** in 2018/19.

Of the tenancies which were not sustained, some of these were for positive reasons such as moving in with a partner, securing employment or participating in a mutual exchange or transfer to a CHR partner.

Through our Rapid Rehousing Transition Plan, we implemented a 'Property Ready Fund' to provide properties to homeless people that were ready to occupy and not just ready to let. Basic furnishings and white goods are provided through this fund to enable households to move into a property quickly whilst at the same time making it feel more like a home, increasing the likelihood of the tenancy being sustained. Our performance in relation to tenancy sustainment for those households who had experienced homelessness improved from **82.16%** to **84.18%** during 2019/20.

It is important that we respond early to any difficulties experienced by tenants when they first move into their new home. Providing housing support and dealing with any concerns allows us to establish a good tenant/landlord relationship from the outset. Our target is to contact new tenants within 5 days of them receiving their keys and in 2019/20 we achieved this for **89%** of new tenants, matching our performance in 2018/19.

To mitigate the impact of welfare reform challenges, in April 2018, we introduced our 'Sustaining Tenancies Fund'. This seeks to support tenants in arrears experiencing financial hardship and are at risk of losing their home. Arrears can often arise through no fault of the tenant, for example, zero hours contracts, ill-health and ongoing welfare reform. The fund provides assistance for tenants who are engaging with us and demonstrating a commitment to reducing their arrears. In 2019/20, **246 tenants** were supported through payments towards clearing their outstanding arrears balance. We are aware that many families will have found themselves in financial hardship as a result of the pandemic. In March 2020, we reviewed and enhanced the criteria to ensure that those tenants who were unable to maintain arrangements or even pay their weekly rent are targeted for support. This compares to **145 tenants** supported during 2018/19.

In addition, a 'Think Yes' fund was introduced in April 2020. This involves each locality team having a financial provision framed around the principle of sustaining a tenancy, agreed and delivered at a locality team level. The budget enables frontline staff to respond quickly and effectively to people facing situations which could impact on their ability to sustain their tenancy. This additional funding assists where funding from other sources such as Community Care Grant, Tenancy Sustainment Fund or Personalised Prevention Budget is not applicable. Examples include the provision of white goods, floor coverings, funds to purchase essential household items, funds or travel passes to enable attendance at important appointments, assistance with moving costs, top up gas or electricity meters or a contribution towards initial rent due. The effectiveness and impact of this new fund will be reviewed during 2020/21.

53.25% of our tenants receive support with housing costs. Our Housing Support Officers and Tenancy Support Officers engage with tenants to maximise benefit awareness and uptake. Officers also continue to assist tenants to apply for discretionary housing payments where eligible to do so.

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

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

## Value for Money and Affordability

During 2019/20 we introduced additional opportunities for tenants to be involved in assessing the quality, value and impact of the services they receive.

The Housing Revenue Account Monitoring Group, established in 2018, provides opportunities for tenants to be involved in scrutinising the HRA as outlined in Scottish Government Guidance and the Scottish Social Housing Charter. One of the group's key functions is to ensure that the housing services delivered to tenants represent value for money and are for the exclusive benefit of Council tenants. The work plan and key activities for the year ahead have been determined by tenant representatives.

These actions have enhanced opportunities for tenants to be involved in assessing the value of the services they receive. They also supported them to be involved in a transparent information sharing process and to challenge what their rent money is spent on. It is extremely important that, as a provider of social housing, we ensure that while delivering high quality services to our tenants, our rent levels remain affordable. Our affordability model assesses the impact of proposed rent level options. By using local income information, we can identify the percentage of tenants in Perth and Kinross who would be able to afford our rents without any assistance with their housing costs through either Universal Credit or Housing Benefit.

Housing costs is one of the key drivers of poverty and the approved 3.5% rent increase means that **83%** of residents can afford our rent levels without additional assistance. This compares to **77%** for other social housing providers in the area.

| Size             | PKC Average (20/21) | RSL Average (Estimated 20/21) | PKC Average (19/20) | RSL Average (19/20) |
|------------------|---------------------|-------------------------------|---------------------|---------------------|
| <b>Bedsit</b>    | £48.33              | £70.61                        | £47.51              | £56.33              |
| <b>1 bedroom</b> | £66.50              | £82.02                        | £64.53              | £78.25              |
| <b>2 bedroom</b> | £71.88              | £87.30                        | £69.55              | £82.94              |
| <b>3 bedroom</b> | £80.30              | £95.87                        | £77.70              | £90.51              |
| <b>4 bedroom</b> | £86.95              | £103.66                       | £83.85              | £90.51              |
| <b>Average</b>   | <b>£71.46</b>       | <b>£87.28</b>                 | <b>£69.14</b>       | <b>£82.79</b>       |

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

We continued to use our Strategic Tenant Engagement about Rent Setting (STEARs) approach to consult and engage with our tenants about setting rent levels. This approach was developed in partnership with our tenants over 4 years ago. In the last 2 years, we have further enhanced this approach to offer our tenants a range of potential rent options including details on the impact each of these will have on service delivery and investment in their homes. Our affordability modelling tool also allows us to demonstrate the affordability of each rent option based on local income levels and by household composition. All tenants are provided with a range of opportunities to vote on their preferred level of rent including traditional paper survey, on-line and direct telephone contact with our teams. This year we had an **18%** increase in those tenants participating with 1,251 responses, representing **16% of our total tenant base**.

## Tenant Satisfaction

We appointed the Knowledge Partnership to undertake our tenant satisfaction survey in March 2020 but due to COVID-19 this had to be postponed. We have been in regular contact with the Knowledge Partnership and this work is now scheduled to commence in November 2020, running until February 2021. In addition to the routine satisfaction questions

we also intend to seek feedback from tenants that will enable us to more fully understand and assess how COVID-19 has impacted on them. We will seek to better understand the financial impacts and how the pandemic has affected their health and well-being, their experience of service delivery during the pandemic and how we can deliver services differently and better in the future to continue to meet their needs and priorities.

### **Rent Arrears and Income Maximisation**

During 2019/20 we experienced a small reduction in performance of **0.31%**, for rent collected, which continues to remain below the national average for 2018/19. Tenants have a range of options for paying rent and during 2019/20 we introduced the ability for tenants to check their rent account balance online. In addition, they can also check their household composition details which is particularly important given the new provisions for residency notification in the Housing (Scotland) Act 2014.

Our Gross Rent Arrears improved during the year 19/20, with a reduction of **1.67% to 9.16%** overall, although they continue to remain above the comparative national average for 2018/19. Staff are supported to engage with current tenants to encourage payment arrangements to avoid legal action.

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

Nationally, it is acknowledged that the time needed for frontline housing staff to support tenants with UC can be up to **4 times longer** than a traditional housing benefit claim.

The UC application and ongoing maintenance process is all managed online. The need to support tenants who lack digital skills is key, along with ensuring our staff are equipped with mobile technology to support tenants within their homes.

We continue to monitor the impact of rent arrears through a range of forums and performance is presented to our Housing Management Team, Senior Management Team and Executive Officer Team. We look to align our support services to mitigate the impact of arrears on our HRA and to support our tenants. Considering the current pandemic, we have also forecast projections to the year end for 20/21 on rent arrears levels in Perth and Kinross, anticipating that we are more than likely to suffer a significant increase in arrears levels with potential spikes towards the year end. The additional financial pressures facing households will also form part of our discussions with tenants around rent levels for 2020/21.

Looking ahead into 2020/21, we, like many Local Authorities, anticipate a significant spike in arrears levels. We are benchmarking as part of the Scottish Rent Forum where, in the first 3 months, the in-year increase for Local Authorities in their current arrears levels has been in the most extreme case 75%, with Perth and Kinross sitting at around 38%. As schemes like furlough conclude, and until such time as the exact economic impact of COVID-19 is known, we anticipate this spike to continue.

### **Housing Repairs**

Our focus continues to be completing most repairs using our internal trade team to deliver an efficient and value for money service to our tenants. Our target timescales are agreed with our tenants and our customer satisfaction levels have increased significantly during 2019/20.



There has been a **7.66%** increase in customer satisfaction during the reporting year from 90.93% in 2018/19 to 98.59% in 2019/20. Tenants were consulted and helped develop electronic surveys and this information is collected from tenants on completion of works through our mobile working solution We collated **5,008** responses throughout the year compared with **1,400** during 2018/19. Comments from customers are shared with staff as positive recognition of their work. Any areas of concern raised through the surveys are followed up the next working day by our Repair Centre team. The introduction of this quick and easy way to collate information, combined with comprehensive staff training, shadowing with trades teams call centre staff, the introduction of our new scheduler and online reporting tool and online videos for tenants have helped us to improve our Service.

Our new scheduling system enables us to use one works order for multi-trade jobs and we are looking to further improve our scheduling system this year with an upgrade to our system. This will improve efficiency by further reducing travel time, enabling customers to interact through a new customer interface and monitoring upcoming repairs in real time highlighting risks and enabling action to be taken before problems occur.

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

| Indicator                                             | 2015/16 | 2016/17 | 2017/18 | 2018/19 | 2019/20            | National Average 2018/19 |
|-------------------------------------------------------|---------|---------|---------|---------|--------------------|--------------------------|
| Average calendar days to re-let properties (days)     | 25.2    | 24.05   | 27.81   | 28.42   | 28.40              | 30.5                     |
| Average time to complete emergency repairs (hours)    | 3.74    | 3.78    | 3.57    | 3.54    | 3.04               | 4.0                      |
| Average time to complete non-emergency repairs (days) | 13.26   | 13.42   | 8.59    | 9.17    | 9.28               | 6.4                      |
| Number of reactive repairs completed per property     | 3.27    | 2.94    | 2.78    | 2.63    | No longer reported | 3.4                      |
| % of repairs completed right first time               | 83.53%  | 82.76%  | 91.11%  | 96.51%  | 88.63%             | 92.2%                    |
| % of repairs appointments kept                        | 94.40%  | 97.76%  | 97.94%  | 97.72%  | 97.48%             | 95.5%                    |
| % of properties with gas safety record                | 97.49%  | 100%    | 100%    | 99.95%  | 99.95%*            | 99.8%                    |
| % medical adaptations completed                       | 84.7%   | 77.87%  | 84.53%  | 89.83%  | No longer reported | 84.3%                    |
| Number of households awaiting adaptations             | N/A     | N/A     | N/A     | N/A     | 47                 | N/A                      |
| Average number of days to complete adaptations        | N/A     | N/A     | N/A     | N/A     | 33.32 days         | N/A                      |

**\*Total of 4 gas service missed all as a result of COVID-19**

There has been a slight increase in performance compared with last year. Although the overall number of repairs has reduced, we have seen a year on year increase in voids, due to our successful new build and buy back initiatives to meet our overall aim to increase affordable housing and meet housing need in the area. This results in an increase in the vacancy chain which has placed as placed additional pressure on our trades team which continues to remain static in terms of the available workforce. We have agreed with our tenants an additional budget provision for both responsive repairs and voids in 2020/21, which will allow us to maintain our high performance, recruit two additional posts and operate a revised enhanced voids process for properties requiring significant refurbishment.

During this year, we will be upgrading our scheduling system to Total Mobile – Connect. This scheduler is designed specifically for repairs and drives efficiencies through productivity and reducing travelling time. The quality of our work remains high as is evidenced by the minimal amount of recalls we receive from customers and our high levels of repairs satisfaction performance.

### **Gypsy/Traveller Sites**

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

Our intention was to undertake a new tenant satisfaction survey during March 2020, but this has had to be placed on hold as a result of the pandemic. We have continued to have discussions with the residents on site during 19/20, attended by senior managers within the Housing Service as well as colleagues from Minority Ethnic Carers of People Project (MECOPP) and Education and Children's Services to specifically discuss matters such as access to education.

We have undertaken estate walkabouts with tenants and as a result of feedback have replaced and installed new solar lighting throughout the site at locations agreed with the residents, undertaken several environmental improvements, extended the new fencing section at the front of the site and removed some old fencing on health and safety grounds.

Our intention was to include both our sites in our Local Stock Condition survey to provide an independent assurance of our self-assessment re minimum site standards and to inform our longer-term future planning for the sites. Unfortunately, this was delayed due to COVID-19 restrictions. We are maintaining ongoing contact with our appointed consultants and hope that the work will recommence soon.

Although not linked to satisfaction with the management of sites, we have worked with some of the residents to identify traditional stopping sites throughout Perth and Kinross. This is to help support our agreed participation in the Scottish Government and COSLA's Negotiated Stopping Pilot. We are working closely with colleagues in COSLA and have recently met to agree how we can progress this in Perth and Kinross. Work is ongoing in relation to potential site identification within Phase 1 of the COSLA pilot. Should suitable sites be identified then this would allow us to continue to move to Phase 2 of the pilot entering into Negotiated Stopping Agreements with Gypsy/Travellers from February 2021. It is worthwhile pointing out that in the first instance, we will always assess whether the land on which the encampment is located would be suitable for negotiated stopping.

### **Safe and Secure Communities**

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

During 2019/20, through our environmental improvements programme, we invested £647,000 across Perth and Kinross to improve the safety and appearance of localities. Money was invested into improving boundary/retaining walls which were in a poor state of repair; improving steps on communal footpaths or house entrance paths which were defective and dangerous; introduction of new ramped access; new fencing; and new steps and handrails outside blocks of flats.



### Improvements to boundary/retaining walls and communal steps



### Creation of ramps to assist elderly and people with mobility problems

These improvements were carried out in several areas across Perth and Kinross over the last 12 months including Perth, Crieff, Aberfeldy, Blairgowrie, Methven, Almondbank, Auchterarder, Bridge of Earn, Errol, Scone and Glenfarg. These have made communities safer to live in; more accessible for elderly and disabled members of society; as well as also enhancing the visual appearance of many of these areas.

Every tenant has the right to the peaceful enjoyment of their home without the impact of undue levels of noise and anti-social behaviour. During 2019/20, **94.76%** of anti-social behaviour cases (concerning council properties) were resolved within the local target, which is a **13.76% improvement** on our 2018/19 performance. We continue to work in partnership with our colleagues in the Safer Communities Team to ensure every appropriate option is considered to tackle this.

During 2019/20, our Safer Communities Team tested and obtained a new Noise App which allows residents to help evidence noise levels during the past year. This has proved very popular in identifying action needed to address noise complaints and enable tenants to enjoy their home free from noise and anti-social behaviour. The Safer Communities team have also revised working arrangements to take a more proactive approach to addressing cases where drug use and dealing is impacting on the rest of the community.

A new 'City Operations Project' was set up during the last financial year to replace CCTV cameras in Perth City. New cameras will be installed in several hot spot locations. In March 2020, the Safer Communities Team also hosted a Serious Organised Crime Prevention Seminar for front line professionals. The Seminar focussed on the threat of serious organised crime in Perth and Kinross and what could be done to help contribute to the prevention of this.

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

We continue to offer a range of communication channels and opportunities to participate in our decision-making processes from face to face contact, telephone conversations, emails and social media. We also have dedicated PKC Tenants Facebook and Twitter pages.



At the end of March 2020, we had 729 tenants who had elected to receive information on our services through traditional postal services, 850 via e-mail and 3,550 via text messages. Our social media presence has increased to 2,271 Facebook (from 2,105 at end 2019) and 2,424 twitter followers (up from 2,365 at end 2019).

During 2019/20 we worked hard to support digital inclusion and have commenced working with 50 individual tenants of whom 34 have completed the course. This has led to an increase in our E-Panel members, a group which considers and discusses with us changes to policies or procedures – the panel originally set up during 2018/19 has now risen from 8 to 22 members.



Our Summer and Autumn Tenant Conferences were held in 2019, both of which were well attended. Our Summer Conference focussed on the feedback from the results of our rent setting survey and what our tenants were telling us were their priorities in the year ahead. Tenants also attended workshops led by Home Energy Advice Team on how to save energy and reduce fuel use. There was an open Question and Answer session around anti-social behaviour supported by the Safer Communities Team.

The potential options for rent levels in the year ahead were the focus of our Autumn Conference with an opportunity for tenants to ask our Management Team direct questions during the conference.



Alongside our Community Champions, we introduced a Young Community Champion Award. So many of our tenant families include young volunteers, who either support their communities or make a big difference in what they are doing - from visiting an elderly person to overcome loneliness, to encouraging a group of their peers to take part in community projects. We were proud to have 15 Young Champions from throughout our Localities take part, all aged from 6 to 18 years. Some were able to attend our annual Tenant Conference to receive their awards.



In addition to our Young Champions, 75 local heroes were nominated by our tenants for being a credit to their communities and were presented with their certificates at the Annual Tenant Conference in the summer of 2019. They were recognised for their hard work when undertaking voluntary tasks such as running free transport hubs, for shopping, gardening and mowing the grass for their vulnerable neighbours, charity fundraising, helping other members of their local community, running voluntary sport and youth groups, and encouraging local community involvement in decision-making.

Our Estate Based Initiatives (EBI) Programme is a good example of our partnership approach. Walkabouts including tenants, Elected Members and other Council services take place on an annual basis and tenants can identify and prioritise projects in their localities which they feel will for example improve community safety.

During 2019/20, money from the HRA was used to deliver 69 tenant and resident selected projects on HRA land and buildings that made a difference to the local community. Projects included improved signage in Potterhill Gardens; a community garden development in Perth City; new access paths and new off-street parking to improve safety and overcome derelict land in Birnam, Muthill and Abernethy; improved bin storage; and a bicycle store.



**Estate Based Initiatives – Craigie and Birnam (2019/20)**



We continue to work in partnership with our SURE Team and support them in scrutinising the services we provide. The Team undertook a further 3 scrutiny exercises during 2019/20 in areas of service delivery covering the Scottish Housing Quality Standard (SHQS), Energy Efficiency Standard for Social Housing (EESH) and our Caretaking Team. Their recommendations for how services could be delivered differently or enhanced further will form the basis

of improvements during 2020/21 and beyond. This activity is an integral part of ensuring that we are delivering services that are shaped through the eyes of the individuals who use them.

During 2019/20, our tenants won a national participation award from the Tenant Participation Advisory Service for the activities of the SURE team.

## Independent Living

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

## What have we achieved?

The Health and Social Care Partnerships Strategic Commissioning Plan was updated for 2020–2025 and approved in November 2019. The plan presents the key strategic priorities and outlines the significant challenges that we will face to deliver services that address inequalities, are increasingly preventative and person-centred and which enhance the resilience of citizens and communities, resulting in improved opportunities and outcomes for all. The Housing Contribution Statement is referenced within the Strategic Commissioning Plan and sets out how, through the Local Housing Strategy, housing will support the delivery of the Health and Social Care Partnership priorities.

### Type of Housing

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

Through our new build developments, several homes were designed to facilitate independent living to meet the specific needs of households in the area, for example wet floor showers, wheelchair access, automatic door closers and wet rooms. These properties

have all been built to a high standard with a range of features including assisted bathing facilities, additional bedrooms for carers, lowered or adapted kitchen units and structures to support the installation of hoists should they be required in the future. During 2019/20, 41 new affordable housing units were designed to this standard.



Working with a range of partners, we ensure residents and tenants have access to services to allow their homes to be adapted to meet their medical needs. These adaptations allow people to live at home safely and independently.

During 2019/20:

- 95 Major Adaptations, and 247 minor adaptations to Council housing were undertaken.
- 159 major adaptations were provided to private home owners with financial support from the council through the Care and Repair Scheme.

In 2019/20 the Council approved 200 Major Adaptation grants to private sector households, providing 234 individual major adaptations in their homes, with a works cost of £868k and a grant value of £743k. At the year end 159 of these major adaptations had been completed. The most common adaptations carried out are: level access and wet floor showers; stairlifts; and providing ramped access over 5m long. However there has also been an increasing number of cases where very complex major adaptations have been required to be carried out e.g. the provision of ceiling track hoists and associated internal door and partition works as well as bathroom adaptations, ramp and door entry system. These works all enable vulnerable people to remain in their own homes and communities for as long as possible, thus reducing the need for specialist housing provision until it becomes necessary. In addition, there is a scheme for people who require small ramps (less than 5m long) to loan a ramp, regardless of tenure, to enable them safe and suitable access to their home. In 2019/20 28 such ramps were installed, with 14 in the private sector and 14 for PKC tenants. During the year 3 ramps were recycled from homes where they were no longer required and installed at new addresses.

During 2019/20, the Independent Living Group developed an Accommodation Modelling Tool and Framework to ensure the demand for housing for people with support requirements links into the new build programme, vacancy process for specialist provision and the allocation of some RSL and Council accommodation. This tool and framework has been used to help inform the demand for specialist provision, including housing with varying needs standards. The tool also ensures awareness and understanding of the number of cases of mild to moderate learning disability/autism, complex cases, mental health and cases of physical disability that require specialist housing and/or support both now and within the next 5 years.

We have developed various accommodation models and housing options through our new build programme and through the regeneration of some surplus buildings for people with support requirements. 10 projects have been identified which could provide 44 units of accommodation and 9 units of staff accommodation throughout Perth and Kinross. Most

projects already have clients assigned to the units of accommodation. Unfortunately, all projects were paused due to COVID-19.

We devised and implemented a Design Guide which outlines the various standards and features required within accommodation for people with a range of support requirements. This guide has been used to inform design specifications of some of the above projects ensuring accommodation will be built to meet the needs of clients. By June 2020, there had been a total of 38 downloads of the Accommodation Guide since it was made available in October 2019. Feedback on the guide to date has been positive with families feeling they are more informed of options to start conversations about housing and support, and staff having more information to share to start the process.

We developed and implemented a new pathway to access housing and support along with a single assessment process and multi-agency panel (Independent Living Panel) for the allocation of housing for people with support requirements during 2019/20. This new pathway, single assessment process and panel has provided a streamlined process for people, carers, families and practitioners to access suitable accommodation and support.

The panel has provided an excellent platform for cases to be discussed and for accommodation to be allocated effectively. To date, the Independent Living Panel has met 8 times with attendance being consistent throughout. At July 2020, a total of 63 referrals had been received. Of the 63 referrals, 9 have been closed (either due to rehousing, a return to a previous home or 'other reason'; 5 await an urgent housing solution; 20 require housing currently; 17 require housing in the future and 12 are pending an assessment).

Feedback received from families and staff on the new processes and Panel to date include the following:

*'The new process is clear, concise and much more joined up'.*

*'Communication between workers and various teams has been strengthened'.*

*'There is a greater sense of collective thinking and collective responsibility'.*

*'Families are also now more aware of a multi-agency approach in place, and stronger communication throughout the process'.*

*'It is also apparent that there is now development of a clearer strategic long-term plan – and knowing about the future has made a difference to workers and families who feel more involved in the processes and planning as well as future options providing choice and peace of mind'.*

*'The panel works well for networking and having all relevant contacts together at the same time to provide input and discuss cases which cuts down on workloads.'*

## **Housing Support**

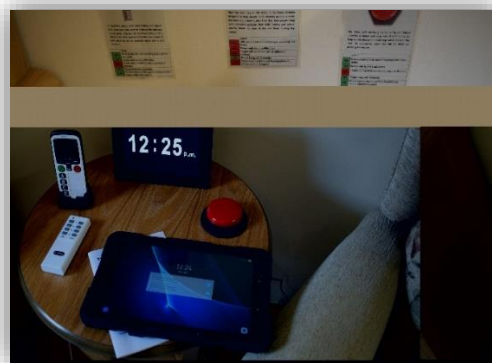
People are living longer and while many are healthy and independent, there are also people who experience ill health or have a range of support and care needs, due to mental health, homelessness, learning disability, age, substance misuse issues etc. They often need additional support to live as independently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

The new single assessment process, with clear linkages to our Contracts and Commissioning Team and the assessment and review of some cases through the



Independent Living Panel, has ensured that people continue to have access to the right support, including Technology Enabled Care.

Information on the type of housing and support available has been reviewed and updated on the Perth and Kinross Council website and a housing options guide has also been developed. This information has enabled people to make informed choices and decisions about their housing and support needs.



### **New booklet for Older People Housing Options and TEC Smart Flat**

Our team of support officers provide support and assistance to tenants within our 91 units of retirement and 108 units of amenity housing. For tenants in retirement housing this includes a daily welfare check and all tenants have access to a range of activities and events, delivered in partnership with a range of services to help tackle isolation and improve their health and wellbeing.

During the pandemic, support officers have continued to offer support and practical help to our 350 older tenants. To support our most vulnerable tenants within our sheltered housing complexes, staff from other teams within the housing service were retasked to the units to ensure that enhanced support and assistance was provided, particularly at this difficult time. Alongside this, welfare checks were also carried out every day, shopping collected for our 'shielded' tenants and staff continue to come up with innovative ways to help reduce social isolation, keep tenants entertained and maintain their health and wellbeing. Activities included charity fundraising walks, fancy dress days and knitting hearts to send to the COVID Assessment Ward at PRI. Our appeal for primary school children to send letters to our sheltered housing tenants was a great success, with almost 100 letters received to help cheer up our residents.

At the end of 2019/20, 337 clients were in receipt of floating housing support services and 3,628 clients were using a community alarm to help them to live independently.

## House Condition, Fuel Poverty and Climate Change

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

## What have we achieved?

### Housing Standards

Scottish Government's Energy Efficient Scotland Route Map sets out long-term targets for the social rented sector, the private rented sector and the owner-occupied sector by 2040. Local authorities are responsible for helping to raise awareness of these standards and help eligible households access any financial assistance to carry out housing improvements through the various energy efficiency programmes. Grant funding supports many of these projects in Perth and Kinross and is key to helping to improve privately owned and privately rented homes. Further information on these measures are detailed later in this chapter.

The Energy Efficiency (Domestic Private Rented Property (Scotland) Regulations 2020) were due to come into force on 1 April 2020 however a decision was made to postpone these regulations as a result of COVID-19. Our Regulatory Services Team and Private Landlord and Private Sector Teams are in regular contact with Private Landlords in Perth and Kinross to respond to any complaints from tenants, carry out spot checks, and help raise awareness of the new regulations.

Currently, Social Landlords in Scotland are required to report on progress on the Scottish Housing Quality Standard (SHQS) and Energy Efficiency Standard for Social Housing (ESSH) to the Scottish Housing Regulator on an annual basis. During 2019/20, a total of 33 properties in Perth and Kinross were brought up to SHQS standard at a cost of £9,402.

The total investment in Capital funded planned renewals and upgrades (including renewals of windows and doors, kitchens and bathrooms, and central heating systems) amounted to **£8,747,000** (full breakdown shown below). This investment programme aims to reduce future potential SHQS failures; maintains the housing stock; and helps tenants live in warmer homes reducing levels of fuel poverty.

This programme of improvements has helped us maintain a high SHQS pass rate of **95.77%** at end March 2020 (compared with the Scottish average for 2018/19 of 94.09%). The reason we are still unable to reach a 100% pass rate is mainly down to secure door entries and the lack of agreement from other owners in the block to progress with the necessary work. There are also a few exemptions where it is not possible to undertake the work required.

The capital investment for each project during 2019/20 was as follows:

| Project                    | Spend 2019/20     |
|----------------------------|-------------------|
| Central Heating Renewal    | £2,973,000        |
| Triple Glazing             | £1,354,000        |
| Controlled Door Entry      | £0                |
| Kitchen Renewal            | £161,000          |
| Bathroom Renewal           | £792,000          |
| External Fabric            | £1,817,000        |
| Energy Efficiency          | £490,000          |
| Multi Storey Flats         | £322,000          |
| Environmental Improvements | £647,000          |
| Fire Precaution Measures   | £191,000          |
| <b>Total</b>               | <b>£8,747,000</b> |

During 2019/20, the following number of **council properties** benefitted through this programme:

| Improvement                                                             | Number of Homes (2019/20)                                                                                                                                             |
|-------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Kitchen Replacements                                                    | 37                                                                                                                                                                    |
| Bathroom Replacements                                                   | 169                                                                                                                                                                   |
| Upgraded Central Heating Systems                                        | 414 (+further 248 through Warm Homes Fund)                                                                                                                            |
| New Triple Glazed Windows and Insulated Exterior Doors                  | 333                                                                                                                                                                   |
| Externally Applied Wall Insulation                                      | 14                                                                                                                                                                    |
| Cavity Wall Insulation Extractions and Re-fills                         | 0                                                                                                                                                                     |
| Internal Wall Insulation                                                | 28                                                                                                                                                                    |
| New Gas Mains Connections                                               | 176                                                                                                                                                                   |
| Renewable Energy Measures such as Air Source Heat Pumps or Solar Panels | 89 Air Sourced Heat Pumps<br>Solar Panels installed in 2 Sheltered Housing Complexes (covering 48 tenancies), 10 new build properties<br>1 Solar Thermal installation |

The levels required to meet EESSH are much higher than the energy part of SHQS and the levels of failure are therefore higher. As a result of the investment in the energy efficiency of our housing stock a significant number of tenants have benefited from a warmer home, lower fuel consumption, lower energy bills and reduced fuel poverty. For 2019/20, **82.3% of the council housing stock** is compliant with the EESSH standard compared to the Scottish Local Authority average of 80.9% (2018/19) and 84.4% average across all social Landlords in 2018/19.

### Fuel Poverty

The Fuel Poverty (Targets, Definition and Strategy) (Scotland) Act was passed by Parliament in June 2019 and received Royal Assent on 18<sup>th</sup> July 2019. The 2019 Act sets out a new definition which aligns fuel poverty more closely with relative income poverty; it introduces new statutory targets for reducing fuel poverty; and it requires Scottish Ministers to produce a comprehensive fuel poverty strategy to show how targets will be met.

The new definition now requires households to meet two criteria to be considered fuel poor:

- after housing costs have been deducted, more than 10% (20% for extreme fuel poverty) of their net income is required to pay for their reasonable fuel needs; and

- after further adjustments are made to deduct childcare costs and any benefits received for a disability or care need, their remaining income is insufficient to maintain an acceptable standard of living, defined as being at least 90% of the UK Minimum Income Standard (MIS).

The new statutory targets set by the 2019 Act are that in 2040:

- No more than 5% of households should be in fuel poverty;
- No more than 1% of households should be in extreme fuel poverty; and
- The median fuel poverty gap of households in fuel poverty is no more than £250 in 2015 prices before adding inflation.

As a result of the new targets, our LHS Action Plan has been updated to ensure that progress is now captured annually in relation to these targets. The updated action plan for 2020/21 can be viewed in the next section.

Fuel poverty statistics are gathered through the Scottish House Condition Survey (local authority tables) or through Local House Condition Surveys. The statistics for Perth and Kinross are recorded in the **table below**. It is important to note that the latest statistics for 2016-2018 have been collected using the best estimate of fuel poverty using the **new fuel poverty definition** so the results cannot be directly compared with previous years where the 'old' definition was applied.

According to the latest data, the percentage of households living in fuel poverty in Perth and Kinross is consistent with the Scottish average of 25%. This percentage is the same as in Glasgow City and Aberdeenshire. 16 Scottish Local Authorities have higher percentages of households in fuel poverty (with the highest being 36% of households in fuel poverty). 13 Scottish Local Authorities have lower percentages of households in fuel poverty (with the lowest being 16% of households).

Perth and Kinross has a very challenging geography. Around 47% of the population of Perth and Kinross live in rural settlements. Many households have no access to the gas grid (which is still the cheapest form of energy) and often properties in rural locations can be older and more difficult to install energy efficiency improvements. Many households might also face additional living costs by living in a rural location such as travelling costs, shopping etc. This can all place additional pressures on the household budgets and the ability to pay energy bills.

In addition, around one third of households within Perth and Kinross are single person households. Single person and single parent households are the two household types expected to see the highest percentage increase of all household types by 2041 (2016 household projections). Lower household incomes and/or increased housing costs can lead to difficulties in being able to heat the home to the recommended heating regimes and can often mean that households may be faced with very difficult decisions of whether to 'heat' or 'eat'. We therefore need to be able to identify these households and offer the help and support they may need which is something we will continue to prioritise in coming years.

| Source                        | Scottish House Condition Survey (SHCS) |                                  |                                  |                                  | Local House Condition Survey (LHCS) |
|-------------------------------|----------------------------------------|----------------------------------|----------------------------------|----------------------------------|-------------------------------------|
|                               | 2013-2015                              | 2014-2016                        | 2015-2017                        | 2016-2018                        |                                     |
| Period                        | 2013-2015                              | 2014-2016                        | 2015-2017                        | 2016-2018                        | 2014/2015                           |
| Scotland (Sample Size)        | <b>34%</b><br>(8,161 Households)       | <b>31%</b><br>(8,286 Households) | <b>27%</b><br>(8,606 Households) | <b>25%</b><br>(8,816 Households) | N/A                                 |
| Perth & Kinross (Sample Size) | <b>37%</b><br>(229 Households)         | <b>32%</b><br>(214 Households)   | <b>30%</b><br>(218 Households)   | <b>25%</b><br>(240 Households)   | <b>22.3%</b><br>(3,811 Households)  |

### Scottish House Condition Survey and Local House Condition Survey Results

One of the biggest challenges we face in addressing fuel poverty is being able to identify households or properties which would benefit from energy advice or energy efficiency improvements. There has therefore been a great deal of work during 2019/20 to raise awareness of fuel poverty and the services (such as our Home Energy Advice Team service delivered by Scarf) which can help households save money on their bills and reduce their carbon footprint. Other steps to reduce fuel poverty include carrying out energy efficiency improvements to properties or referring households to Home Energy Scotland which can check eligibility for the national fuel poverty programme (Warmer Homes Scotland) or other forms of financial assistance which may be available to them. Further information on this work is highlighted below.

We have also been working to develop a new model which can help us assess areas of Perth and Kinross or household groups which would benefit most from energy efficiency improvements and potentially help tackle fuel poverty. This work is still in the early stages, but we are also involved in discussions with other Local Authorities, Arup (Consultants) and Zero Waste Scotland to look at ways in which a standard approach might be developed. This would be instrumental in allowing us to use different data sources to build a profile and help focus the energy efficiency programmes and ensure all the work around fuel poverty, energy efficiency and climate change is aligned.

### Climate Change

In June 2019 Perth and Kinross Council acknowledged its responsibilities, by unanimously passing a Motion which committed the Council to lead by example in accelerating the transformational change required to address the climate emergency declared by the UK and Scottish Governments.

In December 2019 an Interim Climate Emergency Report and Action Plan was taken to Committee (Report No 19/362). This report set out the initial Route Map to meeting the ambitions of the Council Motion as well as highlighting the targets, challenges, and the action the Council is already taking to address climate change. It provides a basis to develop our engagement with Partners and Communities – giving an opportunity for the Council, Partners, and all citizens to play a part in designing and delivering a low carbon and climate resilient Perth and Kinross. Engagement with stakeholders in relation to the climate emergency is expected to commence later in 2020.

Our LHS Action Plan has been updated to reflect the housing actions set out within the Climate Emergency Report and Action Plan and ensure both areas of work are aligned. The updated action plan for 2020/21 can be viewed in the next section.

### **Energy Advice and Assistance**

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

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

A total of 10 awareness sessions were arranged between October 2019 and end February 2020. 147 members of staff from across the council and many external organisations attended these sessions. These sessions enable staff to identify and direct many households living in fuel poverty to the HEAT service before fuel poverty can start to impact on the health and wellbeing of the household.

During 2019/20, many organisations in the public, private and third sectors were contacted by email to offer spaces at the fuel poverty awareness sessions and the sessions were also advertised in the local newspapers during the colder months at the same time as advertising the HEAT service directly to households.

Whilst the pandemic resulted in the latest edition of our Home Energy Guide being delayed, this is now in the final stages and will be published and distributed soon. This guide provides useful information, tips and advice on how to save money on energy bills. By working with partners and local organisations to help identify 'fuel poor' or 'hard to heat' households, the HEAT service saw an increase in the number of enquiries into the service and the number of home visits carried out during the year.

### **Home Energy Advice Team (HEAT)**

During 2019/20, we trialled a new delivery model for the Home Energy Advice Team (HEAT) service which is delivered in Partnership with Scarf. The HEAT service offers home visits to households within the Perth and Kinross area to help them save money on fuel bills and share hints and tips with them on how to reduce their carbon footprint. This service provides free and impartial energy efficiency advice to households across any tenure in Perth and Kinross on areas such as:

- getting the most from heating systems;
- identifying condensation, damp and potential for energy improvements;
- switching fuel supplier or tariff;
- understanding fuel bills;
- advice on tackling fuel debt;
- referring household for energy efficiency improvements (to Home Energy Scotland or for grant funded programmes available in Perth and Kinross).

The move to the new model of delivery meant that we could fund more home visits for households throughout the year and access a bank of energy advisors meaning that service provision would not be interrupted during busier periods. A total of **492 enquiries** to the

service were received during the last financial year and **315 home visits** were carried out. This is almost double the number of enquiries received to the service in 2018/2019 (250 enquiries) and more than double the number of home visits carried out during 2018/2019 (124 home visits).

The home visit can then lead to further referrals to organisations such as Home Energy Scotland (HES) for further details on eligibility for funding or loans; or referral for grant funded schemes available within Perth and Kinross such as Home Energy Efficiency Programmes for Scotland Area Based Schemes (HEEPS-ABS), Energy Company Obligation (ECO), Warm Homes Fund, or Warm Home Discount Industry Initiatives Scheme (WHDii).

In addition to the telephone advice and home visits, the HEAT service attended 11 events during 2019/20 to help raise awareness of the service. This included attendance at Perth foodbank; dementia cafes; local church events; and our tenants conference. In total it is estimated over 350 people were in attendance and these events and managed to hear about the service and how it can assist households within Perth and Kinross.

This service has been extremely important as it helps households across all tenures (including the private sector) reduce their fuel consumption and save on energy costs as well as making eligible households aware of energy efficiency programmes which might help. This, in turn, helps reduce fuel poverty and minimises the carbon footprint thus reducing the impact on the environment.

### **Energy Efficiency Programmes**

There are various energy efficiency programmes available within the Perth and Kinross area which aim to improve energy efficiency levels and help make properties warmer and more affordable to heat.

The Scottish Government's national energy efficiency programme (**Warmer Homes Scotland**) is delivered by Warmworks and referrals for this programme come from Home Energy Scotland (the Scottish Government funded energy advice service). In Perth and Kinross our HEAT service can refer households to Home Energy Scotland who might qualify for the Warmer Homes Scotland programme. The case study below demonstrates how a household in Perth was able to benefit from this programme.

Perth and Kinross also obtained funding through the **Warm Homes Fund** for improvements during 2019/20. This allowed a total of **309** properties to be improved during the year. 248 council properties and 28 private properties had gas central heating installed for the first time; and a total of 30 council and 3 private properties were also able to benefit from Air Sourced Heat Pumps through this funding source.

**HEEPS-ABS** started in 2013/14 and to date Perth and Kinross Council has received a total of £13,530,966 of funding. HEEPS funding can be supplemented with **ECO funding** sourced from energy companies and this has enabled us to successfully carry out external wall insulation works for some homeowners completely free of charge. This work significantly reduces energy bills and the carbon footprint of these households helping enable residents of Perth and Kinross to live in warm, dry, energy efficient and low carbon homes which they can afford to heat.

During 2019/20, work on the HEEPS programme was progressing very well prior to the COVID-19 lockdown. Projects containing both Council (through Capital Investment Programme) and privately-owned properties were completed at High Street Alyth; Macdonald Crescent and Davie Park in Blairgowrie; Ardblair Road, Blairgowrie; Craig Varr and Schiehallion Place Kinloch Rannoch; and High Street, St Catherine's Road, St Johnstouns Buildings, Charles Street, Victoria Street and James Street in Perth.

The final phase of the 2019/20 programme included the installation of external wall insulation to properties in the Moncrieffe area. These properties are particularly difficult and expensive to insulate (costing more than £20,000 per property). We therefore had to work closely with the Scottish Government to combine their **HEEPS Equity Loan Scheme** to provide further assistance for owners. There have been three local authority and one self-funded property completed to date. Overall, a total of 90 properties received internal or external wall insulation as a result of the HEEPS-ABS funding during 2019/20.



**External Wall Insulation - High Street, Alyth**

It was recently announced that Perth and Kinross Council has been awarded over £1.68m to continue the programme of energy efficiency work on local homes. The Home Energy Efficiency Programme for Scotland (HEEPS) award from the Scottish Government for 2020/21 will allow us to carry out work in the following areas:

- Pomarium and Potterhill Flats (external wall insulation)
- Milne, Market and Lickley Court Flats (external wall insulation)
- Moness Avenue/Crescent, Aberfeldy (external wall insulation)
- Glamis Place, Craigie (external wall insulation)
- North Bridge Street Crieff, High Street Kinross (internal wall insulation)
- North Methven Street, Melville Street, Atholl Street, County Place and South Inch Terrace Perth (internal wall insulation)
- Stuart Crescent, Coupar Angus (internal wall insulation)

A further 1,448 properties were able to receive energy efficiency measures through ECO funding during 2019/20.



## Case Study – Warmer Homes Scotland Programme

(Case Study provided by Warmworks who deliver this programme in Scotland)

Mr K, from Perth, was living with a broken heating system and knew that with winter coming, he would need to look for a speedy solution before the cold weather arrived. After looking online, Mr K phoned Home Energy Scotland (HES) who explained all the options available to him and he was referred to Warmworks to see if he was eligible for help under Warmer Homes Scotland.

*“My boiler had basically broken down and it was getting to the stage where I was going to have to replace it, so I thought why not now.”*

Once referred to Warmworks, an initial survey was arranged to see if he was eligible for assistance. This involved looking at relevant documentation and assessing the fabric of his home. At the end of the survey, it was found that Mr K was eligible for a new gas heating system, energy efficient glazed door and loft installation, at no cost to him.

*“They came around and carried out a survey of the house. They said the loft insulation was not good enough because it was low and needed to meet modern standards. They noticed both doors were very old and draughty which was letting in cold air and the boiler was broken so it needed to be replaced.”*

Warmworks then appointed registered sub-contractor, Everwarm, to carry out the work and a technical survey was arranged. The technical survey goes into more detail about the work that will be taking place, including the preparation work that needs to be completed before the work can begin.

*“There were a few different technical people that carried out surveys for the doors and the new heating system. They explained what was going to happen throughout the installation and then told me what was available; all employees showed their ID cards.”*

On the day of the installation, the workmen arrived on time and worked hard to ensure Mr K experienced minimal disruption.

*“The installation was very good; we had three people who came in to complete the loft insulation, new heating system and the doors. Again, each one arrived on time, each one showed their ID card, put in protection for my floors and said what would happen and how long it would take. They also cleaned up after themselves. Everything was then tested and then they gave me the instructions and showed me how to use all the measures, so that was absolutely perfect. A few weeks later, my doors were installed as the manufacturers needed time to make them bespoke for my home, but it was worth the wait. It has made a massive difference since day one.”*

Once the installation was completed, it was inspected and confirmed to have been installed correctly and to the highest standard.

Mr K's home is now more energy efficient with the SAP rating now at 72, which is a huge increase not only in the energy efficiency of his home, but on the warmth he should now experience.

Speaking about his experience of the Warmer Homes Scotland scheme, Mr K said:

*“Absolutely professional, from top to bottom and I would thoroughly recommend it to anyone. What it has done has made my home more secure and I feel the house does not let in any draughts, so when the heat is in, it's around for longer, which means I don't need to switch on the heat. Whereas before the heat would have been on full time and would have been wearing an extra jumper.”*

# HOUSING PRIORITIES FOR 2020/2021

In addition to addressing the impact of the COVID-19 pandemic on households within Perth and Kinross, the following priorities for 2020-2021 are listed below:

## Supply of Housing & Sustainable Communities

- Continue to provide a range of affordable housing options including and encouraging Partners to include mid-market rent and shared equity options as part of their new build programmes;
- Work to develop a self-build strategy;
- Assist in taking forward self-build/ custom build projects to delivery stage;
- Continue to identify and help bring empty properties back into use for housing;
- Work with Private Landlords to raise awareness in relation to new Regulations within the Private Rented Sector.

## Housing and Homelessness

- Continue to deliver Home First model;
- Implementation of the Rapid Rehousing Transition Plan (RRTP);
- Continue to ensure tenancy sustainment remains high and tenants are assisted if they start to experience difficulties;
- Review of Income Maximisation Team;
- Continue to monitor and take mitigating actions in relation to Welfare Reform and Universal Credit, particularly in respect of our tenants and their ability to maximise their income and reduce rent arrears;
- Tenant Survey Updated;
- Continue to work with Partners to ensure Perth and Kinross is a safe place to live.

## Independent Living

- Continue to have oversight of the Independent Living Panel and progress any actions that are required;
- Develop and roll out awareness training on independent living for those with support requirements as part of the ihub - Housing Solutions Change Programme;
- Continue to develop and implement ways for technology enabled care to be offered and/or included within the package of support;
- Continue to develop and progress models of accommodation to meet independent living needs;
- Progress any housing related actions as identified from the Supporting Adults with Complex Care Needs Transformation Programme;
- Develop effective quality assurance measures to chart the effectiveness of systems, processes and communication.

## House Condition, Fuel Poverty and Climate Change

- Continue to develop Local Heat and Energy Efficiency Strategy (LHEES);
- Work to deliver the actions set out within the Climate Emergency Action Plan;
- Continue to identify and provide assistance to households at risk of or living in fuel poverty;
- Continue to raise awareness of fuel poverty and the climate change challenge and signpost households to the Home Energy Advice Team (HEAT) service delivered by Scarf.
- Continue to deliver housing improvements to Council properties through the Capital Investment Programme.

## ACTION PLAN FOR 2020/2021

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

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

We received 29 responses to the consultation on the action plans this year and have revised the plans accordingly considering the feedback, where possible. The following pages set out the action plans for the 4 themes of the strategy for 2020/21.

| <b>Theme 1 – Supply of Housing and Sustainable Communities</b>                                                                                   |                                                                                                                                                                        |                                           |                         |                                                              |                                                                 |
|--------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|-------------------------|--------------------------------------------------------------|-----------------------------------------------------------------|
| <b>Outcome 1 - People have access to affordable homes in the size, type and location they need.</b>                                              |                                                                                                                                                                        |                                           |                         |                                                              |                                                                 |
| <b>No</b>                                                                                                                                        | <b>Measures</b>                                                                                                                                                        | <b>Baseline (2019/20)</b>                 | <b>Target (2020/21)</b> | <b>Timescale</b>                                             | <b>Person(s) Responsible for Update</b>                         |
| 1.1                                                                                                                                              | Number of new affordable housing completions (including shared equity).<br><b>Specialist housing targets included in Section 3</b>                                     | 215 units                                 | 150 units               | March 2021                                                   | Team Leader – Housing Strategy Team                             |
| 1.2                                                                                                                                              | Number of new private housing completions.                                                                                                                             | 646 units                                 | 400 units               | March 2021                                                   | Service Manager – Planning & Housing Strategy                   |
| 1.3                                                                                                                                              | Number of additional social rented housing units through buybacks and conversions                                                                                      | 35 units                                  | 24 units (buybacks)     | March 2021                                                   | Service Manager (Housing)                                       |
| <b>No</b>                                                                                                                                        | <b>Actions</b>                                                                                                                                                         | <b>Start Date</b>                         | <b>Milestone</b>        | <b>Lead</b>                                                  | <b>Person(s) Responsible for Update</b>                         |
| 1.4                                                                                                                                              | Increase the supply of affordable housing in rural areas and prioritise rural areas through the SHIP.                                                                  | April 2020                                | March 2021              | Planning & Housing Strategy Team / RSL's                     | Team Leader – Housing Strategy Team                             |
| <b>Outcome 2 – People have access to a range of tenures and mixed tenure developments to enable more sustainable and mixed communities</b>       |                                                                                                                                                                        |                                           |                         |                                                              |                                                                 |
| <b>No</b>                                                                                                                                        | <b>Actions</b>                                                                                                                                                         | <b>Start Date</b>                         | <b>Milestone</b>        | <b>Lead</b>                                                  | <b>Person(s) Responsible for Update</b>                         |
| 1.5                                                                                                                                              | Develop a self-build strategy                                                                                                                                          | April 2020                                | March 2021              | Planning & Housing Strategy Team                             | Affordable Housing Enabler                                      |
| 1.6                                                                                                                                              | Identify pilot project to take forward self-build /custom-build developments                                                                                           | April 2020                                | March 2021              | Planning & Housing Strategy Team                             | Affordable Housing Enabler                                      |
| 1.7                                                                                                                                              | Support the development of intermediate tenures such as mid-market rent (MMR), shared equity and shared ownership.                                                     | April 2020                                | March 2021              | Planning & Housing Strategy Team / RSL's                     | Team Leader – Housing Strategy Team                             |
| 1.8                                                                                                                                              | Continue engagement with Private Landlords through themed Forums for Private Landlords.                                                                                | April 2020                                | March 2021              | Private Sector Team                                          | Private Sector Co-ordinator                                     |
| 1.9                                                                                                                                              | Work with Landlord Accreditation Scotland to promote training opportunities and other support for Private Landlords                                                    | April 2020                                | March 2021              | Private Sector Team / Licensing Team                         | Private Sector Co-ordinator / Licensing Officer                 |
| 1.10                                                                                                                                             | Review Design Guide to incorporate new legislative developments (e.g. minimum energy efficiency standards and climate change) as well as any implications of covid-19. | April 2020                                | March 2021              | Planning & Housing Strategy Team / Housing Improvements Team | Team Leader – Housing Strategy Team / Service Manager (Housing) |
| <b>Outcome 3 - Areas of deprivation are regenerated and more people are living in the city centres (in line with Perth City Plan 2020-2040).</b> |                                                                                                                                                                        |                                           |                         |                                                              |                                                                 |
| <b>No</b>                                                                                                                                        | <b>Measures</b>                                                                                                                                                        | <b>Baseline (2019/20)</b>                 | <b>Target (2020/21)</b> | <b>Timescale</b>                                             | <b>Person(s) Responsible for Update</b>                         |
| 1.11                                                                                                                                             | Improve city centre/ town centre living as a housing option by bringing empty properties back into use                                                                 | 139 properties                            | 150 properties          | March 2021                                                   | Vacant Property Development Officer                             |
| <b>No</b>                                                                                                                                        | <b>Actions</b>                                                                                                                                                         | <b>Start Date</b>                         | <b>Milestone</b>        | <b>Lead</b>                                                  | <b>Person(s) Responsible for Update</b>                         |
| 1.12                                                                                                                                             | Housing developments contributing towards regeneration of an area are prioritised through the SHIP                                                                     | April 2020                                | March 2021              | Planning & Housing Strategy Team                             | Team Leader – Housing Strategy Team                             |
| 1.13                                                                                                                                             | Support regeneration through bringing empty homes back into use (Number of EHI Completions)                                                                            | April 2020<br><b>(26 EHI Completions)</b> | March 2021              | Private Sector Team/ Housing Improvements Team               | Private Sector Co-ordinator / Care and Repair Co-ordinator      |

## Theme 2 – Housing and Homelessness

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

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

| No  | Measures                                                                           | Baseline (2019/20) | Target (2020/21)               | Timescale                   | Person(s) Responsible for Update                              |
|-----|------------------------------------------------------------------------------------|--------------------|--------------------------------|-----------------------------|---------------------------------------------------------------|
| 2.1 | Number of people presenting as homeless (including young people aged 16-25 years). | 758 households     | Target Setting Not Appropriate | March 2021                  | Team Leader – Specialist Services                             |
| 2.2 | Minimise the homeless case duration – decision to discharge duty.                  | 89 days            | 70 days                        | March 2024                  | Team Leader – Specialist Services                             |
| No  | Actions                                                                            | Start Date         | Milestone                      | Lead                        | Person(s) Responsible for Update                              |
| 2.3 | Implementation of Rapid Rehousing Transition Plan (RRTP)                           | April 2020         | March 2024                     | Specialist Housing Services | Service Manager (Housing) / Team Leader – Specialist Services |

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

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

| No  | Measures                                                                | Baseline (2019/20)                                                                                                                                                                                                          | Target (2020/21)                                                                                                                                     | Timescale  | Person(s) Responsible for Update  |
|-----|-------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-----------------------------------|
| 2.4 | Average length of stay in temporary accommodation.                      | 71 days<br>(SG published data has PKC at 76 days but the reason for the difference is some tenancies have been manually disregarded from the figures – usually long decants that weren't actually homeless temp' tenancies) | 70 days                                                                                                                                              | March 2024 | Team Leader – Specialist Services |
| 2.5 | Number of homeless households waiting for an offer of permanent housing | 96 households                                                                                                                                                                                                               | <b>100 households</b><br>NB - the 100 target here is as per our RRTP target and is a target to be reached by 2024. Our RRTP is due to be reviewed in | March 2024 | Team Leader – Specialist Services |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                     |                      | January 2021. The 100 target is felt to be realistic given the impact of COVID-19 on allocations, our buy-back programme; our new build programme; and a potential increase in homeless presentations. The target of 100 is still a significant achievement and is well below the Scottish average. |                             |                                        |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|----------------------------------------|
| No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Actions                                                                             | Start Date           | Milestone                                                                                                                                                                                                                                                                                           | Lead                        | Person(s) Responsible for Update       |
| 2.6                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Gather information on satisfaction with temporary accommodation through text survey | April 2020           | March 2021                                                                                                                                                                                                                                                                                          | Specialist Housing Services | Team Leader – Specialist Services      |
| <b>Work Area 3 - Managing and Sustaining Tenancies Outcomes:</b> <ul style="list-style-type: none"> <li>Tenants and customers get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the Landlord and by other organisations (Charter 11);</li> <li>Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay (Charter 13);</li> <li>A balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and service users can afford them (Charter 14);</li> <li>Tenants' homes meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and meet the Energy Efficiency Standard for Social Housing (ESSH) by December 2020 (Charter 4);</li> <li>Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done (Charter 5);</li> <li>Our Gypsy/Traveller sites are well maintained and managed and meet the minimum site standards set in Scottish Government Guidance (Charter 16).</li> </ul> |                                                                                     |                      |                                                                                                                                                                                                                                                                                                     |                             |                                        |
| No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Measures                                                                            | Baseline (2019/20)   | Target (2020/21)                                                                                                                                                                                                                                                                                    | Timescale                   | Person(s) Responsible for Update       |
| 2.7                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Overall percentage of new tenancies sustained for more than a year.                 | 87.94%               | 90%                                                                                                                                                                                                                                                                                                 | March 2021                  | Team Leader –North and South Locality  |
| 2.8                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Percentage of new tenancies for 16-25-year olds sustained for more than a year.     | 84.74%               | 85%                                                                                                                                                                                                                                                                                                 | March 2021                  | Team Leader – North and South Locality |
| 2.9                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Percentage of tenancies to homeless households sustained for more than a year       | <b>NEW</b><br>84.19% | <b>85% NB</b> - the SHR definition makes it very difficult to get much higher than 90% and                                                                                                                                                                                                          | <b>March 2021</b>           | Team Leader – North and South Locality |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                |                                  |                                                                                                                         |                         |                                              |
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|                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                |                                  | some of the new improvement measures we are working on will take time to have an impact – reason for target set at 85%. |                         |                                              |
| 2.10                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Percentage of tenants satisfied with overall services provided by their Landlord.                                                                                                                              | 94.77%<br>(2017/18 results)      | Maintain                                                                                                                | March 2021              | Service Manager (Housing)                    |
| 2.11                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Percentage of tenants who feel that the rent for their property represents good value for money.                                                                                                               | 88.18%<br>(2017/18 results)      | Maintain                                                                                                                | March 2021              | Service Manager (Housing)                    |
| 2.12                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Continue to maximise rent collection rates to support a reduction in rent arrears.                                                                                                                             | 98.38%                           | 98.7%                                                                                                                   | March 2021              | Team Leader – Letham and Income Maximisation |
| 2.13                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Introduce our Locality Team “Think Yes” fund to provide practical support to tenants to maximise their opportunity to sustain their tenancy                                                                    | <b>NEW</b><br>April 2020         | March 2021                                                                                                              |                         | Team Leader – North and South Locality       |
| <b>No</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Actions</b>                                                                                                                                                                                                 | <b>Start Date</b>                | <b>Milestone</b>                                                                                                        | <b>Lead</b>             | <b>Person(s) Responsible for Update</b>      |
| 2.14                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Enable eligible tenants to access additional welfare payments such as Discretionary Housing Payments (DHP).                                                                                                    | April 2020                       | March 2021                                                                                                              | Housing Service Manager | Team Leader – Letham and Income Maximisation |
| 2.15                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Continue to monitor and take mitigating actions in relation to Welfare Reform and Universal Credit, particularly in respect of our tenants and their ability to maximise their income and reduce rent arrears. | April 2020                       | <b>March 2021</b>                                                                                                       | Housing Service Manger  | Team Leader – Letham and Income Maximisation |
| 2.16                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Ensure introduction of earlier and more targeted interventions to minimise escalation in rent arrears                                                                                                          | <b>NEW</b><br>April 2020         | March 2021                                                                                                              | Housing Service Manager | Team Leader – Letham and Income Maximisation |
| 2.17                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Review of Income Maximisation Team                                                                                                                                                                             | <b>NEW</b><br>April 2020         | March 2021                                                                                                              | Housing Service Manager | Team Leader – Letham and Income Maximisation |
| <b>Work Area 4 - Safe and Secure Communities Outcomes:</b>                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                |                                  |                                                                                                                         |                         |                                              |
| <ul style="list-style-type: none"> <li>• Tenants are aware of their responsibilities and clear that the Council will intervene where individuals are not fulfilling the terms of their tenancy agreement or creating problems for other tenants and residents.</li> <li>• Tenants and residents live in attractive, well maintained neighbourhoods, which are free from anti-social behaviour and vandalism, where they feel safe (Charter 6).</li> </ul> |                                                                                                                                                                                                                |                                  |                                                                                                                         |                         |                                              |
| <b>No</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Measures</b>                                                                                                                                                                                                | <b>Baseline (2019/20)</b>        | <b>Target (2020/21)</b>                                                                                                 | <b>Timescale</b>        | <b>Person(s) Responsible for Update</b>      |
| 2.18                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Percentage of anti-social behaviour cases resolved (Area Teams – <b>PKC tenants</b> ).                                                                                                                         | 94.76%                           | 95%                                                                                                                     | March 2021              | Team Leader –North and South Locality        |
| 2.19                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Percentage of <b>tenants</b> satisfied with the management of the neighbourhood they live in ( <b>PKC tenants</b> ).                                                                                           | 94.57%<br>(2017/18 results)      | Maintain                                                                                                                | March 2020              | Team Leader –North and South Locality        |
| 2.20                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Percentage of adults rating neighbourhood either 'very good' or 'fairly good' as a place to live ( <b>All Tenure statistics</b> from Scottish Household Survey – LA Tables)                                    | 97.8%<br>(2018 data)             | Maintain                                                                                                                | March 2021              | Planning & Policy Officer                    |
| 2.21                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Percentage of adults rating strength of belonging to immediate neighbourhood as 'very strongly' or 'fairly strongly'                                                                                           | <b>NEW</b><br>80%<br>(2018 data) | Maintain                                                                                                                | March 2021              | Planning & Policy Officer                    |

| 2.22                                                                                                                                                                                                                                                                                                                                                                                                               | Percentage of people saying a problem is very / common in their neighbourhood (All Tenure statistics from Scottish Household Survey – LA Tables)        | <b>NEW</b><br>Vandalism – 5%<br>Groups – 3%<br>Drugs Misuse – 4%<br>Rowdy Behaviour – 4%<br>Noisy Neighbours/regular loud parties – 6%<br>Neighbour disputes – 7%<br>Rubbish/ litter – 25%<br>Animal nuisance – 31%<br>Abandoned/ burnt out vehicles – 0% | Maintain         | March 2021            | Planning & Policy Officer        |
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| No                                                                                                                                                                                                                                                                                                                                                                                                                 | Actions                                                                                                                                                 | Start Date                                                                                                                                                                                                                                                | Milestone        | Lead                  | Person(s) Responsible for Update |
| 2.23                                                                                                                                                                                                                                                                                                                                                                                                               | Work with Partners to tackle impact of drug dealing and drug use within neighbourhoods                                                                  | April 2020                                                                                                                                                                                                                                                | March 2021       | Community Safety Team | Team Leader – Community Safety   |
| 2.24                                                                                                                                                                                                                                                                                                                                                                                                               | Delivery of integrated digital CCTV system in Partnership with Angus Council, Dundee City Council and Police Scotland                                   | <b>NEW</b><br>April 2020                                                                                                                                                                                                                                  | March 2021       | Community Safety Team | Team Leader – Community Safety   |
| 2.25                                                                                                                                                                                                                                                                                                                                                                                                               | Procure and pilot use of Noise App operated by households                                                                                               | <b>NEW</b><br>April 2020                                                                                                                                                                                                                                  | March 2021       | Community Safety Team | Team Leader – Community Safety   |
| 2.26                                                                                                                                                                                                                                                                                                                                                                                                               | Establish new processes for managing risk associated with new prisoner release                                                                          | <b>NEW</b><br>April 2020                                                                                                                                                                                                                                  | March 2021       | Community Safety Team | Team Leader – Community Safety   |
| 2.27                                                                                                                                                                                                                                                                                                                                                                                                               | Provide training and therapeutic activity as part of Westbank Project to encourage people into the workforce and provide community and personal benefit | <b>NEW</b><br>April 2020                                                                                                                                                                                                                                  | March 2021       | Community Safety Team | Team Leader – Community Safety   |
| 2.28                                                                                                                                                                                                                                                                                                                                                                                                               | Continue to promote and support community led road safety activities in conjunction with Partners                                                       | <b>NEW</b><br>April 2020                                                                                                                                                                                                                                  | March 2021       | Community Safety Team | Team Leader – Community Safety   |
| <b>Work Area 5 - Involving and Empowering Our Communities Outcomes:</b>                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                         |                                                                                                                                                                                                                                                           |                  |                       |                                  |
| <ul style="list-style-type: none"> <li>Tenants and other customers find it easy to participate in and influence their Landlord's decisions at a level they feel comfortable with (Charter 3).</li> <li>Tenants get clear information on how rent and other money is spent, including details of any individual items of expenditure above thresholds agreed between Landlords and tenants (Charter 15).</li> </ul> |                                                                                                                                                         |                                                                                                                                                                                                                                                           |                  |                       |                                  |
| No                                                                                                                                                                                                                                                                                                                                                                                                                 | Measures                                                                                                                                                | Baseline (2019/20)                                                                                                                                                                                                                                        | Target (2020/21) | Timescale             | Person(s) Responsible for Update |
| 2.29                                                                                                                                                                                                                                                                                                                                                                                                               | Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.                                      | 96.80%<br>(2017/18 results)                                                                                                                                                                                                                               | Maintain         | March 2021            | Service Manager (Housing)        |
| 2.30                                                                                                                                                                                                                                                                                                                                                                                                               | Percentage of tenants satisfied with the opportunities given to them to participate in their Landlords decision making process.                         | 98.74%<br>(2017/18 results)                                                                                                                                                                                                                               | Maintain         | March 2021            | Service Manager (Housing)        |
| <b>Theme 3 – Independent Living</b>                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                         |                                                                                                                                                                                                                                                           |                  |                       |                                  |
| <b>Outcome 1 - People have access to the right type of housing to enable them to live as independently as possible at home or in a homely setting.</b>                                                                                                                                                                                                                                                             |                                                                                                                                                         |                                                                                                                                                                                                                                                           |                  |                       |                                  |
| No                                                                                                                                                                                                                                                                                                                                                                                                                 | Measures                                                                                                                                                | Baseline (2019/20)                                                                                                                                                                                                                                        | Target (2020/21) | Timescale             | Person(s) Responsible for Update |



|           |                                                                                                                                                                                                                                                                    |                   |                                                          |                                    |                                          |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------------------------------------------------|------------------------------------|------------------------------------------|
| 3.1       | Delivery of new houses built to inclusive and universal design standards                                                                                                                                                                                           | 215 units         | 150 units (all housing units)                            | March 2021                         | Team Leader – Housing Strategy Team      |
| 3.2       | Target for ambulant disabled Housing (of which is wheelchair housing)                                                                                                                                                                                              | 41 units          | 30 units (including 6 fully accessible wheelchair units) | March 2021                         | Team Leader – Housing Strategy Team      |
| <b>No</b> | <b>Actions</b>                                                                                                                                                                                                                                                     | <b>Start Date</b> | <b>Milestone</b>                                         | <b>Lead</b>                        | <b>Person(s) Responsible for Update</b>  |
| 3.3       | Develop and implement online awareness training to support staff with the skills needed to introduce the new processes in facilitating a person who has a particular complex and/or moderate support requirement need to move into appropriate independent living. | NEW<br>April 2020 | March 2021                                               | Health and Social Care Partnership | Service Manager (Housing)                |
| 3.4       | Undertake an external audit of the newly implemented pathways for accessing support and accommodation for people with complex and/or moderate support requirement needs.                                                                                           | NEW<br>April 2020 | March 2021                                               | Health and Social Care Partnership | Service Manager (Housing)                |
| 3.5       | Ensure newly developed Design Guide Checklists are used in discussions to develop and progress models of accommodation to outline the specifications required in meeting independent living needs of those people with support requirement needs.                  | NEW<br>April 2020 | March 2021                                               | Health and Social Care Partnership | Service Manager (Housing)                |
| 3.6       | Implement a pilot with a third sector floating housing support provider to deliver an assertive support model that can support homeless people with multiple and complex needs to move directly into independent tenancies.                                        | NEW<br>April 2020 | March 2021                                               | Health and Social Care Partnership | Service Manager (Policy & Commissioning) |

### Outcome 2 - People have access to the right type of support to sustain their accommodation.

| No   | Measures                                                                                                                                                                                                                              | Baseline (2019/20)                            | Target (2020/21)               | Timescale                          | Person(s) Responsible for Update  |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|--------------------------------|------------------------------------|-----------------------------------|
| 3.7  | Number of Major Adaptations through Care and Repair Scheme                                                                                                                                                                            | 159 adaptations                               | 250 major adaptations per year | March 2021                         | Care and Repair Co-ordinator      |
| 3.8  | Number of Major and Minor Adaptations in Local Authority Housing                                                                                                                                                                      | 95 major adaptations<br>247 minor adaptations | 310 adaptations                | March 2021                         | Service Manager (Housing)         |
| 3.9  | Number of clients receiving floating housing support services                                                                                                                                                                         | 337 clients                                   | No target set                  | March 2021                         | Contracts & Commissioning Officer |
| No   | Actions                                                                                                                                                                                                                               | Start Date                                    | Milestone                      | Lead                               | Person(s) Responsible for Update  |
| 3.10 | Support people to live independently at home through use of community alarms                                                                                                                                                          | April 2020                                    | March 2021                     | Health and Social Care Partnership | TEC Programme Manager             |
| 3.11 | Explore other options for the use of Technology Enabled Care in supported accommodation to enhance a person's independent living                                                                                                      | April 2020                                    | March 2021                     | Health and Social Care Partnership | TEC Programme Manager             |
| 3.12 | Development of an older persons housing, support and care strategy detailing plans for service transformation and remodelling of existing accommodation and the delivery of new models of older persons housing and housing with care | April 2020                                    | March 2021                     | Health and Social Care Partnership | Service Manager (Housing)         |

### Theme 4 – House Condition, Fuel Poverty and Climate Change

#### Outcome 1 - All residents are living in good quality and energy efficient homes which meet the relevant standards

| No   | Measures                                                                                                                                                                                                                                                                                                                                               | Baseline (2019/20)                                                                      | Target (2020/21)                                                            | Timescale                                                             | Person(s) Responsible for Update                                              |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|-----------------------------------------------------------------------|-------------------------------------------------------------------------------|
| 4.1  | Number of properties with improvements carried out through Capital Investment Programme to improve standard and energy efficiency levels in council homes (including Central Heating [C/H], Windows and Doors [W/D], Controlled Door Entry [CDE], Replacement Kitchens and Replacement Bathrooms).                                                     | C/H – 414 + 248 (WHF)<br>W/D– 333<br>CDE – 4 Blocks<br>Kitchens – 37<br>Bathrooms - 169 | C/H – 500<br>W/D – 220<br>CDE – 6 Blocks<br>Kitchens – 16<br>Bathrooms – 16 | March 2021                                                            | Service Manager (Housing)                                                     |
| 4.2  | Percentage of council stock complying with Scottish Housing Quality Standard (SHQS).                                                                                                                                                                                                                                                                   | 95.77% (19/20)                                                                          | Full compliance by April 2015                                               | March 2021<br>(subject to abeyances and exemptions)                   | Service Manager (Housing)                                                     |
| 4.3  | Percentage of council properties achieving Energy Efficiency Standard for Social Housing (ESSH).                                                                                                                                                                                                                                                       | 82.3% (19/20)                                                                           | Full compliance by December 2020                                            | December 2020                                                         | Service Manager (Housing)                                                     |
| 4.4  | Percentage of Council Properties achieving ESSH 2 (EPC B) at year end                                                                                                                                                                                                                                                                                  | 470 houses (19/20) – 6.1%                                                               | Full Compliance by December 2032                                            | December 2032                                                         | Service Manager (Housing)                                                     |
| No   | Actions                                                                                                                                                                                                                                                                                                                                                | Start Date                                                                              | Milestone                                                                   | Lead                                                                  | Person(s) Responsible for Update                                              |
| 4.5  | Increase awareness of Repairing Standard and Tolerable Standard with tenants and Landlords                                                                                                                                                                                                                                                             | April 2020                                                                              | March 2021                                                                  | Private Landlord Team/<br>Regulatory Services/<br>Private Sector Team | Licensing Officer/ Principal Officer (TES)/ Private Sector Co-ordinator       |
| 4.6  | Examine Private Landlord compliance levels with Repairing Standard within Perth and Kinross (number of enquiries/complaints from private sector households regarding housing issues/ number of complaints against private Landlords/ number of complaints resolved/ number of spot checks carried out/ number of spot checks where action is required) | April 2020                                                                              | March 2021                                                                  | Private Landlord Team/<br>Regulatory Services                         | Licensing Officer/ Principal Officer (TES)                                    |
| 4.7  | Assess housing conditions within Private Sector by carrying out Local House Condition Survey                                                                                                                                                                                                                                                           | April 2020                                                                              | March 2021                                                                  | Housing Strategy Team/<br>Improvements Team                           | Team Leader – Housing Strategy/ Service Manager (Housing)                     |
| 4.8  | Explore opportunities across services for Council to create Missing Shares Fund which can fund missing shares then recoup cost from non-paying owner directly (where owners of properties located within communal blocks are either unwilling or unable to pay their share of maintenance or repair costs)                                             | April 2020                                                                              | March 2021                                                                  | Regulatory Services                                                   | Principal Officer (TES)/ EHO                                                  |
| 4.9  | Local Heat and Energy Efficiency Strategy (LHEES) policy development including working with key PKC officers, other Councils, Zero Waste Scotland, and the Scottish Government to inform and consider options for the roll out of LHEES across P&K area and wider links with other key strategies and projects.                                        | April 2020                                                                              | March 2021                                                                  | Planning & Housing Strategy Team                                      | Planning Officers                                                             |
| 4.10 | Continue to develop Design Guide to incorporate minimum standards/expectations                                                                                                                                                                                                                                                                         | <b>NEW</b><br>April 2020                                                                | March 2021                                                                  | Housing Strategy Team                                                 | Service Manager – Planning & Housing Strategy/ Team Leader – Housing Strategy |
| 4.11 | Develop a programme to ensure all existing council houses are brought up to EPC B by 2032                                                                                                                                                                                                                                                              | <b>NEW</b><br><b>April 2020</b>                                                         | December 2032                                                               | Housing Improvements Team                                             | Service Manager (Housing)                                                     |
| 4.12 | Investigate the potential to deliver an exemplar project to potentially Passiv Haus Standard incorporating other sustainability measures including potential avenues for funding.                                                                                                                                                                      | <b>NEW</b><br>April 2020                                                                | March 2021                                                                  | Planning & Housing Strategy Team                                      | Service Manager – Planning & Housing Strategy                                 |
| 4.13 | Work with local Housing Associations to maximise the number of social rented homes achieving EPC B by 2032                                                                                                                                                                                                                                             | <b>NEW</b><br>April 2020                                                                | December 2032                                                               | Planning & Housing Strategy Team                                      | Team Leader – Housing Strategy                                                |

| 4.14                                                                                                                              | Carry out a comprehensive awareness raising programme, giving private landlords notice of impending EPC targets and directing them to the technical advice required, to allow them to upgrade their properties where required.  | <b>NEW</b><br>April 2021                                                                                                                   | March 2022                                                                                                                                                                                                                       | Private Sector Team/<br>Private Landlord Team                | Licensing Manager/ Private Sector Co-ordinator                          |
|-----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|-------------------------------------------------------------------------|
| <b>Outcome 2 - Residents are living in homes they can afford to heat and are aware of opportunities to maximise their incomes</b> |                                                                                                                                                                                                                                 |                                                                                                                                            |                                                                                                                                                                                                                                  |                                                              |                                                                         |
| No                                                                                                                                | Measures                                                                                                                                                                                                                        | Baseline (2019/20)                                                                                                                         | Target (2019/20)                                                                                                                                                                                                                 | Timescale                                                    | Person(s) Responsible for Update                                        |
| 4.15                                                                                                                              | Number of households benefitting from energy efficiency programmes (including HEEPS-ABS/ ECO Funding/ Warm Homes Fund – list programme and council/private households separately when reporting)                                | 79 private<br>320 council<br>ECO Measures – 1,448 homes                                                                                    | 163 (private)<br>173 (council)                                                                                                                                                                                                   | June 2021                                                    | Housing Project Manager                                                 |
| 4.16                                                                                                                              | Number of council properties with new mains gas supplies installed                                                                                                                                                              | 176 homes                                                                                                                                  | 204 homes                                                                                                                                                                                                                        | March 2021                                                   | Housing Project Manager                                                 |
| 4.17                                                                                                                              | Number of council properties with new renewable technology (e.g. solar water heating, air sourced heat pumps, solar photovoltaic panels).                                                                                       | 89 Air Sourced Heat Pumps<br>Solar Panels fitted in 2 Sheltered Housing Complexes, 10 new build properties<br>1 thermal solar installation | 66 homes                                                                                                                                                                                                                         | March 2021                                                   | Housing Project Managers                                                |
| 4.18                                                                                                                              | Number of households assisted to save money on energy bills (from HEAT visits)                                                                                                                                                  | <b>NEW MEASURE</b>                                                                                                                         | No target set – carried out where appropriate                                                                                                                                                                                    | March 2021                                                   | Care and Repair Co-ordinator                                            |
| 4.19                                                                                                                              | Percentage of households living in fuel poverty and fuel poverty gap.<br>(Source: Scottish House Condition Survey)                                                                                                              | <b>NEW</b><br>Fuel Poverty: 25%<br>Extreme Fuel Poverty: 16%<br>Fuel Poverty Gap: £1,070<br><b>(2016-2018 LA Tables – SHCS)</b>            | no more than 5% living in fuel poverty by 2040;<br>no more than 1% living in extreme fuel poverty by 2040;<br>median fuel poverty gap of households in fuel poverty is no more than £250 in 2015 prices before adding inflation. | 2040                                                         | Planning & Policy Officer                                               |
| No                                                                                                                                | Actions                                                                                                                                                                                                                         | Start Date                                                                                                                                 | Milestone                                                                                                                                                                                                                        | Lead                                                         | Person(s) Responsible for Update                                        |
| 4.20                                                                                                                              | Build a profile of properties and areas in which energy efficiency improvements could improve fuel poverty levels.                                                                                                              | April 2020                                                                                                                                 | March 2021                                                                                                                                                                                                                       | Planning & Housing Strategy Team / Housing Improvements Team | Planning Officers/ Planning & Policy Officer/ Project Manager (Housing) |
| 4.21                                                                                                                              | Continue to examine potential of low carbon heating options (ensuring fuel poverty levels are not exacerbated).                                                                                                                 | April 2020                                                                                                                                 | March 2021                                                                                                                                                                                                                       | Planning & Housing Strategy Team                             | Planning Officers                                                       |
| 4.22                                                                                                                              | Develop and test designs of Smart Flexible Energy System which could help reduce energy costs and reduce the carbon footprint as well as having the potential to develop new income streams for the Council from energy storage | April 2020                                                                                                                                 | March 2021                                                                                                                                                                                                                       | Economic Development                                         | Business Development Project Officer                                    |
| <b>Outcome 3 - People are aware of the assistance available to them to improve the energy efficiency levels of their homes</b>    |                                                                                                                                                                                                                                 |                                                                                                                                            |                                                                                                                                                                                                                                  |                                                              |                                                                         |

| No                                                                                                              | Actions                                                                                                                                                                                                                                                                                 | Start Date                       | Milestone                                                                       | Lead                                                                 | Person(s) Responsible for Update                                                |
|-----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|---------------------------------------------------------------------------------|----------------------------------------------------------------------|---------------------------------------------------------------------------------|
| 4.23                                                                                                            | Explore possibility of creating an online module for staff to raise awareness of fuel poverty and the Home Energy Advice Team (HEAT).                                                                                                                                                   | NEW<br>April 2020                | March 2021                                                                      | Housing Strategy Team                                                | Planning & Policy Officer                                                       |
| 4.24                                                                                                            | Provide information for residents and Private Landlords to raise awareness of fuel poverty and the agencies who can help with loans or funding for energy improvements.                                                                                                                 | April 2020                       | March 2021                                                                      | Private Sector Team/<br>Housing Strategy Team /<br>SCARF (HEAT/ HES) | Private Sector Co-ordinator/<br>Planning & Policy Officer                       |
| 4.25                                                                                                            | Investigate use of IoT sensors to remotely monitor the temperature in council homes, CO2 levels, humidity levels and energy usage to ensure homes are well maintained.                                                                                                                  | NEW<br>April 2020                | March 2021                                                                      | Housing Improvements<br>Team                                         | Service Manager (Housing)                                                       |
| 4.26                                                                                                            | Continue to help raise awareness of Partners and other agencies which can help improve energy efficiency within the home.                                                                                                                                                               | NEW<br>April 2020                | March 2021                                                                      | Planning & Housing<br>Strategy Team/ Private<br>Sector Team          | Planning Officers/ Planning &<br>Policy Officer/ Private Sector<br>Co-ordinator |
| 4.27                                                                                                            | a) Develop support for private landlords to work towards the required housing energy standards where there are issues with the co-ordination of multi owners.<br>b) Monitor likely demand and consider options for resourcing this service including charging on a cost recovery basis. | NEW<br>April 2020                | March 2021                                                                      | Licencing Team/ Private<br>Sector Team                               | Licencing Manager/ Private<br>Sector Co-ordinator                               |
| 4.28                                                                                                            | Introduce a programme of home energy efficiency advice, co-designed with partner organisations, the third sector and the public a programme from April 2021.                                                                                                                            | NEW<br>April 2021                | March 2022                                                                      | Planning & Housing<br>Strategy Team                                  | Service Manager – Planning &<br>Housing Strategy                                |
| <b>Outcome 4 - People are aware of ways in which they can reduce fuel consumption and save on energy costs.</b> |                                                                                                                                                                                                                                                                                         |                                  |                                                                                 |                                                                      |                                                                                 |
| No                                                                                                              | Measures                                                                                                                                                                                                                                                                                | Baseline (2019/20)               | Target (2020/21)                                                                | Timescale                                                            | Person(s) Responsible for Update                                                |
| 4.29                                                                                                            | Number of Households assisted through HEAT Service (Number of Enquiries/ Number of Home Visits Carried Out)                                                                                                                                                                             | 492 enquiries<br>315 home visits | 500 Enquiries (All Tenures)<br>390 Home Visits (50% Council/ 50% Other Tenures) | March 2021                                                           | Care & Repair Co-ordinator                                                      |
| No                                                                                                              | Actions                                                                                                                                                                                                                                                                                 | Start Date                       | Milestone                                                                       | Lead                                                                 | Person(s) Responsible for Update                                                |
| 4.30                                                                                                            | Work with SSE to get SMART meters installed into void council properties and council new build properties.                                                                                                                                                                              | April 2020                       | March 2021                                                                      | Housing Improvements<br>Team                                         | Service Manager (Housing)                                                       |
| 4.31                                                                                                            | Create new Energy Efficiency Guide                                                                                                                                                                                                                                                      | April 2020                       | March 2021                                                                      | Housing Improvements<br>Team                                         | Service Manager (Housing)                                                       |
| 4.32                                                                                                            | Develop a comprehensive suite of measures for inclusion in the review of the Local Housing Strategy to assist our tenants contribute to meet the challenges of climate change mitigation                                                                                                | NEW<br>April 2020                | March 2022                                                                      | Planning & Housing<br>Strategy Team                                  | Service Manager - Planning &<br>Housing Strategy                                |