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Council Building
2 High Street
Perth
PH1 5PH

30/08/2021

A meeting of the **Housing and Communities Committee** will be held virtually on **Wednesday, 08 September 2021 at 09:30.**

If you have any queries please contact Committee Services on (01738) 475000 or email Committee@pkc.gov.uk.

BARBARA RENTON
Interim 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 Liz Barrett
Councillor Peter Barrett
Councillor Anne Jarvis
Councillor Ian Massie
Councillor Sheila McCole
Councillor Tom McEwan
Councillor Caroline Shiers
Councillor Frank Smith
Councillor Colin Stewart
Councillor Richard Watters

Housing and Communities Committee

Wednesday, 08 September 2021

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.

PLEASE NOTE THAT ALTHOUGH THE PRE-AGENDA MEETING IS NOT SUBJECT TO THE TERMS OF THE LOCAL GOVERNMENT (SCOTLAND) ACT 1973 IT IS RECOMMENDED THAT THE CONTENTS OF REPORTS AND DISCUSSIONS AT THE MEETING CONSTITUTE INFORMATION WHICH IS EXEMPT IN TERMS OF SCHEDULE 7A TO THAT ACT, AND THEREFORE, YOU SHOULD NOT DISCLOSE TO OR DISCUSS WITH ANY MEMBER OF THE PRESS OR PUBLIC ANYTHING CONTAINED IN REPORTS OR DISCLOSED DURING DISCUSSIONS.

- 1 WELCOME AND APOLOGIES**
- 2 DECLARATIONS OF INTEREST**
- 3 MINUTE OF MEETING OF THE HOUSING AND COMMUNITIES COMMITTEE OF 31 MAY 2021 FOR APPROVAL AND SIGNATURE** **5 - 8**
(copy herewith)
- 4 POLICE AND FIRE REFORM : LOCAL SCRUTINY AND ENGAGEMENT**
 - 4(i) SCOTTISH FIRE AND RESCUE SERVICE QUARTERLY PERFORMANCE REPORT - 1 APRIL 2021 TO 30 JUNE 2021** **9 - 34**
Report by Area Manager, Scottish Fire and Rescue Services (copy herewith 21/152)
 - 4(ii) PERTH AND KINROSS LOCAL POLICING AREA QUARTERLY POLICE REPORT - 1 APRIL 2021 TO 30 JUNE 2021** **35 - 80**
Report by Chief Superintendent, Police Scotland (copy herewith 21/153)
- 5 COMMUNITY PLANNING PARTNERSHIP UPDATE REPORT** **81 - 94**
Report by Head of Culture and Community Services (copy herewith 21/154)

- 6 **ANNUAL UPDATE ON PERTH AND KINROSS LOCAL HOUSING STRATEGY 2016-2021** 95 - 146
Report by Depute Director (Communities) (copy herewith 21/155)
- 7 **ANNUAL ASSURANCE STATEMENT 2020/21 - SCOTTISH HOUSING REGULATOR** 147 - 160
Report by Depute Director (Communities) (copy herewith 21/156)

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HOUSING AND COMMUNITIES COMMITTEE

Minute of meeting of the Housing and Communities Committee held virtually via Microsoft Teams on Monday 31 May 2021 at 9.30am.

Present: Councillors B Brawn, C Ahern, A Bailey, L Barrett, P Barrett, D Illingworth, I Massie, S McCole, T McEwen, C Shiers, C Stewart and R Watters.

In Attendance: B Renton, Executive Director (Communities); C Mailer, Depute Director (Communities), E Ritchie and N Lennon (both Communities); J Pepper, Depute Director (Education and Children's Services); N Rogerson and R Ross (for Item 5 only) (both Education and Children's Services); C Flynn, A Taylor, L Haxton (up to and including Item 6), D Stokoe (for Item 6 only) (all Corporate and Democratic Services).

Also in Attendance: Chief Superintendent A Todd (up to Item 5), Superintendent S Mertes (up to Item 4(iii)), Chief Inspector G Binnie (up to Item 5) and Sergeant G Templar (up to Item 5) (all Police Scotland); Area Manager S Wood and Group Commander E Baird (both up to Item 5) (Scottish Fire and Rescue Service).

Apologies: Councillor A Jarvis.

Councillor Brawn, Convener, Presiding.

The Convener led the discussion on Items 1-4(iii) and 6-8, and the Vice-Convener on Items 4(i) and 4(ii).

Prior to the commencement of business:

(i) **Local Senior Officer Stephen Wood**

The Convener welcomed Local Senior Officer Stephen Wood to his first meeting of the Committee. He also paid tribute to the role and contribution that Local Senior Officer Gordon Pryde had made to the work of the Committee over the last few years and wished him well in his post.

(ii) **Chief Superintendent Andrew Todd**

The Convener paid tribute to the role and contribution made by Chief Superintendent Andrew Todd to the work of the Committee over the last 3 years and wished him well in his retirement.

1. **WELCOME AND APOLOGIES**

The Convener welcomed all those present to the meeting. An apology for absence 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 MEETING OF THE HOUSING AND COMMUNITIES COMMITTEE OF 3 FEBRUARY 2021 FOR APPROVAL AND SIGNATURE

The minute of meeting of the Housing and Communities Committee of 3 February 2021 was submitted, approved as a correct record and authorised for signature.

IN TERMS OF STANDING ORDER 34 THE COMMITTEE AGREED TO VARY THE ORDER OF BUSINESS TO CONSIDER ITEM 4(iii) AT THIS POINT.

4(iii) POLICE SCOTLAND'S CRIMINAL JUSTICE REMODELLING PROGRAMME

The Committee heard and noted a verbal update by Chief Superintendent Todd and Superintendent Mertes on the recent consultation exercise carried out on the custody facility within Perth and the potential reclassification of this facility to a new status.

Chief Superintendent Todd and Superintendent Mertes also answered Members' questions thereon.

SUPERINTENDENT S MERTES LEFT THE MEETING AT THIS POINT.

4(i) FIRE AND RESCUE SERVICE QUARTERLY PERFORMANCE REPORT – 1 JANUARY 2021 TO 31 MARCH 2021

There was submitted a report by Area Manager S Wood, Scottish Fire and Rescue Service (21/65) 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 fourth quarter, 1 January to 31 March 2021.

Area Manager Wood and Group Commander Baird 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 January to 31 March 2021, be noted.

4(ii) PERTH AND KINROSS LOCAL POLICING AREA POLICE REPORT – 1 JANUARY 2021 TO 31 MARCH 2021

There was submitted a report by Chief Superintendent A Todd, Police Scotland 'D' Division (Tayside) (21/66) 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 fourth quarter, 1 January to 31 March 2021.

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 January to 31 March 2021, be noted.

CHIEF SUPERINTENDENT A TODD, CHIEF INSPECTOR G BINNIE, INSPECTOR G TEMPLAR, AREA MANAGER S WOOD AND GROUP COMMANDER E BAIRD ALL LEFT THE MEETING AT THIS POINT.

N ROGERSON AND R ROSS JOINED THE MEETING AT THIS POINT.

5. COMMUNITY PAYBACK ORDERS ANNUAL REPORT 2019-20

There was submitted a report by the Depute Director (Education and Children's Services) and Chief Social Work Officer (21/67) providing an update for the period 2019-20 on the operation of Community Payback Orders in Perth and Kinross.

Resolved:

- (i) The work undertaken by the Public Protection and Unpaid Work Teams in respect of Community Payback Orders in Perth and Kinross for the year 2019-2020, be noted.
- (ii) The Chief Social Work Officer bring forward a report regarding the activity and performance of Community Payback Orders for 2020/21 setting out the impact of Covid-19 restrictions.

J PEPPER, N ROGERSON AND R ROSS LEFT THE MEETING AT THIS POINT.

D STOKOE JOINED THE MEETING AT THIS POINT.

6. COMMUNITY PLANNING PARTNERSHIP UPDATE

There was submitted and noted a report by the Depute Director (Communities) (21/68) providing an update on progress with Community Planning priorities since the last update on 3 February 2021.

D STOKOE AND L HAXTON LEFT THE MEETING AT THIS POINT.

THERE FOLLOWED A TEN-MINUTE RECESS, THE COMMITTEE RECONVENED AT 11.30AM.

7. HOUSING CONTRIBUTION STATEMENT

There was submitted a report by the Executive Director (Communities) (21/69) providing an update on (1) the contribution housing is making to delivering

the Health and Social Care priorities within the Strategic Commissioning Plan; and (2) the achievements delivered, their impact on people's outcomes and an overview of some of the challenges and next steps.

Resolved:

- (i) The contribution the Housing Service has made to the implementation of the Perth and Kinross Health and Social Care Strategic Commissioning Plan 2020-2025, be noted.
- (ii) The proposal to integrate the contribution housing makes toward the delivery of the strategic aims within the revised Health and Social Care Partnership Strategic Commissioning Plan be approved.

B RENTON LEFT THE MEETING DURING THE ABOVE ITEM.

8. MISSING SHARES SCHEME

There was submitted a report by the Depute Director (Communities) (21/70) seeking approval to assist communal building repair works through a 'Missing Shares' scheme.

Resolved:

- (i) The implementation of a 'Missing Shares' Scheme to be operated by Regulatory Services, for a trial period, initially for two years, be approved.
- (ii) It be noted that Report 21/70 will be submitted to the next meeting of the Strategic Policy and Resources Committee on 2 June 2021 for further consideration.

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

**8 SEPTEMBER 2021**

**Report by Area Manager Stephen Wood, Local Senior Officer, Scottish Fire  
and Rescue Service  
(Report No. 21/152)**

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

**1 APRIL TO 30 JUNE 2021**

**Abstract**

The Reports contain performance information relating to the First quarter (April – June) of 2021-22 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 2020-23 was approved by the Housing and Communities Committee on the 2<sup>nd</sup> of December 2020.
- 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 Stephen Wood**  
**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**  
FIRE AND RESCUE SERVICE  
Working together for a safer Scotland

**Quarter One: 2021/22**

**Working together  
for a safer Scotland**



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

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

Because all statistics quoted are provisional there may be slight 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 one (21/22) 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 2 December 2020, covering a three-year period. 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 one 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/>Accident Dwelling Fires (ADF)</p>  <p>Q1 – 30 Incidents<br/>YTD – 30 Incidents<br/>Annual Target – 104 Incidents</p>           | <p><b>HI 2</b><br/>ADF Fatal Casualties</p>  <p>Q1 – 0<br/>YTD – 0<br/>Annual Target – 0</p>                                       | <p><b>HI 3</b><br/>ADF Non-Fatal Casualties</p>  <p>Q1 – 3<br/>YTD – 3<br/>Annual Target – 18</p>                                      |
| <p><b>HI 4</b><br/>Non-domestic Building fires</p>  <p>Q1 – 8 Incidents<br/>YTD – 8 Incidents<br/>Annual Target – 53 Incidents</p>                | <p><b>HI 5</b><br/>Fatal Casualties in Non-Domestic Building Fires</p>  <p>Q1 – 0<br/>YTD – 0<br/>Annual Target – 0</p>            | <p><b>HI 6</b><br/>Non-Fatal Casualties in Non-Domestic Building Fires</p>  <p>Q1 – 0<br/>YTD – 0<br/>Annual Target – 6</p>            |
| <p><b>HI 7</b><br/>Road Traffic Collision (RTC) Incidents</p>  <p>Q1 – 11 Incidents<br/>YTD – 11 Incidents<br/>Annual Target – 83 Incidents</p> | <p><b>HI 8</b><br/>Fatal RTC Casualties</p>  <p>Q1 – 0<br/>YTD – 0<br/>Annual Target – 4</p>                                     | <p><b>HI 9</b><br/>Non-Fatal RTC Casualties</p>  <p>Q1 – 6<br/>YTD – 6<br/>Annual Target – 70</p>                                    |
| <p><b>HI 10</b><br/>Unwanted Fire Alarm Signals</p>  <p>Q1 – 128 Incidents<br/>YTD – 128 Incidents<br/>Annual Target – 528 Incidents</p>        | <p><b>HI 11</b><br/>Deliberate Primary Fires</p>  <p>Q1 – 8 Incidents<br/>YTD – 8 Incidents<br/>Annual Target – 29 Incidents</p> | <p><b>HI 12</b><br/>Deliberate Secondary Fires</p>  <p>Q1 – 45 Incidents<br/>YTD – 45 Incidents<br/>Annual Target – 80 Incidents</p> |

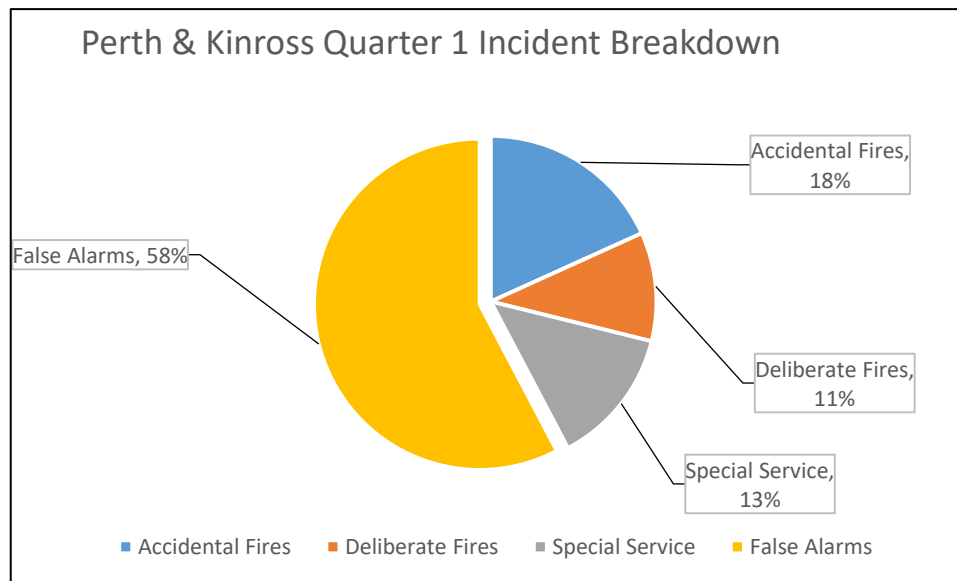
### Year-to-Date Legend

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



## PERFORMANCE HIGHLIGHTS

During Quarter one (April -June) the SRFs attended a total of 499 incidents across Perth & Kinross.

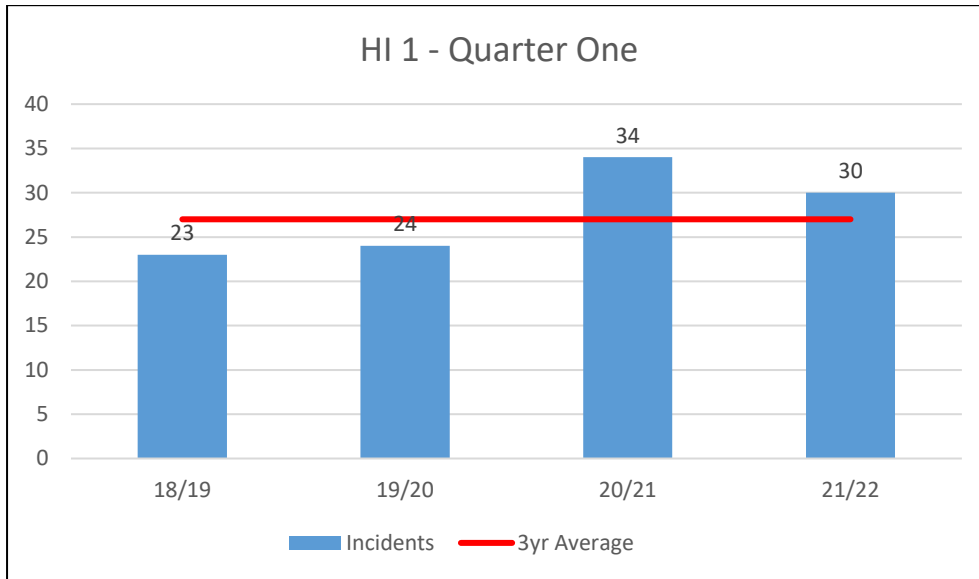


Of the 12 headline indicators and targets, the following performance should be noted for Quarter one 21/22:

- The number of **Accidental Dwelling Fires (ADF's)** has increased slightly compared to average figures reported throughout 20/21 where we were reporting the lowest YTD number of ADFs in the last three years. The performance during quarter one is however lower than last year (Q1). This will be monitored closely going forward.
- There were no **ADF Fatal Casualties**
- The number of **ADF Non-fatal Casualties** (3) is equal to the three year average.
- The number of **Non-Domestic Building fires** (6) is reflecting a decrease for this quarter, last quarter and three-year average which is (12). There were no fatal casualties and no non-fatal casualties reported for quarter three in non-domestic building fires.
- The number of **Road Traffic Collisions** for quarter one is reflecting a decrease against the three-year average for this quarter (11 against 17). 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 six. 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 during Q1 is similar to the three year average 128 against 124. Of the 288 false alarms reported during this period, 76% were unwanted fire alarm signals- UFAS.
- The number of **Deliberate Primary Fires** is currently equal against the average, eight incidents against an average of eight. YTD we are slightly above expected numbers. The number of **Deliberate Secondary Fires** is reporting an increase for quarter 1. There were 45 incidents against a three-year average of 29. YTD we are above expected numbers also.

# PRIORITY 1 - IMPROVING FIRE SAFETY IN THE HOME

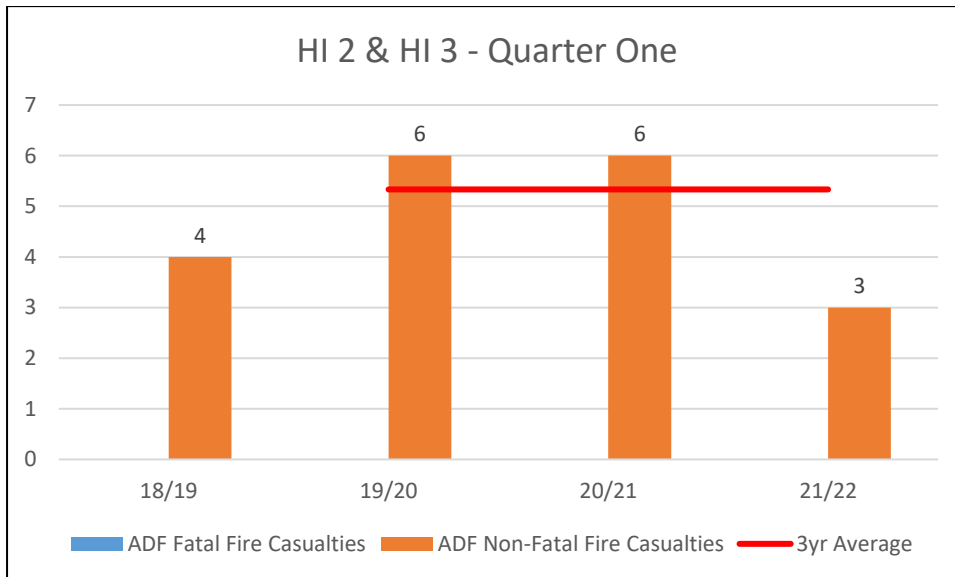
## HI 1 – Accidental Dwelling Fires (ADF)



**Table 1: Year to Date (April - June) Performance**

|                  | 18/19 | 19/20 | 20/21 | 21/22     | Annual Target |
|------------------|-------|-------|-------|-----------|---------------|
| <b>H1: ADF's</b> | 23    | 24    | 34    | <b>30</b> | 104           |

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



**Table 2: Year to Date(April-June) Performance**

|                                     | 18/19 | 19/20 | 20/21 | 21/22    | Annual Target |
|-------------------------------------|-------|-------|-------|----------|---------------|
| <b>H2: ADF Fatal Casualties</b>     | 0     | 1     | 0     | <b>0</b> | 0             |
| <b>H3: ADF Non-Fatal Casualties</b> | 4     | 6     | 6     | <b>3</b> | 18            |

### **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 104**, 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 18**, 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 30 ADF's reported during quarter one which reflects a decrease on number of fires for the same quarter last year which was 34, however the three-year average (27) has been exceeded slightly. The fire damage in 12 incidents was reported as low level with 15 incidents medium and three as high. Of the 30 fires, 17 had previously been fitted with smoke detection, of which 14 operated and gave early warning to the occupiers. The total number of ADF's in general continues to decrease in the long term and we are reporting the equal lowest number of fires for the last five years. Due to the increase above average this quarter we will be monitoring the situation closely. We are therefore showing **Red** for not achieving the HI target.

There was no ADF Fatal Casualties during quarter one. We are therefore showing **Green** for achieving the HI 2 annual target. There were three ADF Non-Fatal Casualties during quarter one, one received a precautionary check-up, the other received first aid on scene and the last causality required hospital treatment with minor injuries. Oxygen was administered on two occasions. We are showing **Green** 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 regarding unintentional harm.

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

### HI 4 - Non-Domestic Building Fires

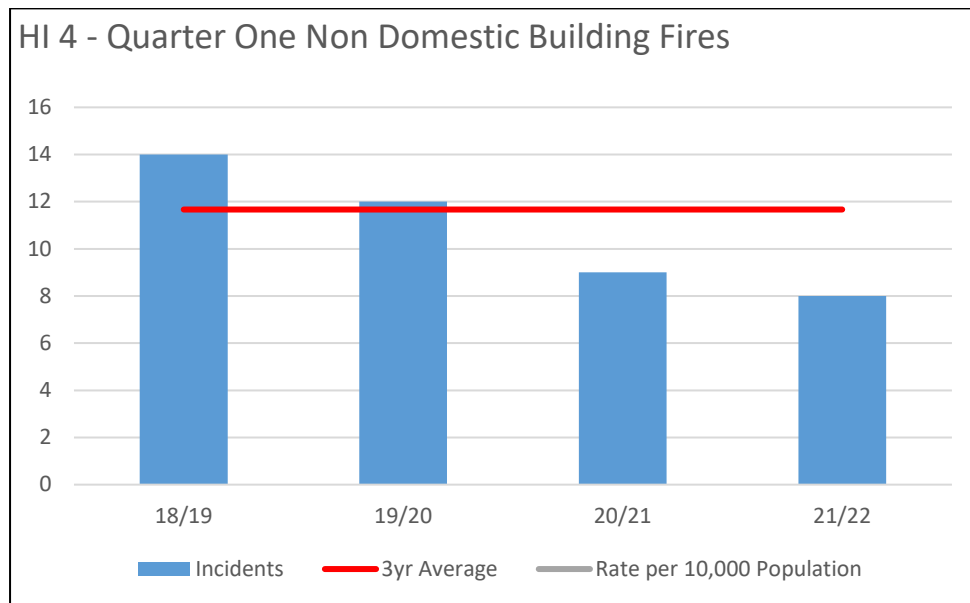
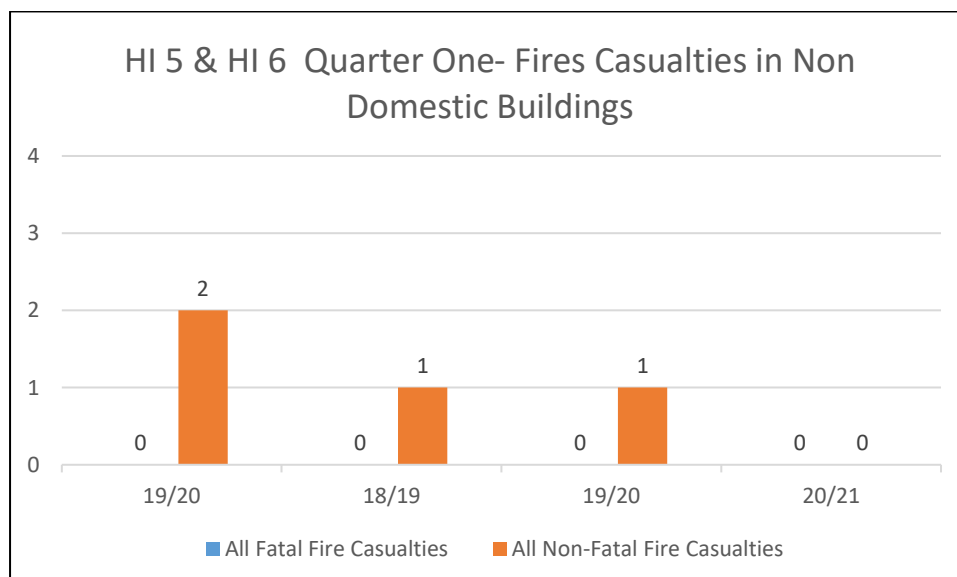


Table 3: Year to Date (April- June) Performance

|                                        | 18/19 | 19/20 | 20/21 | 21/22 | Annual Target |
|----------------------------------------|-------|-------|-------|-------|---------------|
| <b>H4: Non-domestic Building Fires</b> | 14    | 12    | 9     | 8     | 52            |

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

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



|                                      | 18/19 | 19/20 | 20/21 | 21/22 | Annual Target |
|--------------------------------------|-------|-------|-------|-------|---------------|
| <b>H5: Fatal Fire Casualties</b>     | 0     | 0     | 0     | 0     | 0             |
| <b>H6: Non-Fatal Fire Casualties</b> | 2     | 1     | 1     | 0     | 6             |

**Table 4: Year to Date (April-June) Performance**

**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 53**, 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 6**, 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 only eight fires in non-domestic buildings during quarter one which is similar to the same quarter last year with (9) and on the previous quarter (four) (9). This also reflects a decrease for the quarter against the three-year average (12). Six incidents resulted in minor damage and the remaining two suffered medium heat and smoke damage. This therefore is showing **Green** against the HI 4 annual target to date.

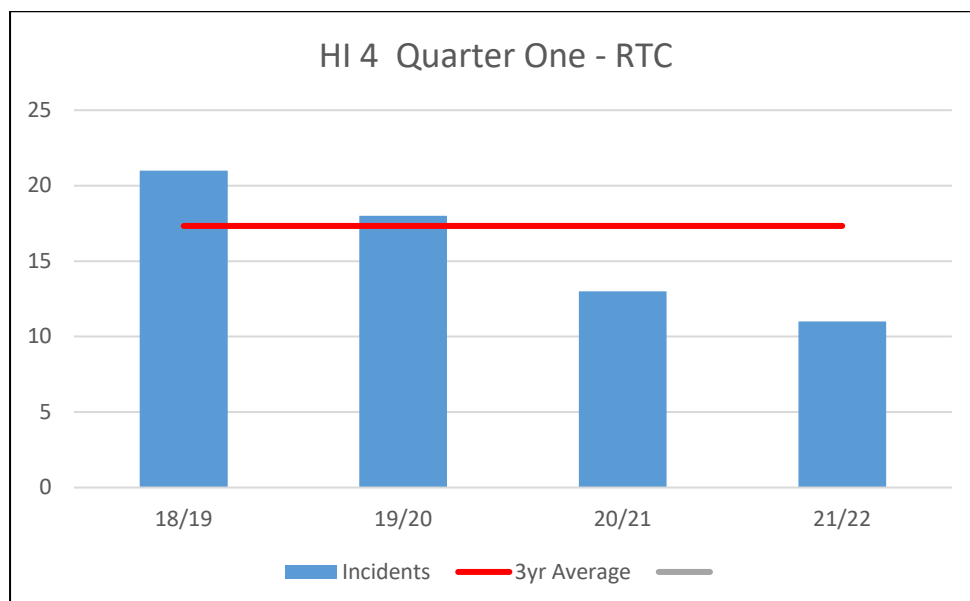
There were no Non-Domestic Fatal Fire Casualties and no Non-Domestic Casualties during quarter one. YTD we are showing **Green** against the HI 6 annual target.

The COVID pandemic restrictions have impacted our ability to undertake fire safety audits within commercial buildings. In total, 25 fire safety audits were completed where access was permitted. In addition to these, fire safety enforcement officers (FSEO's) conducted audits within out multi storey buildings and sportsgrounds. Some of the audits completed were undertaken remotely, this was particularly evident within care homes and hospitals. This process is likely to continue even as restrictions reduce. 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. There were no enforcement/formal notices issued during this period.

FSEOs will continue to provide the most appropriate level of support to local businesses to enable suitable and timely legislative fire safety guidance and enforcement to be undertaken. We also continue to engage with business forums to ensure the right level of information is given to the business community.

## PRIORITY 3 – MINIMISING THE IMPACT OF UNINTENTIONAL HARM

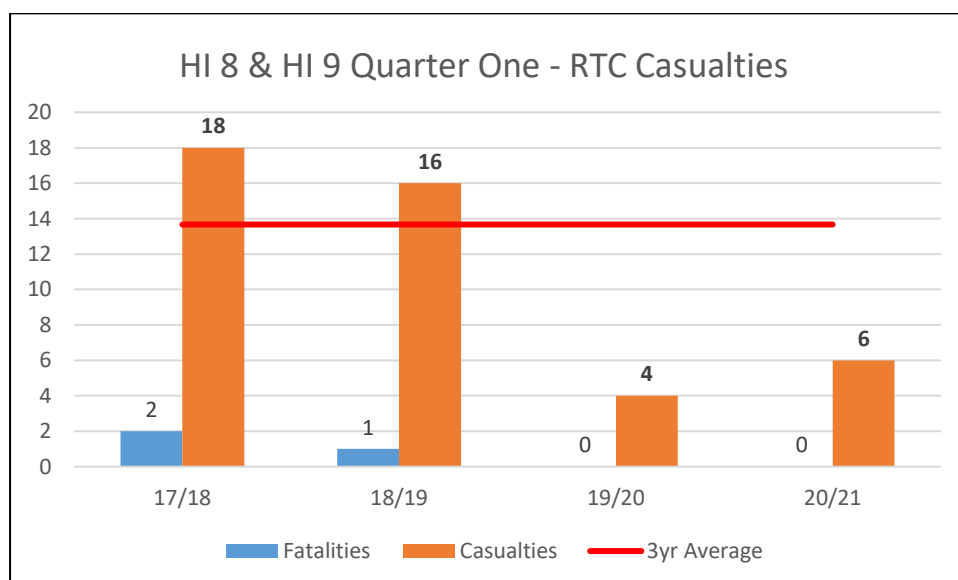
### HI 7 – Road Traffic Collision (RTC) Incidents



**Table 5: Year to Date (April- June) Performance**

|                          | 18/19 | 19/20 | 20/21 | 21/22 | Annual Target |
|--------------------------|-------|-------|-------|-------|---------------|
| <b>H7: RTC Incidents</b> | 21    | 18    | 13    | 11    | 83            |

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



**Table 6: Year to Date (April- June) Performance**

|                                     | 18/19 | 19/20 | 20/21 | 21/22 | Annual Target |
|-------------------------------------|-------|-------|-------|-------|---------------|
| <b>H8: Fatal RTC Casualties</b>     | 4     | 6     | 1     | 0     | 4             |
| <b>H9: Non-Fatal RTC Casualties</b> | 18    | 16    | 4     | 6     | 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 83** 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 70** 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 11 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 decrease on the same quarter last year (13), last quarter (13). Of the 11 incidents attended, five 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 one there were no recorded fatalities, therefore we are showing **Green** for achieving the HI 8 annual target.

Of the 11 RTC Incidents we attended during quarter one there were six non-fatal casualties which is similar on the same quarter last year (4), a decrease (80%) in the three-year average (14). YTD we are reporting six non-fatal casualties which is one of 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 3% of all incidents and 16% of all special service incidents attended this quarter. However, these types of incidents generally 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

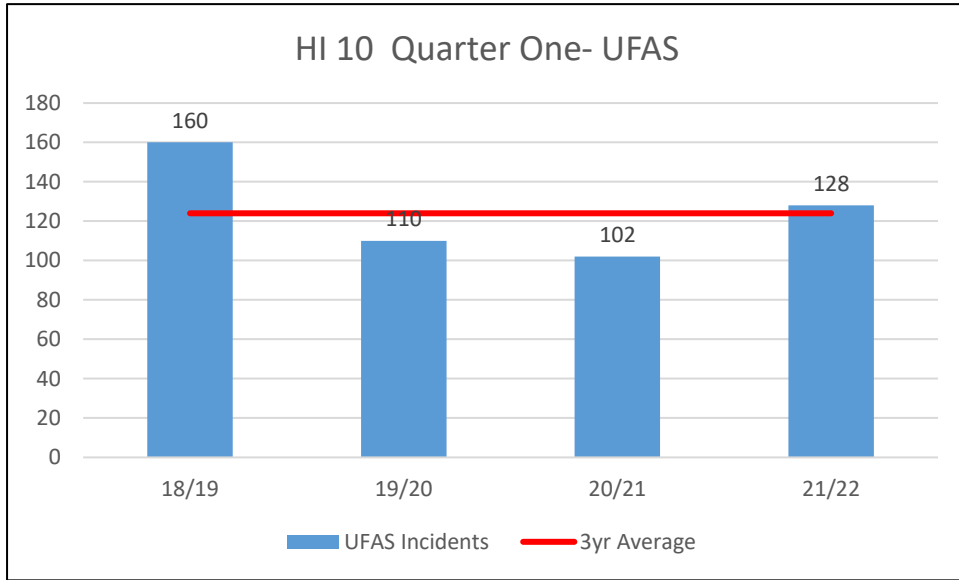
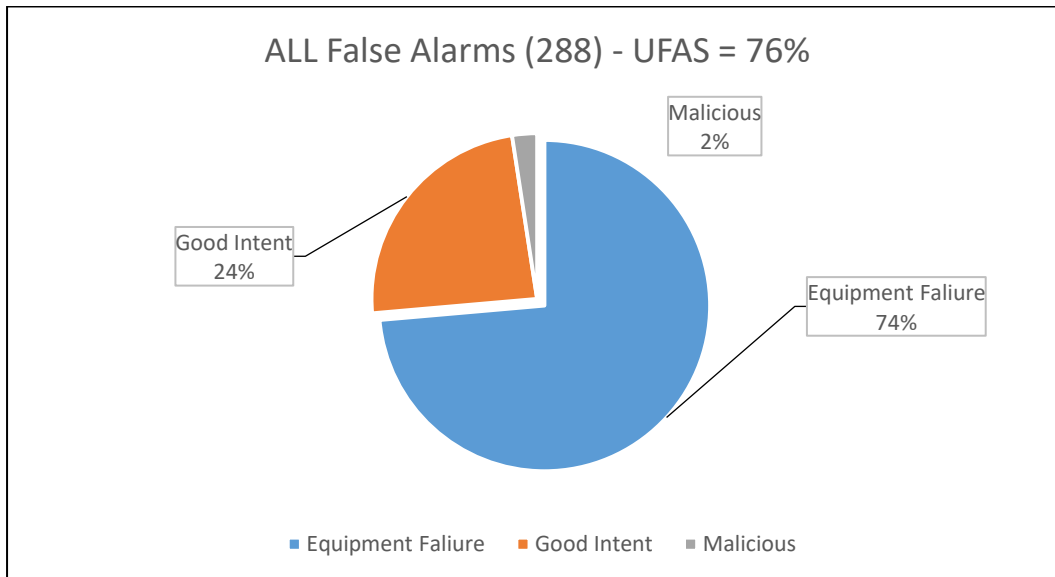


Table 7: Year to Date (April - June) Performance

|                       | 18/19 | 19/20 | 20/21 | 21/22 | Annual Target |
|-----------------------|-------|-------|-------|-------|---------------|
| HI 10: UFAS Incidents | 160   | 110   | 102   | 128   | 528           |

## 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 528** 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 one 2021/22, SFRS were called out to 128 UFAS incidents from a total of 288 False Alarms. This is an increase (22%) in comparison to the same quarter in 2020/21 when there were 102 UFAS and an increase (3%) on the 3-year average of 124. In total, UFAS accounted for 26% of our total operational demand and were the cause of 44% of all false alarms in Perth & Kinross during quarter one.

The table below lists the 5 property types that had persistent call-outs due to UFAS during quarter one. 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 that made up the remaining incidents incurred one – two activations, The majority non sleeping risks.

| Property Types - UFAS                         | 21-22 Q1 |
|-----------------------------------------------|----------|
| Home, Nursing/Care, school, sheltered Housing | 25       |
| Hospital/ Medical Care                        | 9        |
| Education – Secondary and Primary             | 8        |
| Offices                                       | 8        |
| Industrial processing                         | 5        |

During quarter one 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 Recue 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

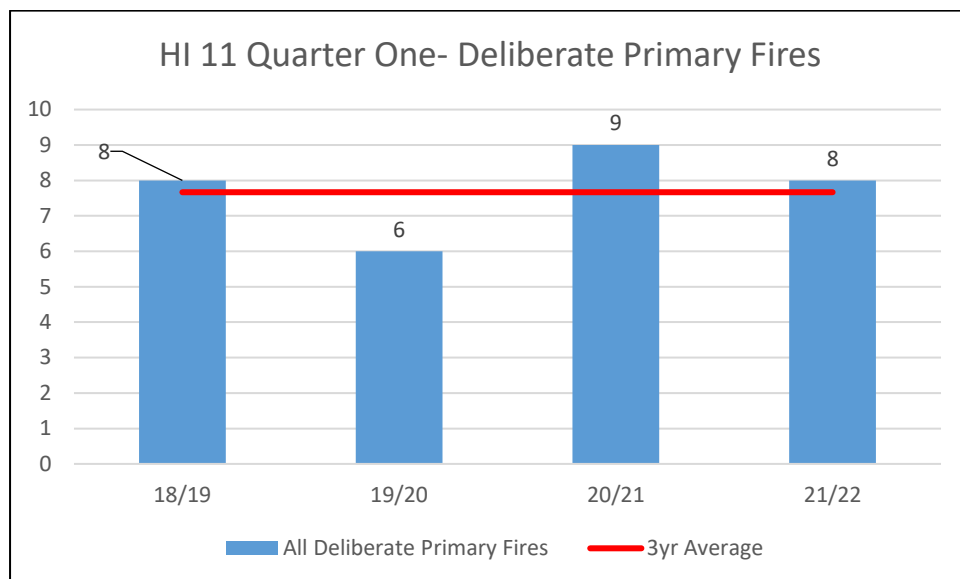


Table 8: Year to Date ( April- June) Performance

|                                 | 18/19 | 19/20 | 20/21 | 21/22 | Annual Target |
|---------------------------------|-------|-------|-------|-------|---------------|
| HI 11: Deliberate Primary Fires | 8     | 6     | 9     | 8     | 29            |

### HI 12 – Deliberate Secondary Fires

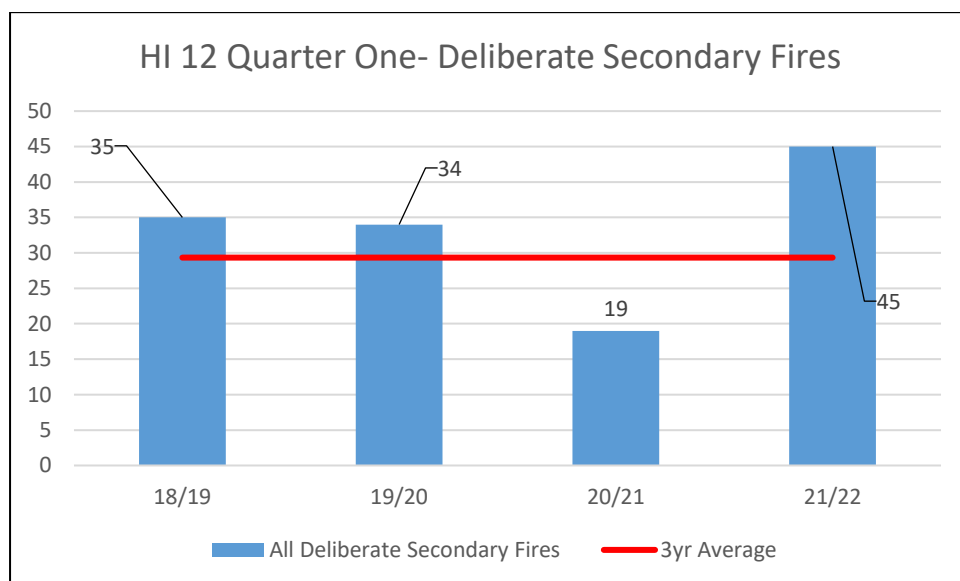


Table 9: Year to Date (April- June) Performance

|                                   | 18/19 | 19/20 | 20/21 | 21/22 | Annual Target |
|-----------------------------------|-------|-------|-------|-------|---------------|
| HI 12: Deliberate Secondary Fires | 35    | 34    | 19    | 45    | 80            |

### **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 80** 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 eight deliberate primary fires reported during quarter one, which is equal to the average (7.6) and also lower than last year (9). We are reporting a similar number of fires as the incidents remain relatively low within Perth and Kinross in the long term. Three of the incidents within Perth Prison, woodland crops and grassland. These numbers are below the average and therefore showing **Amber** against HI 11 annual target.

There were 45 deliberate secondary fires reported during quarter one which is an increase in comparison to the same quarter last year (19). This also reflects an increase on the three-year average for this quarter which is 29 incidents. Most of these incidents were in Perth City North (12) and Centre (5). As an example, Perth City North had five refuse fires and seven grassland fires – all relatively small. Given the target we have set for this reporting year we are showing **Red** against the HI 12 annual target against year to date. During this period, we quickly identified a spike and actioned this by school engagement (pg.20) and increased warden patrols in specific areas. We continue to monitor this situation.

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 within the Spring Season, this will help to reduce this risk locally. There is a 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 One 2021/22 (April-June) we have delivered our quarterly training commitment to operational firefighters, whereby we trained and confirmed their preparedness to deal with:

- |                   |                             |
|-------------------|-----------------------------|
| • Pumps           | • Farms                     |
| • Water Awareness | • Aircraft                  |
| • Driving         | • Regulation and Compliance |

Firefighters continue to conduct Operational Intelligence visits with a focus on Care Homes and High-Rise premises, as well as to other 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. They also continue to conduct Home Fire Safety Visits to all High-Risk and telephone contact made with all Medium and Low Risk properties.

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 continue to deliver Covid-19 Risk Critical courses in-line with Scottish Government 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. Our Trainee Firefighter yearly assessments are also continuing to ensure that they are developing their skills in line with their 3-year Modern Apprenticeship.

We are also continuing our advertising campaign with a view of filling a number of vacant posts within our retained and volunteer stations. Interviews have been held for some posts and initial training courses due to commence in the summer 2021.

## APPENDIX 1: COMMUNITY SAFETY ENGAGEMENT PROGRAMMES

This section provides details of Community Safety Engagement initiatives undertaken within Perth & Kinross during the first quarter of 2021-22. 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 for quarter one are:



SFRS staff and Safer Community Wardens staff delivered a deliberate fires input (via Teams) to S1 – S3 pupils at Perth High, Perth Academy, Perth Grammar and St Johns pupils. This was planned after a spike in secondary fires in the North Muirton and Perth College areas



SFRS Perth, Kinross, Angus & Dundee CAT @SFRS\_PK... · Jul 14 ...  
Multi Agency Day of Action at Loch Earn. Engagement, Education and Visitor Management. #BeResponsible @fire\_scot @PerthandKinross @PerthKinPolice @lomondtrossachs



🗨️ 2 ❤️ 11 📌 📊

The SFRS locally continue to play a significant part in the multi-agency Visitor Management (Dirty Camping) initiative in P&K. This is a major campaign that has seen significant improvement to community life through engagement, enforcement and education from all partners.

The work under taken to date will be evaluated utilising our SFRS evaluation tools. The outcomes and learning will be stored on our library and available to all SFRS areas around the country. The learning will also be used and evidenced as wildfire prevention.



SFRS staff took part in Dementia Awareness input delivered by Alzheimers Scotland. Giving more understanding of an illness we are coming across more often during community engagement and home safety visits.

SFRS Staff have continued to support partner agencies spread the safety message, through social media.

Thematic Action plans and local needs have dictated the messages. This has ranged from Water Safety, Road Safety, CPR and Cardiac Arrest awareness, Deliberate fires, Hoarding Awareness, Electrical Safety, Carbon Monoxide Safety.



In addition to the examples above we have also continued Home Safety Referral training with PKC, Housing Associations, NHS, Social Work and third sector partners to ensure we are working effectively to help those seen to be most at risk/vulnerable in the community.

Our community safety engagement team also assisted the, “Enable Young People’s Group”. To help them prepare for life skills and awareness, we held and delivered mock interviews.

Our Local Authority Liaison Officer Cammy Sands along with the Safer Communities Team carried out interviews to recruit a Perth and Kinross Road Safety Co-ordinator. The successful candidate will work closely with SFRS (P&K) to deliver on Scotland’s’ Road Safety Framework 2030 document. This will enable for a direct feed from SFRS (National) Road Safety Groups and ensure Local and National needs are achieved.

Our local Community Safety Engagement Team worked with” VisionPK” to produce a promotional video for hearing and sight impaired people. This video will demonstrate how we undertake a Home Safety Visit and the referral process involved. Also in relation to this, a meeting was arranged with the “Joint Equipment Loans Service” (JELS) regarding the equipment they provide and compatibility with our new SFRS linked detection systems.

## APPENDIX 2: NOTABLE INCIDENTS / EVENTS

SFRS attended 499 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:

### Garage Fire Comrie



07/04/21, At around 6am Comrie crews were alerted to a confirmed fire at West Cowden Comrie. A large garage adjacent to the house was well alight. Crews from Comrie, Crieff and Auchterarder worked hard to knock down the flames, protect a large LPG tank and create a fire break between the garage and house. Crews remained on scene for three hours damping down hot spots and ensuring the incident scene was safe.

### Electrical Fire Aberfeldy



08/06/21. At around 3am Fire crews from Aberfeldy, Pitlochry and Dunkeld were mobilised to Lochan Cottage between Aberfeldy and Grandtully. The occupants within the property received fire survival guidance from Fire Control prior to the arrival of the crews. The electrical fire within the kitchen gave off large amounts of acrid smoke, fortunately the carbon monoxide detector alerted the occupants as there were no smoke detectors functioning within the property. Fire crews ensure single point detectors were fitted prior to leaving the property. There were no injuries and the fire was extinguished quickly.



## RTC North Bound A9



30/04/21, Fire crews from Perth were mobilised to a single vehicle RTC on the North bound carriageway close to Luncarty. A 25-year-old female was removed prior to the attendance of the fire service. Suffering shock, fire crews administered oxygen whilst awaiting the arrival of an ambulance. Assisting Police Scotland crews then winched the vehicle clear of the closed Northbound carriageway to ease congestion.



14/04/21, At around 3.30pm Fire crews from Perth were mobilised the Shore Recycling Facility, Lower Friarton. The deep seated well-developed fire was knocked down quickly however it took seven hours of damping down and turning over to ensure it was fully extinguished. Crews were assisted by facility staff who utilised a telehandler to move the material around. Sepa were also in attendance reviewing and measuring the run off contamination.



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**OFFICIAL: POLICE AND PARTNERS****PERTH AND KINROSS COUNCIL****Housing and Communities Committee****PERTH AND KINROSS LOCAL POLICING AREA  
QUARTERLY POLICE REPORT****1 April 2021 – 30 June 2021****Report by Chief Superintendent Phil Davison  
Police Scotland D Division (Tayside)  
(Report No. 21/153)****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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Perth and Kinross Council  
Housing and Communities Committee



Quarter 1 ending 30th June 2021  
Chief Superintendent Davison

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## 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 April 2021 to 30 June 2021, however will focus on Year to Date (YTD) data from 1 April 2020 to 30 June 2020 and 1 April 2021 to 30 June 2021.

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.

The infographic consists of seven rounded rectangular boxes, each representing a different policing priority. Each box contains an icon, a title, and a brief description of the objective.

- Violence, Disorder and Antisocial Behaviour** (Icon: hand with lightning bolt): Engage with the public and communities to reduce and prevent crime
- Acquisitive Crime** (Icon: padlock): Reduce crime through preventing offending and reduce re-offending
- Road Safety and Road Crime** (Icon: road winding): Collaborate to reduce casualties and crime on our roads
- Public Protection** (Icon: person sitting): Support people considered vulnerable through working with partners
- Counter Terrorism and Domestic Extremism** (Icon: globe): Prevent, Pursue, Protect and Prepare through collaborative preparedness
- Wildlife Crime** (Icon: paw print): Reduce harm caused to certain birds, animals and plants including their habitats, both on land and sea
- Serious Organised Crime** (Icon: network of nodes): Reduce the harm caused by serious organised crime, including cyber crime



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

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


## Local Priorities

 **Violence Disorder and Antisocial Behaviour**

 **Acquisitive Crime**

 **Road Safety And Road Crime**

 **Public Protection**

 **Serious Organised Crime**

 **Counter Terrorism and Domestic Extremism**

 **Wildlife Crime**

## Objectives

Engage with the public and communities to reduce and prevent crime

Reduce crime through preventing offending and reducing re-offending

Collaborate to reduce casualties and crime on our roads

Support people considered vulnerable through working with partners

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

Prevent, Pursue, Protect and Prepare through collaborative preparedness

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

## Outcomes

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

The needs of local communities are addressed through effective service delivery

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

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

Police Scotland is sustainable, adaptable and prepared for future challenges





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## Summary Report Perth & Kinross LPA

1<sup>st</sup> April 2021 to 30<sup>th</sup> June 2021

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 - Total</b>                      |
| Crimes   Detect %                                  | Crimes   Detect %                                  | Crimes   Detect %                                  |
| 20/21   21   95.2                                  | 20/21   11   100                                   | 20/21   241   82.2                                 |
| 21/22   19   94.7                                  | 21/22   8   87.5                                   | 21/22   287   70                                   |
| % +/-   ↓-9.5%   ↓-0.5%                            | % +/-   ↓-27.3%   ↓-12.5%                          | % +/-   ↑19.1%   ↓-12.2%                           |
| <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 %                                  |
| 20/21   35   100                                   | 20/21   23   30.4                                  | 20/21   56   30.4                                  |
| 21/22   21   95.2                                  | 21/22   15   40                                    | 21/22   65   35.4                                  |
| % +/-   ↓-40%   ↓-4.8%                             | % +/-   ↓-34.8%   ↑9.6%                            | % +/-   ↑16.1%   ↑5%                               |
| <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 %                                    |
| 20/21   50   26                                    | 20/21   418   100                                  | 20/21   76   73.7                                  |
| 21/22   104   18.3                                 | 21/22   874   100                                  | 21/22   62   98.4                                  |
| % +/-   ↑108%   ↓-7.7%                             | % +/-   ↑109%   /                                  | % +/-   ↓-18.4%   ↑24.7%                           |
| <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 %                                  |
| 20/21   -   N/A                                    | 20/21   12   N/A                                   | 20/21   9   22.2                                   |
| 21/22   -   N/A                                    | 21/22   11   N/A                                   | 21/22   21   42.9                                  |
| % +/-   /   /                                      | % +/-   ↓-8.3%   /                                 | % +/-   ↑133.3%   ↑20.6%                           |
| <b>Public Protection</b>                           | <b>Serious Organised Crime</b>                     | <b>Serious Organised Crime</b>                     |
| <b>Group 2 – Sexual Crimes</b>                     | <b>Drug Supply</b>                                 | <b>Drug Possession</b>                             |
| Crimes   Detect %                                  | Crimes   Detect %                                  | Crimes   Detect %                                  |
| 20/21   72   47.2                                  | 20/21   18   77.8                                  | 20/21   130   76.2                                 |
| 21/22   86   60.5                                  | 21/22   40   62.5                                  | 21/22   122   89.3                                 |
| % +/-   ↑19.4%   ↑13.2%                            | % +/-   ↑122.2%   ↓-15.3%                          | % +/-   ↓-6.2%   ↑13.2%                            |



**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 reductions in serious assault and robbery compared to quarter 1 of 2020/21 with an increase on common assault compared to last year.

HMP Perth continues to be a hotspot for violence however we continue to work with the management to identify preventions and interventions to impact on such violence along with assessing the impact of changes to our operating model allowing greater engagement with HMP Perth.

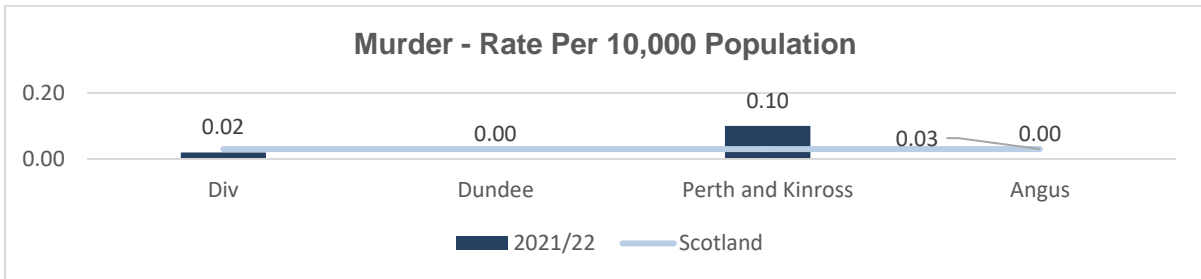
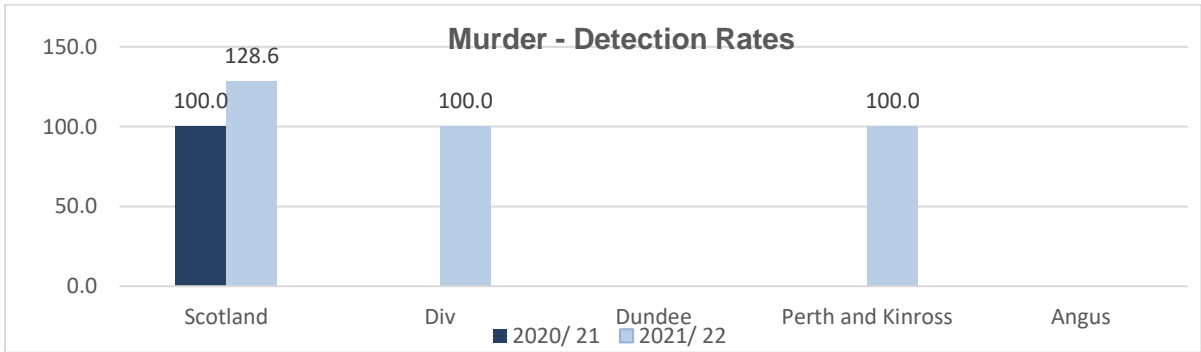
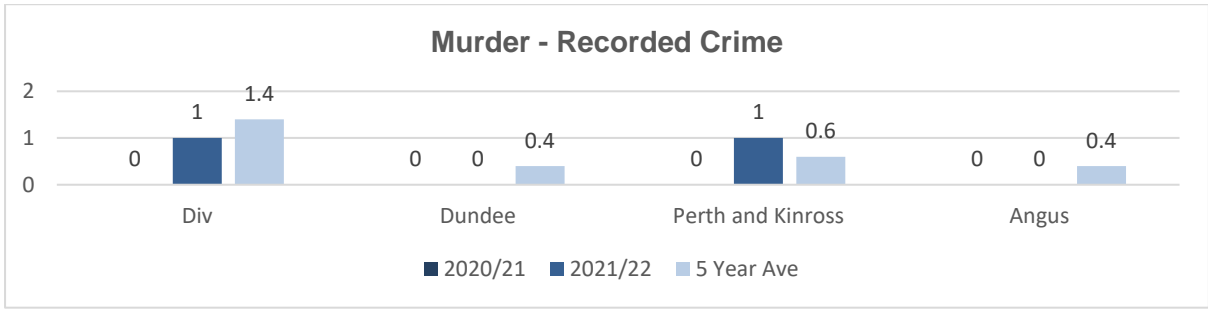
Domestic Abuse remains the most common contributory factor in assaults and we continue to note the levels of violence recorded between young people, during the early part of the quarter being as high as 41% of recorded assaults. Whilst boys aged 16-25 are the most common perpetrators and victims, children between Primary 7 and S2 have been involved in violence towards one another. Our commitment to reducing this violence and better engagement with young people continues under the guise of Operation Stung and towards the end of the quarter we have seen a reduction in violence between young people.

Relaxation of licensing laws, use of alcohol and lawful congregations of people in public spaces has led to a slightly different operating context as we move away from quarter 1.

### Murder

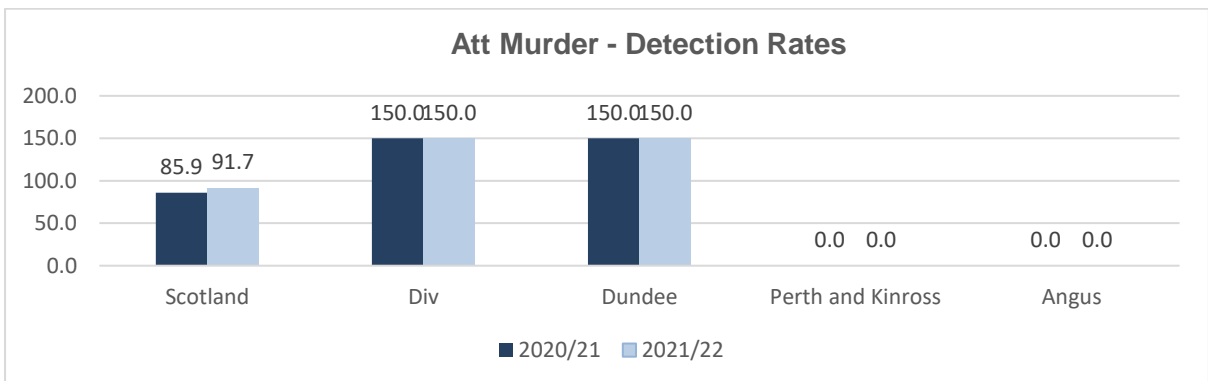
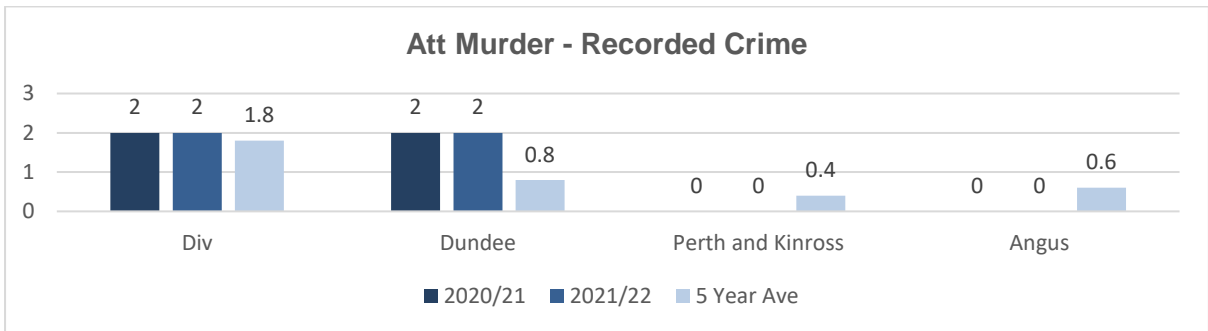
During this period there has been one recorded murder. On 2<sup>nd</sup> June 2021 a 55 year old male was found dead within a house in Perth City Centre. The enquiry was conducted by our Major Investigation Team and a 36 year old male, the son of the victim, was later arrested in England. There was no wider danger to the public and the criminal justice proceedings are ongoing.

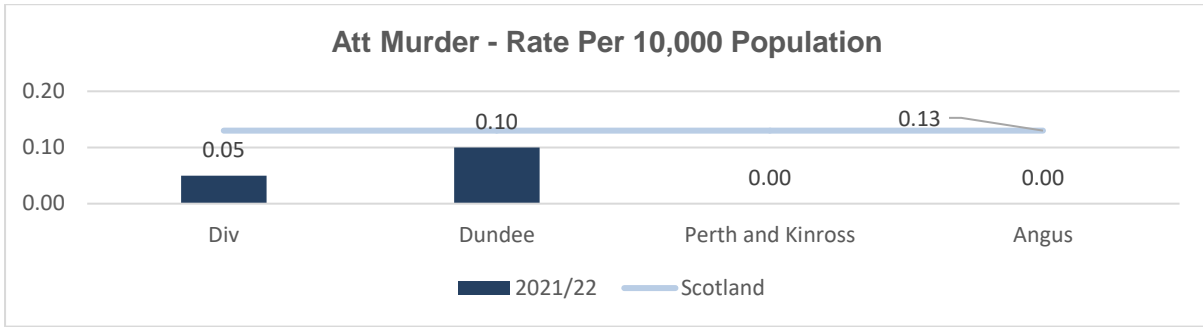
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Attempted Murder

There have been no attempted murders recorded during this reporting period.





Serious Assault

There have been 19 serious assaults recorded during this reporting period. This represents a slight rise from quarter 4 2020/21 however is a reduction of two crimes from the same quarter last year and remains below the five year average.

Detection rates remain stable with only one serious assault from the period remaining undetected. In this case a suspect was identified however insufficient corroborative evidence was available.

Showing similar patterns to previous quarters, around two thirds of the crime occurred in Perth with three of those taking place between prisoners at HMP Perth.

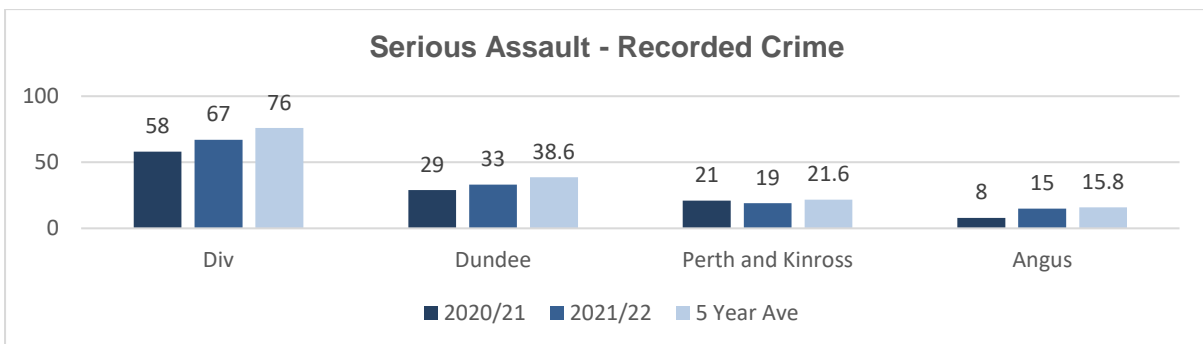
In all cases the perpetrator was known to the victim and in five of the recorded serious assaults young people were responsible for assaulting peers, in the most extreme case a 12 year old inflicting a serious injury upon a 9 year old.

Results

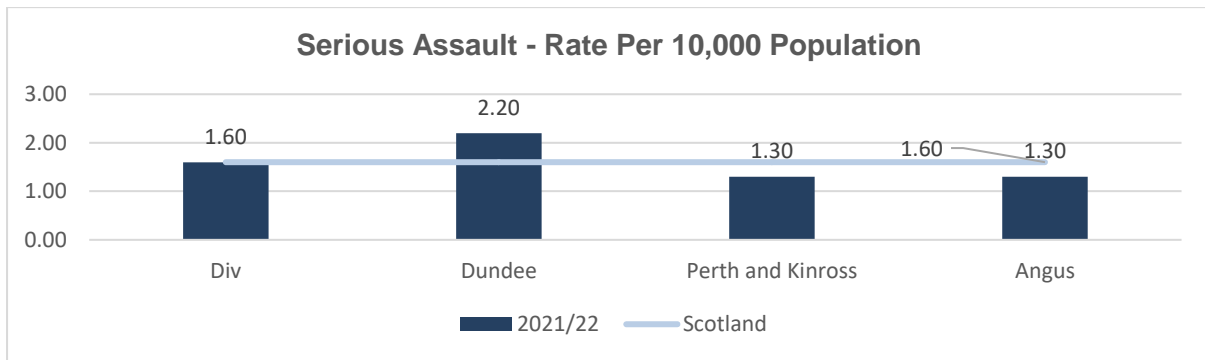
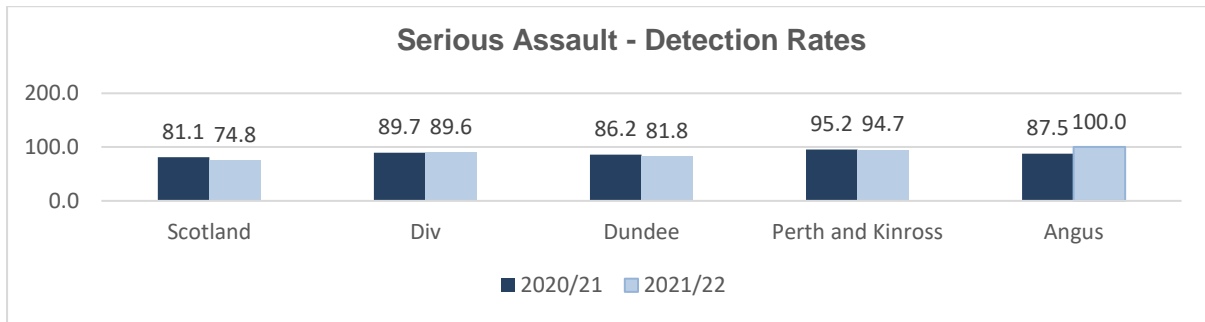
In April a 16 year old was arrested having assaulted a member of security staff at a retail premises in Perth.

In June a 16 year old was arrested having assaulted a 15 year associate with a weapon in a public street in Perth.

As a result of these incidents significant investigations took place into the activities of these two perpetrators and the 16 year old in the later example was identified as a repeat offender and charged with 10 offences relating to violence and anti-social behaviour.



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### Common Assault

Common assaults have risen by 19% compared to the equivalent period last year and by 17.2% in relation to the 5 year average. This is a pattern which is replicated across other areas of Tayside.

Detection rates remain down on last year however occurrence rates still remain under other areas of Tayside and under the Scottish average.

Around 54% of the assaults occurred in Perth City Centre and in 73% of the recorded crime, the victim and perpetrator were known to one another. 43% of the crimes were committed within a domestic setting which is slight rise on the last reported quarter.

More crimes occur within a public space (54%) compared to private spaces (46%) and the most common locations for assaults were public streets, following by schools, HMP Perth and thereafter licensed premises.

72% of the offenders are male with children aged under 16 and young males between 25 and 44 the most common. This age break down is replicated amongst female offenders.

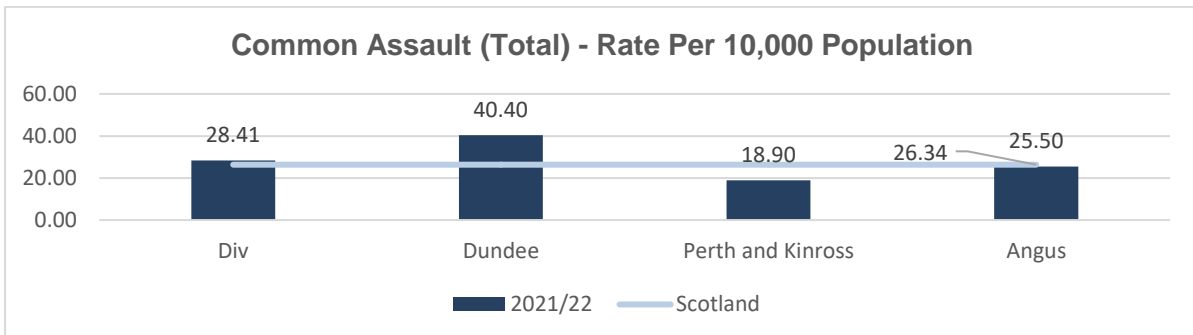
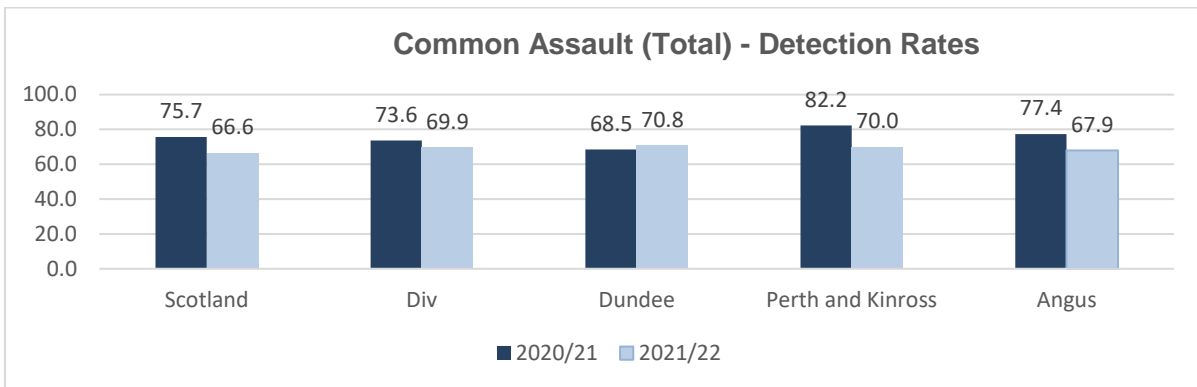
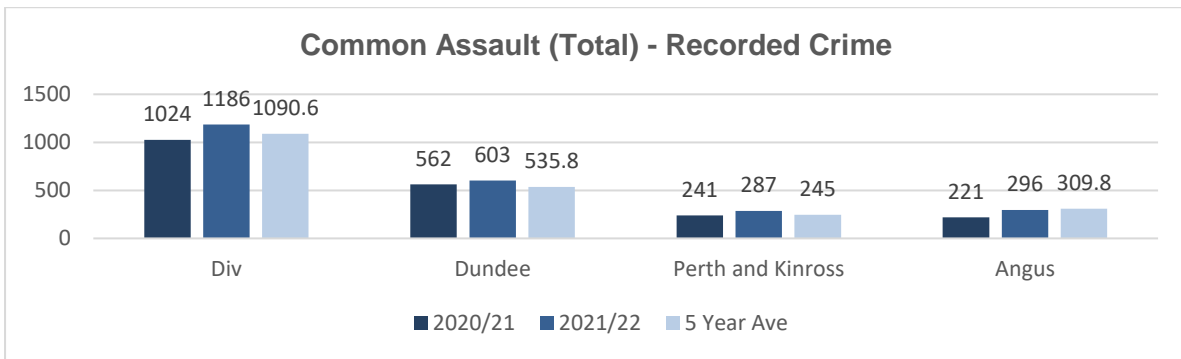
Whilst assaults on emergency workers are included in the figures below, it is positive to see these have decreased by 40% compared to the same reporting period last year. We are not however complacent with significant opposition and aggression still being shown on occasion to Police officers and emergency services partners.

### Results

In May, following the success of St Johnstone in the Scottish Cup Final, the celebrations of supporters, players and officials were disrupted by a small group who congregated near the stadium, and threw pyrotechnics and missiles in an attempt to assault stewards and Police officers and breach the security cordon. They were dispersed by public order and mounted officers. An enquiry was carried out by local Community

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Officers and to date, 11 men between the ages of 20 and 42 have been arrested and subject to Football Banning Orders, following work with the football club.



Robbery

There were 8 recorded crimes of robbery during this reporting period. This represents a reduction of 27.3% on the equivalent period last year but remains above the five year average. Six of the robberies were committed in Perth with the remaining two in North Perthshire. The decrease in detection rate equates to two crimes. In one case the perpetrator has now been identified and reported to the Procurator Fiscal and the other crime remains a more complex enquiry involving identified suspects from out with Tayside.

During this reporting period a spike was seen in May with no crimes occurring in April and only one in June.

Whilst one of the crimes was committed within a domestic setting six were committed by persons known or suspected to be users of controlled substances and this is believed to be the catalyst for the commission of crimes. Three of the robberies were

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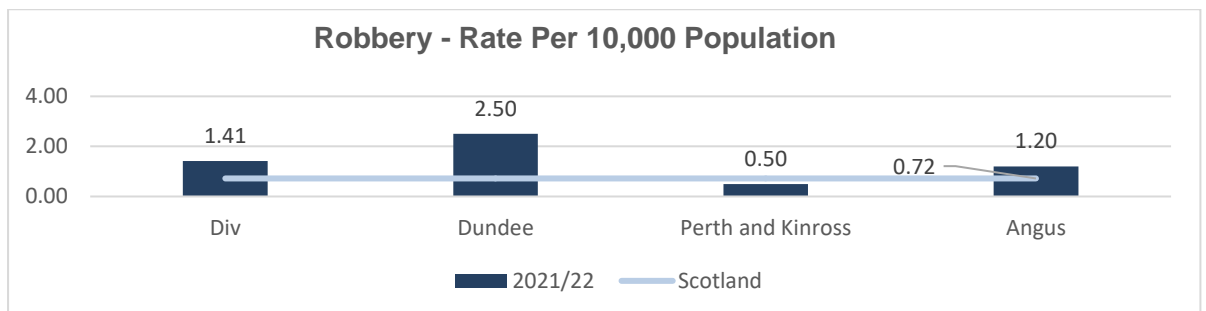
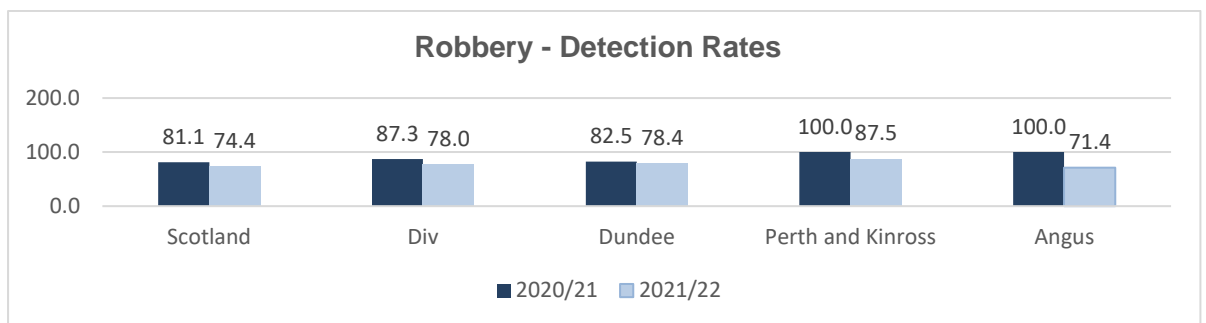
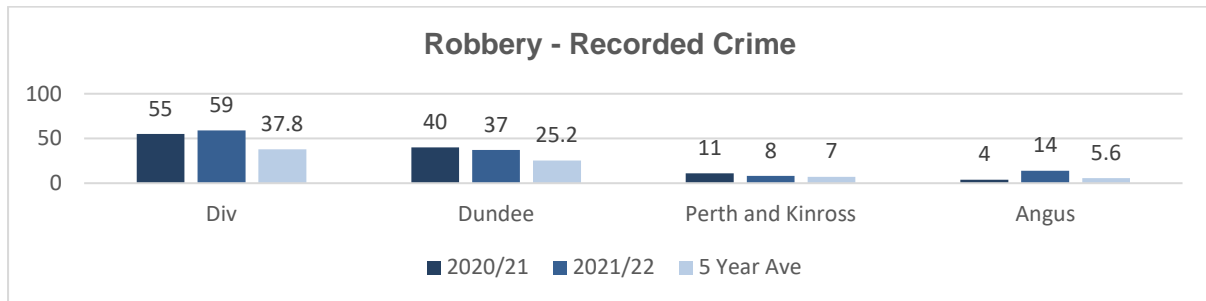
committed by the same male against different victims. All efforts are being made by the Police to have the perpetrators remanded in custody or alternatively ask the criminal justice system to impose conditions upon the perpetrators should they be released from custody.

### Results

In May a 35 year old man was arrested in Perth having robbed a retail premises at knifepoint. His capture was largely down to the knowledge of local officers with the assistance of a Police dog.

In May 3 males aged 28, 32 and 33 were arrested having stolen cash from another male within a vehicle in Perth city centre, following an alleged drugs transaction.

In June a male and two females, aged 37, 32 and 56 were arrested having assaulted and stolen items of property from a male in North Perthshire. The victim was the ex-partner of one of the female accused.



### Vandalism

There has been a slight increase in the number of vandalism committed during this recording period compared to the same period last year. The number recorded is almost identical to the five year average. Detection rates have reduced by 8.7% during this period.

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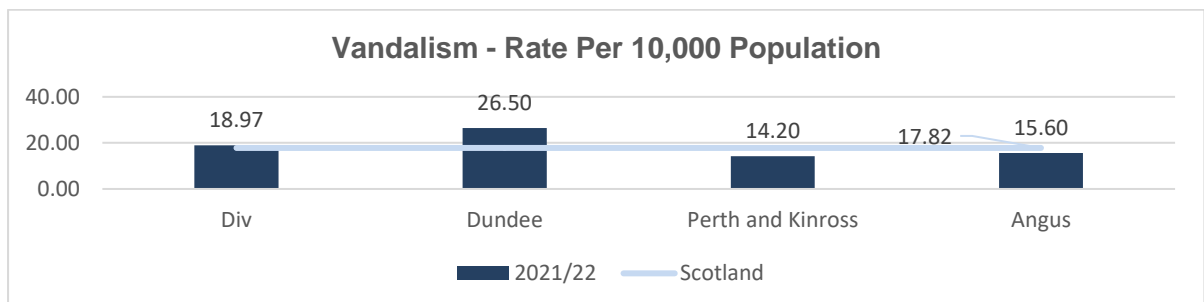
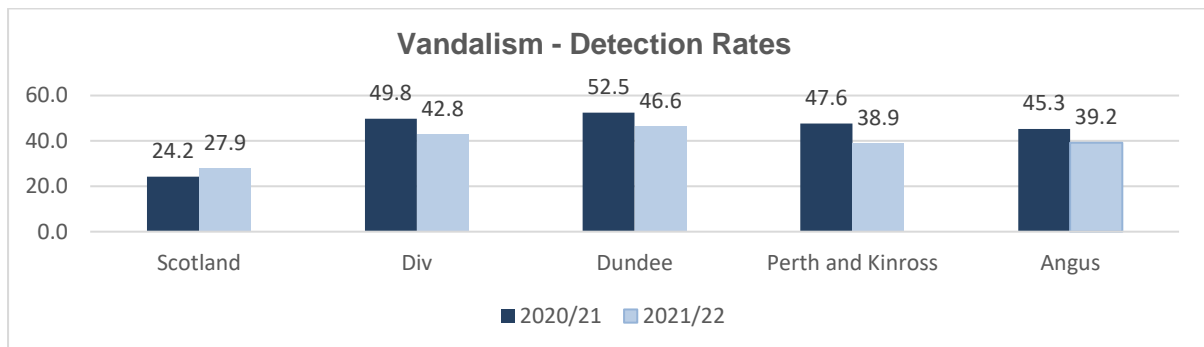
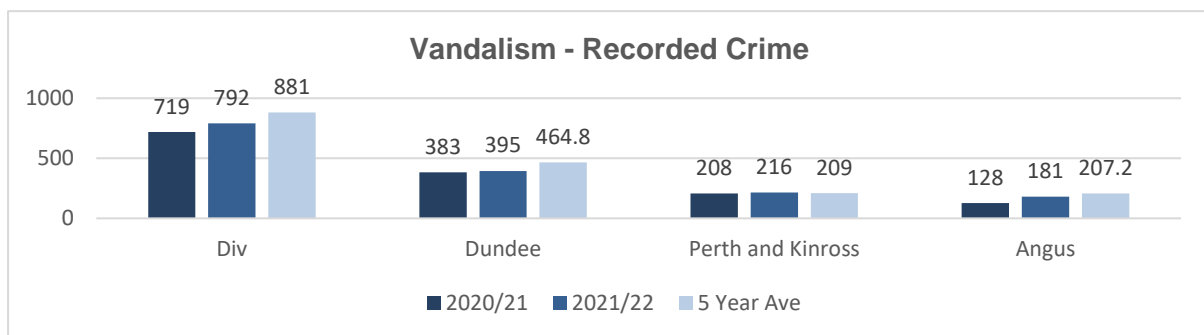
In the majority of cases vandalism are committed by persons over the age of 18 and there is little set pattern in relation to the type of crime being committed or geographical hot spot. As in previous reporting periods damage to vehicles discovered by owners and reported as vandalism remain the most common.

Around half of these crimes have been committed in North and South Perthshire which due to the rural nature of the towns and villages, has limited CCTV opportunities, which can often impact on the detection and deterrence of this crime type.

Police Scotland remains part of a new partnership to tackle the issues associated with high numbers of visitors to Perthshire and the anti-social behaviour that can lead to vandalism to trees and property. This partnership has reduced demand on policing but allowed greater information sharing opportunities around the small number of people intent of behaving in a criminal or anti-social manner.

### Results

In May a large amount of damage was caused to Noah's Ark Activity Centre in Perth following reports of young people on the roof. Following enquiry by our Community Team a 16 year old male fully admitted responsibility for the incident and was charged with vandalism.





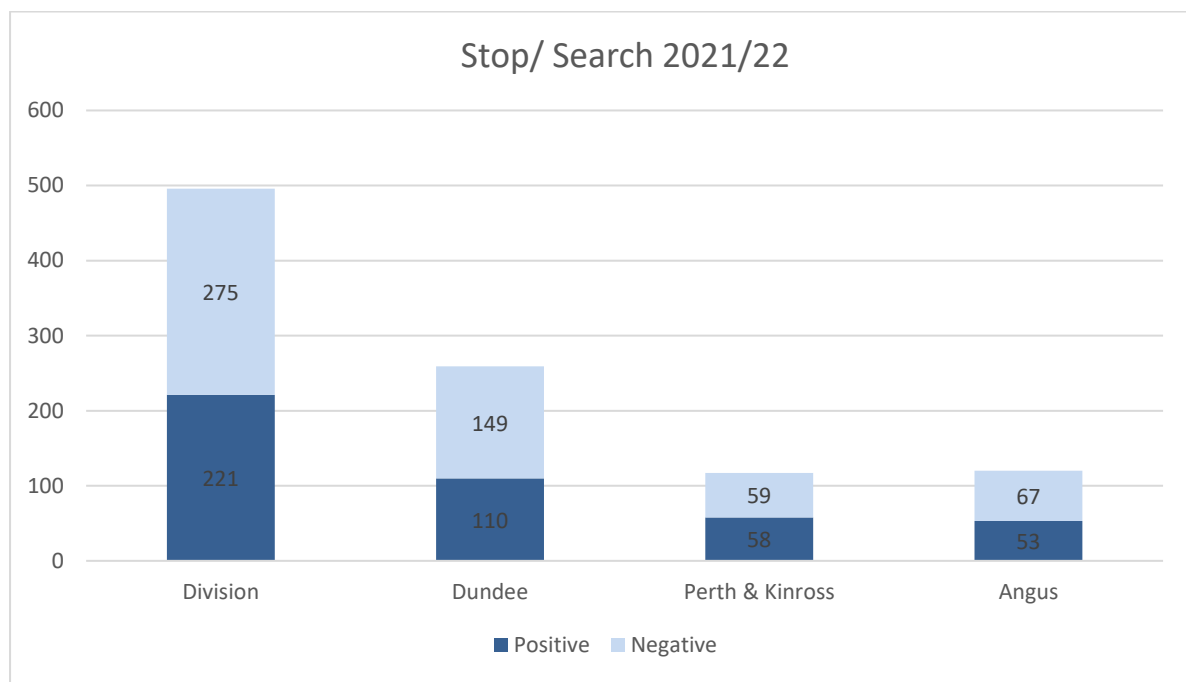
Stop Search

Stop and Search is 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 is carried out in a manner that is lawful, proportionate and accountable.

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 117 stop searches were conducted with items including weapons and drugs recovered on 58 occasions, which equates to a positive rate of 49.6%.

Assurance reports are provided monthly which show no disproportionate searching was carried out of persons under 18, nor did any disproportionate searching take place around minority groups.





### 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

Acquisitive crime patterns are following similar patterns to those reported in previous quarters. Break-ins to houses have fallen with perpetrators continuing to focus on less well defended targets such as sheds, insecure motor vehicles and often turning to shoplifting.

Such volume crime is predominantly seen in Perth City Centre whilst higher value crimes are typically committed by criminals travelling into Tayside from outside the area.

Our Community Investigation Unit continue to lead on the investigation of crime series and crimes where it is suspected organised criminals are involved. They make good use of analytical information and intelligence and maximise their efforts to detect crime through use of specialist units and cross divisional policing.

Disruption tactics continue to be used with high profile prison release nominals and preventative patrols during the hours of darkness.

Occurrence rates of fraud continue to follow similar patterns to those seen throughout the COVID pandemic.

#### Domestic Housebreaking

During this period 15 housebreakings to domestic dwellings have been recorded. This represents a reduction from quarter 4, 2020/21, a reduction from last year and is 32.4% down on the five year average. Detection rates have increased by 9.6% and are almost double the national average detection rate.

The geographical split has changed from quarter 4 with 40% of the crimes occurring in Perth, 40% in North Perthshire and 20% in South Perthshire.

The crimes committed include attempts and on 4 occasions damage was reported to windows, door frames and door locks in circumstances which suggested an attempted at housebreaking. On more than one occasion the timeframe for the damage was wide limiting investigative opportunities such as CCTV and door to door enquiries. In these cases new built or vacant premises have been targeted due to them having lower levels of security present. In four cases long term vacant and unfinished properties under construction have been targeted.

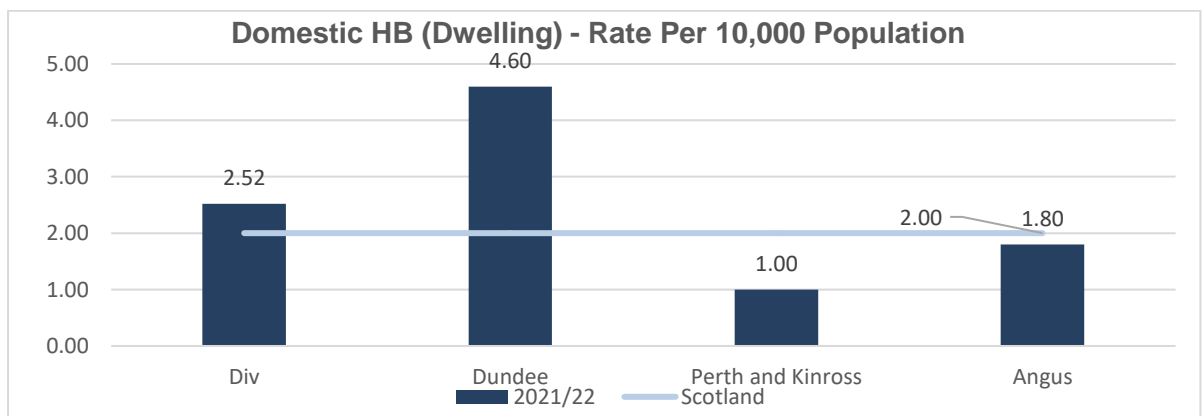
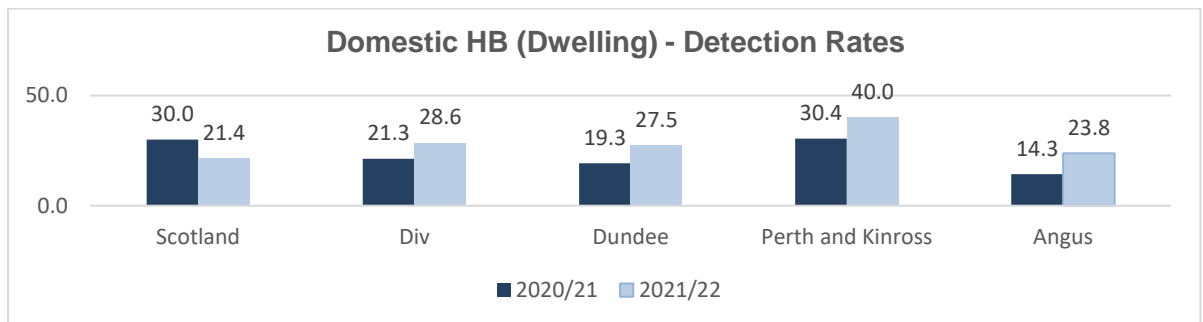
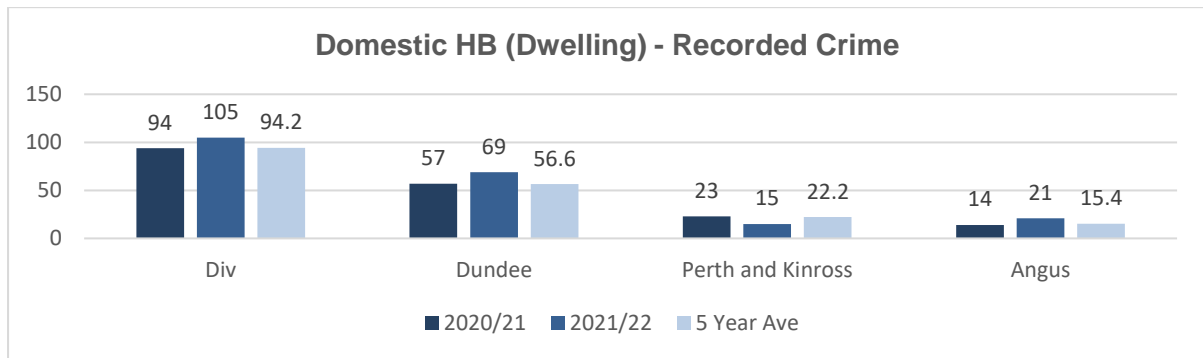
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Three of the crimes, all in Perth, were detected to perpetrators who were all known to be involved in the commission of other types of acquisitive crime.

**Results**

On 17<sup>th</sup> June two males from Fife were arrested and charged with a high value theft of metal from the former NATO site at Balado, Kinross.

In May CCTV enquiries allowed the identification of a 50 year old male and 44 year old female responsible for a Theft by Housebreaking to a dwelling in St Madoes. A search warrant subsequently executed at their home address linked the subjects to a number of other thefts around the Perth area.



Fraud

Reported fraud continues to rise in Perth and Kinross when compared to quarter 1, 2020/21 however the rate of increase has slowed considerably from that reported in

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quarter 4. Detection rates continue to be lower than we would like however are consistent with detection rates across the Division and Scotland.

Examination of fraud types reveal 5 main modes of perpetration. Around 20% of all reported frauds involve offering goods for sale, obtaining money by BACs or other online money transfer, and failing to send those goods. The majority of these have been through the online second hand market.

Around another 20% of crimes involve the theft or fraudulent use of a bank card or accessing another's online banking to purchase goods. The majority of fraudulent card use is via contactless payment and the online banking access and purchases have been predominantly due to obtaining true passwords. Around 11% of frauds are carried out by telephone with persons purporting to be from the victim's bank or other government agency such as HMRC. The victim is thereafter persuaded to transfer money to a "safe" account or is intimidated into paying a "fine". Finally, around 7% of frauds involve bogus workman type offences and a further 7% of frauds are committed when failing to pay for services obtained in the hospitality sector/ taxi service.

In this quarter, there has been fewer examples of vulnerable victims withdrawing sums of money from banks and this is likely down to the existing banking protocols designed to protect the elderly and the vulnerable.

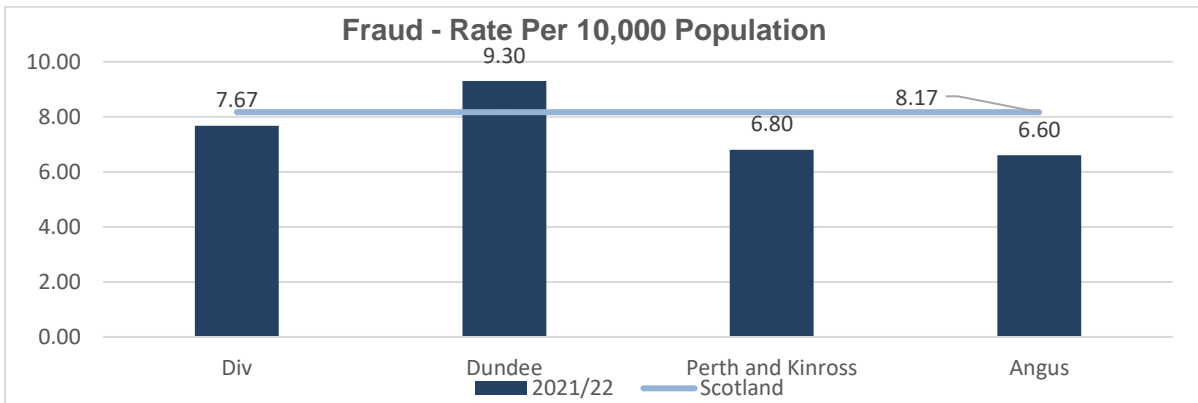
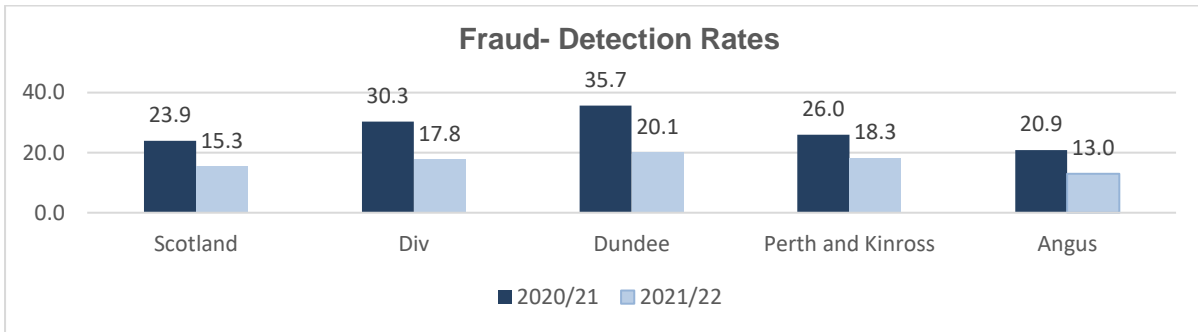
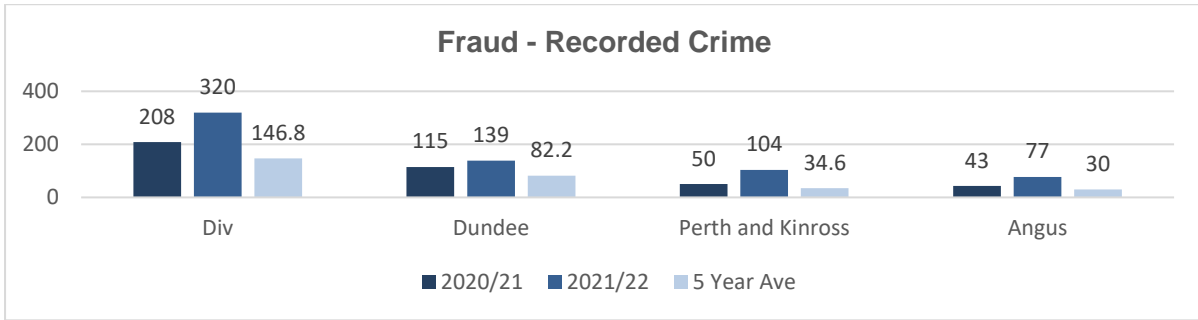
As reported previously, increases may be due to the COVID pandemic and the general reluctance to deal in physical money with a greater shift to online payments including the purchase of second hand items. With contactless payments now being the preferred option in shops and an increased contactless payment limit, the fraudulent use of cards has likely become more desirable and easier. Police Scotland has consistently supported preventative campaigns and shared warning messages, both via the Area Commander's bulletin to be fed through the relevant watch schemes and on Police Scotland's social media pages.

### Results

In May an elderly male was identified as the victim of an elaborate fraud where the scammer had been sent over £80,000 to release an inheritance. After intervention by Police and partners, he has accepted this was a crime and has sent no more of his life savings.

Also in May, a 26 year old with learning difficulties was identified as having sent money to supposed American celebrities by means of voucher codes. Interventions by Police with the support of Adult Services Social Work led to the appropriate advice and support being provided and the victim being protected.

Whilst preventative actions were taken as a priority investigations are ongoing to identify those responsible.



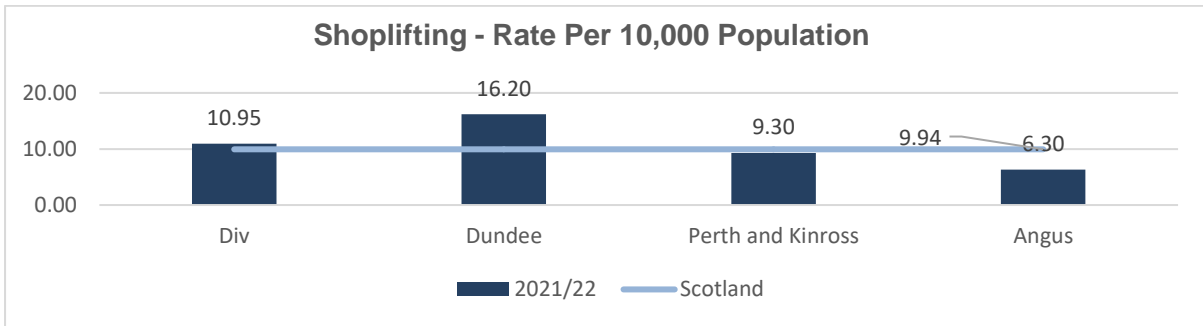
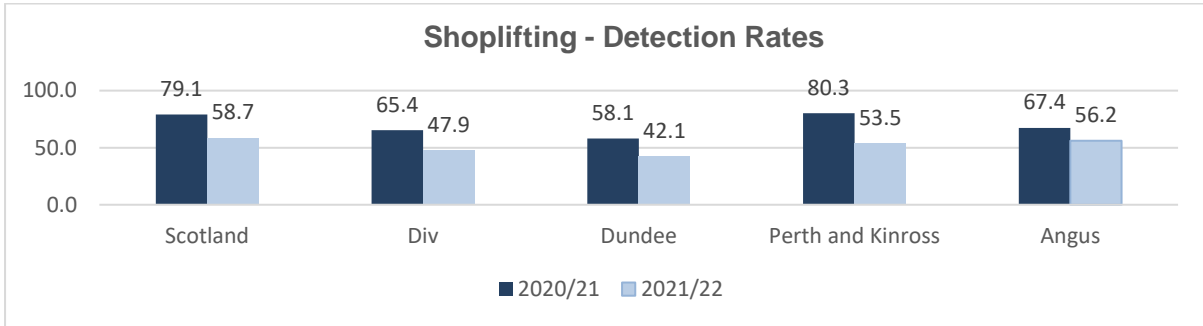
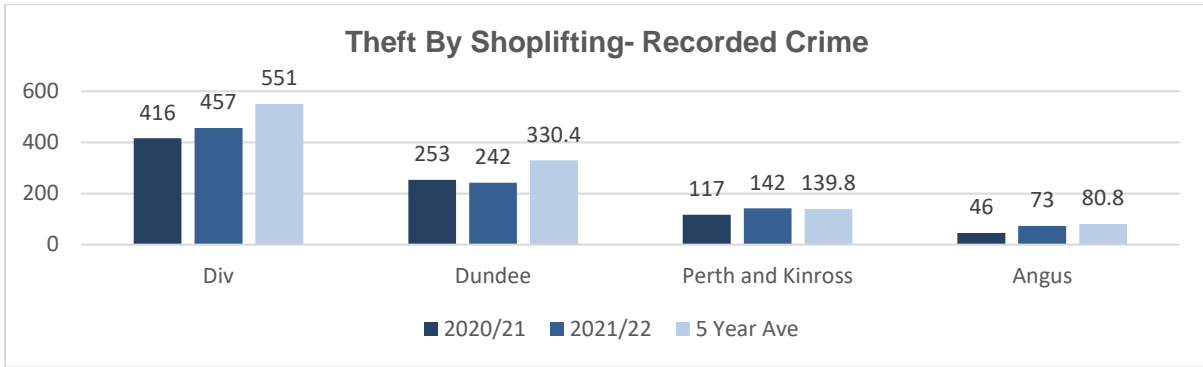
Theft by Shoplifting

Occurrence rates for shoplifting have increased by 21% compared to the equivalent quarter in 2020/21. Detection rates have reduced by 26% in comparison with last year – this equates to around 38 crimes. Occurrence rates remain below the national average.

Analytical data provides early identification of vulnerable premises or problem areas which are entered on to local policing plans, leading to the disruption of known offenders. The geographical hotspot continues to be Perth City with 88% of all shoplifting offences recorded there, with 9% in South Perthshire and 3% in North Perthshire respectively. The majority of shoplifting in Perth City takes place within premises operated by large scale retailers.

Identification of perpetrators remains a challenge with the continued wearing of face masks. In relation to the detected cases, several individuals have been arrested and charged with multiple offences. Four offenders were responsible for 22 of the recorded crimes and in 3 cases, these offenders had also been responsible for housebreakings, demonstrating the prevalence of offending across many of the acquisitive crime areas.

Alcohol and food remain the most commonly stolen items.



Motor Vehicle Crime

Motor vehicle crime has seen a 16% increase on last year and an increase of 13% against the 5 year average. A similar pattern is seen in Angus, whilst crime rates of this type remain well below the Scottish average. Despite this increase in numbers there has been a 5% increase in detection rates.

Just over 20% of recorded vehicle crime involved forcibly opening or attempting to open a vehicle to steal items but in another 20% of cases items were stolen from vehicles which were unlocked and unattended. The majority of these thefts took place within residential areas either outside the home address or within a private driveway.

In cases where vehicles are stolen, the majority of cases relate to those vehicles being taken without permission using the true key. Perpetrators are largely known to the owners of the vehicles, being family members or visitors to house parties. The vehicle is regularly recovered quickly following such thefts.

There is a significant number of vehicles being left insecure for varying time periods with valuable items such as phones and work tools left inside. This type of theft is often

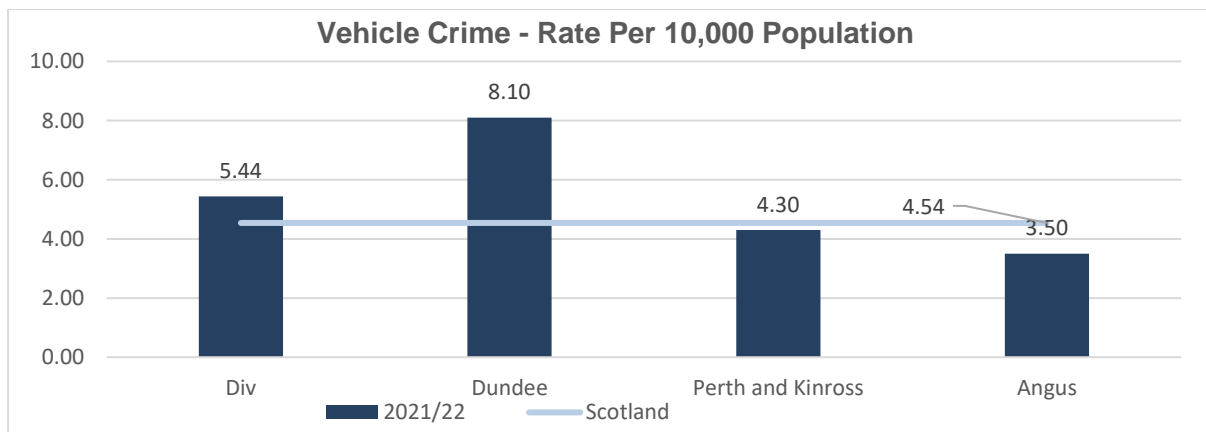
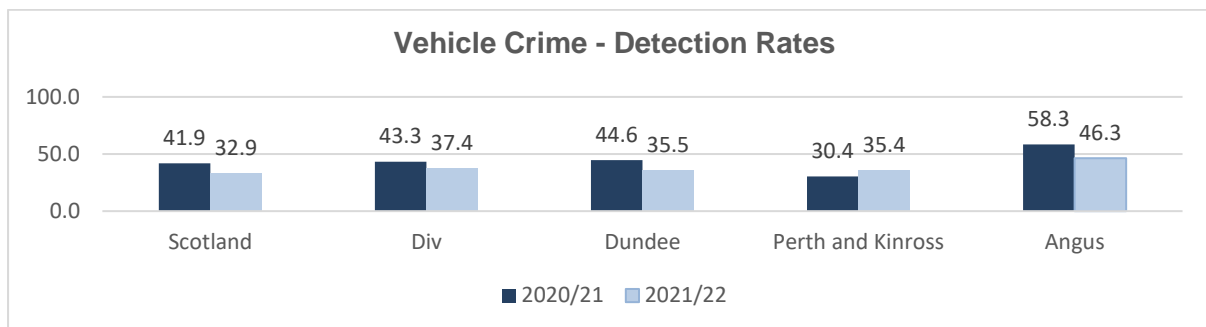
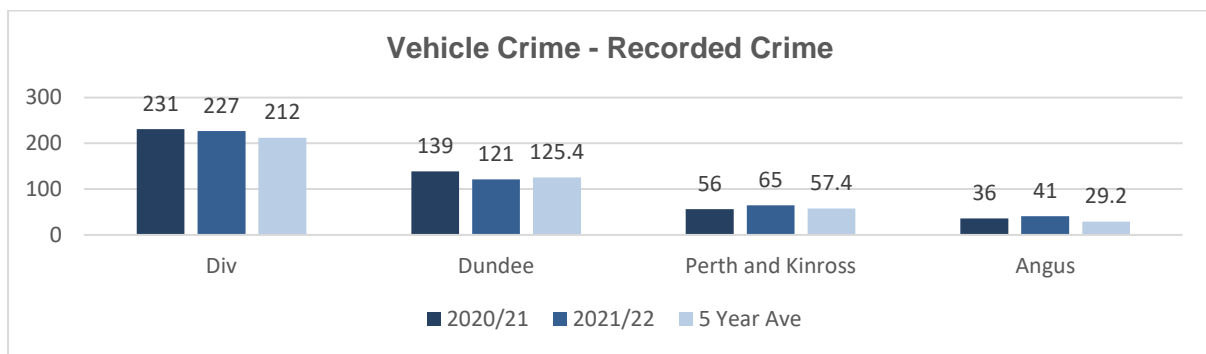
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opportunistic and yields little forensic opportunities. We continue to share messages about the need to lock vehicles and secure property.

**Results**

In April a digger valued at £13,000 was stolen from a building site in Crieff. Following enquiries by our Community Investigation Unit the vehicle was subsequently recovered in Fife and a 36 year male reported to the Procurator Fiscal.

On 13 June night shift response officers stopped a vehicle in Perth City Centre which was being driven erratically by what appeared to be a very young driver. The vehicle was abandoned and several children ran off. All were caught and it was ascertained the vehicle had been taken without permission from a parent. This proactive work may have prevented risk of injury to the child occupants of the vehicle and risk to other road users.



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### 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

#### Operation CEDAR

As we move in to a new financial year it is important to again highlight the principles of Operation CEDAR which are 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 and to refocus our efforts to further improve safety on Tayside's roads.

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

There were no people killed on our roads during this reporting period.

Eleven people were seriously injured, a reduction of 8.3% from quarter 1, 2020/21.

Whilst serious injuries reduced, those that sustained a slight injury as a result of road traffic collisions in Perth and Kinross increased by a third, from 27 last year to 36 this



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quarter. This may be down to number of vehicles returning to the roads network following COVID lockdown measures.

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

April 2021 - Operation Close Pass  
April 2021- Motorcycle Campaign  
May 2021 - Global Road Safety week  
June 2021- National Seatbelt campaign  
June 2021- VRU Campaign

Road Safety enforcement continues to be carried out as part of routine business by the Road Policing Unit. 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 and Kinross which were subject to focussed operation activity.

Tayside Division priority routes include the following roads;

M90/A90  
A9  
A923  
A93  
A85  
A92

From year to date a total of 8963 vehicles were stopped in the Tayside division by Roads Policing officers 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.

Of concern, Tayside Division have seen pursuit situations rise by 10.5% increase on the same period last year. Whilst Dundee had significantly more pursuits than both Angus and Perth & Kinross, geographical boundaries do not prevent these activities, and they demonstrate a growing willingness for offenders to attempt to evade the Police causing considerable danger to them, officers and other road users.

Operation Close Pass was introduced to Tayside Division in 2020 and continues to be conducted within all of Tayside's local policing areas. The introduction of Close Pass

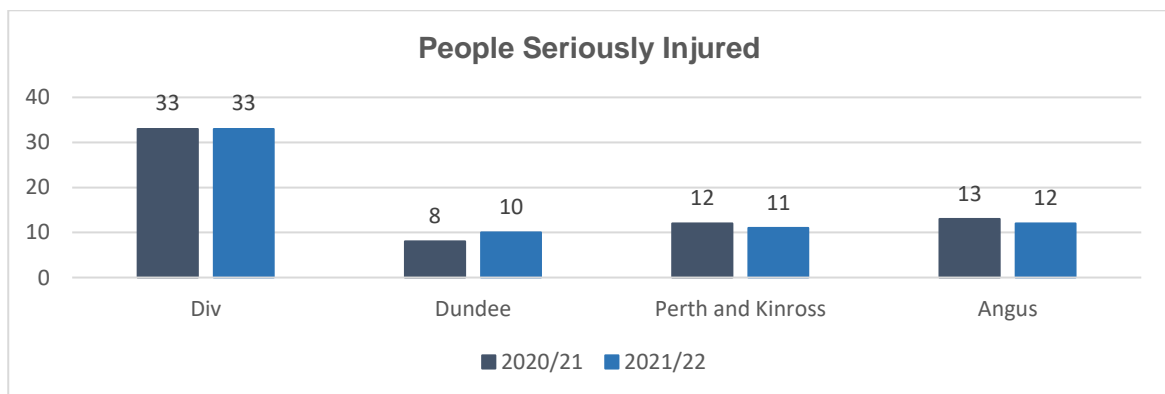
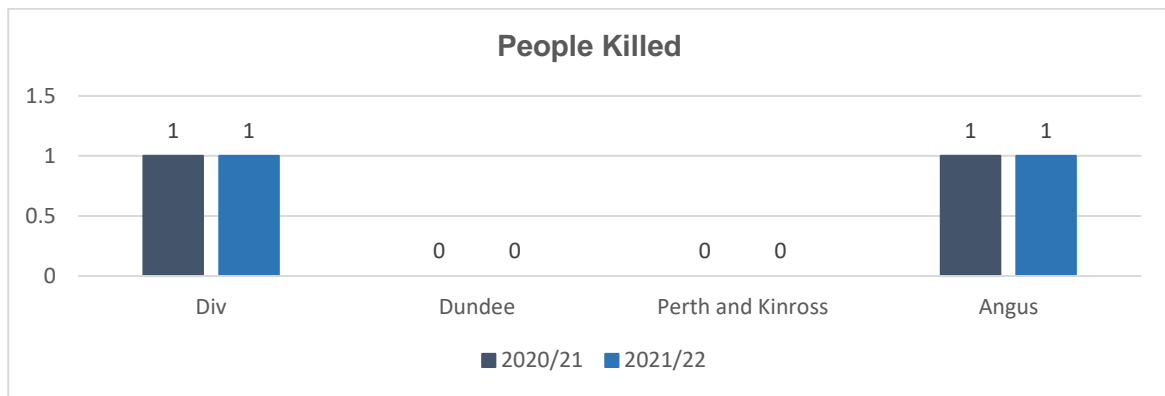
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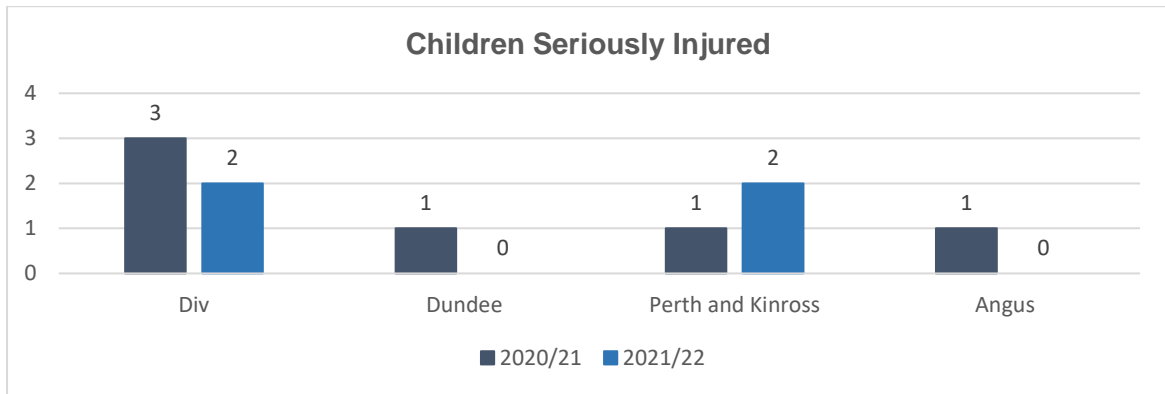
was in response to a shift towards more active travel following COVID restrictions. This includes an increase in the number of people using Tayside's roads and paths for cycling.

Plain clothes police officers cycle in traffic and are equipped with cameras which record video evidence of motorists passing too closely to the cyclist. The evidence can then be used to either educate drivers at the side of the road or, where appropriate, prosecute offenders or those deemed to be dangerous drivers.

The key objective of Close Pass is that the police are proactively dealing with dangerous driving before an accident occurs, rather than waiting for someone to be seriously injured or killed. This preventative approach allows for positive engagement and an opportunity to educate and increase driver awareness about the need to give cyclists plenty of space.

We continue to work closely with Cycling Scotland and Road Safety Scotland who have assisted with funding to purchase the required equipment.





### Speeding

Tayside Division detected 1483 speeding offences for the period under review, this is a 111.9% increase from the same period last year where we saw 700 offenders detected.

During the period under review and as seen in other areas speeding offences in Perth and Kinross increased by 109.1%. This may be attributable not only to the increased volume of traffic but additionally 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. Fewer vehicles result in less congestion and can result in increased speeds. Average speed detection safety cameras have become a permanent fixture on the A9 which means camera partnerships can increase deployment in other areas resulting in the detection of more offenders.

Speed detection falls in to the remit of daily business for Road Policing, however for the period under review a number of Route strategy days have focussed on not only the priority routes but also on roads which have been identified as problematic.

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

Road Policing Unit have also held a number of joint cross border speeding days of action on a number of priority routes across the Division. The targeted roads included the A93, A85, M90 A92 & the A9.

Working closely with the local authority, we 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 encourage the changes in driving attitudes and behaviour.

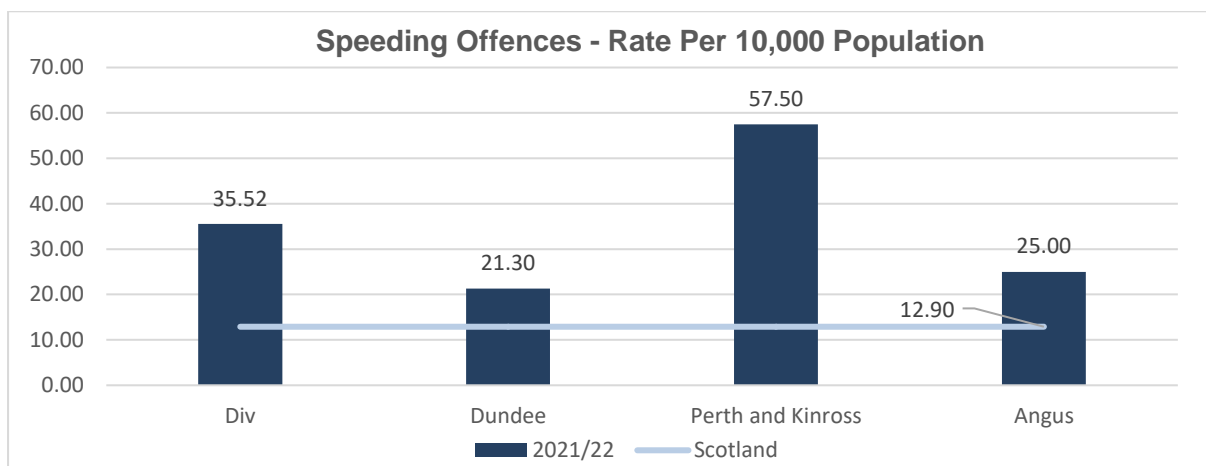
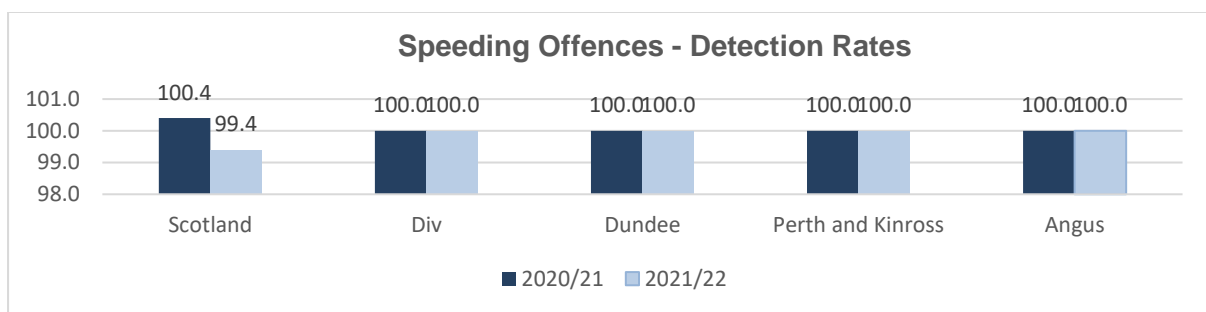
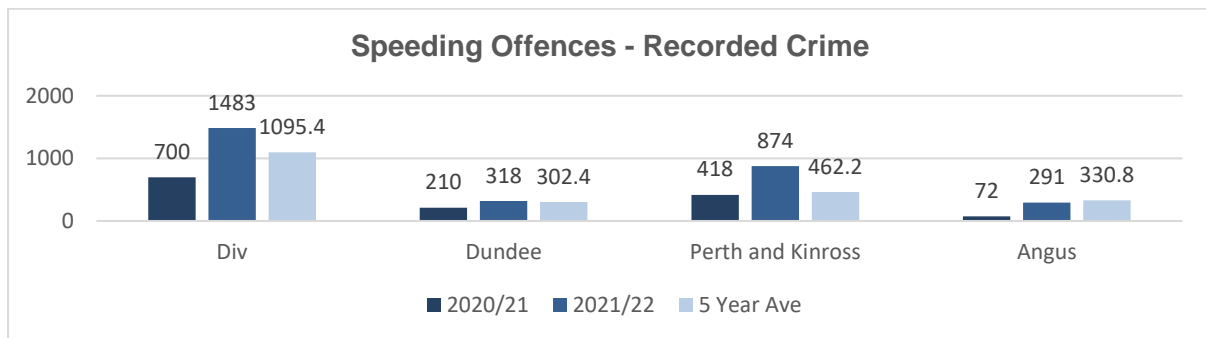
Some of the most notable speed detections for the Perth & Kinross area were;

- 118 mph exceed 70 mph limit
- 112 mph exceed 70 mph limit
- 107 mph exceed 70 mph limit
- 104 mph exceed 60 mph limit

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 along with local Authorities will conduct percentile speed check to establish if there is indeed an issue.

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.



Drink/Drug Driving

Positively, for the period under review, recorded Drink/Drug offences in Perth and Kinross has decreased by 18.4% compared to the same period of last year. Figures are still 20.2% above the 5 year average but well below the national average. There has been a significant improvement in the detection rates, up 24.7%.

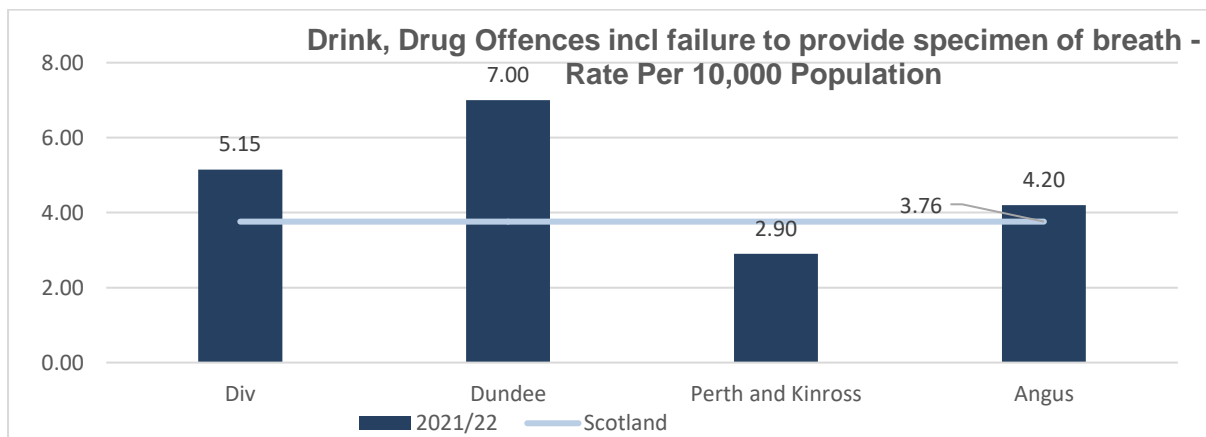
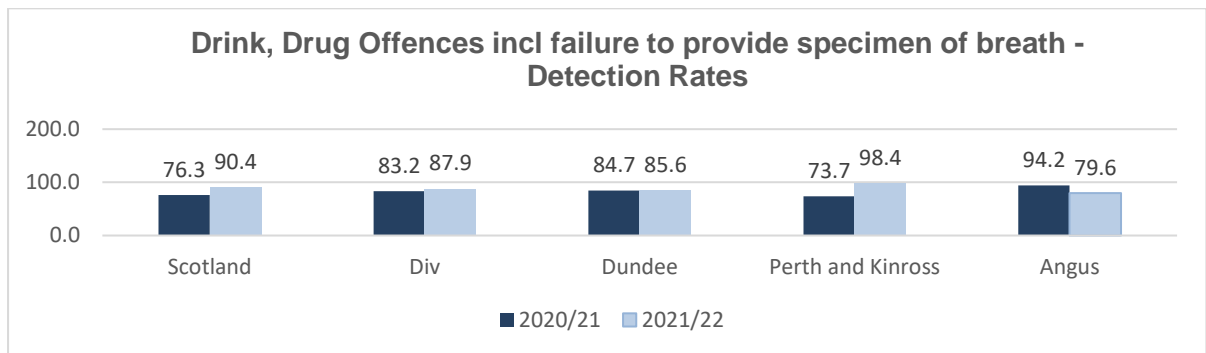
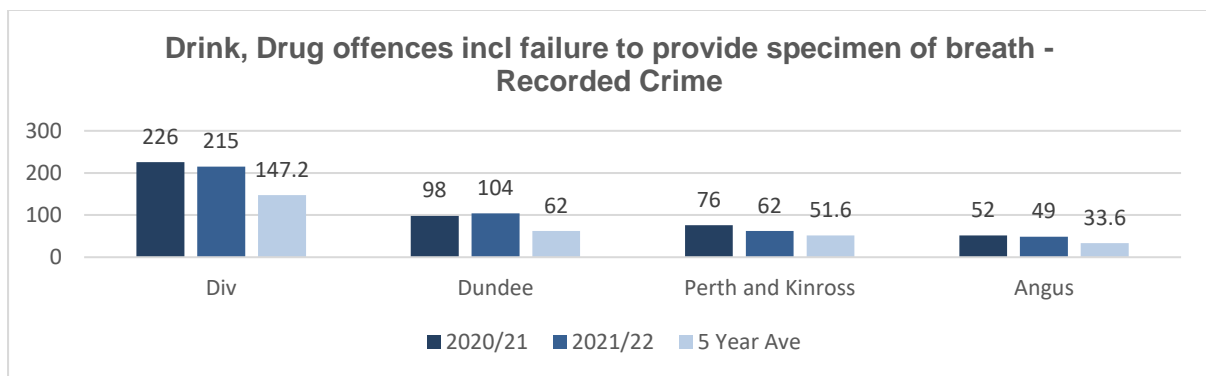
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Whilst direct comparisons are not available across Perth and Kinross, across Tayside 65% of the offences relate to alcohol and 35% to drugs.

The detection of drivers who are impaired through either Alcohol or Drugs falls in to the daily business for Road Policing.

Since COVID lockdown measures have eased, there has been a return to normality on the roads network with significant increased traffic volume, as such our continual efforts to improve road safety is as important as ever.

As we can see from the breakdown above drug wipe technology 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.



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### Careless Driving

Careless Driving in Perth and Kinross has increased by 84% with a total of 72 offenders being detected compared to 39 the previous year.

This is predominantly due to COVID lockdown measures easing and a significant increase of vehicles on the roads network.

A number of drivers have not been behind the wheel for a significant period of time, which will increase the risk initially until they again familiarise themselves with the controls of the vehicle and driving conditions.

As such Road policing officers teamed up with Road Safety Scotland (RSS) and have created and released a number of educational videos. The videos highlight vehicle/motorcycle issues which can arise from lack of use and driving hazards to be aware of when you have not driven/ridden for a significant period of time. Both have been well received.

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

By focusing on the 'Fatal 5' (Drink/Drugs, Seatbelts, Mobile Phones, Careless Driving and Speeding) 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. This will be enhanced with specific initiatives prioritising vulnerable road users and those at greatest risk.

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 and Kinross.

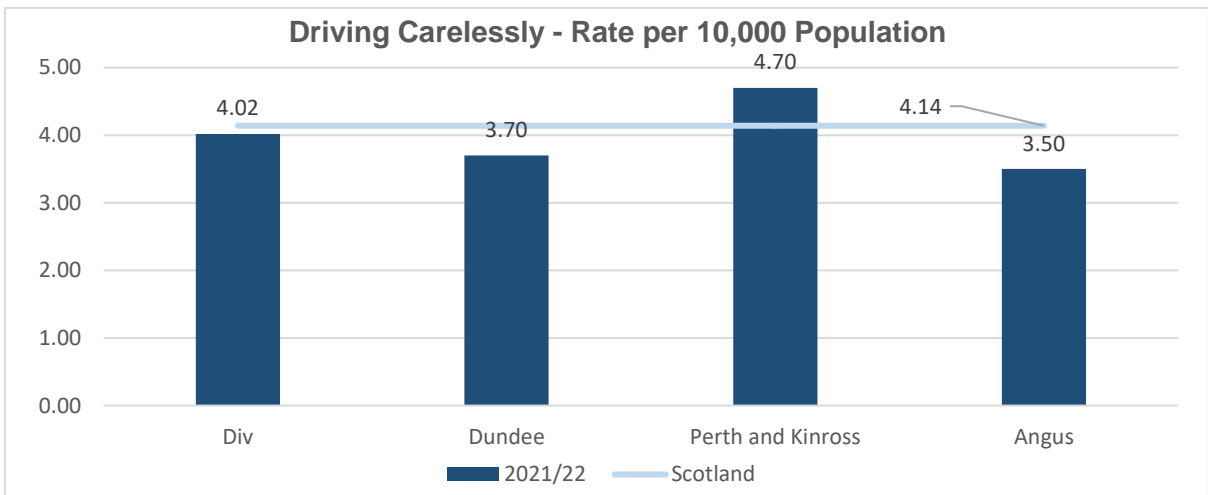
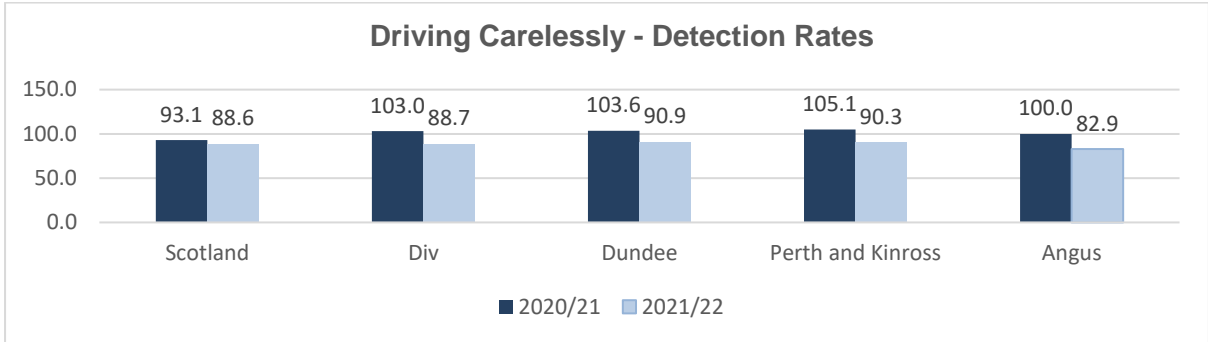
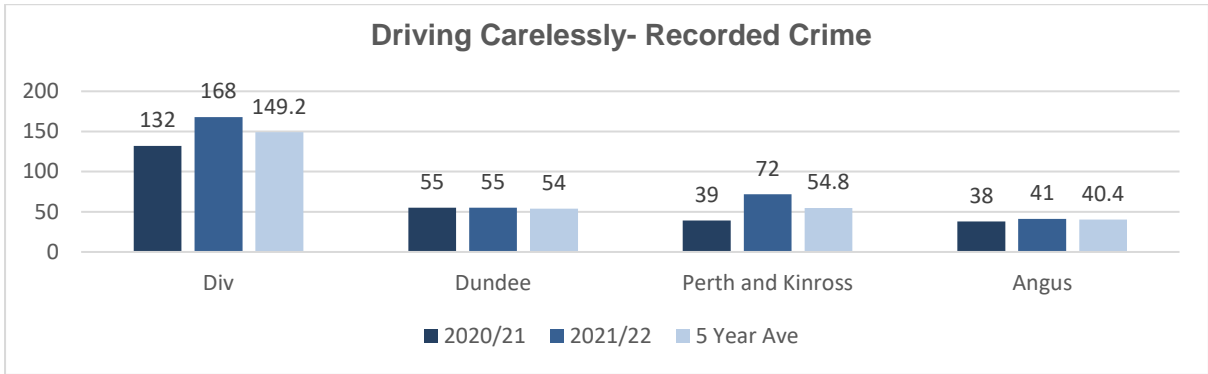
This is reinforced with Route Strategy Days based on the previous collision data for the month and involve multiple units carrying out high visibility patrolling of the same route. Where these routes traverse multiple Divisions we utilise cross border joint operations.

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 the COVID pandemic which will led to annual education programmes such as Safe drive stay alive to be postponed. This was a lost opportunity to influence younger driver behaviour which may never be regained.

Going forward a number of different approaches are being researched for example the New Driver Intervention Scheme which has been extremely successful in the East of the country.





**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

Recorded incidents of Sexual Crime have increased since the equivalent period last year. This continues to be driven by increases in newer crime types, such as Indecent Communications and the possession of Indecent Images of Children. Many of these are committed with the internet as an enabler.

Reports of non-recent abuse continue to be a significant factor, indicating the work of the partnership to encourage victims to report past offences.

We continue to experience a significant demand from missing person reports. In this reporting period 100 missing person reports were received, which represents a 170% increase on the same demand from quarter 1, 2020/21. Five young people were subject of 29 of these reports and the greatest demand was from premises which accommodate looked after children from all parts of the UK. 60% of reported missing people are male and 60% are from the 10-19 age range.

Missing persons investigations have ranged from a joint investigation by local officers and specialists in 3 Police forces to trace two young people who were known to have gone missing from a local care establishment to be involved in County Lines Drug Dealing, to two local officers saving the life of a young person by talking them away from a well-known local suicide hot spot.

The requirement to respond to persons in mental health or other crisis increased during periods in quarter 1. In comparison to demand in early April, we saw an increase of over 100% during June 2021 in reports submitted to partners following the Police response to vulnerable persons. Much of this demand may come from other agencies unable to deploy the same number of staff on the front line. We continue to work with third sector providers such as The Neuk to ensure there are alternatives to Police Custody in cases where acute mental health interventions are not required.

### Domestic Abuse

The crime rates represented in the table below are crimes recorded under the Domestic Abuse (Scotland) Act 2018. Four more crimes have been reported in comparison to the same reporting period last year however this can be expected due to greater use of this piece of legislation.

Of all domestic abuse incidents, about 39% resulted in a recorded crime. There continues to be a small rise of 3% in incidents reported to the Police but a greater rate



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of increase in recorded crime of 13%. This may be down to better crime recording or more proactive investigations.

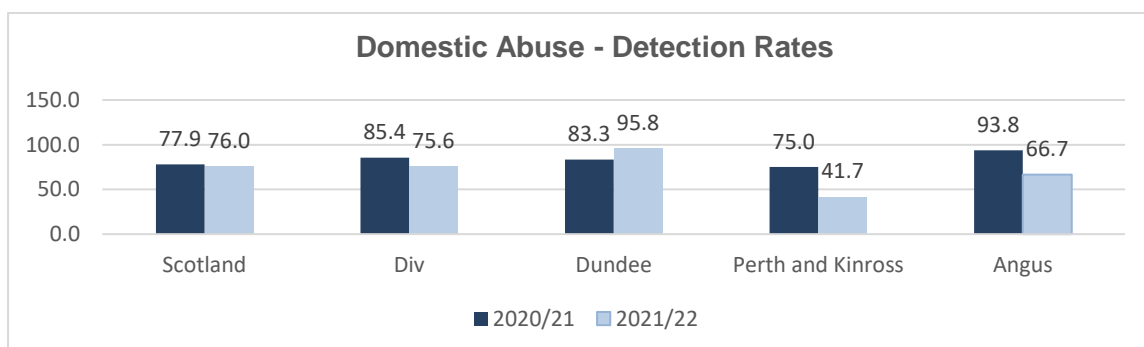
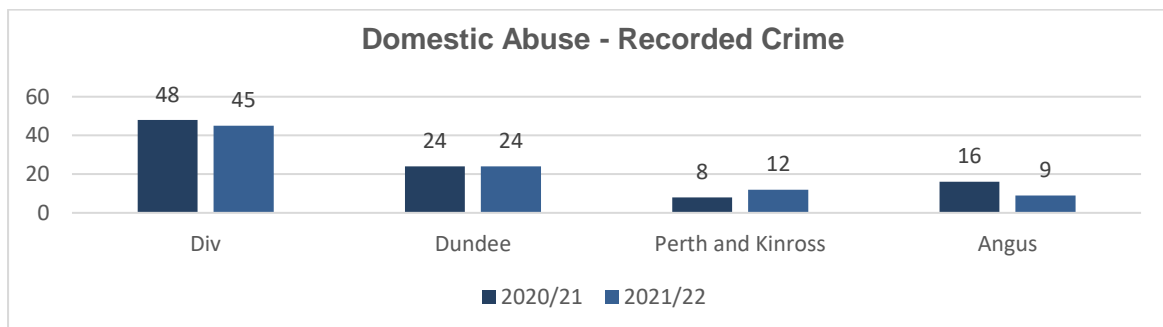
The majority of the perpetrators continue to be men with alcohol or substance abuse being a factor in a quarter of cases.

Repeat offenders continue to pose a challenge and during this reporting period offences have been carried out by persons who have been liberated and are on bail for like offences. We remain dependent upon the support of partners to support victims who remain within a relationship with an active offender and on occasions, abuse has taken place over a long period of time leading to more complex and lengthy investigations.

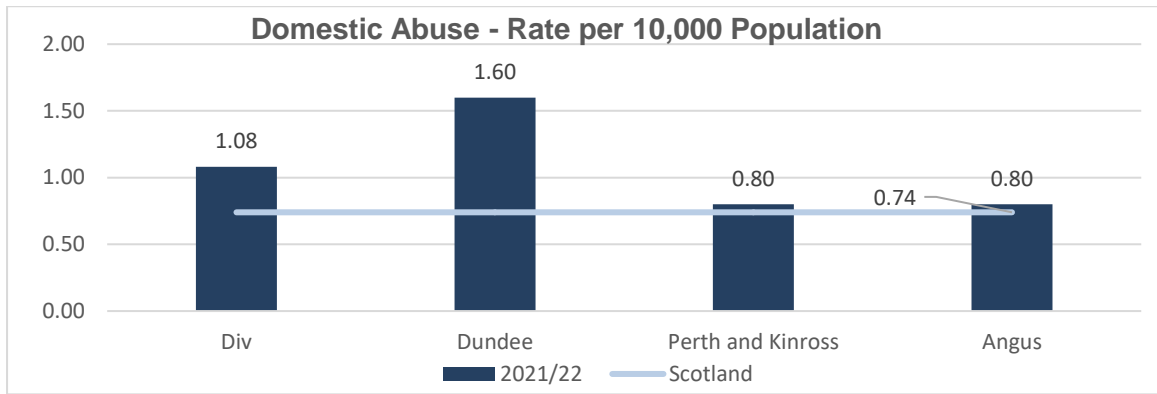
### Results

Following proactive work in May by officers in Kinross a 53 year old male was arrested for a breach of bail having approached and threatened a victim who he had previously subjected to a serious assault. The male was subsequently remanded in custody and awaits trial, allowing specialist support services to assist the victim with safety planning.

On two occasions between 28<sup>th</sup> April and 1<sup>st</sup> May local officers in Perth arrested a 28 year old man for domestic abuse offences. Having committed an assault in April liaison with the victim's family revealed the perpetrator had returned to the address in breach of bail, leading to a second arrest. The male was later remanded in custody.



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### Hate Crime

During this period there have been 10 recorded incidents which is slightly above quarter 4 but is level with recorded crime in the same reporting period last year.

Detection rates have dropped by 8.3% however this equates to one recorded crime. Of the 10 cases 50% occurred in North Perthshire with 40% being in Perth City. The main mode of perpetration continues to be abusive communications directed against non-UK nationals or persons deemed to be non-UK nationals due to their physical appearance. Police Officers continue to be repeat victims.

In 3 of the cases, crimes were committed by children under the age of 16 years old with one of those children responsible for 2 of the recorded crimes. The vast majority of the cases were detected and received a formal disposal. The single undetected case is very much a live investigation with corroborative evidence and a named suspect. It is anticipated that this case will be detected in due course.

Processes remain in place across the Division to monitor and review all Hate crimes and incidents to ensure these are being identified and recorded appropriately.

A daily review is carried out of Hate crimes/incidents to assist with identifying emerging trends and to allow 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.

The primary aims of this partnership activity is to increase hate awareness amongst groups and communities, the re-training of existing local Third Party Reporting Centres (TPRCs) continues as does identifying new premises and maintaining current Keep Safe premises within Tayside.

National Hate crime awareness continues to be 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.

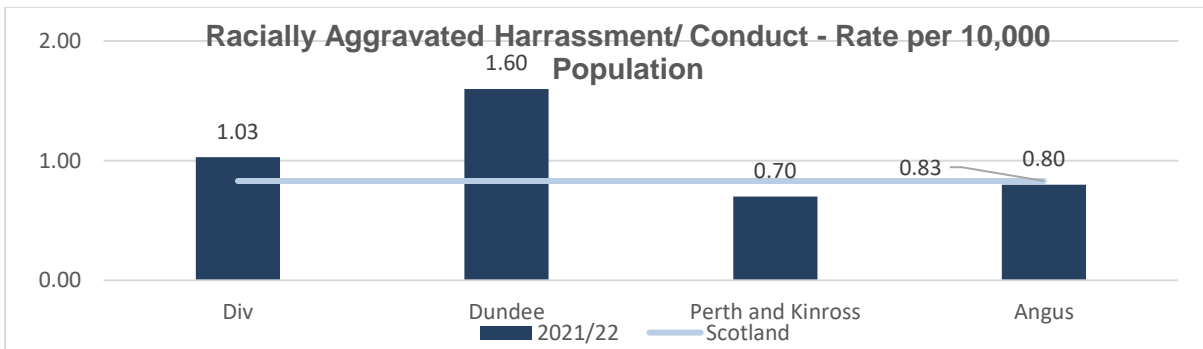
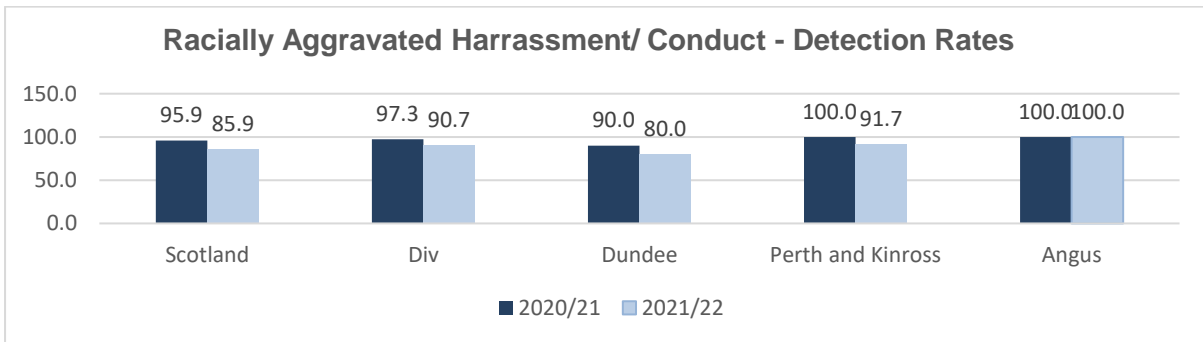
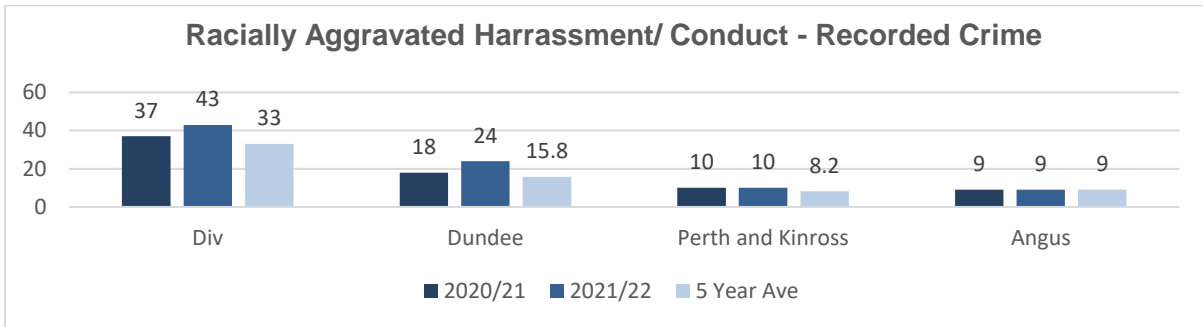
### Results

In May a Preventions officer completed an input on Hate Crime at Bertha Park High School in Perth to demonstrate and educate the pupils on the negative and damaging effect incidents of this type can have on victims. This session was carried out to a defined group of pupils, highlighting what is acceptable language and to

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re-educate in relation to the bystander effect of doing nothing and is part of a peer education initiative.

In June Preventions officers attended a webinar on "Radicalisation in Education" which was hosted by Education Scotland. This supports work already carried out by the division in relation to educating students of all ages on the impact of Hate Crime and re-education negative behaviours.



Sexual Crime

Rates for reported sexual crime have risen in comparison to the equivalent period in 2020/21, a trend seen across Tayside and nationally.

Detection rates have risen in comparison to last year, reversing trends seen in other Tayside area. The prevalence of cyber-crime will continue to affect detection rates with examination of devices and enquiries with internet service providers taking longer than conventional enquiries.

Offences are equally distributed across wards with Perth City recording around one third of sexual crimes. Whilst recorded rapes have increased, the number of other

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sexual assaults have dropped and other sexual crimes, particularly those enabled by the internet continue to rise. Around one quarter of recorded sexual crime has a cyber marker.

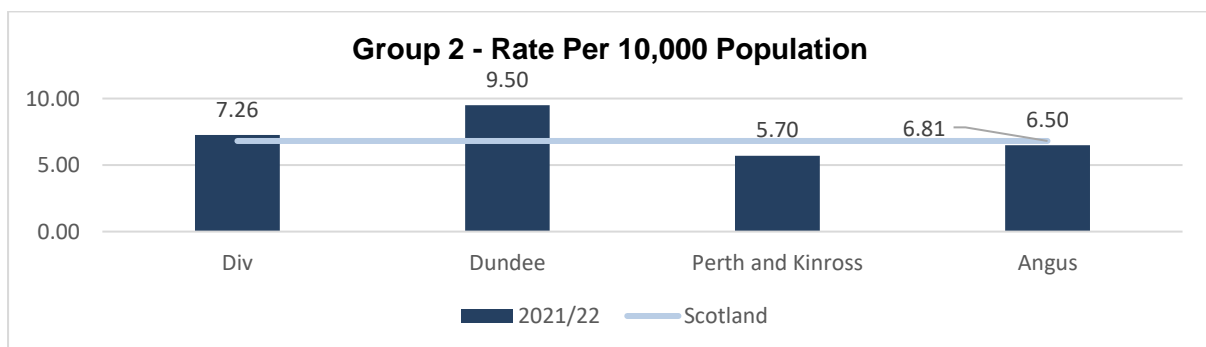
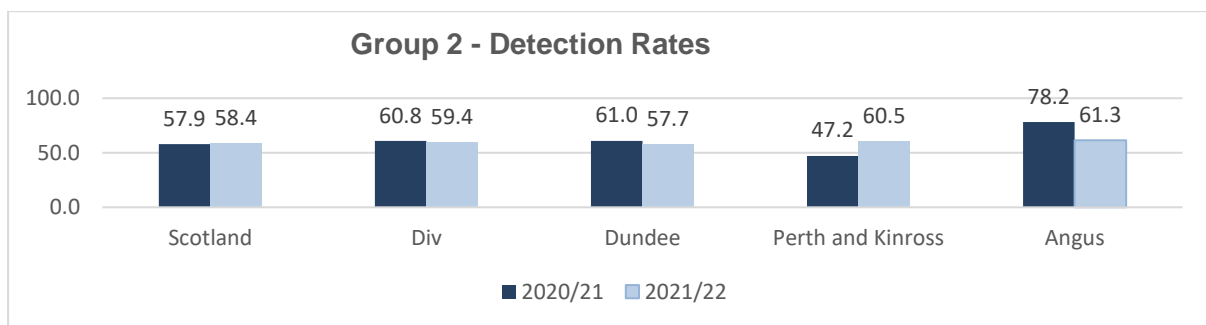
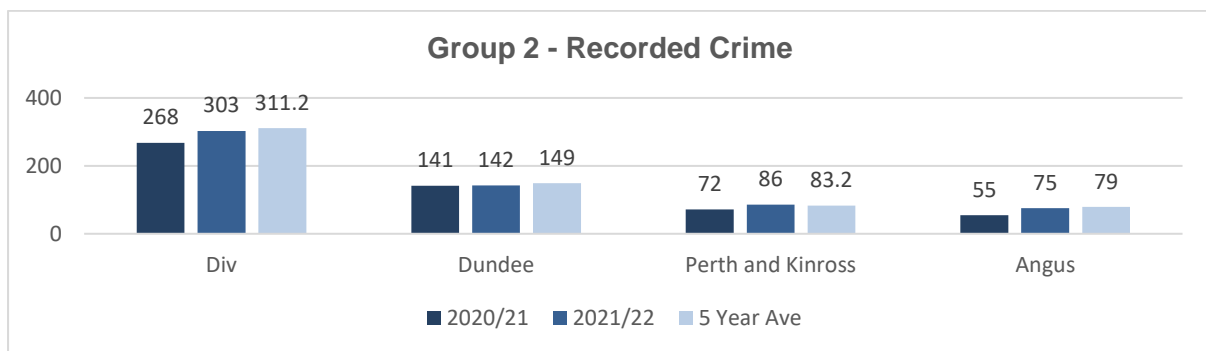
Victim analysis shows around 40% of victims are children aged 16 years old or under, with around 80% being females. Around 60% of these child victims report internet enabled offences.

With regard to reported rapes, 71% of crimes recorded in quarter 1 were non-recent in nature and in the majority of the cases, the perpetrator was known to the victim.

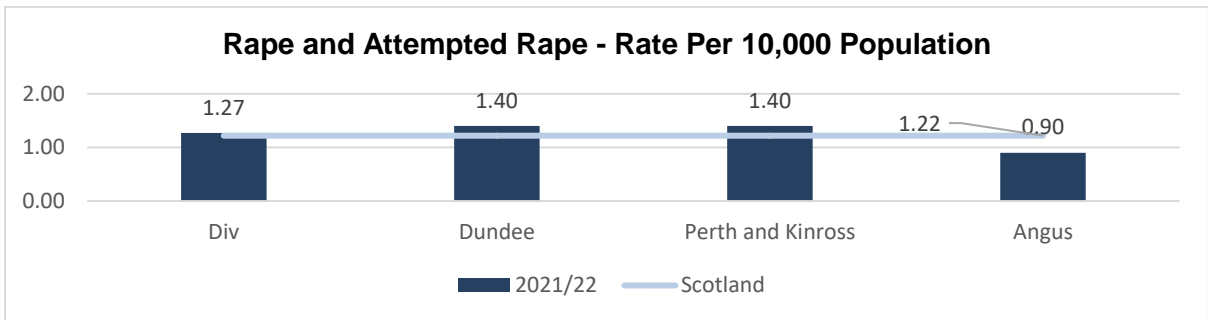
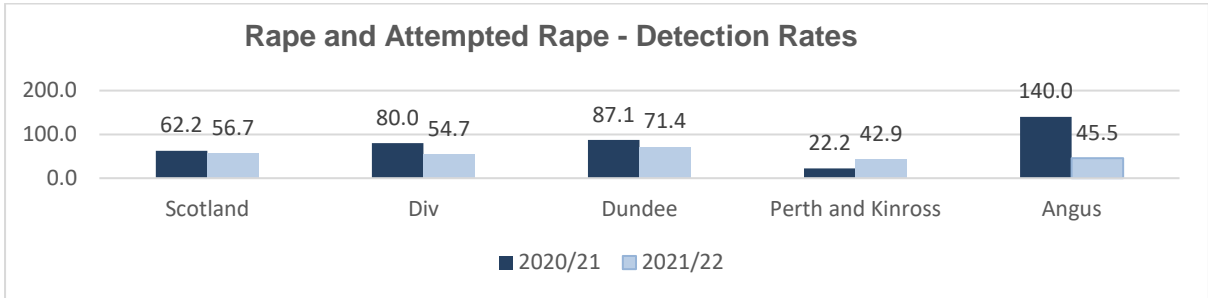
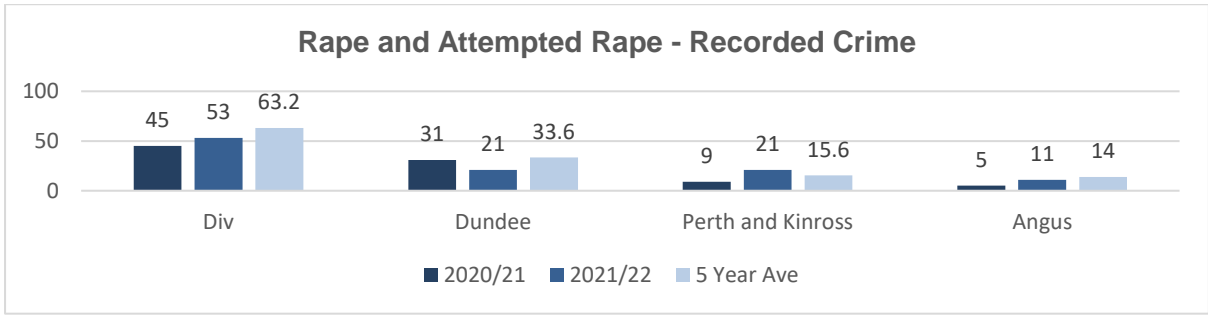
Results

In May local officers arrested a 35 year old male who had been responsible for four sexual exposures in the Luncarty area.

In June a 46 year old male was identified and arrested having on two separate occasions, whilst heavily under the influence of alcohol, approached two females within Perth, engaged them in conversation and attempted to kiss and touch them over their clothing.



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**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**

As reported in previous quarters Police and partners remain focused on persons from England who are believed to be involved in County Lines drug dealing in Perth and Kinross. Focused activities by Police and partners and positive actions by landlords have disrupted criminality at a city centre address in Perth however additional actions have been taken to prevent the subjects embedding themselves in the homes of other vulnerable people within the area.

Along with partners, we have begun to examine reports of Eastern European females in the Perth area engaged in possible commercial sexual exploitation. Enquiries between police, statutory and third sector partners are at an early stage in order to identify the exact nature of any criminality and links to other areas of Tayside and across Scotland.

Reaching enforcement at the end of April, an enquiry team consisting of specialist and local officers conducted an Operation into Human Trafficking and labour exploitation in North Perthshire. The enforcement, against four perpetrators was covered by local media and was well received within the community.

The Operation led to the highest number of victims identified so far in any Police Scotland Human Trafficking operation.

The Operation played a significant role in minimising community tensions in particular amongst migrant workers and non UK nationals who had been under the influence of the perpetrators for a considerable length of time.

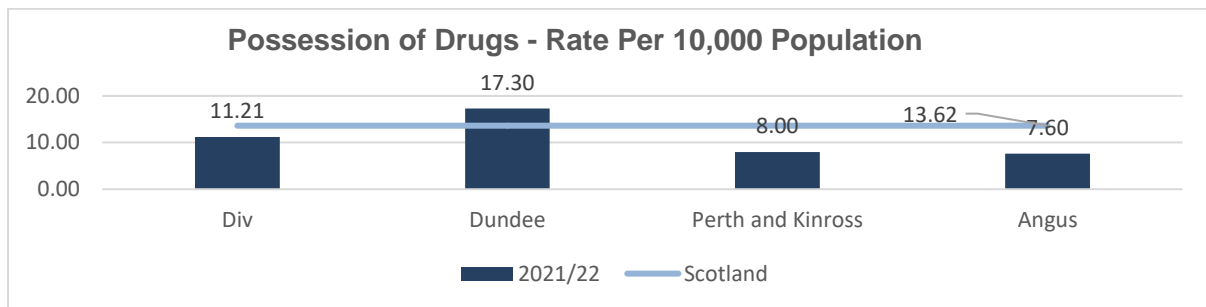
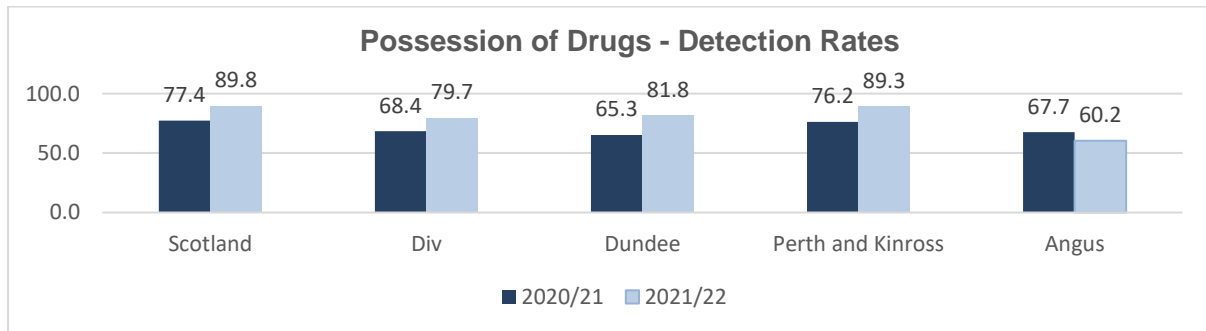
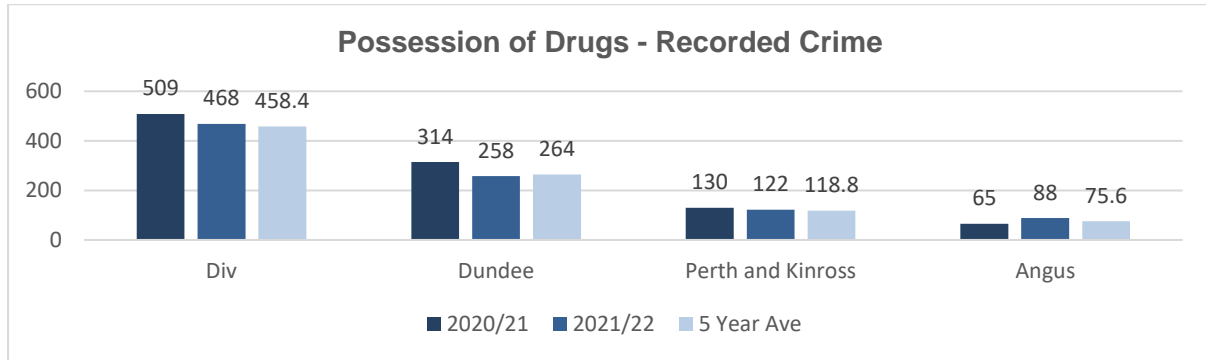
This operation contributed significant information towards the #EndLabourExploitation campaign, which was launched across Scotland in the spring to tackle modern slavery.

Possession of Drugs

Activity in this quarter shows similar patterns to the last year and may be down to less proactivity around licensed premises and the night time economy. Detection rates continue to be strong with early identification of controlled drugs from intelligence led searches.

Results

In May local officers executed a drug search warrant at an address in Perth. Personal quantities of drugs were recovered in addition to cash, however the activity provided evidence which allowed charges to be brought against a male from England thought to be heavily involved in County Lines drug dealing in Perth.



Supply of Drugs

Showing a similar picture quarter 4, recorded supply cases have again increased, by 66% in comparison to the equivalent period last year. Reasons for these increases are two-fold, firstly our continued proactive work by local teams to crave and execute drug warrants and secondly increases in multi-drug types being sent into HMP Perth.

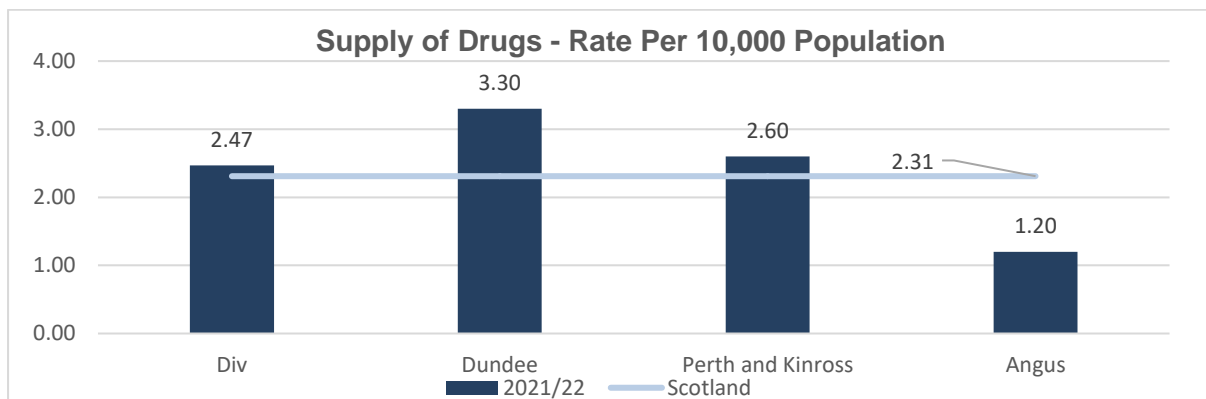
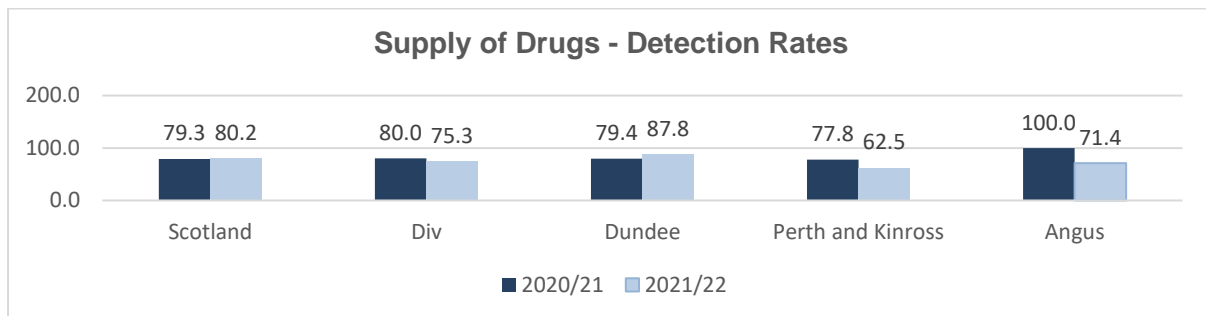
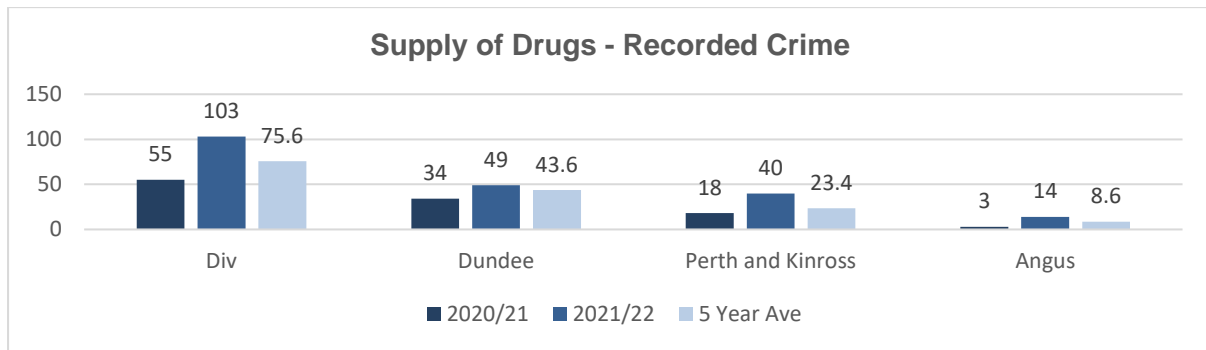
Detection rates have dropped slightly however the demand upon forensic services will cause these rates to fluctuate.

Our priorities remain unaltered, to target individuals who wish to supply drugs to young people and who supply substances which may endanger lives and contribute to increases in drugs deaths.

Results

In April Roads Policing officers were carrying out a speed check on the M90 when a vehicle passed in advance of the speed limit. Officers followed the vehicle which reached speeds in advance of 110mph. The vehicle was eventually stopped at the South Inch in Perth and following a search Cannabis to the value of £9000 was taken possession of from the occupants who were from the Aberdeen area.

In May Community Investigation Unit officer simultaneously executed three search warrants at private addresses in Perth and Stanley and at a business premises in Perth. These address are all owned by a 31 year old male and his partner believed to be involved in the supply of Cannabis and Cocaine around Perth enabled by a social media account. As well as causing significant disruption, Cocaine was recovered along with cash with motor vehicles owned by the subjects.



Measure - Proceeds of Crime

The following values were recovered in Perth and Kinross in Quarter 1:

- Civil Cash Seizures £1,160.71
- Expedited Civil Recovery – no cases
- Assets for restraint – no cases





**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*

### Operating Context

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.

At present the national threat level is currently at SUBSTANTIAL this means that a terrorist attack is likely.

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

Tayside officers continue to support partners and organisations in various CONTEST related matters including advice on security and protection of premises and the mitigation of both physical and cyber attacks.

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 community as part of daily business. D Division have recently advertised the role of LCLO to increase the cadre of suitably trained officers.

Awareness raising literature has been distributed to LCLO's and CONTEST partners with regard to the ACT app and easing of restrictions, Fire as a Weapon, Manchester Enquiry Report, Protect Duty and also Project Servator.

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In April a Multi-Agency CONTEST Board meeting was held with representation from Police, Local Authorities, SFRS, Scottish Government, SPS and education. This multi-agency meeting is an opportunity for partners to discuss CONTEST related issues and the local CONTEST delivery plan. CONTEST partners were supplied with the catalogue of CT training/ inputs that can be delivered by CTSA's/Police Scotland.

CTLO/CTSA have visited HMP Castle Huntly to discuss training opportunities for staff.



### 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:*

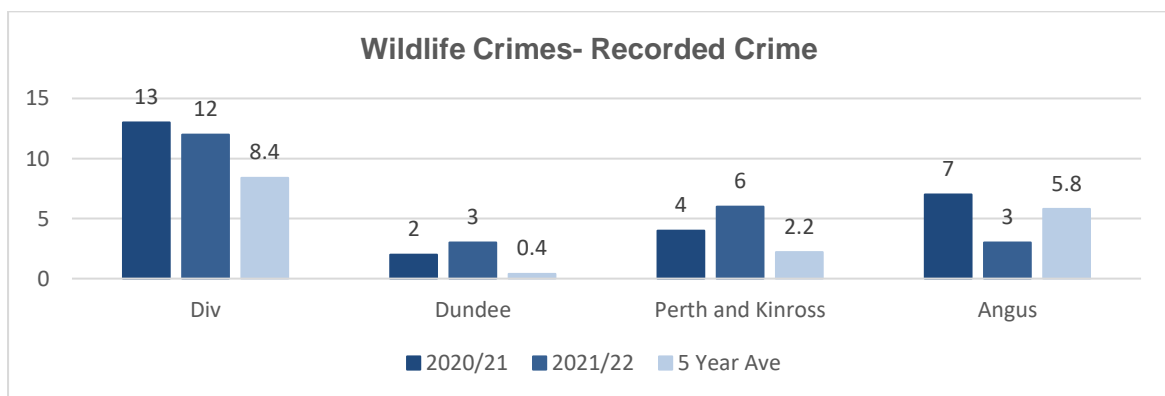
- *The needs of local communities are addressed through effective service delivery*

### Operating Context

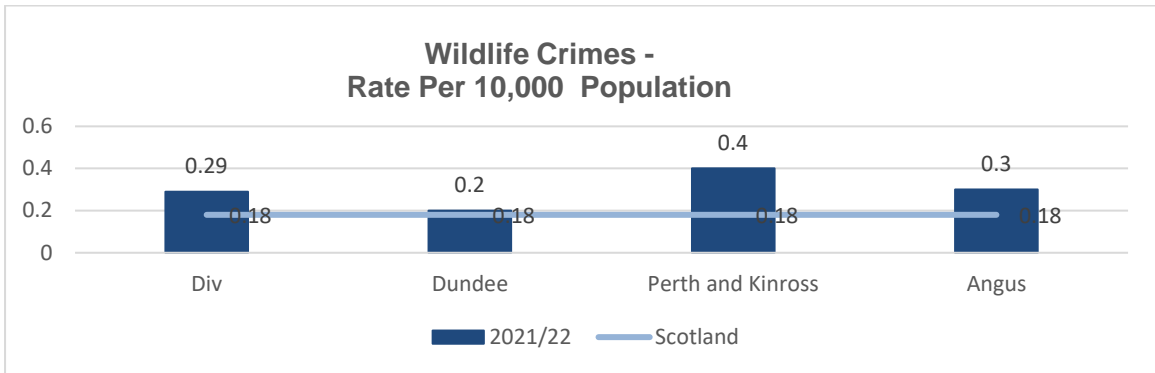
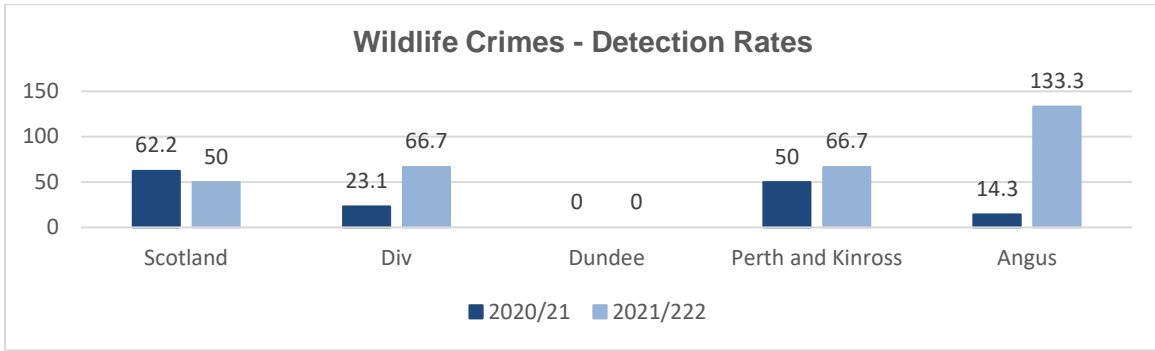
Perth and Kinross LPA is part of the Tayside Partnership Against Rural Crime (TPARC) which was launched in 2018. This activity feeds into the National partnership (SPARC) with Wildlife crime being at the forefront of that activity. Wildlife crime is any illegal act in Scotland affecting certain birds, animals and plants including their habitats. The current priorities are bat crime, badger persecution, raptor persecution, freshwater pearl mussel persecution, trade in endangered species, poaching and cyber enabled wildlife crime.

There has been a 50% increase in recorded wildlife crimes which equates to 2 crimes. It is also 172% above the 5 year average for this crime type. As well as an increase in recorded crime there has been a 16.7% increase in detection rates compared to this period last year and leaving 2 crimes undetected.

There has been no specific pattern to the recorded crime with the two undetected cases relating to the killing and ill treatment of a raven and the removal of beaver dams and disturbance of tunnels.



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## Other Key Activity

### Events

Whilst no significant events occurred during the quarter under review, the changing COVID landscape required a greater focus on the policing requirements around larger public gatherings. This activity will be in greater focus moving into quarter 2.

### Other Key Activity

Activities in this quarter focused on the need to change our operating model in anticipation of gradual changes to legislation and guidance focused on the COVID pandemic.

The requirement to attend at house parties and public gatherings significantly reduced towards the end of the quarter however there was no reduction in demand around concerns for vulnerable people and local policing resources continue to find themselves focusing on the public health rather than the criminal investigation space.

Impact on staffing levels had stabilised as we move towards the end of the COVID pandemic however front line resources remain affected due to the high proportionate of younger unvaccinated staff members.

We have been pleased at the collaborations build with statutory and third sector partners, particularly as there are signs these may begin to reduce demand on our front line response officers. The partnership built to tackle visitor management issues has resulted in reduced instances of violence and anti-social behaviour, engagement with young people has improved due to the wider variety of multi-agency resources on the ground and we have seen the potential of The Neuk in freeing officers from considerable waits at acute mental health services in Dundee.

The opening up of licensed premises, and anticipated demand from events remains an area of focus moving into quarter 2. It is anticipated that public appetite to socialise and attend sporting and other events will continue to place pressure on local policing resources within the next months.

Moving into quarters 2 and 3, it is anticipated that a number of local officers and officers with specialist skills may be involved in the operation to Police the 26th United Nations Climate Change Conference of the Parties (COP26) in Glasgow between 31<sup>st</sup> October and 12<sup>th</sup> November.

Our front line officers continue to work hard and display consistent compassion and professionalism despite the challenges of the COVID pandemic and demand is likely to continue in coming months as we return to a society closer to pre-COVID conditions.

## Complaints about the Police

Members of the public need to have confidence that should they wish to raise a concern or make a complaint about the quality of policing service provided or the actions of an individual, their concerns will be listened to and appropriate action taken.

Frontline Resolution (FLR) will be attempted for allegations which are non-serious, non-criminal and non-complex in nature. This involves resolution by explanation, apology or assurance. Where this cannot be achieved, a full enquiry in accordance with statutory guidance will be undertaken.

Should complainers remain dissatisfied with the handling of a complaint upon its completion, they may contact the Police Investigations and Review Commissioner (PIRC) to request an independent Complaint Handling Review.

### Complaints Received

*Table: Complaints received for Tayside Division (Apr-Jun) <sup>1</sup>*

| Category                       | LYTD | YTD | % change from LYTD |
|--------------------------------|------|-----|--------------------|
| Complaints Received - TOTAL    | 128  | 132 | 3.1%               |
| Allegations Received - TOTAL   | 176  | 195 | 10.8%              |
| Off Duty Allegations           | 0    | 0   | 0.0%               |
| On Duty Allegations            | 152  | 140 | -7.9%              |
| Quality of Service Allegations | 24   | 55  | 129.2%             |

<sup>1</sup> Data is correct as at 30/06/2021.

Complaints in Tayside have increased by 3.1% YTD compared to the LYTD. This is driven by increases in Angus of 38.52% and Perth & Kinross of 15.6%. However, a decrease was identified within Dundee City of 15.7%

Allegations in Tayside have also increased by 10.8%.

Please note that the data above covers all complaints and allegations against Tayside Division. Therefore, this does not include resources from Specialist Divisions which provide services within the area (e.g. Contact, Command and Control).

## Appendix

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

### Reporting Period<sup>3</sup>

|                         | 2016/17                                                         | 2017/18          | 2018/19          | 2019/20          | 2020/21          | 2021/22          |
|-------------------------|-----------------------------------------------------------------|------------------|------------------|------------------|------------------|------------------|
|                         | <b>Mid-year Population Estimate (Total Persons)<sup>2</sup></b> |                  |                  |                  |                  |                  |
|                         | 2014                                                            | 2015             | 2016             | 2017             | 2018             | 2019             |
| <b>FORCE / SCOTLAND</b> | <b>5 347 600</b>                                                | <b>5 373 000</b> | <b>5 404 700</b> | <b>5 424 800</b> | <b>5 438 100</b> | <b>5 463 300</b> |
| Tayside                 | 413 800                                                         | 415 040          | 415 470          | 416 090          | 416 080          | 417 470          |
| Angus                   | 116 740                                                         | 116 900          | 116 520          | 116 280          | 116 040          | 116 200          |
| Dundee City             | 148 130                                                         | 148 210          | 148 270          | 148 710          | 148 750          | 149 320          |
| Perth & Kinross         | 148 930                                                         | 149 930          | 150 680          | 151 100          | 151 290          | 151 950          |

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 & COMMUNITIES COMMITTEE**

**8 SEPTEMBER 2021**

**COMMUNITY PLANNING PARTNERSHIP UPDATE**

**Report by Head of Culture and Community Services**  
(Report No. 21/154)

This report updates Committee on Community Planning activity since the previous report in May 2021. This report also seeks approval of the Community Empowerment Annual Report for 2020/21, which reports on Community Asset Transfers and Participation Requests in the past 12 months.

**1. LOCAL OUTCOMES IMPROVEMENT PLAN**

1.1 The Community Planning Partnership (CPP) Board has been working on revising the Local Outcomes Improvement Plan (LOIP), via a CPP conference in April and a Short Life Working Group (SLWG) chaired by the Depute Director (Communities). This is to prepare draft priorities and performance measures, aligned with the Offer, for consideration/approval by the CPP and the Council later this year.

1.2 At the CPP Board meeting on 2 July Board, members agreed three actions for the SLWG to take forward:

**Action 1** – The working group convene workshops during August and early September with appropriate officers and partners from existing workstreams to identify the additional partnership actions that are necessary to impact on each of the five strategic priorities.

**Action 2** – The working group reviews governance and communications between individual CP partners and the Board to strengthen effectiveness and productivity of Board meetings. Board business should be focused on decisions or actions required, or otherwise add value; and

**Action 3** – The working group and CPP Executive Officer Group identify priority area(s) in Perth and Kinross where the CPP can focus on accelerated delivery of one or more of the five strategic priorities, including a focus on communities of interest. CPP Board will agree the recommended priority areas at the Board meeting of 20 August.

## 2. COMMUNITY LEARNING AND DEVELOPMENT PLAN 2021-24

2.1 The Council is working with partners, communities and individual service users to develop the new statutory Community Learning and Development (CLD) Plan. CLD is a statutory function of the Council to support people and communities to engage in learning, personal development, and active citizenship through effective partnership delivery. The new Plan will address key inequality issues as part of the wider LOIP framework over the next the 3 years, with a particular focus on key recovery and renewal actions up to September 2022 including –

- supporting the mental wellbeing of children and young people
- supporting people into employment, education and training
- supporting young people to achieve positive destinations
- building the capacity of community organisations and upskilling volunteers
- addressing child and food poverty
- providing a range of adult and family learning opportunities.

2.2 The Plan will also incorporate the key improvement actions identified by Education Scotland following their inspection of Perth city in October 2018. It will align with both the refreshed LOIP and the Perth and Kinross Offer. This will be presented to Council for approval on later this year, with progress reported thereafter via the Communities Directorate BMIP.

## 3. COMMUNITY EMPOWERMENT ANNUAL REPORT 2020/21

3.1 The Community Empowerment (Scotland) Act 2015 sets out rights and responsibilities for communities to have more significant influence or control over decisions and services which are most important to them. The Council has a statutory duty to report on the number of both Community Asset Transfer (CAT) Requests and Participation Requests it receives every year along with the Council's activity to promote these rights. These are summarised as:

- Part 5 of the Community Empowerment (Scotland) Act 2015, gives community groups the right to request ownership, lease, or have access to assets owned by the Council and other public bodies.
- Part 3 of the Community Empowerment (Scotland) Act 2015, enables communities to request to participate in processes to improve outcomes in their local community.

3.2 The Annual Report in **Appendix 1** outlines the number of Community Asset Transfers Requests, Participation Requests, and enquires the Council has received from 1 April 2020 to 31 March 2021.

## **Community Asset Transfer**

- 3.3 In 2020/21, one Community Asset Transfer (CAT) request was approved by the Council with Rannoch Outdoor Centre transferring to the ownership of Rannoch Community Trust on 2 July 2021. Several other enquiries and Expressions of Interest were received and supported during the year by the Council's CAT Team, and it is anticipated that a small number of these will develop into full CAT Requests in 2021/22. There has been positive feedback on the initial Expression of Interest stage of the process, which helps community groups to summarise their interest in an asset and identifies the best potential way forward. The EOI stage can avoid communities doing abortive work on a full CAT request which may not be the right solution. It also allows the CAT Team to support groups to explore alternatives such as a standard purchase or lease; a lease or disposal through the Disposal of Land (Scotland) Regulations; or some other form of management agreement. All information on the CAT process in Perth and Kinross is available online at <https://www.pkc.gov.uk/article/19819/Community-Asset-Transfer>

## **Participation Requests**

- 3.4 Participation Requests are an opportunity for community groups to request to get involved in discussions to improve the services and outcomes that their community experiences. A recent Scottish Government review highlighted that uptake in Participation Requests has been low across the country, which is reflected in Perth & Kinross. The Council has received one valid request in 2020/21, which was refused due to the project nearing completion of the tendering phase, meaning that further community participation was not feasible. Alternative future options for ongoing community participation in the delivery of improved outcomes, as identified by the applicant were outlined in the response. It is recognised that Participation Requests are one of many options open to communities to participate in the Council's decision-making process. Due to the Council's response to the pandemic over the last year, no active work was carried out to promote Participation Requests in PKC, over and above what is already available online at <https://www.pkc.gov.uk/article/19968/Participation-Requests>
- 3.5 Opportunities for Community Asset Transfers and Participation Requests will continue to be promoted via PKC's social media accounts. Officers will also ensure that CAT form a central part of the P&K Offer under the Equalities, Empowerment and Fairness Workstream.

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

It recommended Committee:

- I) notes the CPP activity since May 2021 and
- II) approves the Annual Report on community asset transfers and Participation Requests provided in Appendix 1

**Author(s)**

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

**Approved**

| <b>Name</b>     | <b>Designation</b>                     | <b>Date</b>    |
|-----------------|----------------------------------------|----------------|
| Fiona Robertson | Head of Culture and Community Services | 10 August 2021 |

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

All Council Services can offer a telephone translation facility.

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION, AND COMMUNICATION

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

### 1. Strategic Implications

#### Community Plan/Single Outcome Agreement

1.1 The Community Empowerment (Scotland) Act 2015 places several additional duties on local authorities and other public agencies. Community Asset Transfer (CAT) and Participation Requests give community groups greater rights and opportunities to influence or greater control over decisions that affect them. The Improvement Actions identified in the report may impact all of the strategic objectives but are likely to be most relevant to:

- (ii) Developing educated, responsible and informed citizens
- (iii) Promoting a prosperous, inclusive, and sustainable economy
- (v) Creating a safe and sustainable place for future generations

## Corporate Plan

1.2 The Community Empowerment (Scotland) Act 2015 places several additional duties on local authorities and other public agencies. Community Asset Transfer (CAT) and Participation Requests give community groups greater rights and opportunities to influence or control decisions that affect them. The Improvement Actions identified in the report may impact all of the strategic objectives but are likely to be most relevant to:

- (ii) Developing educated, responsible and informed citizens
- (iii) Promoting a prosperous, inclusive, and sustainable economy
- (v) Creating a safe and sustainable place for future generations

## **2. Resource Implications**

### Financial

2.1 Not applicable.

### Workforce

2.2 Not applicable.

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

2.3 Not applicable.

## **3. Assessments**

### Equality Impact Assessment

3.1 Proposals that have been considered under the Corporate Equalities Impact Assessment process (EqIA) are assessed as **not relevant** for EqIA.

### Strategic Environmental Assessment

3.2 Proposals have been considered under the Act, and no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

### Sustainability

3.3 Not applicable.

### Legal and Governance

3.4 Not applicable.

## Risk

3.5 Not applicable.

## **4. Consultation**

### Internal

4.1 Staff in Communities Service have been consulted during the preparation of this report.

### External

4.2 Not applicable.

## **5. Communication**

5.1 Not applicable.

## **2. BACKGROUND PAPERS**

No additional documents have been relied on in preparing the report, other than those committee reports already referenced within the main body of the report.

## **3. APPENDICES**

- Appendix 1 - The Community Asset Transfer and Participation Requests Annual Report 2019/20.





## Community Empowerment Annual Report 2020/21

### Community Asset Transfers and Participation Requests



#### Community Asset Transfers

|                                                                      | Number  |
|----------------------------------------------------------------------|---------|
| Groups approaching the Council about an asset                        | 5       |
| Groups who have withdrawn before an Expression of Interest submitted | 0       |
| Expressions of Interest received                                     | 4       |
| Groups who have withdrawn after an Expression of Interest submitted  | 0       |
| Number of live cases                                                 | 4       |
| Groups who researched an alternative outcome                         | 1       |
| CAT Requests received                                                | 2       |
| CAT Requests agreed to                                               | 1 (50%) |
| CAT Requests refused                                                 | 0 (0%)  |
| CAT Requests withdrawn                                               | 1       |
| CAT decisions appealed                                               | 0 (0%)  |
| CAT decisions appealed successfully                                  | 0 (0%)  |

#### Key Highlights 2020/21

In 2020/21, the Council received two formal Community Asset Transfer (CAT) Requests from the Rannoch Community Trust and Letham4All. Rannoch Community Trust applied for full ownership of the former Kinloch Rannoch Outdoor Centre, in order to redevelop the buildings to provide a new community hub with pub/restaurant and accommodation and meeting/office space that would be of benefit to the local community. This CAT request was received in April 2020 and approved by Full Council on 30 July 2020. Work is ongoing to complete the legal handover of the site to Rannoch Community Trust and we anticipate the legal sign off on this CAT will be completed imminently.

Letham4All submitted a CAT Request for the Letham Community Centre in North Perth in July 2020. This is part of a broader collaborative project between the Council and Letham4All to repurpose the building into the "Letham Wellbeing Hub," which will ultimately be managed and owned by Letham4All. Following conversations with the trustees of Letham4All, an alternative approach to the transfer of the asset has been agreed, which will use the Disposal of Land (Scotland) Regulations, as opposed to Community Asset Transfer.

The key focus for the CAT Team in supporting any interested group is to find a solution that best fits the needs of the group and their community. Therefore, it does not necessarily require the group to go through the full CAT process. In 2020/21, we supported three groups who approached the Council about an asset to work towards the best solution for them:

1. PLUS Perth submitted an Expression of Interest for a disused toilet block in Perth city centre. Work is currently processing to assess the options available to the community group to achieve their desired outcome. The CAT team continues to offer support around the legal title for the site and valuation.
2. Blairgowrie and Rattray Development Trust submitted an Expression of Interest for an asset currently used as office space and the town library. The community group is currently consulting their local community to produce an updated Community Action Plan, as a key source of evidence and support. Depending on the outcome of this activity, we expect a full CAT Request for this asset to be submitted in 2021/22.
3. Jeanfield Swifts football club approached the Council with an Expression of Interest in a local greenspace. After discussions with the PKC CAT Team rather than a full CAT, a straightforward management lease would be the preferred option for the community group and work is ongoing with the football club to make this happen. Part of the site has been redeveloped by a third party and this is also part of the discussions.

### **Our Approach**

The Council is committed to working with community organisations to explore the options open to them. Groups are encouraged and supported to have initial discussions and submit an Expression of Interest before they formally start the CAT process. This is intended to ensure groups are eligible and understand the process that would need to be followed to submit a full CAT Request. This approach allows the Council to identify whether the option of conventional disposal, whether through a sale or lease, could better suit the needs of the group.

We take a customer-centred approach to CAT Requests. Community groups are allocated a dedicated officer to act as a single point of contact and coordinate with staff across the Council to find the relevant information, before feeding back. Once community groups have a clear plan in place and feel confident that asset transfer is the right option, they are encouraged to start the formal CAT process. Throughout the process, representatives of the relevant Council services meet as a CAT Team to advise the group and progress their Request. A full description of the approach can be found on our webpage at <https://www.pkc.gov.uk/article/19819/Community-Asset-Transfer>

### **Promotion**

CAT is promoted to the public via the dedicated webpage. The webpage contains all of the information a group needs to undertake the CAT process, including:

- An [animated video](#) which gives a hypothetical example of the CAT process in action;
- The Expression of Interest Form and general advice;
- A list of all Council owned assets;
- The Community Asset Transfer Request Form and Guidance Document; and
- A copy of the scoring matrix that the CAT Team uses to inform their recommendations for the Council committee.

## Training and Support

In 2020/21, the Community Planning Team created a Podcast for elected members to raise awareness of the process for Community Asset Transfer in Perth and Kinross Council. The CAT team has also had external guidance from Community Ownership Support Service (COSS), funded by the Scottish Government to provide independent advice to community transfer bodies and public agencies. PKC staff awareness and training sessions have been developed over 2020/21. Learning lunch sessions and an e-learning module will be launched during 2021/22. This had been scheduled for 2020/21, but due to the coronavirus pandemic, some of this work was delayed, with staff being re-tasked to support the Council's emergency response.

A new [CAT Toolkit](#) has been developed in 2020/21 to support community groups to work through the required steps to be eligible for Community Asset Transfer and support the group to write their full CAT Request. The toolkit is based on a self-assessment of their current activities, eligibility and capacity to undertake a Community Asset Transfer.

## Improvement Actions for 2020/21

The Council will continue to support community groups to explore opportunities in owning, leasing, or having access to Council assets. Reflecting on performance in 2020/21 and what needs to happen to build on this in 2021/22, the following improvement actions have been identified:

| Identified Issue                                                                                                                                      | Action                                                                                                                                                                                                                                                                              | Lead Service                                                                       | Timescale                                          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|----------------------------------------------------|
| The number of requests and enquiries received to date suggests that levels of awareness of CAT, its opportunities, and responsibilities remains mixed | Deliver Communications Plan for Community Empowerment (including CAT), specifically the development of: <ul style="list-style-type: none"> <li>• further learning lunches</li> <li>• a social media campaign</li> <li>• information sessions for community organisations</li> </ul> | Community Planning Team, Organisational Development Team, Corporate Communications | Development of e-learning module<br>September 2021 |
|                                                                                                                                                       | Work with colleagues to ensure that CAT forms a central part of the P&K Offer under the Equalities, Empowerment and Fairness Workstream                                                                                                                                             |                                                                                    | Establishment of P&K Offer<br>November 2021        |
| Continue to support Live Active Leisure with community engagement activity                                                                            | Undertake specific work in partnership with LAL about opportunities for CAT around assets they currently operate and manage in communities across Perth and Kinross                                                                                                                 | Community Planning Team, CAT Team, Live Active Leisure, Corporate Communications   | March 2022                                         |
| A list of all Council assets is available online but is difficult to screen and filter                                                                | Improve information provision so that those properties which are most suitable for CAT are easier to identify. Produce promotional materials for a small number of properties                                                                                                       | PKC Corporate Property Asset Management Group                                      | March 2022                                         |

## Participation Requests

|                                                   | Number |
|---------------------------------------------------|--------|
| Participation Requests received                   | 1      |
| Participation Requests that were invalid          | 0      |
| Participation Requests that were valid            | 1      |
| Participation Requests rejected                   | 1      |
| Participation Requests which resulted in a change | 0      |

Perth and Kinross Council received one Participation Request in this period, from Scone and District Community Council regarding the Cross Tay Link Road. The Community Council requested be involved in discussions around 'The 'greening' of the Cross Tay Link Road to the North of Scone, e.g., active travel, non-motorised road users, and environmental improvements.' The Request was received in March, and a response was provided in April 2021. The Council ultimately decided to refuse the request on the grounds that, at the time, the Council was fully engaged in the formal tendering process for the project outlined in the Request and there was no scope for further community participation at the stage. Future opportunities for further community engagement and participation in the delivery of the project were outlined and the Council remains committed and ready to support this as the project moves forward.

In 2019/20, the Council received one Participation Request from the North Inch and Muirton Community Council. Over 2020/21, work has been taking place through the Perth, People, Place programme and the Community Council have been directly involved in this. It is anticipated that work on the Street Design application will focus specifically on the Muirton area of Perth and fully engage the community in that process, which will seek to deliver on the aspirations outlined by the Community Council in their Participation Request.

### Promoting Participation Requests

Information about Participation Requests is provided on a specific webpage <https://www.pkc.gov.uk/article/19968/Participation-Requests>. If groups approach the Council about a particular issue, the Community Planning Team can advise them about the Participation Request process, as well as other ways to get involved in influencing outcomes and shaping services.

All guidance documentation and paperwork on the Council's website have been updated to be more community-friendly and accessible. As part of a broader communications campaign on Community Empowerment, an [aminated video](#) about Participation Requests has been produced, which provides a hypothetical example of the process in action.

### Improvement Actions

The Council will continue to support communities who want to get involved in improving outcomes for their community. Reflecting on performance in 2020/21 and what needs to happen to build on this in 2021/22, the following improvement actions have been identified:

| Identified Issue                                                                                         | Improvement Action                                                                                                                                                                                                                                                                                                                        | Lead Service                                                                       | Timescale                                |
|----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|------------------------------------------|
| Other options for engagement and participation are also available and potentially underutilised          | Promote the Consultation Hub and encourage communities to engage proactively at the earliest opportunity.                                                                                                                                                                                                                                 | Community Planning Team                                                            | Ongoing                                  |
|                                                                                                          | Work with colleagues to ensure that PRs form a part of the P&K Offer under the Equalities, Empowerment and Fairness Workstream                                                                                                                                                                                                            | Community Planning Team, Organisational Development Team, Corporate Communications | Establishment of P&K Offer November 2021 |
| Staff could be doing more to promote alternative ways for people to shape services and improve outcomes. | Offer additional guidance to staff and consider creating a podcast to communicate statutory duties associated with Participation Requests and the broader Community Empowerment agenda. Use these as opportunities to encourage staff to be more proactive, imaginative, and inclusive when undertaking consultation and engagement work. | Community Planning Team and Organisational Development                             | December 2021                            |



**PERTH AND KINROSS COUNCIL**

**Housing and Communities Committee**

**8 September 2021**

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

**Report by Depute Director (Communities)**

(Report No. 21/155)

This report asks Committee to note progress in 2020/21 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 proposed structure and content of the revised Strategy 2022-27.

**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 across all tenures 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). This report provides the final annual progress update in implementing the strategy. At the conclusion of the current year 21/22 the outcome of work towards the objectives will be incorporated into the revised strategy as 'baseline' information.
- 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 colleagues, specialists in other related disciplines and contractors. Follow on workshops have been held periodically to review progress and modify actions in the plan, where necessary.
- 1.4 A Local Housing Strategy Steering Group, comprising of Lead Officers for each of the themes meets quarterly and monitors progress towards the annual targets set in the strategy.

**2. PROGRESS TOWARDS OBJECTIVES**

- 2.1 The annual progress report for 2020/21 is attached in Appendix 1. The Local Housing Strategy has the following four strategic objectives. Key areas of progress in delivering the outcomes include the following:

## 2.2 Supply of Housing and Sustainable Communities

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

During 2020/21, **we have:**

- delivered a total of 136 new houses for social rent
- bought back a further 28 houses to add to the Council housing stock
- completed a city centre development to assist in regeneration of the city centre
- provided suitable housing to 131 households with an overcrowding need
- helped invest over £17M Scottish Government Grant funding in progressing affordable housing developments to be delivered by the Council and our RSL partners This funding contributed to the housing completed in the current year as well as housing to be completed in the future
- facilitated the improvement of 17 empty properties and brought them back into use through our Empty Homes Initiative
- assisted 178 households to access good quality, affordable accommodation in the private-rented sector
- Managed 199 properties for let in the private sector through our leasing scheme

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

## 2.3 Housing and Homelessness

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

During 2020/21 **we:**

- reduced homeless presentations by a further 12% following the 19% reduction in 2019/20. (compared to a 9% reduction in homelessness nationally).
- reduced homeless presentations from families by 40% and young people by 13%.
- had the lowest prevalence of households in temporary accommodation at 0.5 households per 100,000 population.



- had the shortest length of stay in temporary accommodation nationally with an average of 76 days (national average was 184 days).
- provided assistance to migrant workers who lost their jobs and accommodation as a result of the pandemic – providing accommodation for at least ten households experiencing difficulties.
- continued to work on void properties throughout the pandemic in line with Covid guidance around safe working practices and allocating/letting accommodation. There was a 9% reduction in the total properties let by PKC in 20/21 compared to the previous year since many households were unable to move due to the pandemic. This is positive in that the reduction could have been much greater due to the restrictions, but our focus on turning properties around quickly reduced the pressure on the delivery of homeless services throughout the pandemic.
- staff were re-tasked at certain points to assist with priority service delivery areas such as sheltered housing complexes and Greyfriars House.
- at the outset of the pandemic, we contacted over 7,500 tenants to undertake welfare checks to make sure that they were offered wraparound support in relation to any concerns re food, money or health and well-being. We offered to maintain contact with individual tenants on an ongoing basis for as long as they needed.
- in recognition that tenants may be facing a loss of or reduction income and an increase in day to day living costs as a result of the “stay at home” message, we doubled our Sustaining Tenancies Fund to £300k.

**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 and effectively supported our tenants throughout the pandemic.

## 2.4 Independent Living

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

During 2020/21 **we have:**

- delivered 24 new houses designed to meet the needs of individuals or households with limited mobility and particular support requirements.
- continued to develop effective pathways into housing for people with support requirements.
- made significant progress in delivering additional independent living projects. Work on 8 new flats in Milne Street continued during 2020/21 and the flats were completed in April 2021. Considerable progress was also made on projects at Rannoch Road and Dunkeld Road in Perth as well as at Rattray, Blairgowrie.
- carried out 27 major and 143 minor adaptations (on average within 45 days) to council houses to facilitate independent living.
- installed 28 modular ramps (14 in Council homes and 14 in private homes).

- Completed 85 major adaptations, 9 minor adaptations and 123 small repairs for private owners through the Care and Repair scheme
- Maintained continuity of the Care and Repair scheme - approved 83 Major Adaptation grants to private sector households, with a works cost of £416k and a grant value of £345k. The most common major adaptations include wet floor showers; stairlifts; and ramped access.
- provided short term floating housing support to over 1200 clients.
- installed over 900 community alarms to support clients to live independently.

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

## 2.5 House Condition, Fuel Poverty and Climate Change

**Our aim** is to support residents of Perth and Kinross to live in warm, dry, energy efficient and low carbon homes which they can afford to heat. Unfortunately, all programmes were affected by the pandemic, restricting the work which could be carried out to our houses.

Nevertheless, during 2020/21 **we have:**

- installed over 250 central heating systems.
- started our survey of Council housing through our Local House Condition Survey.
- increased the number of council properties with renewable technologies – 41 properties had Air Source Heat Pumps installed and solar water heating was installed in 52 houses.
- developed and delivered on-line training on Fuel Poverty Awareness for front-line staff.

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

## 2.6 Challenges for our Local Housing Strategy

While substantial progress is being made towards delivering our outcomes, overall, several challenges continue. These include:

- The geography of the area presents some specific challenges in relation to the availability of land for new housing. This requires a strong focus on collaboration with partners to develop new housing.
- Changing demographics as 45% of our tenants are 65 or over. National and local projections indicate a significant increase in our older population over the next 20 years. This will require continued close working with health and social care colleagues to plan to meet these future demands.

- A significant challenge is faced by all services and communities in tackling and mitigating the impact of poverty. High housing costs can be key driver of poverty, with 1 in 5 of our children estimated to live in poverty and 30% of households classed as fuel poor. Mitigating the impact of poverty will be a key priority for the revised strategy.
- Addressing climate change and the potential impact on tenants. There will be a significant impact on the Housing Revenue Account (HRA) to retrofit current council stock to meet new legislation and standards.
- Responding to the ongoing Covid-19 pandemic and the longer-term impact this may have had on households.
- Working within a construction market where there is likely to be a continued shortage of labour and materials

### **3. PROPOSALS**

3.1 It was approved by Housing and Health Committee in November 2020 (Report No 20/215) that the submission of a revised Local Housing Strategy should be delayed by one year. Previously we were due to submit our revised strategy in 2021. We will now submit our revised Strategy to the Scottish Government in 2022.

3.2 In preparation for the revised Local Housing Strategy a review of changes in our policies and strategic direction (such as the Perth and Kinross Offer), national policies and the current housing issues in Perth and Kinross will inform the development of a series of themed evidence papers. This information will be shared with partners and stakeholders and a series of workshop events covering the themes will be organised to discuss this information and identify key objectives for our Local Housing Strategy. Potential actions which we will work on in addressing the objectives will be considered with partners and stakeholders and the actions to take forward the Local Housing Strategy will be agreed in partnership.

3.3 A review of relevant documents and legislative changes since we last reviewed the Strategy in 2016 has informed the revisions to the structure being proposed. Notable documents in informing proposals for the revisions to the Structure are: -

- LHS Guidance 2019
- Housing to 2040
- Planning (Scotland) Act 2019
- Fuel Poverty (Targets, Definition and Strategy) (Scotland) Act 2019
- Child Poverty (Scotland) Act 2017
- Housing and Regeneration Outcomes Framework
- Ending Homelessness and Rough Sleeping: Action Plan
- Climate Change Plan: third report on proposals and policies 2018 - 2032
- More Homes Division Guidance Note 2019/02 - Wheelchair accessible housing target
- Fairer Scotland Action Plan

- The Heat in Buildings Strategy (currently in Draft) and revisions to energy standards (EESSH2)

These documents were reviewed along with guidance documents setting out a vision for a Fairer Scotland, tackling racism and inequality, minimum energy efficiency standards across all tenures, addressing health inequalities and working towards National Health and Wellbeing outcomes for all members of our communities including those with specific individual needs.

- 3.4 It is proposed that although the structure of the revised Local Housing Strategy will remain unchanged, some revisions will be made in the detail of the sections to better reflect the vision for what Scotland's homes and communities should look like by the end of 2040 as set out in the recently published Government Paper Housing to 2040 [Housing 2040](#). In line with this document, it is proposed that main sections to the strategy will be retitled: -

- 1. More Homes at the Heart of Great Places**
- 2. Affordability and Choice to promote Independent Living**
- 3. Affordable Warmth and Zero Emission Homes**
- 4. Improving the quality of all homes**

It is proposed that there should be a revision of the balance in the strategic objectives to maintain alignment with current national and local priorities.

#### **4. CONCLUSION AND RECOMMENDATIONS**

- 4.1 Considerable progress has been achieved throughout 2020/21 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. The Perth and Kinross Offer provides a platform to allow us to agree how we can align budgets, use our resources for maximum impact and for ensuring communities have services where and when they need them.
- 4.2 It also sets out how together we can create the future we want and need, and how we can keep improving our services and communities. An important part of the Offer is that everyone in Perth and Kinross gets involved and understands the part they can play. The Offer is key to enabling the council to continue to respond effectively to an increase in demand for services, financial and budget constraints, respond to new legislation and the challenging fiscal climate.
- 4.3 It is recommended that the Committee:
- notes the progress made during 2020/21 towards achieving the outcomes set out within the LHS (Appendix 1).
  - approves the proposed structure for the revised Local Housing Strategy to be submitted to the Scottish Government in 2022

**Author(s)**

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**Approved**

| <b>Name</b>    | <b>Designation</b>                          | <b>Date</b>    |
|----------------|---------------------------------------------|----------------|
| Barbara Renton | Executive Director<br>Housing & Environment | 25 August 2021 |

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

## **2. Resource Implications**

### Financial

- 2.1 Funding for the developments in this report come from the Council's new build housing programme, use of the second home Council Tax Fund and Developer Contributions for affordable housing.

### 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.

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

### Strategic Environmental Assessment

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

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

### Sustainability

- 3.3 Under the provisions of the Local Government in Scotland Act 2003 the Council 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.

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

### Legal and Governance

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

### Risk

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

## **4. Consultation**

### Internal

- 4.1 Elected Members of Perth and Kinross Council, Perth and Kinross Executive Officer Team, Senior Management within Perth and Kinross Council and all staff of Perth and Kinross Council were consulted on the 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 The Tenant Committee Report Panel were consulted on this report and commented:- “ It is good to see evidence of good practice backed up with case studies and photographs. Perth and Kinross Council have done quite a bit considering the circumstances in the past year.”

**5. Communication**

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

**6. BACKGROUND PAPERS**

There are no background papers.

**7. APPENDICES**

Appendix 1 – Progress Update for 2020/21 on Local Housing Strategy 2016-2021





## Appendix 1

# PERTH AND KINROSS LOCAL HOUSING STRATEGY 2016 - 2021



## PROGRESS REPORT 2020/2021

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# INTRODUCTION

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

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

We continue to ensure the delivery of high-quality housing services and maintain good levels of performance while ensuring our rents remain affordable to our tenants. Over the past year the COVID-19 pandemic has had a profound and wide-reaching impact on all aspects of society, our economy and our personal lives and it has impacted and changed work towards the objectives set out in our Local Housing Strategy. Throughout the pandemic the Council played a critical role in supporting vulnerable households, maintaining the delivery of homeless and sheltered housing services, undertaking welfare and safety checks and emergency repairs for all council tenants. Risks continue in the long term around homelessness, financial hardship, social isolation and with wider impacts on capital and new build programmes. The impact of the pandemic is evident across all aspects of the Local Housing Strategy changing the focus of all partners in dealing with the emergency. It is therefore timely that we have delayed the revision of our next Local Housing Strategy until 2022. This will enable a review of the current position and the opportunity to consider emerging challenges and priorities more fully.

Despite the impact of the pandemic, over the past year notable achievements against our objectives include:

- Increasing our housing stock and reducing the number of applicants on housing waiting lists.
- The continued successful delivery of Home First which has a considerable impact on outcomes for homeless people and has been recognised as sector leading.
- Achieving the lowest prevalence of households in temporary accommodation, with the shortest case duration in Scotland.
- Embracing new ways of working we maintained engagement and consultation with our tenants around their priorities and future rent levels.
- Our contribution to the delivery of outcomes within the Health and Social Care Partnership's Strategic Plan was widely acknowledged when presented to the Housing and Communities Committee in May 2021 (Report No 21/69). The report outlines the positive impact our services have made to the outcomes for people both in terms of health and wellbeing and enabling people to remain at home for longer.
- Staff training on awareness of fuel poverty was progressed by the development of an on-line e learning course.

## Challenges

There are many challenges in working delivering the objectives of the Local Housing Strategy. These include:

- Responding effectively to the ongoing Covid-19 pandemic and its longer-term impact on households.
- Addressing climate change and working towards low carbon solutions in housing.
- Meeting housing needs associated with changing demographics, particularly in relation to an ageing population.
- Increasing demands for complex adaptations to homes and delivering specialist housing and support for people with particular needs.
- Responding appropriately to the specific housing and support needs of vulnerable groups such as homeless people, older people, people with mental health issues, people with learning disabilities and people with drug and alcohol issues.
- Responding to rural challenges in relation to the provision of support and suitable accommodation.
- Continuing to identify households in fuel poverty or at risk so that appropriate support and assistance is provided.

## The Perth and Kinross Offer

The Perth and Kinross Offer is a new direction for the Council, designed to transform the way we work with our communities, partners and employees, to ensure that public services can be delivered sustainably and achieve better outcomes for the people of Perth & Kinross.

The Offer provides a platform to allow us to agree how we can align budgets, use our resources for maximum impact and for ensuring communities have services where and when they need them. It also sets out how together we can create the future we want and need, and how we can keep improving our services and communities. An important part of the Offer is that everyone in Perth and Kinross gets involved and understands the part they can play.

The Offer is key to enabling the council to continue to respond effectively to an increase in demand for services, financial and budget constraints, respond to new legislation and the challenging fiscal climate.

Examples of the Offer in action can be highlighted in the work that is undertaken by the SURE team and our many tenant groups, how our tenants influence our key priorities and the rent we set each year. Last year our older tenants played a key role in influencing the design, layout and colour of key aspects of refurbishment work to our sheltered housing units. Our Estate Based Initiatives (EBIs) is another example of the PK Offer in action. Through EBIs, positive outcomes are achieved from involving tenants and residents in agreeing joint priorities and spending money on projects identified by them. It has also empowered many tenants and residents, and the appearance of local communities have been transformed.

## STRATEGIC CONTEXT

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.

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*.

## Housing Supply What have we achieved?

Good quality homes can have a positive impact on quality of life. During 2020/21, we continued to work with our partners to support delivery of the outcomes set out within our Strategic Housing Investment Plan (SHIP), investing just under £17 million on affordable housing across Perth and Kinross.

The 809 new homes completed during 2020/21 include:

- 673 private housing properties.
- 136 social rented houses (of which 24 of these homes were suitable for people with limited mobility).

All new builds met the 'housing for varying needs' standard which sets out design standards for mainstream housing to achieve 'barrier free' design. This standard aims to ensure a home is flexible enough to meet the existing and changing needs of most households, including those with temporary or permanent physical disabilities who may use a wheelchair for some of the time.

Housing for people with mobility issues embraces a wide group of people – from people with limited agility and strength, to those whose physical disability permits them to walk with or without the use of walking aids and for some who may occasionally use a wheelchair. Where possible, our new build developments have been designed to facilitate independent living through being on one level with level access and having wet floor showers fitted. 24 of the newly completed homes met this standard. Properties for wheelchair users provide a completely step-free environment, space for a wheelchair to circulate and access all rooms, a kitchen and bathroom that suits the occupant's particular needs and fittings and services that are within reach and easy to use. During 2020/21, 6 fully wheelchair accessible houses were built. In future years we aim to ensure that at least 10% of the new build housing will be suitable for wheelchair users, in accordance with requirements set out in the Guidance note (MHDGN 2019/02) issued by the Scottish Government.



*New Build Housing in Scone and Meigle*

We also purchased 28 ex-Council properties in high demand areas through our Buyback Scheme and supported social tenants to move to homes that better met their housing and medical needs and aspirations through our Common Allocations Policy. 243 social tenants were able to move to another property through housing transfers and 32 households successfully swapped homes through our Mutual Exchange Scheme.

### **Regeneration**

Empty properties can sometimes attract anti-social or criminal activity, have a negative impact on environments, a person's mental health, and potentially devalue 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.

Funded through additional Council Tax payable on empty properties, we promote and encourage the occupation of vacant properties in Perth and Kinross, providing advice on grants or loans to help bring properties back into use. During 2020/21, a total of 93 properties were brought back into use, increasing the overall supply of housing.

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

The owner of a one bedroom derelict cottage in Highland Perthshire was aware of a shortage of suitable local housing available for young people working in the area. The property had been vacant and derelict for a considerable number of years and was uninhabitable. The owner approached the Council to establish if the Empty Homes Initiative could provide assistance to bring the property back into use.

Through the EHI scheme the property was fully refurbished and upgraded and now benefits from a full central heating system, new windows and doors, rewiring, replumbing and new kitchen and bathroom facilities. The cottage is fully insulated to current Building Standards and is more energy efficient and economical to heat. The cottage was occupied in March 2020 by a young local couple who had been unable to find anywhere to set up their first home. The property is very close to their employment. The tenants received support from the Rent Bond Guarantee Scheme and the landlord received advice on their duties under new legislation. In this case the EHI grant award from the Council represented less than 20% of the total renovation costs and is considered to be a most cost effective way of contributing towards meeting some of the local rural housing needs in Highland Perth and Kinross.



***Bringing an empty home back into use in Highland Perthshire***

## City Centre Regeneration

A new £1.65m development of affordable Council homes was completed at 6 Milne St, Perth. The four-storey block consists of eight new flats, including accommodation specifically designed for wheelchair users and people with specific needs. These new high-quality flats will empower tenants to live healthy and active lives.



***New build flats at Milne Street, Perth where former church hall once stood***

The development was funded in partnership by Perth & Kinross Council and the Scottish Government, and delivered by our construction partner CCG Scotland Ltd.

## Housing Options

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

PKC Lets is governed by the Housing (Scotland) Act 2014 and through our Empty Homes Initiative (EHI), we provide grants to bring properties in the private sector to the repairing standard to enable them to be rented to private tenants, through our Rent Bond Guarantee Scheme. During 2020/21 17 empty properties were improved and brought back into use and there were a further 20 properties undergoing work on 31<sup>st</sup> March 2021. Providing these initiatives expands the range of housing options available to people living in Perth & Kinross and provides further support and assistance to help improve standards and conditions within the sector.

### Impact of Achievements

The impact of these achievements is that many people in the area have accessed housing of a type and in an area that is suitable for their current and future household needs, enabling them to live independently at home for longer. New housing supply and the management of existing housing stock helps reduce housing waiting lists, tackles overcrowding and has a positive impact on the general health and wellbeing of individuals helping to improve community spirit.

### What are we doing next?

- Continuing 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 to ensure a range of tenures are available to help build sustainable and mixed communities;

- Continuing to identify and help bring empty properties back into use for housing;
- Working with Private Landlords to raise awareness of new, ensuring high standards are maintained;
- The continued implementation of the 'Design Guide' for new build developments will further address the needs for specific client groups.

## Housing and Homelessness

### What have we achieved?

#### Housing Options

We continue to work with our Partners to provide advice and assistance about the range of housing options available. Our Common Housing Register (CHR) includes 5 landlords who collectively manage a housing stock of over 11,700 affordable homes for rent within Perth & Kinross.

#### Home First - Homelessness

Home First is our aspiration for people facing homelessness in Perth and Kinross, providing people with a settled Home as our first response when homelessness occurs. Everyone needs a safe, warm place they can call home, and we recognise that home is more than a flat, a hostel or a property. Home is where we feel safe and secure, have roots and a sense of belonging. Home supports our physical and emotional health and wellbeing.

The Rapid Rehousing Transition Plan sets out the Home First approach which seeks to ensure that wherever possible, homeless households move directly into settled accommodation avoiding the stigma, cost and uncertainty of temporary accommodation and homelessness. Where temporary accommodation cannot be avoided, the accommodation should be good quality, meet the needs of the household and the length of stay should be minimised.

During 2020/21, a range of early intervention and prevention measure including targeted support, hospital and prison discharge protocols, and personalised budgets led to a reduction of more than 12% in overall households presenting as homeless (in the context of a 9% increase in the number of people assessed as homeless nationally). In 2020/21, 670 households presented as homeless, a reduction from 758 in 2019/20.

The number of families presenting as homeless over the 12-month period reduced significantly by 40% from 139 to 83, 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 from 159 to 138 – a reduction of 13%. To help sustain this reduction, we have extended our contract with Rock Trust, who provide specialist support to young people. This service focusses on targeted homelessness prevention, supporting young people to move into accommodation with the skills required to sustain a tenancy.

Home First continues to achieve positive outcomes with an increased proportion of households moving directly into settled accommodation, our homeless case duration remains low with an average of 85 days from decision to discharge of duty, the lowest case duration in Scotland in 2020/21 (national average was 248 days).

In 2020/21, Perth and Kinross Council had the lowest prevalence of households in temporary accommodation at 0.5 households per 100,000 population. We also had the shortest length of stay in temporary accommodation nationally, an average of 79 days (national average was 199 days) and for two consecutive years, there were no children in temporary accommodation over the Christmas period.

The number of homeless households waiting for an offer of accommodation was, for several years, over 500 households. However, 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 35 homeless households awaiting an offer.

### **Health and Homelessness**

Independent research, commissioned in 2019, led to the implementation of appropriate support services in partnership with the Health and Social Care Partnership and a range of key actions and activities outlined within our Housing Contribution Statement.

### **Housing Support**

Preventing homelessness and tenancy sustainment are key components of our Home First model. All homeless applicants or those threatened with homelessness are offered support. More than 1,200 people were supported in 2020/21 and as a result of the pandemic, the Support Team changed their delivery style from face-to-face to more online contact. Support ranges from advice and assistance, linking in with key services, weekly check-ins, to providing intensive person-centred support.

In 2020/21, 709 people were supported by one of the three providers that make up the Floating Housing Support Service (FHSS). This service enables vulnerable people, living in the community, at risk of losing their tenancy to live independently, maximise their independence and ultimately sustain their tenancy.

### **Tenancy Sustainment**

A key priority is to support tenants to sustain their tenancies, through providing information and a range of support services, these start at the point of allocation by offering a property of a suitable size, type and in the right location.

Locality Housing Teams and Support Officers continue to provide wraparound support where needed at any stage of a tenancy. Of the 754 tenancies created in 2019/20, 652 (86.47%) were sustained for more than 12 months. This is a slight reduction from 87.93% during 2019/20. However, many of these tenancies ended as a result of a change in circumstances for example securing employment or moving in with a partner.

Through our 'Property Ready Fund' we offer properties to homeless people that are ready to occupy (not just ready to let). Basic furnishings and white goods enable households to move into a property quickly. Making it feel more like a home, increases the likelihood of the tenancy being sustained. Performance in relation to tenancy sustainment for homeless households dipped slightly from 83% to 80.12% during 2020/21. This reduction was due to many positive reasons such as some people moving on having bought their own property and for employment reasons.

A sustaining tenancies cross service working group, with representation from Housing Options and all Locality Housing Teams has developed a targeted approach for high-risk tenancies, ensuring additional focussed support and intervention avoids tenancy failure.

## **Rents**

During 2020/21, rent arrears increases as a result of many tenants facing a reduction in or loss of income during the pandemic. To help mitigate the financial hardship faced by many tenants we doubled our Tenancy Sustainment Fund (TSF) to £300,000 for 2020/2.

In 2020/21, 683 tenants were supported with payments towards clearing arrears and in March 2020 we reviewed the criteria to ensure that tenants unable to maintain arrangements or pay their weekly rent received targeted support. This approach was continued throughout the year in response to the ever-changing financial environment.

A 'Think Yes' fund introduced in April 2020 gave each locality team a fund framed around the principle of sustaining tenancies. The budget enables frontline staff to respond quickly and effectively to people facing situations which could impact on their ability to sustain their tenancy. The Think Yes fund assists where other funding such as Community Care Grants, 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 contributions towards initial rent due. 54 tenants were supported through the fund, with a total spend of just under £26,000.

## **Value for Money and Affordability**

Household income and/or high housing costs can impact on a person's health and wellbeing. Housing costs are a key driver of poverty and we therefore remain committed to providing tenants with value for money services and maintaining affordable rents. Our rent levels continue to be the most affordable in the area and around the 3<sup>rd</sup> lowest in Scotland.

Each year, in partnership with our tenants, we review rent levels to ensure that we continue to meet our duties to tenants and respond to their priorities.

Because of the pandemic our normal approach of conference events to consult with tenants was not possible and the usual rent setting process could not take place. Despite this it remained important to ensure that tenants had a say in their rent levels for 2021/22. We took time to consider how the pandemic had impacted on our tenants and what we needed to do to support them. We recognised that many tenants were struggling with financial hardship, digital inclusion, and social isolation and the rent options tenants voted for have enabled us to provide tenants with enhanced support.

## **Safe and Secure Communities**

Our external environment is important for health and wellbeing, creating a sense of place and community. Involving and empowering our communities is at the heart of creating safe and sustainable communities where people want to live. We are committed to providing our tenants and residents with a range of opportunities to become involved in shaping, influencing and improving the services we deliver.

During 2020/21, through our environmental improvements programme, we invested £260,000 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 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 resident of Perth and Kinross has the right to the peaceful enjoyment of their home without the impact of undue levels of noise and anti-social behaviour. During 2020/21, 95.99% of anti-social behaviour cases (involving council properties) were resolved, which is an improvement on our 2019/20 performance of 94.76%.

We also have locally tenant agreed resolution timescale targets of 20 days for serious and 30 days for routine complaints. During 2020/21 of the cases resolved 93.84% were within target timescales, an improvement from 90.08% in 2019/20. Close working with the Safer Communities Team ensures every appropriate option is considered.

During 2020/21, the Noise App continued to be rolled out, allowing residents to evidence noise levels. The App has been effective in identifying action needed to address noise complaints and has recently been introduced by other housing providers in the area. There are currently 195 registered users of the App. There are 78 cases under investigation, with a further 81 having been investigated and closed.

The City Operations Project has continued to progress during 2020/21 replacing CCTV cameras in Perth City with this now centralised at Police HQ Dundee and a Satellite site opening at the Fire Station within the Community Alarms Control Room.

### **Opportunities to Participate, Influence Decisions and Empower Communities**

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 delivery of the Perth and Kinross Offer.

We continue to offer tenants a range of communication channels and opportunities to participate in our decision-making processes. At the end of March 2021, we had 729 tenants who had elected to receive information about our services through traditional postal services, 1,068 via e-mail and 3,542 via text messages. Our social media presence has increased to 2,529 Facebook and 2,381 twitter followers. During 2020/21 we worked hard to support digital inclusion and have commenced working with 50 individual tenants, 34 of whom 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.

During the pandemic we have supported tenants to become digitally included by holding virtual coffee mornings and various drop-in sessions. We have continued, to support tenants via ongoing telephone contact to discuss information or changes to services. Our SURE Team are now fully digitally included and have participated in several TEAM sessions.

We were successful in securing 191 devices through Connecting Scotland and identified 16 Digital Champions from across our Locality Teams to support tenants to become digitally included, increasing opportunities for them to participate. This is an area we will continue to focus on as we recover from the pandemic.

## **Equality Engagement Conversations**

Engagement with people from equality protected groups has been ongoing. Using the Place Standard Tool, we met with people to hear how they wanted services to be improved and changed for the better.

We also had conversations with people from a range of groups across Perth and Kinross including people from the local South Asian, Chinese, Gypsy/ Traveller and LGBT+ communities. We have spoken to young people, disabled people, ESOL (English for Speakers of Other Languages) learners and people with learning disabilities. These conversations will continue in the coming months to develop agreed actions.

We have also met with partner organisations and community groups and identified 4 priority areas where the biggest impact was experienced during the coronavirus crisis by equality protected groups (digital inclusion; mental wellbeing; communication and employment).

Contact was maintained throughout lockdown with community groups and support and advice provided, including multi-cultural dietary food deliveries; advice and information in other languages (including BSL) and an overall equality impact assessment of our collective response.

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 have a dedicated PKC Tenants Facebook and Twitter pages. Our Estate Based Initiatives (EBI) Programme is a good example of partnership working with annual walkabouts including tenants, Elected Members and other Council enabling tenants to identify and prioritise projects.

During 2020/21 54 tenant and resident selected projects were delivered, including 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.

## **Impact of Achievements**

The impact of these achievements has been:

- Housing Options supporting early intervention to prevent homelessness and identify support requirements to enable tenants to sustain their tenancy;
- Home First has transformed the way we assist homeless people straight into permanent accommodation. It has had a positive impact on the outcomes for many households by reducing the stigma, duration and experience of homelessness;
- Tenancy sustainment activities aimed at early identification of support needs have helped households sustain their tenancies for longer;
- Work to ensure communities across Perth and Kinross remain safe and secure
- Involving residents in shaping decisions has helped create a sense of community belonging where people feel safe and want to live.

## **What are we doing next?**

- Continuing to provide advice and support by delivering Home First and implementing our Rapid Rehousing Transition Plan to assist households who are in need of housing;
- Continue to ensure tenancy sustainment levels remain high and tenants and residents are assisted as soon as they start to experience difficulties;

- Reviewing our Income Maximisation Team to ensure we can effectively monitor and respond to requests for financial support and Universal Credit helping tenants and residents to maximise their incomes and reduce rent arrears;
- Developing pulse tenant satisfaction surveys to gauge satisfaction levels and areas for improvement;
- Continue to work with partners and involve tenants and residents in decision making.

## Independent Living What have we achieved?

### **Links with Health and Social Care Partnership**

The Health and Social Care Partnership's Strategic Commissioning Plan 2020 -2025 was approved in November 2019. The plan presents 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. 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. A report detailing housing contribution was submitted to the Integrated Joint Board in December 2020 and Housing and Communities Committee in May 2021.

### **New Homes**

Enabling people to access suitable housing and support is key to enabling them to live independently. Section 1 describes our progress and how our new builds meet or exceed the housing for varying needs standards.

### **Housing Adaptations**

By 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 needs. These adaptations allow people to live at home safely and independently. During 2020/21, Covid-19 had a major impact on the number of adaptations completed, the following adaptations were carried out:

- 27 major and 143 minor adaptations to Council housing; .
- 85 major adaptations, 9 minor adaptations, 123 small repairs through the Care and Repair Scheme. The most common major adaptations include wet floor showers; stairlifts; and ramped access.
- installed 28 modular ramps (14 in Council homes and 14 in private homes)

In 2020/21 we approved 83 Major Adaptation grants to private sector households, with a works cost of £416k and a grant value of £345k. The most common adaptations include level access and wet floor showers; stairlifts; and providing ramped access over 5m long. An increasing number of cases where very complex major adaptations have also been required e.g., ceiling track hoists and associated internal door and partition works, 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, reducing the need for specialist housing provision.



A scheme which loans ramps to people who require small ramps (less than 5m long) enables safe and suitable access to their home. In 2020/21, 28 ramps were installed with 14 in the private sector and 14 for PKC tenants, 3 ramps were recycled and installed at new addresses.

### **Housing Occupational Therapist (OT) Provision**

A dedicated Housing OT has responsibility for:

- carrying out housing needs assessments for tenants who require specific needs housing,
- supporting the early planning stages of new build developments, ensuring that specific needs are addressed as part of the build and suitable equipment provided when properties are ready to let.
- assessing waiting list demand for specific housing needs
- supporting the work of the Independent Living Panel ensuring a focus on sourcing appropriate housing for applicants with complex needs.
- working in partnership with the wider OT Service in assessing housing need for hospital patients prior to discharge.

This dedicated Housing OT service has been successful in ensuring effective joint working with the HSCP to meet the needs of vulnerable clients enabling them to live as independently as possible. We are enhancing capacity this year to enable a greater focus on on reducing the high number of complex private sector cases that have resulted from delays during the Covid pandemic.

### **Independent Living Pathway and Panel**

During 2020/21, work to promote independent living, increase the availability of housing and support options for people with particular support requirements has continued to progress jointly with Housing, Planning and the Health and Social Care Partnership. We developed and implemented an independent living pathway which included a single assessment process and a multi-agency Independent Living Panel. This Panels main role and purpose has been to review, analyse and, if appropriate, authorise allocation of specialist housing provision for individuals with independent living needs in Perth and Kinross. During 2020/21 the Panel received over 90 referrals. Of these referrals:

- 9 have been allocated either a supported accommodation placement or mainstream housing with a support package.
- 11 have been assessed as having an urgent and current need for accommodation/support.
- 66 have been assessed as having a future need for some form of specialist accommodation or support.

A review of the Panel undertaken in 2020 highlighted the effectiveness of the panel as a platform for cases to be discussed fairly and proactively and allocated effectively. The Panel has ensured a greater awareness and understanding of the current and future need for supported accommodation for a range of groups – mild to moderate learning disability / autism, complex cases, mental health, physical disability and acquired brain injury. Both the pathway and single assessment have provided a streamlined process for people, carers, families and practitioners to follow in accessing suitable accommodation and support. The review set out a number of recommendations to further refine pathways, enhance communication, ensure sufficient resources for the panel to function, and to undertake a test of change in existing provision.

We devised and implemented a Checklist of Independent Living Needs as an appendix to the newly commissioned PKC Design Guide which outlines the various standards and features required within accommodation for people with a range of support requirements. This checklist has been used to inform design specifications of some projects ensuring accommodation will be built to meet the needs of clients, including housing with varying needs standards.

The Design Guide Checklist has enabled us to develop 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 over 52 units of accommodation and 8 units of staff accommodation throughout Perth and Kinross. Individuals have begun moving into one of these projects, with a further one to be operational by the end of 2021.

### **Case Study – Providing Appropriate Accommodation and Allowing Flexibility**

The Summer of 2021 saw the completion of new Local Authority homes designed to suit a range of needs across Perth and Kinross, including amenity and fully wheelchair accessible homes. At the same time, the Independent Living Panel had considered and assessed a number of referrals where individuals required mainstream housing with low level of support to live independently, but were unable to find appropriate and available accommodation in the timescales given.

An exercise was undertaken through panel members working closely with assessing workers and support providers to identify individuals who would be ready to move into these homes when they became available. This resulted in the panel making recommendations for the allocation of these new homes and offers being made to individuals who may otherwise have experienced crisis.

This exercise highlighted how through having the panel in operation where there was both an awareness of the level of need for housing as well as the knowledge of available accommodation, the Local Authority and Providers could more effectively plan, identify and allocate for the changing needs of the population and offer more suitable solutions. It allowed existing resources to be freed up through some specialist placements becoming available for others requiring more intensive support, contributing to a greater level of flexibility in the provision available to those with independent living needs.

## **Case Study - Supporting Independent Living through Multi Agency Working**

An urgent referral was made to the Independent Living Panel in September 2020 for an individual with care and support needs who was in need of a new ground floor property due to the flat they rented privately being sold by the landlord. The individual also had previous negative experiences of living in institutional settings and there were safety concerns which meant that it was important to work closely with the family to ensure a suitable home could be found, while also allowing enough time for a managed transition.

The multi-agency panel worked with the family, Social Work, Housing and Common Housing Register Partners to identify a property within a location that the individual would be happy with, and allow them to be supported within the community. Due to a change in circumstance, a new build property which was allocated to someone else became available, and a viewing was arranged to see whether they would want to live there. With support from family, Social Work, the Self-Directed Support Team, Personal Assistants and the Housing Association, the individual successfully moved into their new home in the Spring of 2021.

Through the proactive action of the individual's family, together with the joint working and communication of the Panel, they were able to secure a home for life and allow peace of mind that they could remain living in an area they know well and in an environment which would support independence. It also provided a secure and more cost effective solution in no longer having to live in a privately owned property. They have been able to be a part of the wider community, while remaining close to their local support networks and other chosen social activities. The home has a number of design features which although not bespoke to the individual, will allow adaptations to be made if their needs change in the future. A number of minor alterations were made to each room including TEC support to ensure they can live safely while also having the independence to make it the home they want to live in.

In this case the move ensured the individual could continue living independently in the community rather than leading to a crisis. It has highlighted how through effective communication and an integrated approach, individuals with a range of needs can be supported to remain in the community, and remove the need for costly or inappropriate placements. This experience has also provided the panel with invaluable learning around what resources and supports need to be in place for a person to be able to have a positive experience both in transitioning to and living in a new home of their choice.

We have also implemented a range of methods to engage and involve people with particular support requirements to ensure our pathway, assessment and accommodation options continue to meet their needs. Most of the engagement has been through the Making Where We Live Better Group (previously Us and the Housing Group) which promotes inclusion through raising awareness of issues faced by those with learning disabilities in Perth and Kinross and works together to identify solutions and improve their lives. We have also developed a suite of feedback tools such as interactive surveys, the use of social media and small focus groups to help gain feedback from people not open to statutory services and the third sector agencies that are working with families and people who may require independent living accommodation in the future.

To ensure we reach out to as many people as possible, we also work closely with PKAVS, the Scottish Refugee Council and Housing Options Scotland. These agencies have been key in providing our information in a variety of languages and formats.

### **Housing and Support for Older People**

Our team of support officers provide housing support and assistance to tenants within our 91 units of retirement, 108 units of amenity and 151 units of sheltered housing. Within housing for older people, some tenants can receive 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.

We have produced a 'Housing Health Check' guide for people thinking about older persons housing. Included within this guide is the opportunity for people and their family/carers to visit our units or join in with social activities and discuss their hopes/aspirations for future housing. Dedicated support officers provide person centred support to tenants and connect them with other supports or organisations that will help them have a successful tenancy.

A range of improvement works have been undertaken across all the sheltered housing units including the installation of Wi-Fi in communal lounges. Tenants have worked with Tayside Healthcare Arts Trust to produce or design dementia friendly artwork throughout the units.

We have installed TV screens in communal lounges and support tenants to participate with online classes, remote bingo and film nights. To increase digital awareness and technology, we have sourced pedometers for tenants and staff. Support Officers now record their support sessions and interactions with tenants via their laptop and/or smart phones. An Older Persons Housing digital/TEC action plan, developed based on tenant's, carer's and staff feedback is also progressing.

### **Technology Enabled Care (TEC) within Housing**

During 2020/21, the TEC within Housing Group progressed actions to increase the range of TEC available for housing tenants. The group signed up to the TEC Charter developed to support and underpin the use of TEC in creating and delivering housing and support solutions. The work of this group has led to the creation of a training package for staff to promote the rollout of TEC options and the identification of staff champions within housing to raise awareness of TEC. A Guide was developed, detailing a range of options and initiatives available, to help support staff in signposting and making referrals for TEC. Work has also progressed to identify and link in with key partners to promote partnership working and expand the range of projects that can be rolled out within housing regarding TEC. This included work with Blackwood using their Clever Cogs system, students and Social Prescribers visiting the Smart Flat, and linking with the Fire Service and Community police. The development of further effective methods to gain feedback from tenants, carers and key partners on the impact and benefits of TEC within housing has also progressed, with TEC questions being embedded into existing surveys, support plans, newsletters, and on social media to allow feedback to be captured.

To support and enable people to live independently at home, 3,961 people currently have a community alarm system in their home, which provides assistance to people in an emergency situation or if they simply need reassurance.

### **Digital Inclusion**

The world we live in is changing rapidly due to the internet and technology. Based on the feedback from our tenants and information gained through our tenants' survey, we identified that many of our tenants are digitally excluded with many struggling to use online services or do not have access to broadband. This means that they have no access to important information about services, finances and communities. A Digital Inclusion Project was established to help tenants access opportunities available online, it provides group sessions or one to one support, including the loan of tablets. The project has:

- Provided 66 tenants with one-to-one support.
- 36 tenants, out of the 66, are now classed as being digitally included.
- 4 of the 66 tenants are now willing to become Digital Champions.
- Provided 1,075 hours of support to people.

### **Tackling Social Isolation and Welfare Checks**

Many tenants are struggling with social isolation as a result of the lockdown. Feedback from tenants in response to our tenant welfare checks was overwhelmingly positive with many finding the support invaluable. The checks allowed us to personally connect with tenants and gain a greater understanding about household circumstances and individual needs. We know that the impact of social isolation is being felt significantly, especially by older and vulnerable tenants. As the pandemic and social restrictions ease, we need to be able to provide ongoing support in this area. We are currently setting up a new Social Inclusion Support Service for tenants that will enable us to maintain more regular contact with older tenants around their health and well-being, and to help link them with vital services and support that exist in their communities.

### **Impact of Achievements**

The impact of these achievements has been that many people who may have been isolated or required specialist housing and support have been supported into suitable accommodation and/or have support packages in place which means that they can continue to live independently and safely at home, which in turn helps improve their health and wellbeing.

### **What are we doing next?**

- Continuing to progress the work of the Independent Living Panel;
- Developing and rolling out awareness training on Independent Living for those with support requirements through E-Learning;
- Continuing to develop and implement ways for Technology Enabled Care to be offered and/or included within the package of support;
- Continuing to develop and progress models of accommodation to meet independent living needs;
- Progressing any housing related actions as identified from the Supporting Adults with Complex Care Needs Transformation Programme;
- Expanding the Digital Inclusion Project to help reduce the number of tenants that are digitally excluded.
- Develop and implement a Social Inclusion Support Service to support our older tenants.

## House Condition, Fuel Poverty and Climate Change What have we achieved?

### **Housing Quality Standards**

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

To achieve this outcome, we must ensure that the design of all new build homes, and existing stock, meet relevant energy efficiency standards and are built to be resilient to the future impacts of climate change. Good quality housing has a direct impact on the general health and wellbeing of a household, and we continue to invest in our housing stock to improve emotional wellbeing and decrease the risk of long-term health conditions.

During 2020/21, we invested over £3million to improve the condition and energy efficiency levels of our Council housing stock and help towards achieving the Scottish Government targets in relation to house condition and energy efficiency.

This programme of improvements helped us maintain a high Scottish Housing Quality Standard (SHQS) pass rate although our compliance dropped back due to the inclusion of EEESH in the Scottish Housing Regulators indicators. At the end of March 2021 82.2% of our houses met the newly defined standard, compared with the Scottish Local Authority average of 84% (2019/20).

Housing standards also need to be improved in the private sector. 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 enquiries from tenants, carry out spot checks, and help raise awareness of the new regulations.

### **Fuel Poverty and Income Maximisation**

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 equates to approximately 17,000 households across Perth and Kinross.

Perth and Kinross has a challenging geography with around 47% of the population living in rural settlements. Many households have no access to the gas grid (the cheapest form of energy) and many properties in rural locations are older and more difficult to install energy efficiency improvements. Many rural households face additional living costs such as travelling and shopping. This places additional pressures on household budgets and the ability to pay energy bills.

Around one third of households within Perth and Kinross are single person households. Single person and single parent households are 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 need to identify these households to offer help and support, an action we will continue to prioritise in coming years.

One of the biggest challenges in addressing fuel poverty is identifying households or properties which would benefit from energy advice or energy efficiency improvements. The 'Feeling the Pinch' campaign informs households of the financial help and support available, to help people heat their homes and reduce energy costs, and also other general support and mental health support available to those who may be struggling.

Although we do not have control over energy prices or households' incomes, we do offer comprehensive benefits checks to everyone contacting the Welfare Rights Hotline and we work with Partners to provide information on income maximisation and where to find fuel advice. We regularly signpost people and encourage partners to signpost households to our Home Energy Advice Team (HEAT) should people find themselves in fuel poverty and requiring further assistance. Our HEAT service will work with the household and the Energy Supplier to arrange a debt recovery plan if the household is in fuel debt and check on eligibility for energy discounts or energy improvement programmes.

### **Energy Efficiency Assistance**

On-line training was developed for frontline staff and managers in the public, private and voluntary sectors who regularly visit people within their own homes. This training enables staff to identify and direct households living in fuel poverty to the HEAT service before fuel poverty starts to impact on the health and wellbeing of the household.

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.

There are also a range of energy efficiency programmes available across the 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.

We also obtained funding through the Warm Homes Fund for improvements during 2020/21. 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.

It was recently announced that Perth and Kinross Council has been awarded £528K 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);
- Moness Avenue/Crescent, Aberfeldy (external wall insulation);
- Glamis Place (Craigie), Tulloch Place, Tulloch Square, Tulloch Terrace, Nimmo Avenue, Perth (external wall insulation)

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

Customer is a single parent with two children and contacted Scarf to find out if they would be eligible for an ECO scheme. They found her house to be very cold, losing heat quickly and fuel bills were high. It was quickly identified that they were ineligible for the ECO scheme but were keen to discuss other ways to reduce bills. Scarf discussed their Economy 10 tariff in detail, including the best way to take advantage of off-peak prices, when those off-peak times were and compared their current tariff prices against switching to Economy 7. Customer was very interested in Economy 7 and would like to think about it before proceeding and is aware support will be available if the decision is taken to make the switch. Scarf made them aware that they could also consider switching suppliers for a potentially cheaper tariff and was given customer Electric Heating Team number at SSE in case they wish to discuss the specifics of their Economy 10 tariff in any more detail. Scarf discussed the most efficient way to use storage heaters, as well as advise on conserving hot water usage, especially with electric immersion heater.

Scarf spoke to customer the following day to advise that they should be eligible to apply for the SSE White Goods Scheme. Their washing machine was old and they decided to apply for this. Customer also asked for information regarding installation of smoke/heat alarms and they were given information on who to contact for advice and assistance. Customer is considering replacing their current Storage Heaters with modern ones and Scarf referred them to HES in order to provide them with a trusted trader list.

Customer is aware they can contact Scarf again for further energy support and they will follow up on the status of the SSE White Goods Scheme application in the near future.

### **Impact of Achievements**

The impact of these achievements has meant that many households within Perth and Kinross have benefitted from energy efficiency improvements or advice, helping make their homes warmer and more affordable to heat. By raising awareness of fuel poverty and the climate change challenges, we are increasing awareness of the help and support available to households who may be struggling to heat their homes. Our Partnership with SCARF is ensuring many households are aware of ways in which to reduce their energy use, making energy bills more affordable. All of this work is reducing the impact that cold, damp homes can have on a person's health and mental wellbeing.

### **What are we doing next?**

- Ensuring our new build housing meets the relevant housing standards and energy efficiency requirements.
- Review the housing improvements to Council properties through the Capital Investment Programme in the light of information coming forward from our Local



House Condition Survey. This will include considering how to improve the energy efficiency of our houses

- Working with the Private Landlords to help improve housing conditions within the private sector.
- Continuing to raise awareness of fuel poverty and the challenge of climate change.
- Working to identify households in fuel poverty and signposting these households to the Home Energy Advice Team (HEAT) for assistance.
- Developing a Local Heat and Energy Efficiency Strategy (LHEES) which will set out area-based plans and priorities for improving the energy efficiency levels of buildings and helping to decarbonise heat.
- Delivering the actions set out within the Climate Emergency Action Plan.

## **Outcomes against Local Housing Strategy Actions**

A summary of progress over the past year is set out in the following tables. Where it has not been possible to progress actions, actions will carry forward into the current year.

## Theme 1 – Supply of Housing and Sustainable Communities

### Outcome 1 - People have access to affordable homes in the size, type and location they need.

| No  | Measures                                                                                              | Annual Target (2020/21)          | Performance (where applicable) | Timescale                           | Feedback / Outcome for 2021                                 |
|-----|-------------------------------------------------------------------------------------------------------|----------------------------------|--------------------------------|-------------------------------------|-------------------------------------------------------------|
| 1.1 | Number of new affordable housing completions (including shared equity).                               | 150 units                        | 136                            | March 2022                          | Developments were off-site for 3 months due to Covid.       |
| 1.2 | Number of new private housing completions.                                                            | 400 units                        | 673 completions for 2020/21    | March 2022                          |                                                             |
| 1.3 | Number of additional social rented housing units through buybacks and conversions                     | Buybacks – 35<br>Conversions - 0 | 28 buybacks for 2020/21        | March 2022                          |                                                             |
| No  | Actions                                                                                               | Start Date                       | Milestone                      | Lead                                | Feedback / Outcome for 2021                                 |
| 1.4 | Increase the supply of affordable housing in rural areas and prioritise rural areas through the SHIP. | April 2021                       | March 2022                     | Planning & Housing Strategy / RSL's | 26 new build homes within rural areas of Perth and Kinross. |

### Outcome 2 - People have access to a range of tenures and mixed tenure developments to enable more sustainable and mixed communities.

| No   | Actions                                                                                                                                                                 | Start Date | Milestone  | Lead                                               | Feedback / Outcome for 2021                                                                                                                                                                                                                                                                                            |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.5  | Develop a self-build strategy.                                                                                                                                          | April 2021 | March 2022 | Planning & Housing Strategy                        | Affordable self-build to be specifically addressed as part of strategy & policy development.<br><br>Appointed external consultant to provide specialist support & assistance to develop S&CB strategy, policy and good practice.                                                                                       |
| 1.6  | Identify pilot project to take forward self-build /custom-build developments.                                                                                           | April 2021 | March 2022 | Planning & Housing Strategy                        | Affordable self-build plots sit within masterplan of larger mix tenure development.<br><br>Pilot site identified for six serviced affordable self-build plots.                                                                                                                                                         |
| 1.7  | Support the development of intermediate tenures such as mid-market rent (MMR), shared equity and shared ownership.                                                      | April 2021 | March 2022 | Planning & Housing Strategy / RSL's                | In the current year it is anticipated that there should be site starts on developments incorporating 9 shared equity houses and 81 houses for Mid-Market rent.                                                                                                                                                         |
| 1.8  | Continue engagement with Private Landlords through themed Forums for Private Landlords.                                                                                 | April 2021 | March 2022 | Private Sector Team                                | No forums during 2020/21 due to COVID-19. Currently carrying out an online survey with private landlords, to find out how they have been impacted by the pandemic and to consider how they would like us to support them. Recruited an additional support officer to work with the private sector to reduce evictions. |
| 1.9  | Work with Landlord Accreditation Scotland to training opportunities and other support for Private Landlords                                                             | April 2021 | March 2022 | Private Sector Team / Licensing Team               | See 1.8 for update on survey work.<br>LAS continue to carry out online training for landlords with a select number of courses sent to PKC landlords for early booking opportunities.                                                                                                                                   |
| 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 2021 | March 2022 | Planning & Housing Strategy / Housing Improvements | Architects have been commissioned to assist in revising the Design Guide.                                                                                                                                                                                                                                              |

### Outcome 3 - Areas of deprivation are regenerated and more people are living in the city centres (in line with Perth City Plan 2020-2040).

| No   | Measures                                                                                                | Annual Target (2020/21) | Performance (where applicable) | Timescale                                      | Feedback / Outcome of 2021                                                                                                                                                |
|------|---------------------------------------------------------------------------------------------------------|-------------------------|--------------------------------|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.11 | Improve city centre/ town centre living as a housing option by bringing empty properties back into use. |                         |                                | March 2022                                     | PKC Lets have leased properties in Perth High Street and the Council has commissioned the Rock Trust to provide targeted and bespoke housing support for 16–25-year-olds. |
| No   | Actions                                                                                                 | Start Date              | Milestone                      | Lead                                           |                                                                                                                                                                           |
| 1.12 | Housing developments contributing towards regeneration of an area are prioritised through the SHIP.     | April 2021              | March 2022                     | Planning & Housing Strategy                    | 8 new build properties completed at Milne Street, Perth following demolition of former church hall. Links to Theme 3 actions by supporting independent living.            |
| 1.13 | Support regeneration through bringing empty homes back into use (Number of EHI Completions).            | April 2021              | March 2022                     | Private Sector Team/ Housing Improvements Team | 17 EHI completions during 2020/21; further 20 EHI cases on site at 31 <sup>st</sup> March 2021.                                                                           |

## 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                                                                           | Annual Target (2020/21)        | Performance (where applicable) | Timescale                   | Feedback / Outcome of 2021                                                                                                                                                                                  |
|-----|------------------------------------------------------------------------------------|--------------------------------|--------------------------------|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.1 | Number of people presenting as homeless (including young people aged 16-25 years). | Target Setting Not Appropriate | 670 households                 | 2020/2021                   | This represents a 12% reduction in homeless presentations. Since Home First was introduced in 2017, we have seen a 33% reduction in homelessness compared with a 5% reduction for the whole of Scotland.    |
| 2.2 | Minimise the homeless case duration – decision to discharge duty                   | 70 days (RRTP Target)          | 78 days                        | March 2024                  | This represents a reduction of 9 days from 2019/20. Our progress to date, will enable us to meet our Rapid Rehousing Transition Plan (RRTP) Target of 70 days by 2024.                                      |
| No  | Actions                                                                            | Start Date                     | Milestone                      | Lead                        |                                                                                                                                                                                                             |
| 2.3 | Implementation of Rapid Rehousing Transition Plan (RRTP).                          | April 2021                     | March 2024                     | Specialist Housing Services | The pandemic created significant service delivery challenges in 2022/21 but our mature Home First approach, as outlined within our RRTP, proved to be resilient and robust in the face of these challenges. |

| <b>Work Area 2 - Providing Temporary, Resettled and Permanent Accommodation for Homeless People Outcomes:</b>                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                               |                             |                                |                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| 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                                                                                                                                                                                                                                                                                                                                                                                                                      | Annual Target (2020/21)     | Performance (where applicable) | Timescale                   | Feedback / Outcome of 2021                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 2.4                                                                                                                                                                                                                                                                        | Average length of stay in temporary accommodation.                                                                                                                                                                                                                                                                                                                                                                            | 65 days (RRTP Target)       | 79 days                        | March 2024                  | <p>Nationally, the demand for temporary accommodation, the length of stay in temporary accommodation and the overall time to resolve homelessness increased as a result of the pandemic. In Perth &amp; Kinross, we achieved further reductions in these areas despite the pandemic and were the best performing local authority in Scotland.</p> <p>In 20/21, the number of households in Temporary Accommodation in Scotland increased by 12% to 13,097.</p> <p>In 20/21, the number of households in Temporary Accommodation in Perth and Kinross reduced by 37% to just 38.</p> <p>No children in temporary accommodation at Christmas 2020.</p> |
| 2.5                                                                                                                                                                                                                                                                        | <p>Number of homeless households waiting for an offer of permanent housing.</p> <p>(NB - Our RRTP was reviewed in January 2021 to 90. This target was 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 90 is still a significant achievement and is well below the Scottish average).</p> | 90 households (RRTP Target) | 31 households                  | March 2024                  | The impact of Covid resulted in a reduction in the total properties available from all 5 landlords on the CHR. However, from our focused approach on turning properties around quickly, allocating to those in urgent housing need and exploring all the housing options available, this resulted in a significant reduction in the number of homeless households waiting for an offer of permanent housing.                                                                                                                                                                                                                                         |
| No                                                                                                                                                                                                                                                                         | Actions                                                                                                                                                                                                                                                                                                                                                                                                                       | Start Date                  | Milestone                      | Lead                        | Outcome of 2021                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 2.6                                                                                                                                                                                                                                                                        | Gather information on satisfaction with temporary accommodation through text survey.                                                                                                                                                                                                                                                                                                                                          | April 2021                  | March 2022                     | Specialist Housing Services | Due to the relatively few units of temporary accommodation, feedback is now obtained through our Housing Support Survey.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

### Work Area 3 - Managing and Sustaining Tenancies Outcomes:

- Tenants and customers get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the Landlord and by other organisations (Charter 11);
- Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay (Charter 13);
- A balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and service users can afford them (Charter 14);
- Tenants' homes meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020 (Charter 4);
- Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done (Charter 5);
- Our Gypsy/Traveller sites are well maintained and managed and meet the minimum site standards set in Scottish Government guidance (Charter 16)

| No   | Measures                                                                          | Annual Target (2020/21) | Performance (where applicable) | Timescale  | Feedback / Outcome of 2021                                                                                                                                                                                                                                                                                                                                                               |
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| 2.7  | Overall percentage of new tenancies sustained for more than a year.               | 90%                     | 86.47%                         | March 2022 | Out of 754 tenancies, 102 ended before 12 months, and these were for various reasons.<br><br>Many reasons were associated with changes in household circumstances and 10 were because of the death of the tenant. Measures have been put in place to identify themes and potential triggers to clarify what measures could be put in place to assist in tenancy sustainment.             |
| 2.8  | Percentage of new tenancies for 16–25-year-olds sustained for more than a year.   | 85%                     | 81.44%                         | March 2022 | 136 tenancies from a total of 167 were sustained. Out of the 31 tenancies that were not sustained only 2 ended for a negative reason.<br><br>We continue to look at targeted support for this age group including bespoke housing support provided by the Rock Trust.<br><br>This is in addition to the forum and additional intensive support outlined above.                           |
| 2.9  | Percentage of tenancies to homeless households sustained for more than a year     | 85%                     | 80.12%                         | March 2022 | 258 tenancies from a total of 321 were sustained. All the improvement actions as outlined in 2.7 apply to our approach towards improving performance moving forward.<br><b>(NB</b> - the SHR definition makes it very difficult to get much higher than 90% and 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. | Maintain                | 82.9%                          | March 2022 | Satisfaction levels have slightly dropped but this is partly due to the changes we had to make. Due to covid we had to change from a face to face to a telephone methodology. Responses were also influenced by restrictions in service delivery due to lock-down.                                                                                                                       |

|           |                                                                                                                                                                                                                |                   |                  |                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------------------|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |                                                                                                                                                                                                                |                   |                  |                         | Some feedback received related to wider areas and issues and did not relate just to housing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 2.11      | Percentage of tenants who feel that the rent for their property represents good value for money.                                                                                                               | Maintain          | 89.1%            | March 2022              | There was an improvement in satisfaction levels in this year's survey results.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 2.12      | Continue to maximise rent collection rates to support a reduction in rent arrears.                                                                                                                             | 98.7%             | 96.91%           | Housing Service Manager | Collection rates were significantly impacted by Covid-19. During 20/21 we suspended our formal escalation process.<br><br>Our formal escalation processes have been re-instated in May 2021. Our aim is to continue to improve performance in all aspects of arrears the move from 28-day notice period to 6 months before court action can be taken may have an impact on performance, for those who can pay but choose not to.                                                                                                                                                                                                                                                                                                                  |
| <b>No</b> | <b>Actions</b>                                                                                                                                                                                                 | <b>Start Date</b> | <b>Milestone</b> | <b>Lead</b>             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 2.13      | Introduce our Locality Team 'Think Yes' fund to provide practical support to tenants to maximise their opportunity to sustain their tenancy.                                                                   | April 2021        | Ongoing          | Housing Service Manger  | £25,828 of £30,000 budget was utilised during 2020-21<br><br>Budget provision allowed 54 tenants throughout Perth and Kinross to benefit from practical support such as assistance with removal costs, provision of white goods, furnishings and carpets and assistance with gardens for older tenants to allow tenants to move in quickly.                                                                                                                                                                                                                                                                                                                                                                                                       |
| 2.14      | Enable eligible tenants to access additional welfare payments such as Discretionary Housing Payments (DHP).                                                                                                    | April 2021        | March 2022       | Housing Service Manager | The number of tenants in receipt of DHP increased throughout the year from 527 in June to 633 in March 2021. The majority of DHP entitlement awarded in the year was to support reductions in Universal Credit and Housing Benefit due to under-occupation. From the total of 633 DHP cases 629 were awarded due to under-occupation and 3 due to a benefit cap.<br><br>The number of tenants in receipt of UCDHP increased from 155 in March 2020 to 282 in March 2021.                                                                                                                                                                                                                                                                          |
| 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. |                   |                  |                         | Improvements to coding of verifications within Northgate from January 2021 has allowed staff to identify tenants who have claimed UC for the first time and target assistance to ensure the correct rent payment methods are set up and to provide advice and support to claim for benefits such as DHP, council tax reduction.<br><br>Social Media campaigns were updated frequently to bring changes and campaigns to the attention of our tenants in partnership with colleagues in Welfare Rights.<br><br>In 21/22 we are to introduce additional capacity for dedicated Welfare Rights Assistant with a specific focus on Council tenants to support enhanced income maximisation alongside additional resources for Locality Teams support. |
| 2.16      | Ensure introduction of earlier and more targeted interventions to minimise escalation in rent arrears.                                                                                                         |                   |                  |                         | Covid-19 had a significant impact on our performance at the start of the year. The number of tenants in arrears with an arrangement in place continued to improve with a year-end performance figure of 47.5%.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                  |                         |                                                                                                |            | This coupled with targeted work undertaken by the Locality Teams meant that our current arrears level for the year spiked at 12.11% with year end performance at 10.89%                                                                                                                                                                                                                      |
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| 2.17                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Review of Income Maximisation Team.                                                                                                                                                              |                         |                                                                                                |            | The review was delayed due to the impact of Covid-19 and is a priority for 2021/22. The impact of new working practices as well as extensions of notice periods from 28 days to 6 months will be taken into consideration when reviewing procedures and staffing roles and responsibilities.                                                                                                 |
| <p><b>Work Area 4 - Safe and Secure Communities Outcomes:</b></p> <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> </ul> <p>Tenants and residents live in attractive, well maintained neighbourhoods, which are free from anti-social behaviour and vandalism, where they feel safe (Charter 6).</p> |                                                                                                                                                                                                  |                         |                                                                                                |            |                                                                                                                                                                                                                                                                                                                                                                                              |
| No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Measures                                                                                                                                                                                         | Annual Target (2020/21) | Performance (where applicable)                                                                 | Timescale  | Feedback / Outcome of 2021                                                                                                                                                                                                                                                                                                                                                                   |
| 2.18                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Percentage of anti-social behaviour cases resolved (Area Teams – <b>PKC tenants</b> ).                                                                                                           | 95%                     | 95.99%                                                                                         | March 2022 | A total of 748 of anti-social behaviour cases were received during 20/21. Out of 748 cases, 718 or 95.99% were resolved in accordance with the SHR Technical Guidance.<br><br>Of those 718 cases that were resolved, 14 Serious ASB complaints and 656 Routine complaints were resolved within our locally tenant agreed timescales of 20 days and 30 days respectively amounting to 93.84%. |
| 2.19                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Percentage of <b>tenants</b> satisfied with the management of the neighbourhood they live in ( <b>PKC tenants</b> ).                                                                             | Maintain                | 80.7%                                                                                          | March 2022 | Satisfaction levels have slightly dropped but this is partly due to the changes we had to make. Due to covid we had to change from a face to face to a telephone methodology. Responses were also influenced by restrictions in service delivery due to lock-down. Some feedback received related to wider areas and issues and did not relate just to housing                               |
| 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)                      | Maintain                | 97% (2019 Data)                                                                                | March 2022 | No appreciable change (97.8% according to 2018 data)                                                                                                                                                                                                                                                                                                                                         |
| 2.21                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Percentage of adults rating strength of belonging to immediate neighbourhood as 'very strongly' or 'fairly strongly'. ( <b>All Tenure statistics</b> from Scottish Household Survey – LA Tables) | Maintain                | 83% (2019 Data)                                                                                | March 2022 | Slight improvement - 80% (2018 data)                                                                                                                                                                                                                                                                                                                                                         |
| 2.22                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Percentage of people saying a problem is very/common in their neighbourhood. ( <b>All Tenure statistics</b> from Scottish Household Survey – LA Tables)                                          | Maintain                | <b>2019 Data</b><br>Vandalism – 3%<br>Groups – 4%<br>Drugs Misuse – 4%<br>Rowdy Behaviour – 3% | March 2022 | This information is used to help target areas of work and to identify potential "hot spot" campaigns.                                                                                                                                                                                                                                                                                        |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                          |                         | Noisy Neighbours/<br>regular loud parties – 6%<br>Neighbour disputes – 7%<br>Rubbish/ litter – 21%<br>Animal nuisance – 30%<br>Abandoned/burnt out vehicles – 0% |                       |                                                                                                                                                                                                                                                                                                               |
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| No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Actions                                                                                                                                                  | Start Date              | Milestone                                                                                                                                                        | Lead                  |                                                                                                                                                                                                                                                                                                               |
| 2.23                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Work with Partners to tackle impact of drug dealing and drug use within neighbourhoods.                                                                  | April 2021              | March 2022                                                                                                                                                       | Community Safety Team | Additional Co-ordinator has recruited which will enable more support to be provided to tackle the impact of drug dealing and drug use within neighbourhoods.                                                                                                                                                  |
| 2.24                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Delivery of integrated digital CCTV system in Partnership with Angus Council, Dundee City Council and Police Scotland.                                   | April 2021              | March 2022                                                                                                                                                       | Community Safety Team | The City Operations Project is progressing through Stage 2 – CCTV centralised at Police HQ Dundee. A satellite site being opened at the Fire Station within the Community Alarms Control Room. Funding for Project Manager 0.5 FTE 2 years secured.                                                           |
| 2.25                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Procure and pilot use of Noise App operated by households.                                                                                               |                         |                                                                                                                                                                  | Community Safety Team | Through piloting the use of the App, it was found to be effective and other housing providers are now being encouraged to consider using the App. Currently there are 195 registered users of The Noise App and there are 78 cases under investigation with a further 81 having been investigated and closed. |
| 2.26                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Establish new processes for managing risk associated with new prisoner release into communities.                                                         |                         |                                                                                                                                                                  | Community Safety Team | New process implemented. All offer of housing for prisoners being released are risk-assessed and agreed through a multi-agency approach.                                                                                                                                                                      |
| 2.27                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Provide training and therapeutic activity as part of Westbank Project to encourage people into the workforce and provide community and personal benefit. |                         |                                                                                                                                                                  | Community Safety Team | Unfortunately, some activities have been affected by COVID. However, plans are in place to provide Forklift and Rough Terrain training, Introduction to Mechanics as well as the Active Life Skills Project.                                                                                                  |
| 2.28                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Continue to promote and support community led road safety activities in conjunction with Partners.                                                       |                         |                                                                                                                                                                  | Community Safety Team | Despite the impact of Covid, Roads and Safer Communities Team have jointly funded a Sustainable Transport and Road Safety Co-ordinator to develop and progress this area of work.                                                                                                                             |
| <p><b>Work Area 5 - Involving and Empowering Our Communities Outcomes:</b></p> <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> </ul> <p>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).</p> |                                                                                                                                                          |                         |                                                                                                                                                                  |                       |                                                                                                                                                                                                                                                                                                               |
| No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Measures                                                                                                                                                 | Annual Target (2020/21) | Performance (where applicable)                                                                                                                                   | Timescale             | Feedback / Outcome of 2021                                                                                                                                                                                                                                                                                    |
| 2.29                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.                                       | Maintain                | 86.5%                                                                                                                                                            | March 2022            | Satisfaction levels have dropped however we had to change from a face to face to a telephone methodology because of Covid-19. Responses were also influenced by restrictions in service delivery due to lock-down.                                                                                            |



|      |                                                                                                                                 |          |       |            |                                                                                                                                                                                                                    |
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| 2.30 | Percentage of tenants satisfied with the opportunities given to them to participate in their Landlords decision making process. | Maintain | 75.4% | March 2022 | Satisfaction levels have dropped however we had to change from a face to face to a telephone methodology because of Covid-19. Responses were also influenced by restrictions in service delivery due to lock-down. |
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### Theme 3 – Independent Living

#### Outcome 1 - People have access to the right type of housing to enable them to live as independently as possible at home or in a homely setting.

| No  | Measures                                                                                                                                                                                                                                               | Annual Target (2020/21)                                  | Performance (where applicable) | Timescale                          | Feedback / Outcome of 2021                                                                                                                                                                                                                                                                           |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|--------------------------------|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3.1 | Delivery of new houses built to inclusive and universal design standards                                                                                                                                                                               | 150 units (all housing units)                            | 136 units                      | March 2022                         | All affordable housing completions built to Housing for Varying Needs Standard                                                                                                                                                                                                                       |
| 3.2 | Target for ambulant disabled Housing                                                                                                                                                                                                                   | 30 units (including 6 fully wheelchair accessible units) | 24 units                       | March 2022                         | 24 units completed are suitable for tenants with limited mobility. Delays were experienced in completion of wheelchair houses for PKC at Glebe due to delay in receiving equipment for door closures.                                                                                                |
| No  | Actions                                                                                                                                                                                                                                                | Start Date                                               | Milestone                      | Lead                               |                                                                                                                                                                                                                                                                                                      |
| 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 complex and/or moderate support requirement needs to move into appropriate independent living. | April 2021                                               | September 2021                 | Health and Social Care Partnership | Currently developing a series of E-learning modules and short interactive videos covering processes and pathways with support of PKC Organisational Development. This will include using existing resources available – Accommodation Guide, Pathway, Design Guide, AIS User Guide.                  |
| 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.                                                                               | April 2021                                               | September 2021                 | Health and Social Care Partnership | One year review (Nov 2019-Dec 2020) of Independent Living Panel (ILP) and processes undertaken which highlighted the effectiveness of the ILP as a platform for cases to be discussed and allocated. It also identified further improvements which will be progressed by a short-term working group. |
| 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.      | April 2021                                               | September 2021                 | Health and Social Care Partnership | The Design Guide Checklist has been used in discussions for 6 projects to date to ensure the needs of each individual being identified by the ILP will be met through a variety of adaptations and bespoke solutions.                                                                                |
| 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.                            |                                                          |                                | Health and Social Care Partnership | Pilot has not yet been undertaken due to the need to divert support resources to support tenants and residents impacted greatly by Covid.                                                                                                                                                            |

| Outcome 2 - People have access to the right type of support to sustain their accommodation. |                                                                                                                                                                                                                                         |                         |                                |                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| No                                                                                          | Measures                                                                                                                                                                                                                                | Annual Target (2020/21) | Performance (where applicable) | Timescale                          | Feedback / Outcome of 2021                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 3.7                                                                                         | Number of Major Adaptations through Care and Repair Scheme.                                                                                                                                                                             | 250                     | 85                             | September 2022                     | Total for 2020/2021 - 85<br>An additional 9 minor adaptations 123 small repairs and 8 modular ramps at year end (31/3/2021)<br>Covid 19 had a major impact on Care & Repairs major adaptations during 2020/2021.                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 3.8                                                                                         | Number of Major and Minor Adaptations in Local Authority Housing.                                                                                                                                                                       | No target set           | 27 Major<br>143 Minor          | September 2022                     | Total for 2020/2021: Major – 27 Minor – 143<br>Covid 19 had an impact on the total number of adaptations completed during 2020/2021.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 3.9                                                                                         | Number of clients receiving floating housing support services.                                                                                                                                                                          | No target set           | 709                            | September 2022                     | This is the highest number of people supported by the three third sector housing support providers (CATH, Turning Point Scotland and Simon Community Scotland).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| No                                                                                          | Actions                                                                                                                                                                                                                                 | Start Date              | Milestone                      | Lead                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 3.10                                                                                        | Support people to live independently at home through use of community alarms.                                                                                                                                                           | April 2021              | September 2021                 | Health and Social Care Partnership | Community alarm quarterly breakdown, financial year 2020/21:<br>Q1 3413 Clients with 336 Referrals and 211 Installs<br>Q2 3621 Clients with 282 Referrals and 208 Installs<br>Q3 3678 Clients with 362 Referrals and 248 Installs<br>Q4 3961 Clients with 363 Referrals and 235 Installs<br>Total Clients 3961 with 1343 Referrals and 902 Installs                                                                                                                                                                                                                                                                                                  |
| 3.11                                                                                        | Explore other options for the use of Technology Enabled Care in supported accommodation to enhance a person's independent living                                                                                                        | April 2021              | September 2021                 | Health and Social Care Partnership | Sol Connect were unable to commit further to a pilot scheme due to existing contractual commitments and the impact of the COVID19 response. This has left the project team to review the business need and seek alternative providers to support the delivery this service. A full Business Requirement Specification and Service Specification has been created and the project has now entered the procurement phase to resource the technology to deliver an in-house service.<br><br>However, work is progressing within Housing to include TEC within housing projects to help reduce the cost and delays incurred through retrofitting of TEC. |
| 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 2021              | September 2021                 | Health and Social Care Partnership | Due to the impact of Covid, this strategy has still to be developed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

| <b>Theme 4 – House Condition, Fuel Poverty and Climate Change</b>                                                        |                                                                                                                                                                                                                                                                                                    |                                                                                 |                                                                                                       |                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <b>Outcome 1 - All residents are living in good quality and energy efficient homes which meet the relevant standards</b> |                                                                                                                                                                                                                                                                                                    |                                                                                 |                                                                                                       |                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>No</b>                                                                                                                | <b>Measures</b>                                                                                                                                                                                                                                                                                    | <b>Annual Target (2020/21)</b>                                                  | <b>Performance (where applicable)</b>                                                                 | <b>Timescale</b>                                 | <b>Feedback / Outcome of 2021</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 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 – 500<br>W/D – 220<br>CDE – 6<br>Blocks<br>Kitchens – 15<br>Bathrooms – 125 | C/H – 215 + 26<br>WHF installations<br>W/D – 31<br>CDE – 2 blocks<br>Kitchens – 20<br>Bathrooms - 105 | March 2022                                       | All programmes were affected by the Covid-19 pandemic; the number of Central Heating installs were severely restricted with most installs being done as emergencies due to breakdown or deemed as essential where the tenant was experiencing financial difficulty. Replacement windows and doors were halted as the restrictions prevented access to properties; kitchens and bathrooms have continued since the lifting of restrictions, and this has addressed the targets set; controlled door entry systems remain a challenge due to private owners being unwilling to engage.                                                                                                                                              |
| 4.2                                                                                                                      | Percentage of council stock complying with Scottish Housing Quality Standard (SHQS).                                                                                                                                                                                                               | Full compliance by April 2015                                                   | 80.59%                                                                                                | March 2021 (subject to abeyances and exemptions) | In 2021, the energy section of the SHQS has been changed. To meet the energy section of the SHQS, a dwelling must meet EESSH. EESSH is, for gas and electrically heated properties, a much higher standard to meet than the SHQS energy section. In view of the above, and due to the introduction of EESSH, there has been a reduction in the SHQS pass rate from 95.77% in 2019/20 to 80.59% for 2020/21. In terms of number of dwellings, this equates to 6,254 properties meeting the SHQS.                                                                                                                                                                                                                                   |
| 4.3                                                                                                                      | Percentage of council properties achieving Energy Efficiency Standard for Social Housing (EESH).                                                                                                                                                                                                   | Full compliance by December 2020                                                | 82.2%                                                                                                 | March 2020                                       | Due to the COVID pandemic, the impact of our Capital Improvements programmes was extremely limited and therefore, our level of compliance has remained static; for 2020/21, 82.2% of the housing stock passes the EESH standard compared to a national average for Local Authorities (2019/20) of 84%.<br><br>Several projects were unable to be progressed, including the installation of Internal Wall Insulation to properties within Perth City Centre and EWI within areas of Aberfeldy, Tulloch and Craigie in Perth and the installation of External Wall Insulation to Pomarium and Potterhill Flats was also delayed and has been carried forward.                                                                       |
| 4.4                                                                                                                      | Percentage of Council Properties achieving EESH 2 -Energy Performance Certificate (EPC) B at year end                                                                                                                                                                                              | Full Compliance by December 2032                                                | 5.1% (396 properties out of our total 7760 properties)                                                | March 2020                                       | Work has commenced on reviewing the current EPC list for the housing stock. Findings from EPCs will be used to target properties that are currently failing the EESH2 target of EPC B. Planned improvements programmes provide investment in the energy efficiency of our housing stock and due to the COVID pandemic, the impact of our Capital Improvements programmes was extremely limited.<br><br>Perth and Kinross Council has been awarded funding from the Home Energy Efficiency Programme for Scotland (HEEPS) award from the Scottish Government for 2021/22 and this will allow us to carry out further insulation work across the full Perth & Kinross boundary. We are also working within the wider Climate Change |

| No   | Actions                                                                                                                                                                                                                                                                                                                                                | Start Date | Milestone  | Lead                                                           | Feedback / Outcome of 2021                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      |                                                                                                                                                                                                                                                                                                                                                        |            |            |                                                                | group and hope to be involved in feasibility studies on how best to utilise the funding we have available to address the requirements of the EESSH2 standards and move towards net zero carbon in a planned manner.                                                                                                                                                                                                                                  |
| 4.5  | Increase awareness of Repairing Standard and Tolerable Standard with tenants and Landlords                                                                                                                                                                                                                                                             | April 2020 | March 2021 | Licensing Team/<br>Regulatory Services/<br>Private Sector Team | Due to Covid and the continuing restrictions there has been no opportunity to increase awareness of these issues with Landlords by Licensing or regulatory Services. However, ongoing webinars are held quarterly by Landlord Accreditation Scotland.                                                                                                                                                                                                |
| 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 | Licensing Team/<br>Regulatory Services                         | Environmental Health received 82 enquiries/complaints in this period.<br><br>No spot checks were undertaken by Regulatory Services due to the Coronavirus Pandemic.<br><br>All 82 enquiries/complaints appear to have been resolved by Regulatory Services.<br><br>The number of enquiries received, and spot checks carried out by the Licensing Team were:<br>Complaints – 103<br>Resolved – 96<br>Spot checks – 10 (less than usual due to covid) |
| 4.7  | Assess housing conditions within Private Sector by carrying out Local House Condition Survey.                                                                                                                                                                                                                                                          | April 2020 | March 2021 | Planning & Housing Strategy /<br>Housing Improvements Team     | Due to the impact of Covid the Stock condition had to be re-started in June 2021. To date 7 surveys at Double Dykes completed and interim report provided. The full findings of the Local House Condition Survey is due late October 2021.                                                                                                                                                                                                           |
| 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                                            | Slight delay due to the impact of Covid but Missing Share Fund was approved by Committee in May 2021.                                                                                                                                                                                                                                                                                                                                                |
| 4.9  | Local Heat and Energy Efficiency Strategy (LHEES) policy development including working with key PKC officers, other Councils, Zero Waste Scotland, and Scottish Government to inform and consider options for the roll out of the LHEES across P&K area and wider links with other key strategies and projects.                                        | April 2020 | March 2021 | Planning & Housing Strategy Team                               | PKC continuing to engage in LHEES projects commissioned by Scottish Government. Knowledge Sharing Group project led by ZWS/consultants with input from PKC and Highland Council completed. PKC are engaging in peer review project led by consultant consortium (expected to be complete May 2021). Next steps for LHEES dependent on formal Scot Govt proposals and finalisation of methodology/approach(es).                                       |
| 4.10 | Continue to develop Design Guide to incorporate minimum standards/expectations.                                                                                                                                                                                                                                                                        | April 2020 | March 2021 | Planning & Housing Strategy Team                               | Architects have been commissioned to assist in revising the Design Guide.                                                                                                                                                                                                                                                                                                                                                                            |

|      |                                                                                                                                                                                                                                |            |               |                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|---------------|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4.11 | Develop a programme to ensure all existing council houses are brought up to EPC B by 2032.                                                                                                                                     | April 2020 | December 2032 | Housing Improvements Team              | Work has commenced on reviewing the current EPC list for the housing stock. Findings from EPCs will be used to target properties that are currently failing the EESSH2 target of EPC B. Planned improvements programmes provide investment in the energy efficiency of our housing stock and due to the COVID pandemic, the impact of our Capital Improvements programmes was extremely limited.<br>Perth and Kinross Council has been awarded funding from the Home Energy Efficiency Programme for Scotland (HEEPS) award from the Scottish Government for 2021/22 and this will allow us to carry out further insulation work across the full Perth & Kinross boundary. We are also working within the wider Climate Change group and hope to be involved in feasibility studies on how best to utilise the funding we have available to address the requirements of the EESSH2 standards and move towards net zero carbon in a planned manner |
| 4.12 | Investigate the potential to deliver an exemplar project to potentially Passive Haus Standard incorporating other sustainability measures including potential avenues for funding.                                             | April 2020 | March 2021    | Planning & Housing Strategy Team       | One potential site identified and being developed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 4.13 | Work with local Housing Associations to maximise the number of social rented homes achieving EPC B by 2032.                                                                                                                    | April 2020 | December 2032 | Planning & Housing Strategy Team       | Housing Associations are encouraged to build to the best energy standards possible.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 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. | April 2021 | March 2022    | Private Sector Team/<br>Licensing Team | Under One Roof had proposed a Tenement Information Fair in Perth during April 2020 to provide information to Landlords on how best to carry out common repairs but was cancelled due to Covid. No plans have been made to re-arrange a date for this Fair. Work to provide further information to private landlords in underway,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

### Outcome 2 - Residents are living in homes they can afford to heat and are aware of opportunities to maximise their incomes

| No   | Measures                                                                                                                                                                                         | Annual Target (2020/21)        | Performance (where applicable)                                                      | Timescale  | Feedback / Outcome of 2021                                                                                                                                                                                                                                                                                                                    |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|-------------------------------------------------------------------------------------|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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) | 163 (private)<br>173 (council) | HEEPS ABS – 24 Council<br>ECO Funding – 134 Council<br>Warm Homes Fund – 26 Council | June 2021  | Planned improvements programmes provide investment in the energy efficiency of our housing stock and due to the COVID pandemic, the impact of these programmes was extremely limited. The total number for private properties is still under review by our partners and will be reported in due course once their revised report is received. |
| 4.16 | Number of council properties with new mains gas supplies installed                                                                                                                               | 204 homes                      | 28                                                                                  | March 2020 | Numbers of installs were severely affected due to Covid-19. The target of 204 is to be revised due to the amount of gas installs already done under previous contracts.                                                                                                                                                                       |
| 4.17 | Number of council properties with new renewable technology (e.g., solar water heating, air sourced heat pumps, solar photovoltaic panels).                                                       | 66 homes                       | 41 – ASHP<br>52 – Solar PV                                                          | March 2020 | Numbers of installs severely affected due to Covid-19. There is also a nationwide Air Source Heat Pumps (ASHP) shortage due to Covid-19.                                                                                                                                                                                                      |

|           |                                                                                                                    |                                                                                                                                                                                                                                  |                  |                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------|--------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |                                                                                                                    |                                                                                                                                                                                                                                  |                  |                                                    | 41 ASHP heat pumps installed between 01/04/2020 and 31/03/2021 and currently 142 ASHP installed in total.<br><br>52 Solar PV installed on new build houses.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 4.18      | Percentage of households living in fuel poverty and fuel poverty gap.<br>(Source: Scottish House Condition Survey) | 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             |                                                    | Additional local information should be available later this year through our Local House Condition Survey with the findings due in late October 2021.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>No</b> | <b>Actions</b>                                                                                                     | <b>Start Date</b>                                                                                                                                                                                                                | <b>Milestone</b> | <b>Lead</b>                                        | <b>Feedback / Outcome of 2021</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 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 / Housing Improvements | PKC continuing to engage in the Local Heat and Energy Efficiency Strategy (LHEES) projects commissioned by Scot Govt. Knowledge Sharing Group project led consultants which includes and approach to identify properties and areas where energy efficiency acts as a driver of fuel poverty. Example ArcGIS Online Mapping Dashboard using the results of this Draft approach targeting areas and available funding developed. PKC engaging in peer review project led by consultant consortium (expected to be complete May 2021). Next steps for LHEES dependent on formal Scot Govt proposals and finalisation of methodology/approach(es).                                                                                                                                    |
| 4.21      | Continue to examine potential of low carbon heating options (ensuring fuel poverty levels are not exacerbated).    | April 2019                                                                                                                                                                                                                       | March 2020       | Planning & Housing Strategy Team                   | Continuing to explore potential zero & Low Carbon heating solutions including: <ul style="list-style-type: none"> <li>• Strategic sites e.g., Thimblelow, PH2O</li> <li>• Policies 32/34 of the Local Development Plan to deliver low carbon heating through new developments</li> <li>• Links with LHEES roll-out</li> <li>• PKC core partner in ParkPower Green Heat in Green Spaces (GHiGs) project - report published Q1 2021. PKC to consider findings alongside LHEES draft findings and explore opportunities for low carbon heat using open spaces, where potentially feasible/viable.</li> <li>• Engaging with industry to consider tools and modelling approaches available for considering opportunities for low carbon heating e.g., HeatVision consortia.</li> </ul> |

| 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 2019 | March 2021 | Economic Development                                                                                        | Project has been disrupted by the Covid lockdowns. Discussions being held with Scottish Enterprise to extend project timeline to Summer 2022 to give more time to gather operational performance data. Aiming for deployment this summer 2021.                                                |
|--------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|-------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <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                                                                                                        | Feedback / Outcome of 2021                                                                                                                                                                                                                                                                    |
| 4.23                                                                                                                           | Explore possibility of creating an online module for staff to raise awareness of fuel poverty and the Home Energy Advice Team (HEAT).                                                                                                                                            | April 2020 | March 2021 | Planning & Housing Strategy Team                                                                            | Module was made available online in January 2020.                                                                                                                                                                                                                                             |
| 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/ Planning & Housing Strategy Team / SCARF (HEAT/ HES)                                   | The additional support officer recruited will assist in working with the private sector in future.                                                                                                                                                                                            |
| 4.25                                                                                                                           | Investigate use of IoT (Internet of Things) sensors to remotely monitor the temperature in council homes, CO2 levels, humidity levels and energy usage to ensure homes are well maintained.                                                                                      | April 2020 | March 2021 | Housing Improvements Team                                                                                   | There has been delay in progress with this project due to Covid. However, a small working group has been set up with the aim to pilot the project within 60 council properties.                                                                                                               |
| 4.26                                                                                                                           | Continue to help raise awareness of Partners and other agencies which can help improve energy efficiency within the home.                                                                                                                                                        | April 2020 | March 2021 | Planning & Housing Strategy Team/ Private Sector Team Planning & Housing Strategy Team/ Private Sector Team | Ongoing contact with partner agencies. Awareness raising of how energy efficiency can be improved in the home is also part of the 'Feeling the Pinch' campaign as well as the ongoing work of SCARF.                                                                                          |
| 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 demand and consider options for resourcing this service including charging on a cost recovery basis. | April 2020 | March 2021 | Licensing Team/ Private Sector Team                                                                         | Due to Covid there have not been Landlord Forums during the past year. However, an online survey was circulated to private landlords seeking their feedback on how they would like us to support them. The feedback received will be used to shape our offer of support to private landlords. |
| 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.                                                                                                                     | April 2021 | March 2022 | Planning & Housing Strategy Team                                                                            | Identified within the Draft Climate Emergency Action Plan and detailed proposals being developed. Anticipated Council Report after summer recess.                                                                                                                                             |

| Outcome 4 - People are aware of ways in which they can reduce fuel consumption and save on energy costs. |                                                                                                                                                                                           |                                                                                 |                                                                                                                                                                                |                                  |                                                                                                                                                                                                                                                                                   |
|----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No                                                                                                       | Measures                                                                                                                                                                                  | Annual Target (2020/21)                                                         | Performance (where applicable)                                                                                                                                                 | Timescale                        | Feedback / Outcome of 2021                                                                                                                                                                                                                                                        |
| 4.29                                                                                                     | Number of Households assisted through HEAT Service (Number of Enquiries/ Number of Home Visits Carried Out)                                                                               | 500 Enquiries (All Tenures)<br>390 Home Visits (50% Council/ 50% Other Tenures) | 26 = 10 PKC + 16 Private<br>407 = 158 PKC + 249 Private<br>The HEAT service received 681 incoming calls and made 964 outgoing calls (inc. 821 to customers + 143 to agencies). | March 2021                       | 26 = 10 PKC + 16 Private<br>407 = 158 PKC + 249 Private<br>The HEAT service received 681 incoming calls and made 964 outgoing calls (inc. 821 to customers + 143 to agencies).                                                                                                    |
| No                                                                                                       | Actions                                                                                                                                                                                   | Start Date                                                                      | Milestone                                                                                                                                                                      | Lead                             |                                                                                                                                                                                                                                                                                   |
| 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             | The Preferred Supplier Agreement with SSE ended in February, and we now have an agreement in place with Utilita. They notify us monthly on how many are installed.<br>April 2021 – 78 meters.                                                                                     |
| 4.31                                                                                                     | Create new Energy Efficiency Guide.                                                                                                                                                       | April 2019                                                                      | March 2020                                                                                                                                                                     | Housing Improvements             | In progress – updates currently being made to the Energy Efficiency Guide which is being led through the Climate Change group.                                                                                                                                                    |
| 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. | April 2019                                                                      | March 2020                                                                                                                                                                     | Planning & Housing Strategy Team | Public Consultation and engagement with communities on their understanding of the challenges of climate change has been carried out over the past year. This will inform the most effective way of communicating to tenants how they can contribute to climate change mitigation. |



## HOUSING PRIORITIES FOR 2021/2022

Work will continue to progress the Actions identified above in working towards key objectives of our current Local Housing Strategy: -

### Supply of Housing & Sustainable Communities

- Maximise funding for affordable housing;
- Continue to maximise the supply of affordable housing
- Take forward regeneration of areas
- Continue to work with Private landlords to support the availability of good quality housing
- Encourage and facilitate the improvement of housing standards

### Housing and Homelessness

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

### Independent Living

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

### House Condition, Fuel Poverty and Climate Change

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



**PERTH AND KINROSS COUNCIL**

**Housing and Communities Committee**

**8 September 2021**

**Annual Assurance Statement 2021/20 – Scottish Housing Regulator**

**Report by Depute Director (Communities)**

(Report No. 21/156)

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 the Annual Assurance Statement 20/21 for approval by Committee.

**1. BACKGROUND / MAIN ISSUES**

- 1.1 This is the third year that social housing landlords have been required to publish an Annual Assurance Statement in line with guidance within the Scottish Housing Regulator's (SHR) published Regulatory Framework. The Framework details the SHR's statement on performance of functions, and sets out how they regulate Registered Social Landlords, as well as housing and homelessness services delivered by Local Authorities.
- 1.2 Within the Framework, the SHR 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
  - acting where they need to
  - thematic activity, to look in depth at specific areas of work
- 1.3 Central to their approach is landlords assuring themselves, their tenants and the SHR through landlord self-assurance.
- 1.4 Every Registered Social Landlord and Local Authority is responsible for delivering good outcomes and services for their 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.
- 1.5 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 STATEMENT**

- 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.

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 and a timeframe to improve
- confirmation that the relevant Local Authority Committee have seen and considered appropriate evidence to support the level of assurance

- 2.2 A signed and unsigned copy of the Annual Assurance Statement must then be provided to the SHR, who will then make the unsigned version publicly available. There is also a requirement for landlords to ensure the Statement is easily and readily available for tenants.

- 2.3 During 2020/21, Perth and Kinross Housing Service complied with all but one regulatory requirement as set out in Chapter 3 of the Scottish Housing Regulator's Framework. This confirms that we:

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

- 2.4 As a result of Covid-19, the Council did not materially comply with gas safety regulations, as the Housing Service missed 128 services (failures) during the reporting year – a challenge faced by many social landlords. These failures represent 2% of the 6,387 domestic gas services carried out in 2020/21 by the Service.

- 2.5 All 128 failures resulted from the Covid-19 restrictions and our need to effectively balance the health (covid) and safety (gas servicing) issues for our tenants. All failures were due to tenants shielding or self-isolating.

- 2.6 To help minimise failures and provide reassurance to our tenants, we issued communications encouraging tenants to allow engineers access and provided information about the robust safety measures and risk assessments in place to protect both tenants and engineers.

- 2.7 Many failures were only missed by 2 to 5 calendar days. However, as a result of a few longer-term shielding cases, our overall average for failures was 30 calendar days between the missed anniversary date and the service being completed.
- 2.8 In line with Health and Safety Executive guidance, the repair history of the boiler was analysed for all failures, to ensure there was no immediate danger to our tenants.
- 2.9 As restrictions have eased, good progress has been made, and through tenants' confidence in our arrangements and robust safety measures, this has meant that there are currently no outstanding gas services.

### **Evidence to Support Assurance 2020/21**

- 2.10 Our management and democratic structures, and processes are all designed to facilitate effective decision making, and the proper scrutiny of decisions and their impact, in terms of performance and the achievement of outcomes.
- 2.11 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.
- 2.12 Service performance is reported regularly to the Housing Management Team, Communities 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.
- 2.13 The evidence required by the SHR forms part of the self-assessment process, which informs in part, the Council's Annual Governance Statement. Appendix 1 details an overview of information that supports the Annual Assurance Statement.
- 2.14 On 1 April 2021, the SHR published its plans for engagement all social landlords based on 2020/21 performance, including all 32 Local Authorities, across Scotland. Due to the impacts of Covid on households facing or experiencing homelessness, the SHR are engaging with all Local Authorities this year to seek reassurance on their delivery of services for people facing homelessness. The SHR have noted that nationally Covid has significantly impacted the service provided by social landlords in 2020 and will continue to influence how services are provided in 2021/22 and therefore will continue to monitor and assess how Local Authorities responds to these challenges.

## **Tenant Assurance**

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.

- 2.15 However, we held several digital interactive sessions with the Service User Review and Evaluation (SURE) Team, where the Housing Management Team presented an overview of the Service's performance for 2020/21 to enable them to assess the Service's performance and provide feedback on potential areas for improvement. This feedback will be used to support our Annual Landlord Performance Report and the Annual Assurance Statement.
- 2.16 In 2020, we commissioned an independent market research company, Knowledge Partnership, to carry out a tenant satisfaction survey on our behalf. Due to Covid-19 restrictions, we were unable to carry out face-to-face interviews with the selected sample of tenants as we did in 2018. Instead, the survey was conducted over the telephone.
- 2.17 The survey was carried out between 17 November and 30 December 2020 and 1,000 tenants were interviewed. Tenants were asked how satisfied they were with housing services against several national key indicators set by the Scottish Housing Regulator.
- 2.18 The results indicated that a large majority of tenants (82.9%) are satisfied with the overall service they receive from Perth & Kinross Council as their landlord. In addition, more than 8 in 10 tenants were satisfied with most key elements of the housing service such as housing quality, neighbourhood management, and being kept informed.
- 2.19 This, together with our external scrutiny by the SURE Team, provides the required level of assurance from the tenants who receive and experience the services we deliver.

## **Self-Assessment**

- 2.20 During 2021, the Service held a Self-Assessment workshop, using the framework "How Good is our Service" to assess service delivery against the outcomes of the Scottish Social Housing Charter. This assessment forms the basis of the Annual Assurance Statement, which is attached as Appendix 2.
- 2.21 Based on the findings of the Self-Assessment, an action plan was developed which identifies key improvements including:
  - the implementation of Housing Online, to enable housing applications to be completed online and provide the facility for applicants to manage and update their own application.

- a review of our regulatory requirements and standards, relating to equalities data collection and the adoption of a human rights approach, to ensure compliance with new guidance.
- the introduction of pulse surveys to gain regular feedback from our tenants on themed areas of service delivery.
- continuation of the review of projects and planned improvement programmes to ensure, where practicably possible, all our housing stock meets the new Energy Efficiency Standard for Social Housing (EESH2) as set out in policy, by December 2032.

2.22 The Scottish Housing Network also carried out a desktop review of our Annual Return Charter (ARC) performance prior to submission to the SHR. The feedback received was very positive and areas of suggested improvement were already in progress by the Service.

### 3. CONCLUSION AND RECOMMENDATION(S)

3.1 The Council's Housing Service continues to deliver high levels of service, with strong performance across all areas and ongoing high levels of tenant satisfaction despite the impact and challenges faced by Covid. This has also been achieved in the context of maintaining our rents at affordable levels by having the third 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:

- notes the requirement to submit an Annual Assurance Statement
- approves the Annual Assurance Statement as detailed in Appendix 2

#### Author(s)

| Name           | Designation            | Contact Details                                                                                             |
|----------------|------------------------|-------------------------------------------------------------------------------------------------------------|
| Elaine Ritchie | Senior Service Manager | <u>(01738) 475000</u><br><a href="mailto:ComCommitteeReports@pkc.gov.uk">ComCommitteeReports@pkc.gov.uk</a> |

#### Approved

| Name         | Designation                   | Date           |
|--------------|-------------------------------|----------------|
| Clare Mailer | Depute Director (Communities) | 25 August 2021 |

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

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

### Sustainability

- 3.3 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.

### Legal and Governance

- 3.3 The 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 Communities have been consulted on the content of this report.

##### External

- 4.2 Tenant Reports Panel noted that this is a good summary report and it is great to see in Appendix 1 the links to the evidence to support this report.

#### **5. Communication**

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

#### **2. BACKGROUND PAPERS**

- 2.1 No background papers were relied upon during the preparation of this report.

#### **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 2020/21.

- Local Housing Strategy 2016-2021 - the 2019/20 annual progress report and revised action plan were noted by Committee on 11 November 2020 (Report 20/215 refers)
- The Strategic Housing Investment Plan was approved by Committee on 3 February 2021 (Report – 21/17 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 approved by Committee 3 February 2021 (Report – 21/15 refers)
- The Home First (Rapid Rehousing Transition Plan) Update – January 2021 was approved by Committee 3 February 2021 (Report – 21/16 refers)
- Housing Contribution Statement was approved by Committee on 31 May 2021 (Report 21/69)
- Annual Performance Report for tenants – 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 provided detailed feedback on our performance. The overall outcome of this is included within the Annual Performance Report. <https://www.pkc.gov.uk/article/17979/Housing-Service-performance>.
- The Council's Annual Performance Report 2019/20 outlines the work undertaken across all Council services in 2019/20, as well as the Health and Social Care Partnership, to deliver the best services possible and better outcomes for our residents. [https://www.pkc.gov.uk/media/47192/APR-2019-20/pdf/Corporate APR 2020.pdf?m=637442458453500000](https://www.pkc.gov.uk/media/47192/APR-2019-20/pdf/Corporate%20APR%202020.pdf?m=637442458453500000)
- The Corporate Plan 2018-2022 conveys the Council's vision for Perth and Kinross. Importantly it provides strategic direction for the organisation, informs decision making and facilitates prioritisation of activity and resources [https://www.pkc.gov.uk/media/13932/Corporate-Plan-2018-2022/pdf/Corporate Plan -Final.pdf?m=636567060137100000](https://www.pkc.gov.uk/media/13932/Corporate-Plan-2018-2022/pdf/Corporate%20Plan%20-Final.pdf?m=636567060137100000)
- The Community Plan/Local Outcomes Improvement Plan 2017-2027 identifies the high-level strategic objectives the Council is working towards to meet local needs. [https://www.pkc.gov.uk/media/40553/Community-Plan-Local-Outcomes-Improvement-Plan-2017-2027/pdf/LOIP\\_online.pdf?m=636567189070430000](https://www.pkc.gov.uk/media/40553/Community-Plan-Local-Outcomes-Improvement-Plan-2017-2027/pdf/LOIP_online.pdf?m=636567189070430000)
- The Council reports on performance against indicators in the [Local Government Benchmarking Framework](#), this data can be found on the [My Local Council portal](#) which shows how Councils are performing across a

range of council services with comparisons to other Local Authorities and the national average.

- We periodically publish our performance online as well as in our report. We are committed to analysing our performance as a Housing Service and reporting the results to our tenants. Our aim is to continually improve the services we provide to local people.

<https://www.pkc.gov.uk/article/17979/Housing-Service-performance>



### Our Annual Assurance Statement

We can advise that during 2020/21 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:

- achieved all the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services.
- complied 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 128 gas safety checks in 2020/21 by the anniversary date. All of these were a result of Covid-19 restrictions due to tenants shielding or self-isolating.

All properties with gas now have updated gas safety checks and there are currently no outstanding gas services. We are confident that our obligations will be met during this year where it is possible to do so.

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 & Communities Committee on Wednesday 8 September 2021.

I sign this statement on behalf of the Housing & Communities Committee:

**Housing Convener's Signature:**.....**Date:**

