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Council Building  
2 High Street  
Perth  
PH1 5PH

Wednesday, 18 January 2017

A Meeting of the **Housing and Health Committee** will be held in the **Council Chambers, Ground Floor, Council Building, 2 High Street, Perth, PH1 5PH** on **Wednesday, 25 January 2017** at 10:00.

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

**BERNADETTE MALONE**  
Chief Executive

***Those attending the meeting are requested to ensure that all mobile phones and other communication devices are in silent mode.***

**Members:**

Councillor Dave Doogan (Convener)  
Councillor Kate Howie (Vice-Convener)  
Councillor Henry Anderson  
Councillor Peter Barrett  
Councillor Ian Campbell  
Councillor Dave Cuthbert  
Councillor John Flynn  
Councillor Elspeth Maclachlan  
Councillor Dennis Melloy  
Councillor Willie Robertson  
Councillor Heather Stewart  
Councillor Gordon Walker  
Councillor Mike Williamson



## Housing and Health Committee

Wednesday, 25 January 2017

### AGENDA

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

- 1 WELCOME AND APOLOGIES/SUBSTITUTES
- 2 DECLARATIONS OF INTEREST
- 3 MINUTE OF MEETING OF THE HOUSING AND HEALTH COMMITTEE OF 2 NOVEMBER 2016 FOR AUTHORISATION AND SIGNATURE 5 - 10
- 4 PERTH AND KINROSS COMMUNITY PLANNING PARTNERSHIP - PERTH AND KINROSS INTEGRATION BOARD
  - (i) MINUTE OF MEETING OF PERTH AND KINROSS JOINT INTEGRATION BOARD OF 26 AUGUST 2016 FOR NOTING 11 - 14
  - (ii) BRIEFING PAPER FROM PERTH AND KINROSS INTEGRATION JOINT BOARD HELD ON 4 NOVEMBER 2016 BY EXECUTIVE LEAD OFFICER 15 - 18  
(copy herewith 17/30)
- 5 ANNUAL SCHEME OF CHARGES FOR COMMUNITY CARE SERVICES 19 - 24  
Report by Director (Housing and Social Work) (copy herewith 17/31)
- 6 REPORT ON SOCIAL CARE AND SOCIAL WORK IMPROVEMENT SCOTLAND INSPECTIONS (SCSWIS) 25 - 58  
Report by Director (Housing and Social Work) (copy herewith 17/32)  
  
**Note: The above report will also be submitted to the Scrutiny Committee on 8 February 2017**
- 7 REVIEW OF CLEAN AND CLEAR INCENTIVE SCHEME - INTRODUCTION OF NEW CLEAN AND GREEN (RECYCLE AND REUSE SCHEME) 59 - 64  
Report by Director (Housing and Social Work) (copy herewith

17/33)

- 8 HOUSING REVENUE ACCOUNT (HRA) STRATEGIC FINANCIAL PLAN INCORPORATING THE 5 YEAR CAPITAL INVESTMENT PROGRAMME AND RENT STRATEGY TO 2021/22, RESERVES STRATEGY AND OTHER HOUSING CHARGES FOR 2017/18** 65 - 96  
Joint Report by Depute Chief Executive, H&CC (Corporate and Community Development Services) and Chief Operating Officer and Head of Finance (copy herewith 17/34)
- 9 HOUSING AND COMMUNITY CARE COMPLAINTS AND CUSTOMER FEEDBACK** 97 - 112  
Report by Director (Housing and Social Work) (copy herewith 17/35)

**Note: The above report will also be submitted to the Scrutiny Committee of 8 February 2017**

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## HOUSING AND HEALTH COMMITTEE

Minute of meeting of the Housing and Health Committee held in the Gannochy Suite, Dewar's Centre, Glover Street, Perth on Wednesday 2 November 2016 10.00am.

Present: Councillors D Doogan, K Howie, H Anderson, P Barrett, I Campbell, D Cuthbert, J Flynn, J Giacomazzi (substituting for Councillor E Maclachlan), D Melloy, W Robertson, H Stewart, G Walker and M Williamson.

In Attendance: J Walker, Depute Chief Executive HCC (Corporate & Community Development Services) and Chief Operating Officer, B Atkinson, Director (Housing and Social Work); L Cameron, M Dow, C Hendry, C Johnston (up to and including Art. 747), P Kippen (up to and including Art. 742), C Mailer, K Ogilvy (up to and including Art. 742), E Ritchie, N Robson, P Smith (up to and including Art. 742) (all Housing and Community Care); R Packham, Perth and Kinross Integration Joint Board (up to and including Art. 742); C Flynn and A Taylor (both Corporate and Democratic Services).

Also in Attendance: C Stewart and D Wilkie (Tenants' Representatives).

Apology for Absence: Councillor E Maclachlan

Councillor D Doogan, Convener, Presiding.

The Convener led the discussion for Arts. 736-740 and the Vice-Convener for Arts. 741-747.

### **736. WELCOME AND APOLOGIES/SUBSTITUTES**

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

### **737. DECLARATIONS OF INTEREST**

There were no Declarations of Interest made in terms of the Councillors' Code of Conduct.

### **738. MINUTE**

The minute of meeting of the Housing and Health Committee of 24 August 2016 (Arts. 571-581) was submitted, approved as a correct record and authorised for signature.

**739. PERTH AND KINROSS COMMUNITY PLANNING PARTNERSHIP – PERTH AND KINROSS INTEGRATION JOINT BOARD**

**(i) Minute of meeting of the Perth and Kinross Integration Joint Board of 1 July 2016**

The minute of meeting of the Perth and Kinross Integration Joint Board of 1 July 2016 was submitted and noted.

**(ii) Briefing Paper by Executive Lead Officer**

There was submitted and noted a briefing paper by the Chief Officer Health and Social Care Partnership (16/469), providing an update on the recent business and decisions of the Health and Social Care Integration Joint Board (IJB) following their meeting on 26 August 2016.

R Packham, Chief Officer, Perth and Kinross Integration Joint Board was present to answers members' questions.

**740. HOUSING AND COMMUNITY CARE SIX MONTH PERFORMANCE SUMMARY 2016**

There was submitted a report by the Depute Chief Executive (Corporate and Community Development Services) (16/470) reviewing the performance of Housing and Social Work against its Business Management and Improvement Plan (BMIP) for the period 1 April 2016 to 30 September 2016.

**Resolved**

- (i) The contents of the Housing and Social Work Six Month Performance Summary, 1 April 2016 to 30 September 2016, as detailed in Appendix 1 to Report 16/470, pertaining to this Committee's areas of responsibility, be accepted.
- (ii) It be noted that Report 16/470 would also be submitted to the Community Safety Committee on 23 November 2016, and to the Scrutiny Committee on 30 November 2016 for scrutiny and comment as appropriate.

**741. PERTH AND KINROSS TECHNOLOGY ENABLED CARE (TEC) STRATEGY (2016 – 2019)**

There was submitted a report by the Director (Housing and Social Work) (16/471) seeking endorsement for the Perth and Kinross Technology Enabled Care (TEC) Strategy and Action Plan (2016-2019) prior to submission to the Integrated Joint Board for approval. The report and action plan outlined how the Partnership will improve and enhance the use of TEC across Perth and Kinross to support people to remain living independently and improve outcomes for individuals and carers.

PERTH AND KINROSS COUNCIL  
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2 NOVEMBER 2016

**Resolved:**

The Perth and Kinross Technology Enabled Care Strategy and Action Plan (2016-2019) as set out in Appendix 1 to Report (16/471) be endorsed prior to submission to the Integrated Joint Board for approval.

**742. INTEGRATED HEALTH AND SOCIAL CARE MODEL FOR DALWEEM CARE HOME, ABERFELDY**

There was submitted a report by the Director (Housing and Social Work) (16/472) advising on progress towards the development of an Integrated Health and Social Care facility within the current Dalweem Care Home in Aberfeldy.

**Resolved:**

- (i) The contents of Report 16/472 be noted.
- (ii) The Depute Chief Executive, HCC (Corporate and Community Development Services) be instructed to provide a further report to this Committee in April 2017.

**743. PROGRESS REPORT – REVISED COMMON ALLOCATIONS POLICY**

There was submitted a report by the Director (Housing and Social Work) (16/473) providing an update on the implementation of the revised Common Allocation Policy, demonstrating its effectiveness and positive impact on addressing housing need across Perth and Kinross.

**Resolved:**

The very positive impact the revised allocations policy has had after six months implementation as detailed in Report 16/473 be noted.

**744. REVISED POLICY FOR CURRENT AND FORMER TENANT RENT ARREARS**

There was submitted a report by the Director (Housing and Social Work) (16/474) seeking approval for revisions to the Policy for Current and Former Tenant Rent Arrears and providing an update on rent arrears performance.

**Resolved:**

- (i) The current activity and performance in relation to rent arrears as detailed in Report 16/474 be noted.
- (ii) The revised Policy for Current and Former Tenant Rent Arrears to support the recommendations outlined in Section 4.5 of Report 16/474 which will further strengthen the Council's approach to rent collection, be approved.

**745. COMPLETION OF REFURBISHMENT OF SHOPS AT 99 – 119 DUNKELD ROAD, PERTH**

There was submitted a report by the Director (Housing and Social Work) (16/475) providing a final update on the refurbishment of the shops at 99-119 Dunkeld Road, Perth as part of the wider regeneration of Muirton.

**Resolved:**

The content of Report 16/475 and the excellent work in renovating and regenerating the local area of Muirton, at reduced costs to the original estimates, be noted.

**746. STRATEGIC HOUSING INVESTMENT PLAN**

There was submitted a report by the Director (Housing and Social Work) (16/476) identifying housing needs across Perth and Kinross and seeking approval for the Perth and Kinross Council Strategic Housing Investment Plan (SHIP) to address these needs and future demand for housing across the area.

**Resolved:**

- (i) The Strategic Housing Investment Plan 2017-2022 as detailed in Appendix 1 to Report 16/476, be approved.
- (ii) The Director (Housing and Social Work) be authorised to ensure that where projects fall out of the plan, he can assign agreed SHIP projects in their place.

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

**747. INVESTIGATION OF POTENTIAL GYPSY/TRAVELLER STOPOVER SITE**

There was submitted a report by the Depute Chief Executive, HCC (Corporate and Community Development Services) (16/477) (1) highlighting the extensive work taken to identify a potential permanent Gypsy/Traveller stopover site, and (2) requesting that the Committee consider whether either of the two possible options be further progressed.

**Motion (Councillors D Doogan and D Cuthbert)**

- (i) **Note the identification/selection process that has been undertaken to identify a preferred stopover site option.**
- (ii) **Consider that the options at Muirton and Friarton should not be investigated further.**
- (iii) **Remit to the Director (Housing and Social Work) to redeploy the use of the capital budget allocation to provide support to existing site provision for travelling people and to a refresh of the Council's approach to the engagement process when Gypsy Traveller encampments emerge.**



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Amendment (Councillor P Barrett)

Consider further investigation and consultation of both the Muirton and Friarton options.

Having failed to secure a Secunder, the Amendment accordingly fell.

**Resolved:**

In accordance with the Motion.

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**PERTH AND KINROSS INTEGRATION JOINT BOARD**

Minute of Meeting of the Perth and Kinross Integration Joint Board held in the Sandeman Room, AK Bell Library, York Place, Perth, PH2 8EP on Friday 26 August 2016 at 1.00pm.

- Present:** Councillor D Doogan, Perth and Kinross Council (Chair)  
 L Dunion, Tayside NHS Board (Vice-Chair)  
 Councillor P Barrett, Perth and Kinross Council  
 S Hay, Tayside NHS Board  
 J Golden, Tayside NHS Board  
 S Tunstall-James, Tayside NHS Board  
 B Atkinson, Chief Social Work Officer, Perth and Kinross Council  
 R Packham, Chief Officer  
 J Smith, Chief Finance Officer  
 Dr M Martindale, Independent Contractor  
 J Foulis, NHS Tayside  
 Dr N Prentice, NHS Tayside  
 Dr D Walker, NHS Tayside  
 Dr A Noble, External Advisor to Board  
 G Mackie, Staff Representative, Perth and Kinross Council  
 R Marshall, Staff Representative, NHS Tayside  
 H MacKinnon, PKAVS (Third Sector Interface)  
 A Gourlay, Service User Public Partner  
 M Summers, Carer Public Partner (substituting for B Campbell)
- In Attendance:** S Hendry, S Rodger, L Cameron and D Fraser (all Perth and Kinross Council); K Wilson, J Dernie and V Aitken (all NHS Tayside); T Gaskin, N O'Connor and S Boyle, both Audit Scotland; S Cole, Substitute Service User Public Partner; B Benson, Scottish Fire and Rescue Service.
- Apologies:** Councillor K Howie, Councillor I Campbell, B Campbell, E Devine and G Taylor.

Councillor Doogan, Chair.

**1. WELCOME AND INTRODUCTIONS**

Councillor Doogan welcomed all those present to the meeting and apologies were noted as above.

**2. DECLARATIONS OF INTEREST**

There were no Declarations of Interest made in terms of the Perth and Kinross Integration Joint Board Code of Conduct.

### **3. MINUTE OF PREVIOUS MEETING**

The minute of meeting of the Perth and Kinross Integration Joint Board of 1 July 2016 was submitted and approved as a correct record, subject to the following amendments:

- M Summers to be added to the attendance list.

### **4. MATTERS ARISING**

#### **(i) Public Partners (Item 12 refers)**

Following a query by A Gourlay, R Packham and H MacKinnon confirmed that the Engagement Steering Group would be working further with the public partners on future engagement with the Board. It was also agreed that biographies of Board members would be circulated to the Public Partners.

#### **(ii) Transformation Board (Item 6 refers)**

R Packham reported that the first meeting of the Transformation Board was taking place this week. Councillor Doogan suggested that the Communications Sub-Group take this forward and look to issue progress updates.

### **5. CHIEF OFFICER UPDATE**

There was submitted a report by the Chief Officer (G/16/190) providing the Board with an overview and update of work across the Health and Social Care Partnership.

#### **Resolved:**

- (i) The progress on each of the projects listed within report G/16/190 be noted.

### **6. AUDITED ANNUAL ACCOUNTS 2015/16**

There was submitted a report by the Chief Finance Officer (G/16/191), presenting the Board's Audited Annual Accounts for the period to 31 March 2016 and Audit Scotland's Annual Audit Report.

#### **Resolved:**

- (i) The contents of Audit Scotland's Annual Report to Members and the Controller of Audit on the 2015/16 Audit, as detailed in Appendix 1 of report G/16/191, be noted;
- (ii) The Audited Annual Accounts for 2015/16, as detailed in Appendix 2 of report G/16/191, be approved.

## 7. FINANCIAL UPDATE AS AT 30 JUNE 2016

There was submitted a report by the Chief Finance Officer (G/16/192) updating the Board on financial performance of the Perth and Kinross Health and Social Care Partnership including delivery of savings as at 30 June 2016.

### **Resolved:**

- (i) The year end forecast overspend of £2.43m, of which £452k relates to the core financial position and £1.98m to the forecast gap on savings delivery against targets across health services, be noted;
- (ii) The Executive Summary provided which sets out details of the 2016/17 Savings Programme for budgets devolved by NHS Tayside, as detailed in Report G/16/192, be approved;
- (iii) It be noted that a full finance report setting out the financial position for the IJB (reflecting all hosted services) and for the Partnership will be provided from month 4.
- (iv) A further financial update would be provided at the next meeting of the Board on 4 November 2016.

## 8. STRATEGIC COMMISSIONING PLAN – UPDATE

There was submitted a report by the Chief Officer (G/16/193) updating the Board on the action plan of the Strategic Commissioning Plan 2016-2019, as part of the regular progress reports to the Board.

### **Resolved:**

- (i) The report on integrated locality working be approved;
- (ii) The Chief Officer be required to submit six monthly progress reports on the implementation of integrated locality teams to the Board.

## 9. HOSTED SERVICES

There was submitted a report by the Chief Officer (G/16/194) requesting the Board to note the progress in agreeing hosting arrangements between the Perth and Kinross, Angus and Dundee Integrated Joint Boards for the delivery of certain integrated functions.

### **Resolved:**

- (i) The Memorandum of Understanding relating to the hosting arrangements across the Perth and Kinross, Angus and Dundee Integration Joint Boards, as detailed in Appendix 1 of Report G/16/194, be approved, on the basis that it represents a high level framework which will allow the Chief Officer to further develop hosted services along with both the Angus and Dundee Integration Joint Boards.
- (ii) It be noted that the Memorandum of Understanding would be reviewed annually;
- (iii) The Chief Officer be instructed to report back to a future meeting of the Board in relation to progress made in agreeing detailed arrangements for hosted services.

**10. FUTURE MEETING DATES 2016**

Friday 4 November at 1.00pm (Dewars Centre, Perth)

**FUTURE DEVELOPMENT SESSION DATES 2016**

Friday 4 November at 9.00am (Dewars Centre, Perth)

**PERTH AND KINROSS COUNCIL****Housing and Health Committee****25 January 2017****Briefing on the Health and Social Care Integration Joint Board (IJB)****Report by Chief Officer Health and Social Care Partnership****PURPOSE OF REPORT**

This report updates Committee on the recent business and decisions of the Health and Social Care Integration Joint Board (IJB) following their meeting on 4<sup>th</sup> November 2016.

**1. BACKGROUND/MAIN ISSUES**

1.1 The Perth and Kinross Health and Social Care Integration Joint Board's most recent meeting was held on 4<sup>th</sup> November and the following reports were submitted for approval and noting:

- **Appointment of additional members and attendees** - the Chief Officer submitted a report which was agreed outlining changes to the appointment of additional members to the Board, as well as the arrangements for those attending the Board who are not members.
- **Chief Officer update** - The Chief Officer provided an overview of the work across the Health and Social Care Partnership for noting. It provided information on progress of key projects and any issues arising in between formal reports being submitted. The Board asked that information on the Out of Hours Service was circulated to members and that a future paper is submitted on the dietetic work being undertaken at a national level.
- **Financial update at August 2016** – the Chief Finance Officer presented a report updating the Board on the financial performance of the IJB at 31 August 2016. The Board noted the forecast overspend and agreed that a report would be submitted to the next Board in February with a proposed action plan on targets and reducing spend, particularly in the area of GP prescribing.
- **Establishment of an Audit and Performance Committee** – the Chair of the Audit and Performance Committee, reported that the first meeting of the Committee took place on Friday 28 October 2016 and that the minutes and a Chair's summary report would be submitted to future Board meetings.
- **Clinical, Care and Professional Governance Progress Report** – the Chief Officer gave an update on the arrangements for Care and Professional Governance across the partnership, and activity and progress to date led by the Care and Professional Governance Forum. The Board

noted progress made to date and approved the Forum's Terms of Reference and Work plan for 2016/17. The Chief Officer was asked to provide a further progress report with recommendations in six months' time.

- **Perth and Kinross Winter Plan** – the Chief Officer submitted a report on the winter planning arrangements and improvement plan for the Partnership which was underpinned by the six essential actions for unscheduled care. The Board noted previous improvement actions and endorsed improvement actions underpinning the 2016/17 Winter Plan.
- **Update Report on Participation and Engagement and Communication Strategies** - the Chief Officer gave an update on progress with the Partnership's communications and engagement activity following the Integration Joint Board's approval of the Participation and Engagement and Communications Strategies. The Board agreed that the Partnership work with the Community Planning Partnership to produce a new Community Planning Partnership visual identity and use information from users on their preferences for a visual identity. In the meantime, it was agreed to continue to use the Partnership logos currently in place.
- **Adult Support and Protection** - the Director (Housing and Social Work) provided information on the Adult Support and Protection (Scotland) Act 2007, the governance structure and role of the Integration Joint Board in respect of Adult Support and Protection in Perth and Kinross. The Board agreed that the Chief Officer identify a suitable representative from the Integration Joint Board to be appointed to the Adult Support and Protection Committee.

The Board also agreed that it needed to ensure that joint quality assurance processes on adult support and protection were consistent with national standards and reflected within the IJB performance. It was also agreed that the Adult Support and Protection Committee Biennial Report would be submitted to the IJB in future for ratification.

A development session is to be arranged in 2017 for members on the work of the Adult Protection Committee, Child Protection Committee and Public Protection Work.

## 1.2 Items for information

The Board was presented with the following reports for noting and for information:

- **Director of Public Health Annual Report 2015/16**
- **Partnership Engagement Meeting 11 August 2016** - Scottish Government Letter
- **Delayed discharge** - letter by Convener of Health and Sport Committee, Scottish Parliament



## 2. IJB DEVELOPMENT SESSIONS

- 2.1 Prior to each meeting of the Integration Joint Board, a development session is held with members, led by key staff and focused on specific themes. In November the session concentrated on pharmacy and prescribing, and on the annual review of public health, with presentations received from key lead officers.

## 3. CONCLUSION

- 3.1 The above provides a brief overview of the business conducted at the Health and Social Care Integration Joint Board held on 4<sup>th</sup> November 2016. The next meeting of the Board is on 3 February 2017.

### Author

| Name                                                       | Contact                                                                            |
|------------------------------------------------------------|------------------------------------------------------------------------------------|
| Lorna Cameron, Head of Housing and Strategic Commissioning | <a href="mailto:hcccommitteereports@pkc.gov.uk">hcccommitteereports@pkc.gov.uk</a> |

### Approved

| Name        | Designation                                      | Date                   |
|-------------|--------------------------------------------------|------------------------|
| Rob Packham | Chief Officer Health and Social Care Partnership | <b>15 January 2017</b> |



**PERTH AND KINROSS COUNCIL****Housing and Health Committee****25 January 2017****Annual Scheme of Charges for Community Care Services****Report by Director (Housing and Social Work)****PURPOSE OF REPORT**

This report notes the different ways in which community care services are charged for within Housing and Community Care. Housing and Health Committee are asked to approve the proposed changes to charges as set out in Appendix 1 of this report.

**1. BACKGROUND / MAIN ISSUES**

- 1.1 For community care services there are three distinct charging arrangements in operation within Perth and Kinross Council which are based on a combination of legislative responsibilities, national guidance and local guidance:
- Non-residential care services received from 1 February 2014 (following approval of the Contributions Policy, Report No. 13/113)
  - Non-residential care services received prior to 1 February 2014 subject to transitional protection
  - Residential care services
- 1.2 A client's assessing worker, e.g. their Social Worker, will discuss all services and their costs with the client and/or their family at the time of their outcome focused care assessment. At this stage, the client will be advised of the full cost of the service whilst being offered the opportunity and encouraged to complete a financial assessment to determine how much of the full cost they will be asked to pay. An Assessment Officer will then complete a financial assessment with the client and/or their representative and advise of their assessed contribution. This will be estimated at the time of the assessment, and confirmed in writing following authorisation.
- 1.3 Details of all current charging regimes can be found at [www.pkc.gov.uk/carecharges](http://www.pkc.gov.uk/carecharges)
- 1.4 Perth and Kinross Council will adopt charges agreed under the Scotland Excel Framework for the following services:
- Independent sector residential care
  - Independent sector nursing care
  - Community frozen meals service

- 1.5 For independent residential and nursing care, Perth and Kinross Council will only agree to a higher rate than that agreed under the Scotland Excel Framework for specialised homes such as those for learning disabilities and mental health clients.
- 1.6 The cost of staff meals provided by Perth and Kinross Council at day centres and residential homes is increased annually from 1 April by the UK Consumer Prices Index (CPI) inflation rate as at the preceding September.
- 1.7 All income generated by charges contributes to service budgets and ensures the continued development and delivery of high quality services.

## 2 PROPOSALS

### 2.1 Change to the Local Authority Residential Care Home Weekly Charge

It is proposed to increase the weekly charge levied for Perth and Kinross Council run care homes, Beechgrove House in Perth City, Dalweem in Aberfeldy and Parkdale in Auchterarder, from £829.56 to £884.42 per week from 1 April 2017. This charge is based on the actual cost of running the care homes, including overheads and capital charges, whilst taking account of anticipated occupancy levels; which is the methodology that has been used for the calculation of this weekly charge for many years. It is also consistent with the Council's Financial Regulations which require full cost recovery of actual running costs; and is subject to a financial assessment of an individual's ability to pay.

Residents who are aged 65 or over and have been assessed as requiring residential care will be entitled to a Free Personal Care payment. The Scottish Government sets this rate annually; the 2016/17 rate was £171 per week. Perth & Kinross Council will adopt the 2017/18 rate once it has been approved by the Scottish Government.

### 2.2 Change to Occupational Therapy Equipment Fitting Charge

Following customer feedback, it is proposed to amend the cost of the installation of occupational therapy equipment to a standard £30.00 per item. This is a reduction from £178.00 for handrails and bannisters and an increase from £27.56 for all other equipment.

There is an online self-assessment tool which allows Perth and Kinross residents to review solutions available for occupational therapy aids and adaptations. This can be found at [www.abilityoptionperth.org.uk](http://www.abilityoptionperth.org.uk)

## 3. CONCLUSION AND RECOMMENDATIONS

- 3.1 There are three separate and distinct charging arrangements in operation for community care services within Perth and Kinross. Further details of the charging regimes are available online at [www.pkc.gov.uk/carecharges](http://www.pkc.gov.uk/carecharges). This report provides a summary of the proposed changes to charges for 2017/18.

3.2 Housing and Health Committee are asked to approve the proposed changes to charges as set out in section 2 of the report and within the summary at Appendix 1.

**Author**

| <b>Name</b> | <b>Designation</b>                 | <b>Contact Details</b>                                                                             |
|-------------|------------------------------------|----------------------------------------------------------------------------------------------------|
| Fiona Low   | Business and Resources Team Leader | <a href="mailto:hcccommitteereports@pkc.gov.uk">hcccommitteereports@pkc.gov.uk</a><br>01738 475000 |

**Approved**

| <b>Name</b>   | <b>Designation</b>               | <b>Date</b>     |
|---------------|----------------------------------|-----------------|
| Bill Atkinson | Director (Housing & Social Work) | 12 January 2017 |

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

### 1. Strategic Implications

#### Corporate Plan

- 1.1 The Council's Corporate Plan 2013-2018 lays out five outcome focussed strategic objectives which provide clear strategic direction, inform decisions at a corporate and service level and shape resources allocation. They are as follows:
- (i) Giving every child the best start in life;
  - (ii) Developing educated, responsible and informed citizens;
  - (iii) Promoting a prosperous, inclusive and sustainable economy;
  - (iv) Supporting people to lead independent, healthy and active lives; and
  - (v) Creating a safe and sustainable place for future generations.

This report relates to (iii) and (iv).

### 2. Resource Implications

#### Financial

- 2.1 The impact of the changes to 2017/18 charges identified in this report has been incorporated into the Service's revenue budget submission.

### 3. Assessments

#### Equality Impact Assessment

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

This section should reflect that the proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

- (i) Assessed as **relevant** and the following positive outcomes expected following implementation: The services that are the focus of this report will have a positive impact on people's wellbeing across a varied range of vulnerable client groups.

### 4. BACKGROUND PAPERS

The following background papers were considered in the preparation of this report:-

- Scrutiny Review, Charging for Services 2014 (Report No. 16/65)
- Implementation of the Recommendation from the Fifth Scrutiny Review – Charging for Council Services (Report No. 16/177)
- Fifth Scrutiny Review: Charging for Council Services Update Report (Report No. 16/573)

### 5. APPENDICES

Appendix 1 – Proposed Changes to Charges 2017-2018

## APPENDIX 1

### Proposed changes to charges 2017-2018

| <b>Care and Support Services</b>      | <b>Current</b>                                                         | <b>Proposed</b>  |
|---------------------------------------|------------------------------------------------------------------------|------------------|
| Local Authority Residential Care      | £829.56 per week                                                       | £884.82 per week |
| <b>Occupational Therapy Equipment</b> | <b>Current</b>                                                         | <b>Proposed</b>  |
| Fitting of Equipment                  | £178.00 for handrails and bannisters<br>£27.56 for all other equipment | £30.00 per item  |
| <b>Staff Meals</b>                    | <b>Current</b>                                                         | <b>Proposed</b>  |
| Breakfast                             | £1.48                                                                  | £1.49            |
| Lunch                                 | £2.91                                                                  | £2.94            |
| Supper                                | £1.18                                                                  | £1.19            |
| Snack                                 | £0.79                                                                  | £0.80            |

Further information on community care charges can be found at [www.pkc.gov.uk/carecharges](http://www.pkc.gov.uk/carecharges)



## PERTH AND KINROSS COUNCIL

Housing and Health Committee – 25 January 2017  
Scrutiny Committee – 8 February 2017

**REPORT ON SOCIAL CARE AND SOCIAL WORK  
IMPROVEMENT SCOTLAND INSPECTIONS (SCSWIS)**

**Report by Director (Housing and Social Work)**

**PURPOSE OF REPORT**

This report advises Committee of the key findings of 11 inspections carried out in Perth and Kinross by the Care Inspectorate in the past year. These have focused on all four quality themes: Quality of Care and Support, Environment, Staffing and Management and Leadership. The report highlights some excellent performance and grades awarded by the Inspectorate across the majority of services, as well as some areas for improvement.

**1. BACKGROUND / MAIN ISSUES**

- 1.1 Care and support services provided for vulnerable members of society are registered and inspected by the Social Care and Social Work Improvement Scotland (SCSWIS) to make sure they are of a high standard and provide quality care and support. SCSWIS is the unified independent scrutiny and improvement body for care and children's services, known as the Care Inspectorate. They regulate services, carry out inspections and award grades based on the findings of their inspections.
- 1.2 The Scottish Government's statutory minimum frequency of inspections means that all services registered in the following categories will receive, as a minimum, an annual unannounced inspection, no matter how well the service has been performing:
- Care homes for older people
  - Care homes for adults
  - Care homes for children and young people
  - Support services – care at home
  - Housing support services, but only those which are combined with care at home services
  - Secure accommodation
- 1.3 There are 14 services across Perth and Kinross Council which are subject to inspection:
- Adults with Learning Disabilities (St Catherine's)
  - Beechgrove House
  - Blairgowrie Adult Resource Centre
  - Dalween Care Home
  - Gleneagles Day Opportunities

- Home Care
- Homeless Housing Support
- Kinnoull Day Opportunities
- Lewis Place Resource Centre
- New Rannoch Day Services
- Older People's Housing Support Service
- Parkdale Care Home
- Parkdale Day Support Service
- Strathmore Day Opportunities

1.4 The Care Inspectorate inspect and grade elements of care under quality themes:

- Quality of Care and Support
- Environment
- Staffing
- Management and Leadership

Under each quality theme are 'quality statements' which describe what a service should be doing well under that theme. The Inspectorate then awards grades which reflect how the service is performing in each of the quality themes and statements.

1.5 SCSWIS use six grades. Grades of Excellent (Level 6), Very Good (Level 5) and Good (Level 4) represent increasingly better levels of performance. The Adequate (Level 3) grade represents performance SCSWIS find acceptable but which could be improved. Weak (Level 2) indicates concern about the performance of the service and that there are things which the service must improve. Unsatisfactory (Level 1) represents a more serious level of concern.

1.6 SCSWIS inspections are proportionate, meaning they spend less time with services they are satisfied provide consistently high standards of care, and these are classed as low intensity inspections. Services where there is more concern receive more intense inspections and are classed as medium or high intensity inspections.

## **2. SUMMARY OF FINDINGS**

2.1 Since the last report (Report No. 15/518 in November 2015), 11 of the 14 services have been inspected: Adults with Learning Disabilities Housing Support Service, Beechgrove House, Dalweem Care Home, Homecare, Homeless Housing Support, Lewis Place Resource Centre, Kinnoull Day Opportunities, Parkdale Care Home and Day Care Services, New Rannoch Day Centre and Older People's Housing Support Service.

2.2 This report provides an overview of the findings, the details of which are included in the Appendix.

- 2.3 The table below provides a summary of the performance across all services. Levels awarded are based on the services last inspection, and grades awarded are presented as a % of the total number of inspections carried out across the four quality themes.

*Table 1: Overall summary on performance for all PKC services (inspections were carried out between February 2015 and June 2016)*

| Quality Themes          | Grading Awarded by the Care Inspectorate |                   |                   |                 |          |                    | Total     |
|-------------------------|------------------------------------------|-------------------|-------------------|-----------------|----------|--------------------|-----------|
|                         | Excellent (6)                            | Very Good (5)     | Good (4)          | Adequate (3)    | Weak (2) | Unsatisfactory (1) |           |
| Care & Support          | 3                                        | 8                 | 2                 | 1               | 0        | 0                  | 14        |
| Environment             | 1                                        | 4                 | 2                 | 0               | 0        | 0                  | 7         |
| Staffing                | 2                                        | 8                 | 3                 | 0               | 0        | 0                  | 13        |
| Management & Leadership | 2                                        | 7                 | 3                 | 0               | 0        | 0                  | 12        |
| <b>Total</b>            | <b>8 (17.4%)</b>                         | <b>27 (58.7%)</b> | <b>10 (21.7%)</b> | <b>1 (2.2%)</b> | <b>0</b> | <b>0</b>           | <b>46</b> |

*Source: Care Inspectorate Website as at 25th November 2016*

- 2.4 Of the 11 services inspected, 46 quality themes were assessed for the quality of Care and Support, Environment, Staffing and Management and Leadership. 17% (8) received Excellent, 80% (37) received Very Good/Good grade; all of which represent increasingly better levels of performance. Quality of Care and Support received an Adequate which represents performance that is acceptable to the Care Inspectorate but which could be improved.

No services were awarded grades for Weak or Unsatisfactory, indicating the inspectorate had no concerns about any of the services' performance.

- 2.5 Out of the 11 services inspected, 9 received unannounced inspections and two were announced at short notice.
- 2.6 If the Care Inspectorate is concerned about some aspect of a service, or think it could do more to improve its service, they make a requirement or recommendation. If requirements and recommendations are made, the service must submit an appropriate action plan within the required timescale.

Beechgrove House and Home Care received requirements and recommendations. As a result, they developed action plans outlining improvements and submitted these to the Care Inspectorate. These are detailed in Appendix 1.

2.7 The attached report in Appendix 1 provides details on individual inspections. Under each service information is provided for grades awarded for these inspections. The report also highlights strengths identified at the time of inspection, requirements and/or recommendations and improvement actions. The overall assessment is that the vast majority of services have performed consistently well and been graded as Good, Very Good and Excellent.

### 3. CONCLUSION AND RECOMMENDATIONS

- 3.1 This report demonstrates that care and support services across Perth and Kinross in the vast majority of cases continue provide excellent services to some of our most vulnerable people. This is reflected in the external inspection and evaluation by Social Care and Social Work Improvement Scotland and their findings which highlight high standards and quality of care which is informed and acknowledged by people who use the services, their families and carers and staff.
- 3.2 It is recommended the Housing and Health Committee note the contents of this report with regard to Care Inspectorate inspections.
- 3.3 It is recommended the Scrutiny Committee scrutinises and comments as appropriate on the contents of the report.

#### Authors

| Name                           | Designation                       | Contact Details                                                                                    |
|--------------------------------|-----------------------------------|----------------------------------------------------------------------------------------------------|
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| Alan Taylor                    | Head of Corporate IT and Revenues |                                                                                                    |

#### Approved

| Name          | Designation                        | Date                          |
|---------------|------------------------------------|-------------------------------|
| Bill Atkinson | Director (Housing and Social Work) | 12 <sup>th</sup> January 2017 |

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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>Yes</b>        |
| Strategic Environmental Assessment                  | <b>Yes</b>        |
| Sustainability (community, economic, environmental) | <b>None</b>       |
| Legal and Governance                                | <b>None</b>       |
| Risk                                                | <b>None</b>       |
| <b>Consultation</b>                                 |                   |
| Internal                                            | <b>Yes</b>        |
| External                                            | <b>None</b>       |
| <b>Communication</b>                                |                   |
| Communications Plan                                 | <b>None</b>       |

### 1. Strategic Implications

1.1 The Community Plan / Single Outcome Agreement 2013-2023 and the Council's Corporate Plan 2013-2018 both set out five objectives which provide clear strategic direction, inform decisions at a corporate and service level and shape resources allocation. The two most relevant objectives are as follows:-

- iv) Supporting people to lead independent, healthy and active lives
- v) Creating a safe and sustainable place for future generations

#### Corporate Plan

As above

### 2. Resource Implications

#### Financial

2.1 None

#### Workforce

2.2 None

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

2.3 None

### **3. Assessments**

#### Equality Impact Assessment

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

3.2 The proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

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

However, the findings of this report will have a positive impact on people's wellbeing as they demonstrate excellent care and support for some very vulnerable people.

#### Strategic Environmental Assessment

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

#### Sustainability

3.4 None

#### Legal and Governance

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

#### Risk

3.6 The Housing and Community Care Senior Management Team regularly reviews complaints and identifies areas for action.

### **4. Consultation**

#### Internal

4.1 The Chief Social Work Officer has been consulted in the preparation of this report. He has considered the improvement plans and he is satisfied that these are robust and appropriate

The Heads of Finance and Legal Services have been consulted on this report.

External

None

**2. BACKGROUND PAPERS**

None

**3. APPENDICES**

Appendix 1: Report on Social Care and Social Work Improvement Scotland Inspections (SCSWIS)





## Appendix 1

### Report on Social Care and Social Work Improvement Scotland Inspections (SCSWIS)

#### 1. INTRODUCTION

1.1 This annual report provides details of individual inspections of registered care services. The findings show a range of care and support services which perform to a very high standard, offering excellent personalised support which is informed by user, carer and staff engagement and developed as part of a wider commitment to continuously improve. The report also gives examples of where services need to improve in order to achieve higher grades in specific inspection areas. The report highlights strengths identified at the time of inspection, requirements and/or recommendations and improvement actions.

1.2 14 services across Perth and Kinross Council are now subject to external inspection. The table below provides an overall summary on performance for all services. Levels awarded are based on the services last inspection, and grades awarded are presented as a % of the total number of inspections carried out across the four quality themes.

*Table 1: Overall summary on performance for all PKC services (inspections were carried out between February 2015 and June 2016)*

#### Overall Summary on all PKC Services

| Quality Themes          | Gradings Awarded by the Care Inspectorate |                   |                   |                 |          |                    | Total     |
|-------------------------|-------------------------------------------|-------------------|-------------------|-----------------|----------|--------------------|-----------|
|                         | Excellent (6)                             | Very Good (5)     | Good (4)          | Adequate (3)    | Weak (2) | Unsatisfactory (1) |           |
| Care & Support          | 3                                         | 8                 | 2                 | 1               | 0        | 0                  | 14        |
| Environment             | 1                                         | 4                 | 2                 | 0               | 0        | 0                  | 7         |
| Staffing                | 2                                         | 8                 | 3                 | 0               | 0        | 0                  | 13        |
| Management & Leadership | 2                                         | 7                 | 3                 | 0               | 0        | 0                  | 12        |
| <b>Total</b>            | <b>8 (17.4%)</b>                          | <b>27 (58.7%)</b> | <b>10 (21.7%)</b> | <b>1 (2.2%)</b> | <b>0</b> | <b>0</b>           | <b>46</b> |

*Source: Care Inspectorate Website as at 25<sup>th</sup> November 2016*

1.3 Of the 11 services, 46 quality themes were assessed for the quality of Care and Support, Environment, Staffing and Management and Leadership. The results were:

- 17% (8) Excellent
- 80% (37) Very Good/Good grade.

According to the Care Inspectorate the above grades represent increasingly better levels of performance. Quality of Care and Support received an Adequate which represents performance that is acceptable to the Care Inspectorate but which could be improved. No services were awarded grades for Weak or Unsatisfactory indicating the inspectorate had no concerns about any of the services performance.

Out of the 11 services inspected, 9 received unannounced inspections and two were announced at short notice.

1.4 Since the last report to Committee in November 2015 (Report No 15/518), 11 services have been inspected:

- Beechgrove House
- Dalweem Care Home
- Kinnoull Day Opportunities
- Lewis Place Resource Centre
- New Rannoch Day Centre
- Parkdale Care Home and the Support Service
- Adults with Learning Disabilities Housing Support Service
- Homecare
- Homeless Housing Support Service
- Older People Housing Support Service

This report provides detail on these inspections and the key findings.

1.5 If the Care Inspectorate are concerned about some aspect of a service, or think it could do more to improve its service, they make a requirement or recommendation. If requirements and recommendations are made the service must submit an appropriate action plan within the required timescale.

Beechgrove House and Homecare received requirements and recommendations. Action plans were developed as required and submitted to the Care Inspectorate. Full details are provided under Sections 2 and 6 of this report.

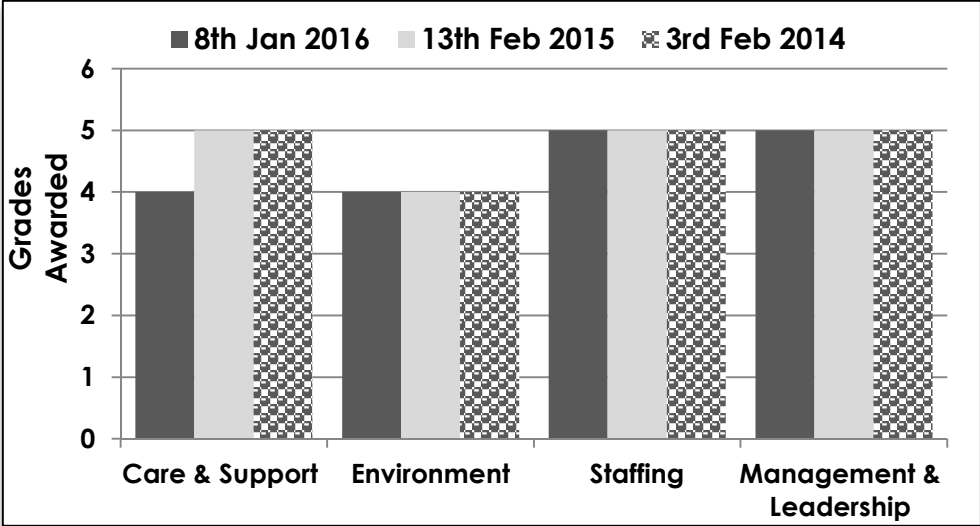
1.6 Inspections by the Care Inspectorate provide information on the standards and quality of the services and establishments provided by Community Care and Housing Services in Perth and Kinross. The findings outlined in this report demonstrate the commitment to continuous improvement in the standards and quality of these services.

## **2. BEECHGROVE HOUSE**

2.1 The Care Inspectorate carried out an unannounced inspection on 8 January 2016 at Beechgrove House. Beechgrove House provides permanent and respite accommodation to support people who, because of their age or disability, are no longer able to live fully independent lives in the community.

- 2.2 Overall the Inspectorate found that the Beechgrove House staff team work in partnership with people who live in the home and their families to plan and agree personalised plans of care and support. They saw a caring and compassionate group of staff who worked well together to support people who lived in the home. People the Inspectorate spoke to confirmed that they were happy with the care they received living in Beechgrove House.
- 2.3 The level of inspection carried out was of low intensity and the chart below shows the grades awarded for the last 3 inspections:

Chart 1: Beechgrove House



At the latest inspection carried out in 2016 the Quality of Staffing and Management and Leadership received Very Good (*Level 5*), Care & Support, and Environment received Good (*Level 4*). The Chart above highlights that Quality of Environment, Staffing and Management and Leadership all maintained performance over the last three inspections. Quality of Care and Support has slipped from Very Good to Good; two recommendations were made at time of inspection. Full details are provided in para 2.6.

- 2.4 The Inspectorate assessed 8 quality statements in total and awarded 6 Very Good and 2 Good across the four quality themes.
- 2.5 The inspection identified strengths throughout the service including the following:
  - ✓ The service continued to consult with a range of people on a regular basis. Evidence provided demonstrated a structured and regular approach to consultation with people where feedback was valued and used to help develop and improve the service.
  - ✓ A new care plan format was being introduced. These provided good person centred information about the person which was important when developing plans of care and support.

- ✓ An 'All About Me' had been completed with people. This document provided a summary of people's care and support needs and is a useful tool to support people who may have to go to hospital.
- ✓ People were generally happy in the environment, bedrooms had been personalised to provide a warm and homely space for people to enjoy.
- ✓ The Care Inspectorate received feedback from some family members during this inspection who confirmed that they were always made to feel welcome when visiting their relative and that staff kept them up to date in relation to the wellbeing of their relative.
- ✓ Overall staff demonstrated that they had very good person centred values that were embedded in day-to-day practice and said they were happy with the support they received from staff.

2.6 Two recommendations were made at the time of inspection. An action plan is in place to take forward recommendations and improvements identified by the Care Inspectorate:-

- Quality of Care and Support - Recommendation 1: The manager should ensure that information pertaining to people's care and support is readily available for staff to refer to and is stored securely.
  - ✓ *A review of archived files was carried out in January this year, all support plans have been transferred onto new files keeping all service user information in the one file and easily accessible. The archiving of files is part of the 'support plan audit' which is carried out before supervision takes place. This ensures that relevant and in date documents are kept on file. The service also carries out internal quality assurance audits every 3 months.*
- Quality of Environment – Recommendation 1: The Provider should take appropriate action to address the recommendations made within the recent fire inspection.
  - ✓ *The procurement process to take forward the identified works is currently underway. The Corporate Health, Safety and Wellbeing Consultative Committee are kept up to date by the Head of Property regarding programming of these works.*

2.7 There are no outstanding requirements or recommendations from the previous inspection.

2.8 Clients and carers spoke highly of the staff and all respondents in the inspectorate questionnaires were overall happy with the care provided and said they felt treated with respect. Some of the comments residents made were:

- *"I am very happy with the care I receive here."*
- *"I attend residents meetings, I can voice my opinion."*
- *"We are very well cared for here."*

Staff worked well together as a team which helped to maintain good outcomes for people and demonstrated a very good knowledge about the care and support that people who lived in the home needed. The Inspectorate observed that staff responded to people's needs discretely and in a manner that preserved their dignity and privacy.

2.9 Beechgrove House continuously improves its services and has an action plan in place to progress the above recommendations and further improvements including:

- Quality assurance system is in place and audits take place every 3 months to maintain high standards of quality care and meet the needs of individual service users.

### 3. DALWEEM CARE HOME

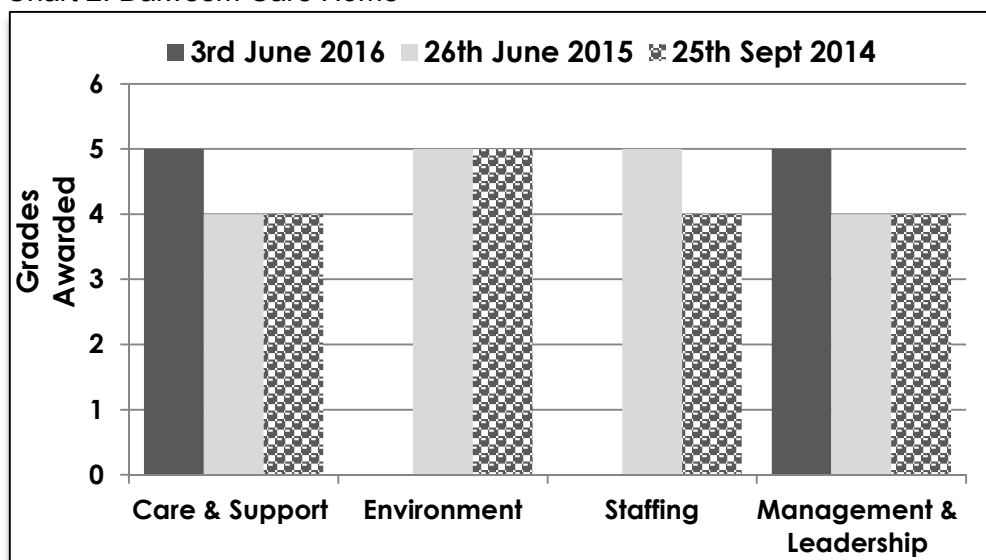
3.1 The Care Inspectorate carried out an unannounced inspection on 3 June 2016 at Dalweem Care Home. The care home is registered to provide care for up to 16 older people and aims to provide high standard care services, enabling all older people to remain as independent as possible.

3.2 During inspection the Inspectorate found that Dalweem care home provides a very good service to residents and relatives. There are very good levels of satisfaction with the quality of the overall service. A high priority is given to making sure residents feel safe, listened to and well supported in a way that meets their needs in accordance with their individual choices and preferences. Staff and management work hard to provide a person-centred model of care in a homely atmosphere.

Residents said that they were supported in their preferred way and there was a good range of activities available.

3.3 The level of inspection carried out at the Care Home was of low intensity. The following chart provides grades awarded for the last 3 inspections:

Chart 2: Dalweem Care Home



Please Note that Quality of Environment and Staffing were not inspected in 2016

At the latest inspection carried out in June 2016 the Quality of Care and Support and Management and Leadership received Very Good (*Level 5*). The Chart above shows that Quality of Care and Support and Management and Leadership have both improved from Good to Very Good since last inspection.

- 3.4 The inspectorate assessed 4 quality statements in total and awarded Very Good for Quality of Care and Support and Management and Leadership.
- 3.5 The inspection identified strengths throughout the service including the following:
- ✓ The Care Inspectorate observed staff supporting residents with dignity, respect and compassion. Staff demonstrated very good values in their work with residents and each other. Their evaluation was that this ethos was developed throughout the home by the management team.
  - ✓ The Inspectorate carried out a medication check to ensure that residents were receiving their prescribed medication. They were satisfied that safe procedures were in place for the management and administration of medication.
  - ✓ During inspection the Care Inspectorate observed lunchtime dining experience and found that residents were actively engaged and encouraged by staff to make choices from the menu and were given the appropriate level of assistance to eat their lunch.
  - ✓ The Inspectorate audited money held by the service securely for residents who may be unable to manage their money themselves. They found that residents' finances were very well managed and clearly accounted for at the service.
- 3.6 There were no requirements or recommendations made at the time of inspection, however, previous requirements from the last inspection on 26 June 2015 included:
- The provider must ensure that the information and guidance in residents' care plans and risk assessments is clear, consistent and accurately reflects their current health and support needs.
  - The provider must develop and implement a safe and effective system for the management and administration of medication.
- ✓ *The Inspectorate were satisfied that both requirements had been met.*
- 3.7 The Inspectorate spoke with residents and relatives during their visit and also observed a mealtime experience. Some of the findings included:
- Residents told the Inspector that they liked the meals and thought the quality of food and the presentation was good.
  - The Inspectorate was satisfied overall that the staff at Dalweem were attentive to residents, knew their main needs, responded to health changes and provided a relaxed and caring atmosphere.

- Residents said they were very happy living at Dalweem and staff were happy to work at the home. The environment was welcoming and homely.

3.8 Dalweem Care Home works to continuously improve services and has an action plan to progress key improvements including:

- 'Talking Mats' training is to be undertaken by all staff to ensure that those service users with communication difficulties can also participate in the consultation and review process.
- Quality assurance audits are undertaken in the 3 Council-run homes (cross audits) which has supported consistency across the three homes in the service and quality that they provide.
- A development plan is being compiled showing how staff suggestions are considered through Employee Review and Development (ERD) /Supervision and how these suggestions can contribute to the development of the service.

#### **4. PARKDALE CARE HOME and SUPPORT SERVICE**

4.1 The Care Inspectorate carried out an unannounced inspection on 13 January 2016 at Parkdale Care Home and Day Care Support Service. Parkdale provides permanent and respite accommodation to support people who, because of their age or disability, are no longer able to live fully independent lives within the community.

The Day Care Support Service for older people is also provided on the premises. This service is registered separately with the Care Inspectorate and is subject to a separate inspection.

4.2 Overall the Inspectorate found that Parkdale Care Home performs very well and is supported by a manager and staff who are committed to the development and improvement of the service for people who live in the home. The staff team worked in partnership with people who lived in the home and their relatives to plan and agree personalised plans for care and support.

The Inspectorate found the environment for the Day Care Service warm and welcoming and the staff enthusiastic and caring. People who use the service told them they enjoyed attending the activities that are available.

- 4.3 The level of inspection carried out was of low intensity. Table 2 provides grades awarded for the last 3 inspections for the Care Home and Day Care Service, which shows consistently high performance and grade:

Table 2: Parkdale Care Home and Support Services

| Quality Theme             | Parkdale Care Home                                  |          |          | Parkdale Support Service                            |          |                      |
|---------------------------|-----------------------------------------------------|----------|----------|-----------------------------------------------------|----------|----------------------|
|                           | 13/01/16                                            | 23/01/15 | 09/01/14 | 13/01/16                                            | 06/02/13 | 24/05/10             |
| Care & Support            | Very Good (Level 5) over the last three inspections |          |          | Very Good (Level 5) over the last three inspections |          |                      |
| Environment               | Very Good (Level 5) over the last three inspections |          |          | Very Good (Level 5) over the last two inspections   |          | Not Assessed in 2010 |
| Staffing                  | Very Good (Level 5) over the last three inspections |          |          | Very Good (Level 5) over the last three inspections |          |                      |
| Management And Leadership | Very Good (Level 5) over the last three inspections |          |          | Very Good (Level 5) over the last two inspections   |          | Not Assessed in 2010 |

At the latest inspection carried out in 2016 all quality themes received Very Good (*Level 5*) for both Care Home and Day Care services. The table above highlights that over the last three inspections services have maintained a Very Good level of performance.

- 4.4 The inspectorate assessed 8 quality statements in total and awarded all statements Very Good across the four quality themes for the Care Home and the Day Care Services.
- 4.5 The inspection identified strengths throughout the service including the following:
- ✓ The service continued to consult regularly with a range of people. This was carried out in a structured manner to make sure regular opportunities were available for people to express their views and opinions and contribute to the development of the service.
  - ✓ A new care plan format had been introduced. These provided good person centred information about the person which was important when developing plans of care and support.
  - ✓ The environment was clean, comfortable and welcoming. Staff carried pagers that enabled the team to summon assistance from staff in other areas of the home if necessary. This helped make sure people were supported safely.
  - ✓ People who used the Day Care service were included in residents' meetings within the care home. It was observed from the minutes that day care was discussed and there were opportunities for people to talk about activities as well as the environment and the food.



- 4.6 There were no recommendations or requirements made at the time of inspection and none outstanding from the last inspection for both Care Home or Day Care Services.
- 4.7 The Inspectorate spoke informally with residents living in the home, who told them that they were happy living at Parkdale. Some of the comments included:
- *“I am always made welcome by staff. They treat me and my (relative) with great respect.”*
  - *“I can rest easy knowing (my relative) is in excellent hands.”*
  - *“Staff are very good’, ‘I can go to staff if I need to.”*
  - *“As a family we are very happy with the care my (relative) is receiving.”*

Staff knew people well and responded to their needs discretely and with respect. Staff were observed to be warm and caring when supporting people and this was confirmed by people who lived in the home and relatives.

People said they enjoyed coming along to the day service. They enjoyed the company and the activities that were offered, staff were very good and that they enjoyed the food.

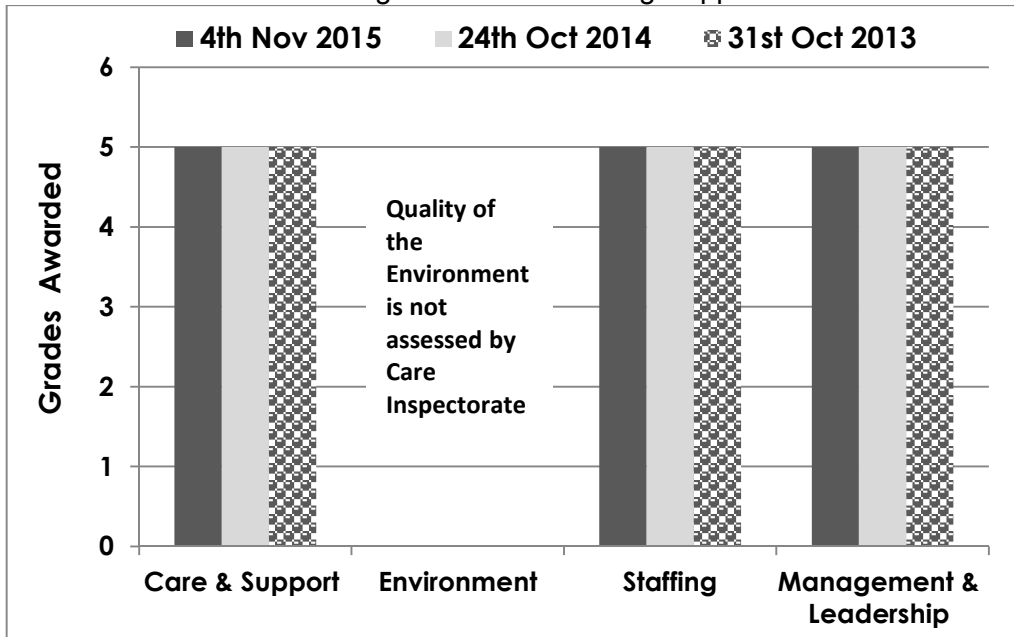
- 4.8 Although no requirements or recommendations were made at the time of inspection, Parkdale Care Home and Day Care Support continue to improve the services they deliver. They have an action plan in place to progress improvements including:
- Parkdale have been working to improve the methods of consultation with service users using the ‘My Home Life resource’
  - The service is looking at ways to improve the environment for residents who have dementia using the ‘Kings Fund’ audit tool.
  - Further development is underway of the existing Activity Planner to include more physical activity and to support residents to make and maintain links with the local community.

## **5. ADULTS WITH LEARNING DISABILITIES HOUSING SUPPORT SERVICE**

- 5.1 The Care Inspectorate carried out an unannounced inspection on 4 November 2015 for the Adults with Learning Disabilities Housing Support Service. This service supports adults with a learning disability who need care and housing support services in their own home. The service aims to develop and encourage decision-making skills and involvement in the planning for all aspects of their lives.
- 5.2 Overall the Inspectorate found that the service works hard to involve service users in the development of the service, particularly in identifying how they would like to receive their own care. Service users said they got on well with the staff who provided them with support, and they felt comfortable that they could complain or raise any issues which concerned them.

5.3 The level of inspection carried out was of low intensity. The following chart provides grades awarded for the last 3 inspections:

Chart 3: Adults with Learning Disabilities Housing Support Service



Please note that Quality of Environment is not assessed by the Care Inspectorate

At the latest inspection carried out in 2015 Quality of Care and Support, Staffing and Management and Leadership all received Very Good (Level 5). The Chart above highlights that the service has maintained Very Good levels of service over the last three inspections which shows consistently high grades and performance.

5.4 The Inspectorate assessed 6 quality statements in total and awarded Very Good (Level 5) for Quality of Care and Support, Staffing and Management and Leadership.

5.5 The inspection identified strengths throughout the service including the following:

- ✓ During inspection a sample of service users' support plans were reviewed. It was found that support plans were generally very person-centred, with information which had obviously been provided by service users.
- ✓ Records sampled as part of the inspection were seen to be respectful with evidence that staff treated service users with dignity and respect.
- ✓ Staff had a good knowledge of relevant good practice, such as the National Care Standards, and the Scottish Social Services Council codes of conduct.
- ✓ All service users had worked with staff to complete an 'All About Me', which recorded a variety of useful information which could be used if the service user was, for example, admitted to hospital. During the inspection the Inspectorate saw that this worked well when one person

was admitted to hospital on an emergency basis, and the information had been available to nursing staff.

- 5.6 There were no recommendations or requirements made at the time of inspection and none outstanding from the previous inspection.
- 5.7 During the inspection the Inspectorate visited people in their own homes and spoke to them about the service they received. All service users were happy with the service they received and were able to tell them about how staff supported them to be as independent as possible and make good use of local facilities. They made comments such as:
- *“I like (staff member), they help me get organised and do my shopping.”*
  - *“I can knock on the door of the staff flat if I need extra help.”*
  - *“I know who is coming in to help me, they tell me who to expect.”*

During the inspection it was observed that staff interacted well with service users, had a good knowledge of their individual needs and how best to communicate with them.

- 5.8 Although no requirements or recommendations were made at the time of inspection, Adults with Learning Disabilities Housing Support Service continuously improve their services and have an action plan in place to progress improvements including:
- A Service Newsletter has been implemented and is being shared with all tenants supported, parents, and carers quarterly. This informs all parties of current service delivery, general information, “What’s On”, etc. For 2017 the service aims to distribute the tenants’ newsletters in a more appropriate and effective Easy Read format.
  - Increased use of Social Stories, Guidelines, and Procedures in an Easy Read format for tenants.
  - Improved learning and development with tenants through the use of approved well-being training and educational methods such as “Healthy Eating, Healthy Living”, “Keeping Safe”, Adult Protection”, and “Josephine” (to help women with learning disabilities explore a range of issues, in a confidential and supportive environment).

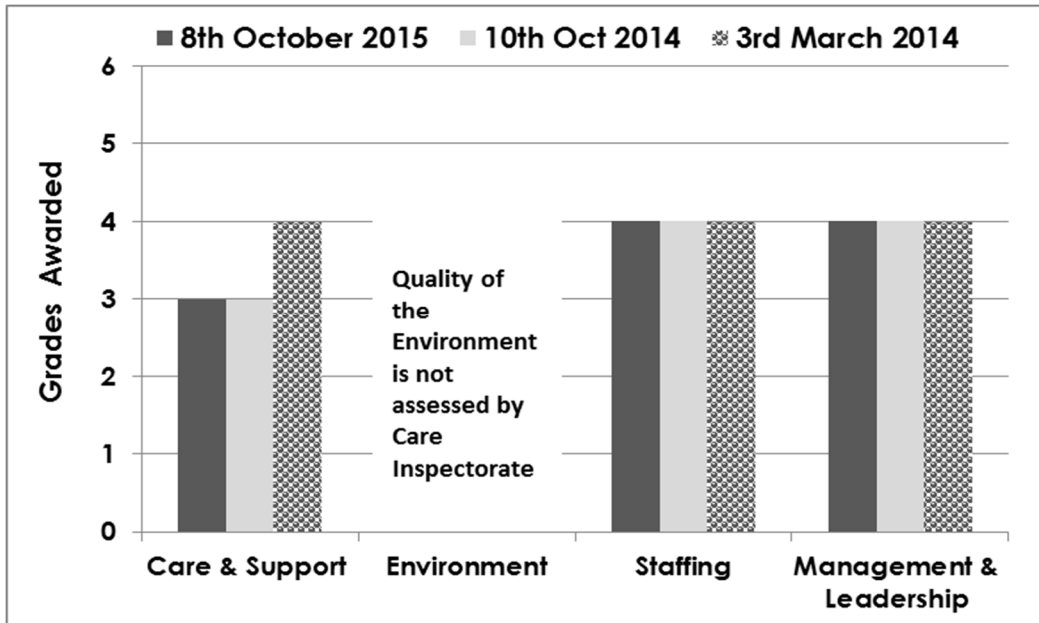
## **6. HOME CARE (CARE AT HOME)**

- 6.1 The Care Inspectorate carried out an announced inspection at short notice on 8 October 2015. The service provides a combined Care at Home and Housing Support Service and also includes a Reablement Service, which aims to help people who use the service to regain skills needed to feel confident about living independently at home.
- 6.2 At the time of inspection, the Inspectorate were confident of good outcomes for service users through our discussions with them, their relatives and managers.

Service users who spoke to the Inspectorate during inspection, and those who completed the Care Standard Questionnaire prior to the inspection, spoke positively about the service. Staff also spoke positively about their jobs and worked well to meet the needs of individuals.

6.3 The level of inspection carried out was of low intensity. The following grades were awarded:

Chart 4: Homecare/Care at Home



Please note that Quality of Environment is not assessed by the Care Inspectorate

At the latest inspection carried out in 2015 the Quality of Staffing and Management and Leadership received Good (*Level 4*), the Quality of Care and Support Adequate (*Level 3*). The quality of Staffing and Management and Leadership has remained at a Good level of performance over the last three inspections. The quality of Care and Support received three requirements and two recommendations at the time of inspections. Full details are provided in paragraphs 6.8 and 6.9.

6.4 The Inspectorate assessed 6 quality statements across Care and Support, Staffing and Management and Leadership. Two received Very Good (Level 5), 3 at Good (Level 4) and one Adequate (Level 3).

6.5 The Inspectorate during their visit reviewed requirements and recommendations that were made at the previous inspection in October 2014:

- Recommendation 1: Staff should have access to regular supervision according to the service's agreed policy and procedures
- Recommendation 2: All staff should receive up to date training in adult support and protection to ensure that they are aware of local policies and procedures

- ✓ *The Inspectorate were satisfied that there was evidence to demonstrate staff receive regular supervision in accordance with the services agreed policy and receive up-to-date training as per recommendations.*

6.6 The inspection identified strengths throughout the service including the following:

- ✓ Evidence that managers and staff engage with local groups within the community through venues such as the dementia café, to make sure local people are aware of the service, and have the opportunity to give their views on how the service can be developed to meet local needs.
- ✓ The service is supporting staff to develop their knowledge and understanding of working with people with learning disabilities.
- ✓ The Inspectorate visited service users at home and looked at their hand-held records. The records contained good information about the service provider along with the individual's care plan.
- ✓ Staff were courteous and respectful to the service users and worked with them at a pace which allowed tasks to be carried out in a person-centred manner.

6.7 Service users had the opportunity to comment on their experience of using the service in Care Standard Questionnaires (CSQs), during inspection visits to their homes, and telephone calls. During the inspection, the Inspectorate also looked at a wide range of feedback from them provided through surveys and questionnaires carried out by the service. They made comments such as:

- *"I am really happy with the service, all carers are really helpful and understand my needs."*
- *"Thank you to all the carers - they were excellent, just what I need to get back to normal".*
- *"They are very cheery and particular, and they inform me of the outside world."*

Relatives commented on their experience of using the service during inspection, telephone calls and visits. Some of the comments included:

- *"Carers are very good and my relative is happy with what he gets."*
- *"The carer helps my husband to have a shower at his own pace."*

It was observed during inspection that staff were enthusiastic about their job and said they were well supported by managers of the service.

6.8 The Inspectorate made two recommendations at the time of the October 2015 inspection, details as follows:

- Quality of Care and Support - Recommendation 1: It was recommended that the service develops a Participation Strategy and that an Audio and Easy Read version of the strategy is made available to service users.

- ✓ *The Council has a wider Engagement Strategy which covers all our Homecare and Reablement participation work. In 2015 as part of the development of the Joint Strategic Commissioning Plan for Health and Social Care, an ambitious consultation and engagement survey “Join the Conversation” was carried out with service users, carers and the public. The resources required for this survey meant that all teams, including the Access and Reablement team contributed to this activity.*

*Recent engagement activities include:*

- *coffee morning organised with service users to share their experiences of the service to support improvements and it is hoped that some of those who participated would be willing to support future staff recruitment.*
- *Service users and carers workshop held to look at future commissioning of Care at Home Services. Topics for discussion included challenges facing people who need support to manage in their homes and how services can be shaped to respond effectively to the increasing demand in future years. The learning from this day is informing our future commissioning strategy.*
- Quality of Care and Support - Recommendation 2: The provider should routinely carry out skin assessments to identify service users at risk of pressure ulceration.
  - ✓ *The “Adults at Risk of Pressure Ulcers” Health Improvement Scotland guide has been circulated to all staff and added to all handheld records for client and staff reference. All Coordinators have discussed the guide with staff at team meetings. Information will also be included in the Staff Newsletter in early January 2017.*
  - ✓ *Our Skin Policy is being reviewed and updated with support from the Community Nursing link. The updated policy will include clearer processes for acting on concerns about skin integrity and be in place by January 2017.*
- The Care Inspectorate highlighted the service ‘Champions for Falls’ as best practice, and the Preliminary Pressure Ulcers Risk Assessment (PURRA) was taken into account in making this recommendation as an example of good practice.
  - ✓ *“Preventing Pressure Ulcers” Health Improvement Scotland Guide for practice and suggested the service replicate this in other areas. The service will identify ‘Skin Champions’ as suggested and provide relevant training in early 2017.*

6.9 Three requirements were made at the time of the 2015 inspection, details as follows:

- Quality of Care and Support - Requirement 1: The provider must develop and implement an effective system to ensure that all reviews are carried out at a minimum of six monthly intervals and that records are kept of these reviews (carried forward from previous inspection).

- ✓ *A new management structure has now been implemented with the introduction of three reviewing officers and three Quality Monitoring Officers based within the locality teams. The Reviewing Officers main responsibility is to ensure that all reviews are completed as required for all service users across Perth & Kinross which will address the outstanding requirement.*
- Quality of Care and Support - Requirement 2: The provider should resolve matters relating to the administration of medication so that service users are given appropriate support to take prescribed medication safely and in accordance to their preferences.
  - ✓ *Service managers met with pharmacy leads, two 'train the trainer' sessions have now been delivered to the Reablement Coordinators and In-house Quality Monitoring Officers. Training materials are currently being amended and updated before they can be delivered to frontline staff which will address the outstanding requirement. The Community Pharmacist who is delivering the training is in talks with Service Managers regarding arrangements for sign off of staff once they have completed training. The first training of staff is planned to be delivered to Rapid Response and Immediate Discharge Service in early 2017.*
- Quality of Care and Support - Requirement 3: The provider must ensure that staff are provided with the necessary training regarding falls prevention and that appropriate assessment of the risk of falls, including how the service can support service users to reduce the risk, are made and reviewed (carried forward from previous inspection).
  - ✓ *All staff within Reablement have undertaken the falls training and are able to complete level 2 falls screening which has helped identify and manage the risk of falls, enabling the person to remain independent. In addition, Falls Champions has been identified within the Care at Home/ Reablement Service. The recording processes have been reviewed and amended to support the monitoring of this work.*
  - ✓ *Staff in Perth City Reablement Team have been trained in Strength and Balance exercises to encourage older people to stay active and reduce likelihood of falls. The aim is to encourage people to make this part of their daily routine.*

6.10 The Care Inspectorate upheld one complaint since the last inspection. The complaint was in relation to clients/families not being informed of staff running late or visit times being changed. The service reviewed the existing procedure and actions taken forward included:

- ✓ *A note on all client's schedule to alert clients to the fact that "due to the nature of and demands of the Care At Home and Reablement Services, scheduled home visits are sometimes subject to change at short notice, where there is likely to be a variation of 30 minutes or more to the scheduled time of your visit, we will always try to contact you in advance".*

- ✓ *The new procedure which was implemented to resolve the issue highlighted in the complaint also ensures that staff let the office know if they are running late and have contacted clients to let them know.*

6.11 The Homecare service is focussing on the improvement areas detailed within the requirements and recommendations highlighted by the Care Inspectorate. Other areas of improvement include:

- As part of a training review a new reablement interactive workbook has been developed based on a tool developed by Argyle and Bute and NHS Highland. The interactive workbook will also be made available as an online module for staff.
- Monitoring and disseminating information on ongoing reviews of National Care Standards and Codes of Practice to make sure all staff are fully aware of developments.
- New locality managed Care at home Services are now in place, and it is anticipated that locality working will support closer working relations between in-house and external providers, more effective use of informal local resources, and integrated working.

## **7. HOMELESS HOUSING SUPPORT**

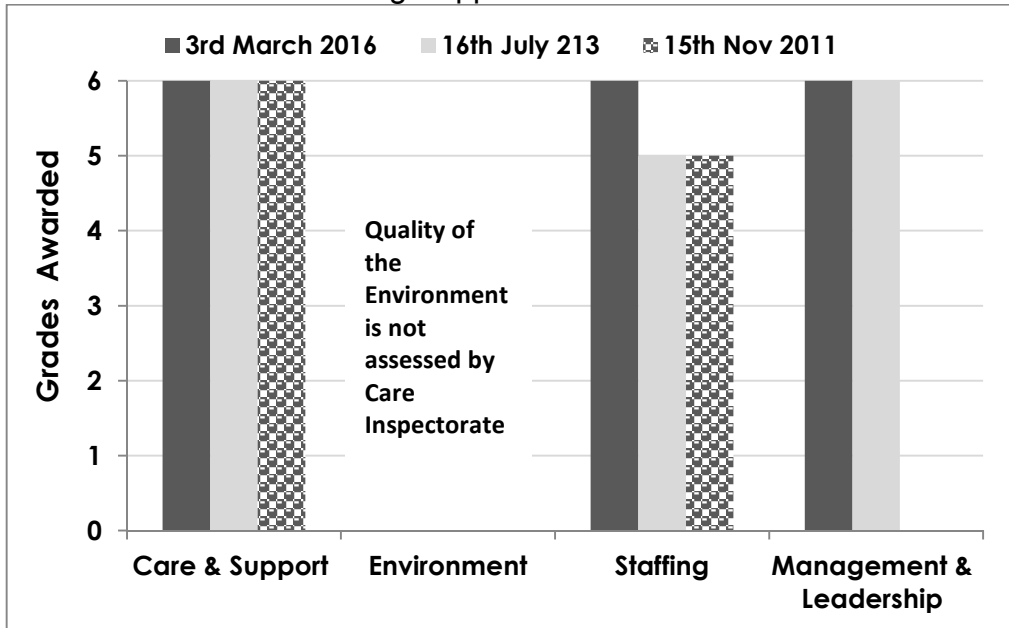
7.1 The Care Inspectorate carried out an unannounced inspection on 3 March 2016. The Homeless Service offers a housing support service. Support includes advice, residential provision and support to people in tenancies in the community. Residential provision included RIO House, Tayview and Greyfriars Hostel and inspectors spent time with residents from Greyfriars and RIO house during their visit.

7.2 Overall the Inspectorate found that Service users are actively involved in the development and review of the service in a wide variety of meaningful ways. Their opinions, views and ideas are regularly sought and are clearly valued. The staff team are committed and enthusiastic about their role in supporting homeless people.

7.3 The level of inspection carried out was of low intensity. All three areas were awarded Excellent grades.



Chart 5: Homeless Housing Support



Please note that the Quality of Environment is not assessed by the Care Inspectorate

At the latest inspection carried out in 2016 the service received Excellent (Level 6) for the Quality of Care and Support, Staffing and Management and Leadership. The Chart above highlights consistently excellent services being delivered by the Homeless Housing Support Service, reflected in the last three inspections.

- 7.4 The Inspectorate assessed 6 quality statements in total and awarded Excellent for all statements across Quality of Care and Support, Staffing and Management and Leadership.
- 7.5 The inspection identified strengths throughout the service including the following:
- ✓ Homeless housing support service provides an excellent service to homeless people. The staff team are committed to providing a high level of support to service users and are continually developing innovative ways to involve people and to develop the service.
  - ✓ During inspection it was evident that people who used the service were central to their support planning and that plans were reflective of their needs.
  - ✓ The organisation was committed to a well-trained and qualified team with most of the staff already having completed, or in the process of completing, the necessary qualifications for registration without condition with the Scottish Social Services Council, despite the required registration date being by 2020.
- 7.6 There were no recommendations or requirements made at the time of inspection and none outstanding from the previous inspection.

7.7 During the inspection the inspector spoke to service users who were attending that day. They were all happy with the level of care and support they received at the service.

- *“My housing support worker has been very supportive and applied things quickly. Very easy to talk to and understanding. All the staff at Rio house have been terrific and supportive, cannot thank them enough.”*
- *“Great service. I'm back on my feet with the support of my support worker.”*
- *“I'm happy with what I get at the service. I know I can talk to any member of staff and they listen and comment/advise if they can.”*

Throughout the inspection staff were observed to interact with service users in a warm, friendly manner. They were considerate to their wishes and needs and promoted their opportunities to make choices and be involved in purposeful activity.

7.8 Although no requirements or recommendations were made at the time of inspection. Homeless Housing Support continue to improve their services and have an action plan in place to progress improvements including:

- Revising the support assessment consent form based on feedback from the Inspector and examples of good practice
- Evaluating the feasibility and benefits of Support Officers undertaking the “Step into Leadership” course provided by Scottish Social Services Council (SSSCS)

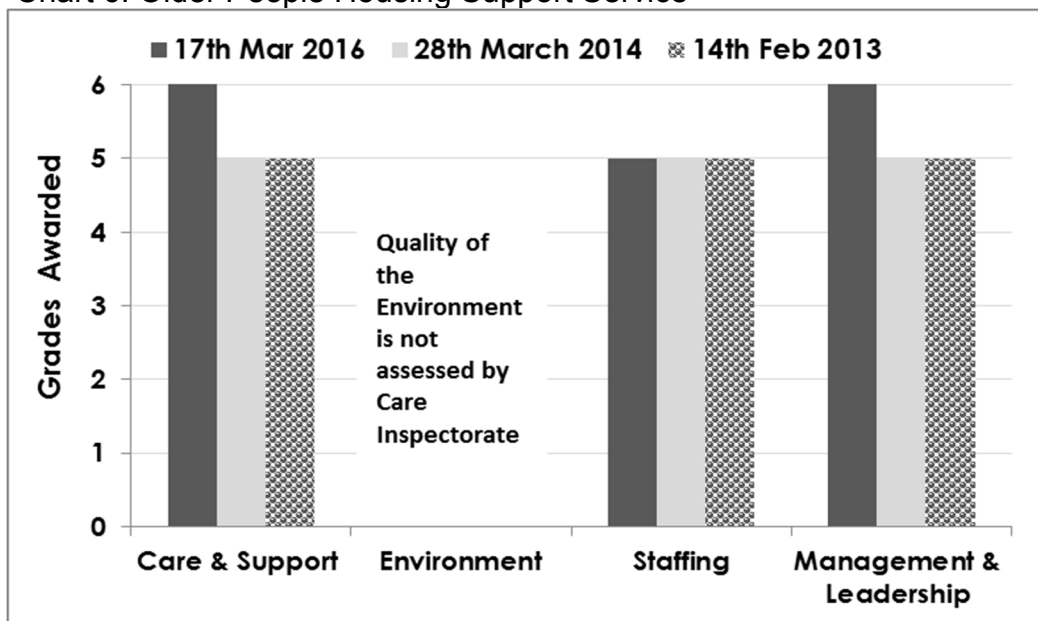
## **8. OLDER PEOPLE HOUSING SUPPORT (SHELTERED HOUSING)**

8.1 The Care Inspectorate carried out an announced inspection at short notice on 17th March 2016. Housing Support is provided to Older People within sheltered housing accommodation provided by Perth and Kinross Council. The aims of the service is to provide an environment, which actively promotes and encourages individual independence and enables people to live as normal and satisfying a life as possible within their own homes.

8.2 The Inspectorate concluded that the Older People Housing Support provides an excellent service in meeting the housing needs of older people, people with a disability and other complex needs. The service actively promotes and encourages the independence of the individual, enabling people to live as normal and satisfying a life as possible.

8.3 The level of inspection carried out was of low intensity. The following high grades were awarded:

Chart 6: Older People Housing Support Service



Please note that the Quality of Environment is not assessed by the Care Inspectorate

At the latest inspection carried out in 2016 the Quality of Care and Support and Management and Leadership received Excellent (Level 6), Staffing Very Good (Level 5). The Chart above highlights that Quality of Care and Support and Management and Leadership have both improved in grading since last inspection, improving from Very Good to Excellent. The Quality of staffing has been maintained at Very Good over the last three inspections.

8.4 The Inspectorate assessed 6 quality statements and awarded 5 Excellent (Level 6) and one received Very Good (Level 5).

8.5 The inspection identified strengths throughout the service including the following:

- ✓ The service strives to meet the outcomes of the people they support while keeping people at the heart of the service. They have a committed and skilled staff team who offer an excellent package of support.
- ✓ Personal plans had been signed off by the person who owns it and where appropriate signatures from advocates. This was highlighted as excellent practice as it ensures people know and agree with the content and are helped to find it a meaningful document which enhances their quality of life and meet their outcomes.
- ✓ The Service User Review Team (SURE) team (supporting tenant participation and scrutiny) has representation from people who use the service who look at assessing and improving the service delivery. The Inspectorate highlighted this as excellent practice and demonstrated that the service value people views and contributions.
- ✓ As a result of the latest service user survey, photographs of staff have been laminated and put on the office door so that people can instantly know who is on shift that day. This helped people who have poor memories or dementia they have a constant reminder of who is in and what day it is.

- 8.6 There were no recommendations or requirements made at the time of inspection and none outstanding from the previous inspection.
- 8.7 Staff and tenant questionnaires returned to the Care Inspectorate were all very positive which contributed to evidence that Older People Housing Support provide an excellent service along with effective management and leadership. They made comments such as:
- *"I like staying here, it makes me feel secure"*
  - *"The staff are good here, they listen to us"*
  - *"We are lucky to have the staff in our complex, if we have a problem it is dealt with"*
  - *"I like living in Carpenter Court, the staff are helpful and friendly, I enjoy the social activities"*.

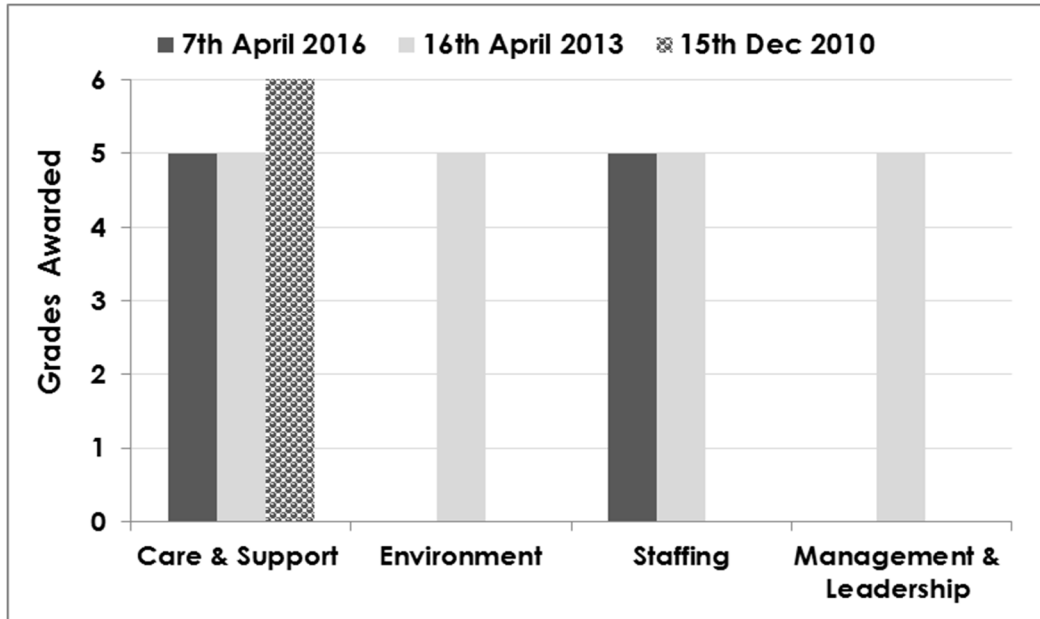
During the inspection it was observed that the staff are a very motivated team who are supportive of each other and committed to what they do. This was confirmed by people who lived in the complex.

- 8.8 Although no requirements or recommendations were made at the time of inspection. Older People's Housing Support continue to improve their services and have an action plan to progress improvement, including:
- Developing a service user profile page to be included at the beginning of all support files.
  - Continuing to develop the staff team through planned supervision and reflective practice.

## **9. LEWIS PLACE RESOURCE CENTRE**

- 9.1 The Care Inspectorate carried out an unannounced inspection on 7th April 2016. The centre provides day places for up to 40 people and has a range of communal facilities including a large multi-purpose dining room, hairdresser studio, adapted kitchen and activities rooms.
- 9.2 During the inspection it was found by the Inspectorate that service users spoke very highly of the service and said that they enjoyed attending the centre. Staff and service users had very good relationships with each other. People commented that they enjoyed the range of activities offered and the company of others.
- 9.3 The level of inspection carried out was of low intensity. The following grades were awarded:

Chart 7: Lewis Place Resource Centre



*Please note the Quality of Environment and Management and Leadership were not inspected in 2016*

At the latest inspection carried out in 2016 the Quality of Care and Support and Staffing received Very Good (Level 5). The Chart above highlights that Lewis Place has maintained Very Good levels of service over the last two inspections for Care and Support and Staffing.

9.4 The Inspectorate assessed 4 quality statements under Quality of Care and Support and Staffing, 2 received Excellent and 2 received Very Good.

9.5 The inspection identified strengths throughout the service including the following:

- ✓ People using the service and their carers spoke very highly of the support they received. The staff team demonstrated a high level of commitment to providing a quality service in the ways people preferred.
- ✓ Support plans were seen to be very informative and person-centred. Life histories had been completed. This helped the service to make sure each day care package was built around the person, taking into account their preferences and hobbies.
- ✓ During their visit the Inspectorate examined medication practices and was overall satisfied that these were being managed safely.
- ✓ Staff spoke very positively about the support and training opportunities they received. Recent training had been provided tailored to the support needs of service users. These included Parkinson's and Speech and Language Therapy input for communication and specialised diets.

9.6 There were no recommendations or requirements made at the time of inspection and none outstanding from the previous inspection.

9.7 During inspection the views of service users and carers are taken into account. Their comments included:

- *"I feel I get all the help and care I need."*
- *"I find the management team very approachable, friendly and helpful. My mother has settled well into Lewis Place."*
- *"If I didn't come here it would just be another day staring at the four walls at home. I like meeting the people and there is always something to do."*
- *"This place is a lifesaver for us and that's thanks to the manager and staff. I can leave and know they are safe and happy."*

It was observed that the manager and care staff spoke very respectfully about the people supported. This included the person living with dementia and their family carers. They demonstrated an ethos of respect towards each individual and they worked with people to make sure they were meeting their needs and wishes.

9.8 Although no requirements or recommendations were made at the time of inspection. Lewis Place Resource Centre continues to improve its services and has an action plan to progress improvements, including:

- Dementia Ambassadors are linking in with local schools, churches and shops to enable the service to achieve our objective of Perth becoming a dementia-friendly city.
- Community and outreach developments being explored to create a more flexible service.
- Staff are undertaking in-house Cognitive Stimulation Therapy Training to enhance the experience for individuals during group activities.

## **10. NEW RANNOCH ROAD DAY CENTRE**

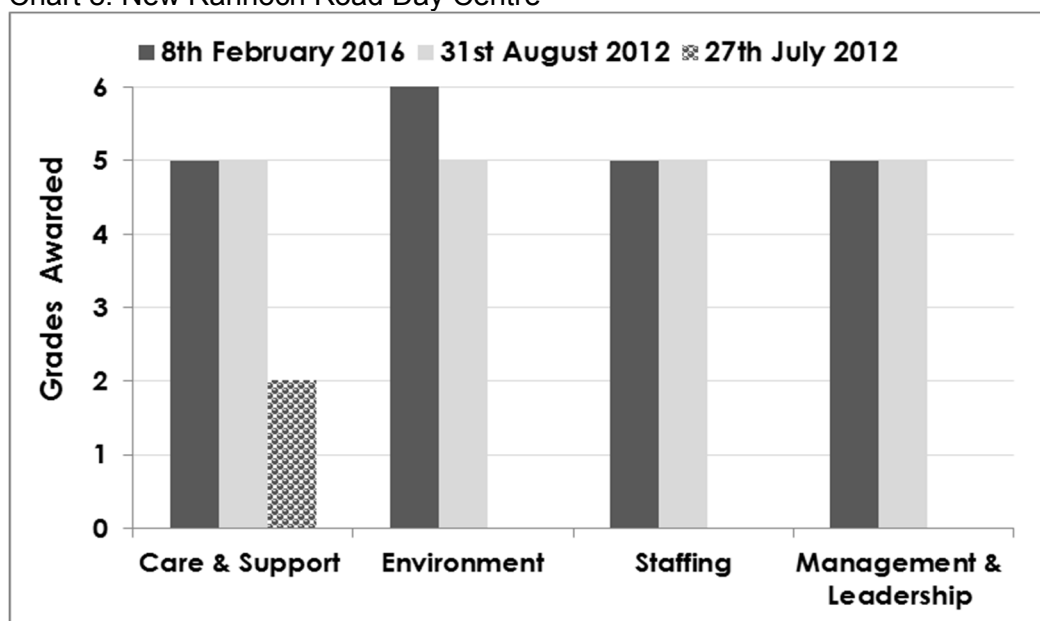
10.1 The Care Inspectorate carried out an unannounced inspection on 8th February 2016. The service provides support for a maximum of 20 older people each day. Breakfast is served on arrival and service users also receive a hot meal at lunch time. People who use the service are transported to and from the Centre by minibus or volunteer drivers.

10.2 The Inspectorate concluded that the service provides a stimulating environment for people who use the service who have dementia. All the evidence they evaluated indicated that people who use the service were very happy with the support they received. The service has built an excellent facility since the last inspection and has kept up to date with some of the latest developments such as promoting excellence and identifying causes of stress and distress.

The service and carers representatives had visited the dementia-friendly specialised services such as the Iris Murdoch Centre at Stirling University for advice and guidance and this was taken into account when planning and building the new centre. Perth and Kinross were congratulated by the Inspectorate for this innovative step.

10.3 The level of inspection carried out was of low intensity. The following grades were awarded:

Chart 8: New Rannoch Road Day Centre



At the latest inspection carried out in 2016 the Quality of Environment received Excellent (Level 6), Care and Support, Staffing and Management and Leadership all received Very Good (Level 5). The Chart above highlights that high levels of service are being maintained with Excellent for the Environment as an improvement on last year.

10.4 The inspectorate assessed 8 quality statements across the four quality themes, 5 received Excellent (Level 6) and 3 Very Good (Level 5).

10.5 The inspection identified strengths throughout the service including the following:

- ✓ The service had a Participation Strategy and a Partnership Plan, which had been produced following a joint carer and staff workshop, as well as consultation with people who use the service.
- ✓ During inspection there were some very good examples of positive outcomes which were in place to help reduce service users' distress and agitation e.g. hanging out the washing, doing some dusting.
- ✓ The Inspectorate found very good evidence of 'Talking Mats' being used to capture the views of those service users who had difficulty in expressing their views.
- ✓ The range of facilities at New Rannoch was of an excellent standard. The facilities were dementia-friendly with appropriately design features in line with best practice. All staff have been trained in 'Promoting Excellence' for all social services staff working with people with dementia.

- 10.6 There were no recommendations or requirements made at the time of inspection and none outstanding from the previous inspection.
- 10.7 Everyone who completed a Care Inspectorate questionnaire, or completed one on behalf of a service user, strongly agreed or agreed that overall they were happy with the quality of care and support this service gave them. All indicated that they knew they could make a complaint to the Care Inspectorate. Their comments included:

- *"Staff always friendly welcoming and professional. Always have time to speak with carers which helps alleviate anxieties. They also encourage families to attend social events. Lovely environment safe, secure but not restrictive "*
- *"They aim to please", "Staff are very good", "I like coming here".*
- *"I feel my relative is very happy going to the centre and is well cared for by the friendly helpful staff who care for my relatives every need".*

During inspection the Inspectorate spoke with staff. Staff felt that they had good opportunities to make sure they had all the necessary information to provide a good service. They felt well supported in their work, and said that the manager was approachable and very effective, and they felt involved in the development of the service.

- 10.8 Although no requirements or recommendations were made at the time of inspection. Rannoch Road Day Centre continues to improve its services and has an action plan in place to progress improvements, including:
- Staff undertaking in house Cognitive Stimulation Therapy Training to enhance the experience for individuals during group activities.
  - Community and outreach developments being explored to create a more flexible service.
  - Re introduction of Community Monthly coffee mornings and the development of 3:16 weekly café based within the Salvation Army building in St John's Street, Perth.

## **11. KINNOULL DAY OPPORTUNITIES**

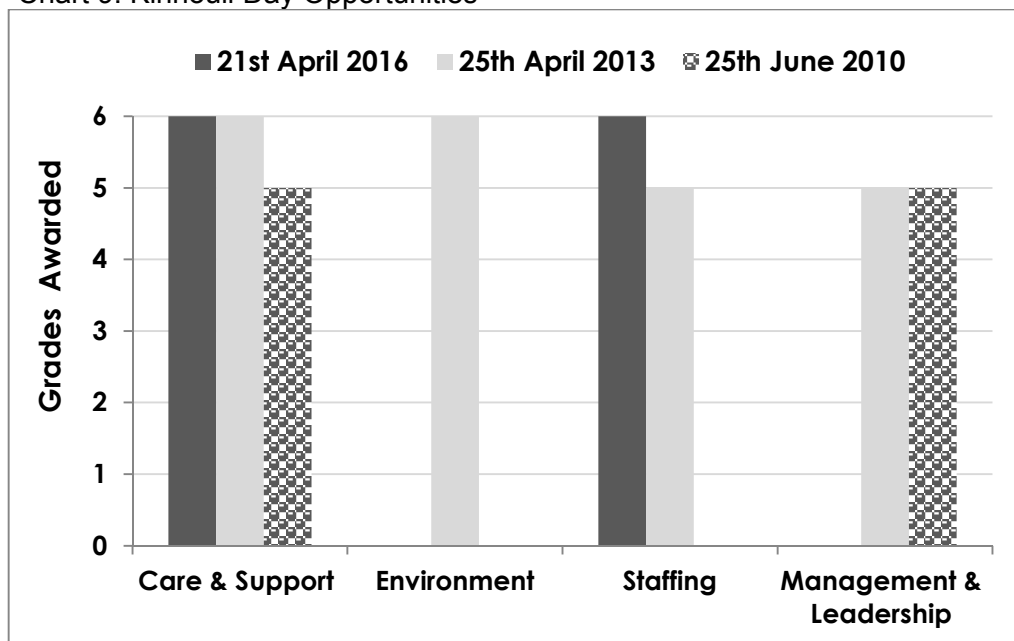
- 11.1 The Care Inspectorate carried out an unannounced inspection on 21 April 2016. Kinnoull Day Opportunities is a community based service which supports individuals with a learning disability to make use of local services and take part in activities/hobbies which they enjoy.

The service aims to support and encourage people who use the service to make use of a range of community facilities such as sport, libraries and social activities. The service also aims to encourage people to access educational and developmental activities as well as employment opportunities.



- 11.2 During their visit the Inspectorate found that the service makes good use of facilities in local communities across Perth and Kinross. This has resulted in service users maintaining, and making new contacts in their own local communities. Service users told the Inspectorate they felt staff worked hard to support them to try new activities and listened to them when they commented on the activities they experienced.
- 11.3 The level of inspection carried out was of low intensity. The following excellent grades were awarded:

Chart 9: Kinnoull Day Opportunities



*Please note that the Quality of Environment and Management and Leadership were not assessed at the April 2016 inspection*

At the latest inspection carried out in 2016 the Quality of Care and Support and Quality of Staffing received Excellent (Level 6). The Chart highlights that the service has maintained excellent levels of service for Care and Support over the last two inspections and improved in grading for Quality of Staffing.

- 11.4 The inspectorate assessed 4 quality statements across the four quality themes and awarded Excellent (Level 6).
- 11.5 The inspection identified strengths throughout the service including the following:
- ✓ The service had good links with associated professionals, such as the local Community Learning Disability Nursing Team, and psychiatry services.
  - ✓ Service users' plans, clearly showed that people who use the service have a range of options to allow them to make individual choices.
  - ✓ The service had comprehensive risk assessments in place and these led to clear protocols being put in place to minimise any identified risks. This was particularly important in relation to the environment as the service

did not operate from a static base and made good use of community facilities.

- ✓ The service had been part of a national task group dementia pilot for Perth and Kinross, which looked at ways of early detection and screening of those adults with a learning disability who may be showing early signs of an additional cognitive impairment or dementia.

11.6 There were no recommendations or requirements made at the time of inspection and none outstanding from the previous inspection.

11.7 During the inspection the Inspectorate spoke with service users while visiting four community groups. All service users they spoke with were very happy with the service they received. They made comments such as "I can speak to my key worker about anything", "I enjoy trying baking, (the staff member) keeps me right" and "I would speak to the staff if I wasn't happy about something".

Service users knew who their key worker was, and that they were confident that if they had an issue, then their key worker would help them deal with it.

11.8 Although no requirements or recommendations were made at the time of inspection. Kinnoull Day Opportunities continue to improve their services and have an action plan in place to progress improvements including:

- FUN (Friends Unlimited Network) – in April 2016 Kinnoull Day Opportunities took over the running of this service from ENABLE. FUN empowers people with learning disabilities to enjoy social activities and events, make new friends and be involved in new experiences and opportunities in line with other members of the community.
- Improved learning and development with service users through the use of approved well-being training and educational methods such as "Healthy Eating, Healthy Living", "Keeping Safe", "Adult Protection", and "Josephine" (e.g. to help women with learning disabilities explore a range of issues, in a confidential and supportive environment).
- Currently the Learning Disability service has evolved a new communication forum which encompasses a variety of communication methods e.g. Talking Mats, Easy Read, Boardmaker, I-pads etc. Staff are now using this method of communication to prepare for reviews, initiate choice and ensure that personal outcomes are achieved a future development will see the use of Talking Mats APPS via I-pads and interactive Smart Boards at community Campuses.

**PERTH AND KINROSS COUNCIL****Housing and Health Committee****25 January 2017****Review of Clean and Clear Incentive Scheme – Introduction of new Clean and Green (Recycle and Reuse Scheme)****Report by Director (Housing and Social Work)****PURPOSE OF REPORT**

This report proposes to replace the housing service's existing Clean and Clear Incentive with a scheme which promotes the reuse and recycling of items as people leave and move into council housing. This change would bring the Housing Service more in line with the Scottish Government's targets for recycling and reducing waste and supports the Council's aims of reducing land infill and recycling by 2020.

**1. BACKGROUND/ MAIN ISSUES**

- 1.1 An initiative was introduced by housing services in 2011 to encourage tenants who were moving out of Council properties to leave their homes in a good state of repair and remove all their personal and household items. The scheme was presented to Housing and Health Committee in June 2011 who approved the introduction of a Clean and Clear incentive to reward tenants with a £100 payment for leaving their home in a clean and clear condition (Report 250/11).
- 1.2 In order to receive the payment, tenants had to meet the following criteria:-
- The property and garden area is free from rubbish and personal property, including sheds, cellars, attics and communal areas
  - A full set of keys (and door entry fobs where applicable) is returned the day the tenancy ends
  - The tenant's rent account is clear and there is no other debt to the Council
  - The outgoing tenant leaves a forwarding address
  - There are no rechargeable repairs
  - Utility meters are clear of any debt
- 1.3 One of the key drivers for the Clean and Clear incentive was to enable a quick turnaround of properties when they became vacant (void). In 2011 we took an average of 35 days to re-let empty properties, compared to our current performance of 23 days. This is now an area of sustained improvement and one in which we compare very well against the Scottish average of 36 days. The section below highlights the fact that there has been a low take-up of the clean and clear initiative, but this has not had an adverse effect on our void targets and performance.

- 1.4 Since approval in 2011, 3,480 Council homes have become available for re-let but only 210 tenants benefitted from the incentive, a 6% uptake. Although the majority of tenants leave their tenancy in a good state of repair, not all meet the criteria above or have taken advantage of the initiative.
- 1.5 Based on the above and the need to encourage more recycling and reuse of household items, as well as acknowledging the financial challenges facing many tenants, it is proposed that the Clean and Clear Incentive Scheme is replaced with a policy which promotes re-use and recycle, and in turn, financial inclusion and support.

## **2. PROPOSALS**

- 2.1 One of the drawbacks of the Clean and Clear Incentive is that on many occasions outgoing tenants are simply disposing of goods which are in a serviceable condition. The Scottish Government has set ambitious recycling targets for Local Authorities with the target for 2020 set to reuse/ recycle/ compost 60% of household waste collected. In 2015 Perth and Kinross Council achieved 54.2% and in that year collected 661 tonnes of fridges/freezers and large domestic appliances of which only 41.2 tonnes (6.2%) were sent for re-use. To put that in context, in one month alone 509 fridge freezers were collected at Recycling Centres but only 36 were sent for re-use.
- 2.2 Given these targets, the housing service now wants to promote the reuse and recycling of household goods, such as white goods, furniture and floor coverings which are left by vacating tenants. This will have two benefits: supporting the wider re-cycling targets and helping new tenants who don't have one or more of these goods when they move in to their property and who may have limited finances to purchase them.
- 2.3 It is therefore proposed that where goods are left by an outgoing tenant or where they indicate that they simply intend to dispose of them, an agreement will be reached for them to be left within the property. The goods will have to be clean and serviceable and generally in reasonable condition and the ingoing tenant will sign a disclaimer in relation to taking over responsibility for the goods including any subsequent repairs issues.
- 2.4 Colleagues in The Environment Service support the Council's proposed change in policy, noting that "encouraging greater re-use of items is a key part of Zero Waste Scotland's work on creating a circular economy, where products and materials stay in the highest value state for as long as possible. Reuse also brings economic and social benefits, creating jobs and training opportunities, realising the full economic values of products and helping to provide a source of affordable goods and equipment to start-up businesses and households."
- 2.5 For tenants who need help to purchase household goods to furnish their home, there is an option to apply for a Community Care Grant administered by colleagues in the Scottish Welfare Fund Team. The grant is discretionary and may be granted to tenants in receipt of qualifying benefits such as

income-based Jobseeker's Allowance, Income Support and income-related Employment Support Allowance and who meet certain circumstances e.g. are a family facing exceptional pressure.

2.6 The proposal in this paper will mean that potentially fewer tenants will need to apply for a community care grant to purchase goods as these may be available to them through re-cycling. This could mean that smaller grants are issued, enabling an increase in the number of grants being paid out.

2.7 Colleagues administering the Welfare Fund support these proposals acknowledging that one of the principles of the Fund is to help people establish and maintain a settled home. Reusing and recycling goods would be an opportunity to reduce demand on the Fund which would then enable it to be used to help support people already in settled tenancies, potentially preventing the need for other services to intervene.

### 3. CONCLUSION AND RECOMMENDATIONS

3.1 The report highlights the low level of take-up of the housing service's Clean and Clear Incentive which was introduced several years ago. In the intervening years there has been more focus and priority given to recycling and reducing waste in recognition of the impact of the damage to the environment of our consumer society. In addition, the previous policy encouraged tenants to dispose of goods if they no longer needed or wanted them, rather than encouraging them to be passed on and reused by new tenants. The new policy proposed in the paper is promoted as more beneficial to tenants and to the wider environment.

3.2 Committee is asked to:

- (i) Note the contents of the report.
- (ii) Approve the new policy to focus on re-use and recycle as people leave or move into Council homes, replacing the Clean and Clear initiative.

#### Author

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#### Approved

| Name          | Designation                        | Date            |
|---------------|------------------------------------|-----------------|
| Bill Atkinson | Director (Housing and Social Work) | 11 January 2017 |

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

### 1. Strategic Implications

#### Community Plan/Single Outcome Agreement

- 1.1 The Perth and Kinross Community Plan/Single Outcome Agreement 2013-2023 and Perth and Kinross Council Corporate plan 2013-18 have five concurrent outcomes which provide clear strategic direction, inform decisions at a corporate and service level and shape resources allocation. The following are relevant to this report:-

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

#### Corporate Plan

As above

### 2. Resource Implications

#### Financial

- 2.1 The proposals in this report will result in a refocus of the Welfare Fund, potentially benefitting more applicants.

### Workforce

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

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

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

## **3. Assessments**

### Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.
- 3.2 The proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:
- (i) Assessed as **not relevant** for the purposes of EqIA

### Strategic Environmental Assessment

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

### Sustainability

- 3.4 The reuse and recycling of household goods in empty properties, rather than disposal to waste and recycling centres, promotes a more sustainable approach.

### Legal and Governance

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

### Risk

- 3.6 The Housing and Community Care Senior Management Team regularly review capital monitoring reports that highlight individual project progress and risks.

#### **4. Consultation**

##### Internal

- 4.1 The Heads of Finance and Legal Services have been consulted on this report.

##### External

- 4.2 The Tenant Committee Reporting Panel was consulted on the report. They commented that “the panel think this is an excellent idea but need more details and clarification of how this will work.”

#### **5. Communication**

- 5.1 The proposal in this report will be highlighted in a future edition of ‘Housing Matters’.

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

Report to the Housing and Health Committee, 1 June 2011 – Void Property Clean and Clear Incentive

#### **3. APPENDICES**

None



**PERTH AND KINROSS COUNCIL****Housing and Health Committee****25 January 2017****Housing Revenue Account (HRA) Strategic Financial Plan incorporating the 5 Year Capital Investment Programme and Rent Strategy to 2021/22, Reserves Strategy and other Housing Charges for 2017/18****Joint Report by Depute Chief Executive H&CC (Corporate and Community Development Services) and Chief Operating Officer and Head of Finance****PURPOSE OF REPORT**

This report sets out the proposed Housing Revenue Account (HRA) Budget for five years from 2017/18 to 2021/22. It recommends increases to rents for houses and other HRA property, service charges and recommends an appropriate level of reserves. It also presents the proposed budget for the next five years of the Capital Investment Programme of £77 million from 2017/18 to 2021/22. All of the proposals contained within the report have been updated in the HRA 30 year Standard Delivery Plan which confirms the affordability of the proposals.

**1. BACKGROUND/MAIN ISSUES**

- 1.1 The Council owns and manages over 7,500 houses. The Housing Revenue Account (HRA) meets all operational expenditure of supporting tenancies, building maintenance and capital financing charges associated with investment in existing and new social rented housing stock. It also contributes to financing major upgrades and improvements in the investment programme, through revenue contributions to capital projects.
- 1.2 The HRA receives income from rents (houses, garages and other properties) and interest on balances which funds all relevant HRA expenditure.
- 1.3 Our Standard Delivery Plan (SDP) continues to form the basis of our proposals to ensuring that the Council's houses comply with the Scottish Housing Quality Standard (SHQS).
- 1.4 The HRA Business Plan is updated each year to reflect the available budget, tenants' priorities, rent strategies and economic conditions and is approved by Housing and Health Committee to ensure the SDP continues to be affordable and sustainable. The HRA Business Plan has been updated to reflect the proposals within this report. The attached HRA budget for 2017/18 (Appendix 1) has been prepared in accordance with Housing Acts and Scottish Government directives.
- 1.5 A house condition survey to assess the condition of the Council's housing stock was commissioned by Housing and Community Care during 2014 to help refine the stock information database. The primary objectives of the survey were to:-

- benchmark the current performance of our housing stock against the SHQS
- estimate short term investment levels required in our housing stock
- examine longer term investment requirements over a 30 year business planning cycle

The survey was carried out between October 2014 and January 2015 with the final report received in October 2015. The findings from the survey were then used to inform the Local Housing Strategy and the Housing Needs Demand Assessment which was reported to Committee in May 2016 (Report 16/234 refers).

- 1.6 Other factors influencing the Capital Programme and rent setting include the UK Government's Welfare Reform agenda, some elements of which affect Housing Benefit.

Universal Credit is currently being phased in across the UK and was introduced in Perth & Kinross in April 2016. Recent confirmation has been received from the Department of Work and Pensions (DWP) that full roll-out of Universal Credit will be introduced to Perth & Kinross in April 2018.

The full financial impact of these changes on the Housing Revenue Account (including payment of rental benefits direct to individuals rather than landlords as is currently the case) is difficult to assess. However, an adjustment to the bad and doubtful debt provision has been made, along with a programme of proactive measures to minimise potential increases in rent arrears. These actions will be implemented on a case by case basis if necessary. The introduction of Universal Credit could potentially have a major impact on rent levels for the HRA, so provisions will be reviewed as details of the planned changes emerge over time.

## **2. TENANT ENGAGEMENT**

- 2.1 The Scottish Social Housing Charter set the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. Outcomes 14 and 15 are the outcomes primarily linked to the rent setting process and the financial aspect/delivery of the HRA and require that social landlords set rents and service charges in consultation with their tenants and other customers so that:

"A balance is struck between the level of services provided, the cost of the services and how far the current and prospective tenants and other customers can afford them" and "tenants get clear information on how rent and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants."

These outcomes reflect local authorities' legal duties to consult tenants on affordability and decisions about how rental income is spent. Landlords must also decide whether to publish information on expenditure and the format and level of detail to be included within this information.

Perth and Kinross Council must engage in discussions with tenants about rents and any decisions made in relation to rent levels should reflect tenants' views.

2.2 As a result, The STEARS (Strategic Tenant Engagement in Annual Rent Setting) group was established in 2014/15 to review the approach to tenant involvement in rent setting and make sure the Council was meeting its Charter outcomes.

In April 2016 all Council tenants received a questionnaire asking for their views and priorities in relation to rent setting and how additional rent money should be spent.

A total of 1,425 (19%) of tenants responded, highlighting their priorities as follows:-

- Maintaining and improving your house e.g. energy efficiency – **63%**
- Increasing housing stock for rent – **46%**
- Improving the quality of repairs and getting them right first time – **43%**
- Improving how we deal with concerns about your neighbourhood – **26%**
- Making environmental improvements – **24%**
- Providing support and guidance to help people keep their tenancies - **20%**
- Reducing the time we take to re-let homes – **18%**
- Reducing rent arrears – **15%**
- Providing more tenant participation/involvement activities – **5%**

At the annual tenants' conference in June 2016 attended by 40 tenants, additional questions were asked to gain more detailed information on these priorities, the questions and results are detailed at Appendix 2.

2.3 The overall feedback received from tenants has been used to influence the spending priorities identified through the budget setting process. As a result of the feedback gained from the tenants, the following elements have been incorporated into the budget setting process:-

- Continue to invest money for increasing our Council stock through new builds
- Continued investment in improving energy efficiency across our Council stock
- Additional investment to improve the external fabric (roofing etc) across our Council stock
- A further increase to the budget for Estate Based Initiatives, which have proved successful in raising the consciousness of communities about the need to preserve the condition of their neighbourhoods and also be actively involved in their improvement
- An increase in the level of support to provide housing support to vulnerable tenants
- An increase in tenancy management costs to enhance face-to-face contact and support for tenants

A Tenants' Winter Forum was held in November and 30 tenants attended this event. The sessions were led by the Head of Housing & Strategic Commissioning and the Convenor of Housing and Health and involved presentations, facilitated workshops and a question and answer session with senior managers.

In addition to the priorities on rents, proposed levels of service charges for tenants and private owners were also discussed. Individual contact has been made with all tenants and owners to ensure that those directly affected are aware of and have been able to comment on the proposals.

Thirty tenants attended the winter forum and were positive about their fuller involvement in the overall process and the fact that the spending proposals reflect their priorities. There was no disagreement about the proposed rent increase, service charge levels and rent strategy proposed to tenants.

To conclude, the consultation process has provided tenants with feedback on how their views have been used to influence both the budget process and the rent strategy.

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

3.1 A budget for the HRA (as shown in Appendix 1) is balanced each financial year to ensure the operating costs are met from the yearly rental income. The budget includes an amount for Prudential Borrowing to meet the revenue cost of the capital investment programme. Since the SDP commenced in 2004, £68 million has been borrowed. This included the first major works necessary to meet the SHQS, namely, the installation of new kitchens and bathrooms.

3.2 The additional cost pressures (as shown in Appendix 3) which the HRA must contain within the next 5 financial years relate to the main areas described below:-

- The budget assumes a 1.25% pay increase for Single Status and Trades staff for 2017/18 and 1% for 2018/19 onwards and the cost of incremental progression
- The cost of the Apprenticeship Levy on the assumption that this will be met in full by the Council and that it cannot be offset against existing apprenticeship costs
- Increased prudential borrowing costs as a result of the requirements of the Capital Investment Programme
- An adjustment to the bad and doubtful debt provision to take account of any increased risk to the Council as a result of the introduction of the UK Government's Welfare Reforms
- An increase in tenancy management costs to enhance face-to-face contact and support for tenants
- An increase in the current budget for Estate Based Initiatives to raise awareness of tenants' and residents' responsibilities for their own environment and to enable tenants to participate in making environmental improvements to their neighbourhoods

- An increase in the level of support to provide housing support to vulnerable tenants
- A reduction of income levels for garage sites and lock-ups as a result of the capital refurbishment programme

3.3 In addition, a range of efficiency savings and income generation opportunities in the HRA can be delivered to minimise the impact on future rents and future borrowing requirements. These savings can be summarised as:-

- A transformational review of the Housing Repairs Service
- Efficiency savings achieved through a revised approach towards dealing with Energy Performance Certificates
- Efficiencies made in supplies and service budgets within Housing Needs and Sheltered Housing
- Efficiencies from rationalisation of Council buildings
- A phased increase in charges for the Garden Maintenance Scheme to cover the full cost of this service to the HRA
- Efficiencies from the introduction of online services and mobile working solutions across the Council
- Review of the level of Neighbourhood Street Sweeps

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

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

4.1 Good progress has again been made with the SDP during 2016 and the number of houses achieving overall compliance with the SHQS has continued to rise. The independent stock condition survey (mentioned in 1.5), which included 30% of the total Council house stock, provided a useful validation of SHQS performance and correlated favourably with existing records.

4.2 Based on the stock data at 31 March 2016, the overall level of SHQS compliance was 94.57% i.e. 7,052 Council houses. Of the 5.43% that were not compliant:-

- 0.19% of the stock contained elements of the standard that were 'exempt' from the standard because the work could not be carried out for technical reasons
- 4.76% of the stock contained elements which were considered to be 'abeyances' where work was unable to be carried out mainly due to owners' unwillingness to take part in common works
- 0.48% of the stock was recorded as failing the standard (36 houses)

4.3 The planned investment programme of £77 million for the 5 year period from April 2017 to March 2022 is summarised in Appendix 4. A number of community benefits will arise from this level of investment as well as improving our Council stock. The proposed Housing Investment Programme required to continue to comply with SHQS over the next 5 years is summarised as follows:-

- External fabric works - £8.3 million
- Central heating renewal - £7.2 million

- Energy efficiency works - £6.9 million
- Kitchens and bathrooms - £4.8 million
- Multi-storey flats\* - £2.7 million
- Double glazing - £2.1 million
- Environmental Improvements - £1.9 million
- Fire Precaution Measures - £0.7 million
- Installation of controlled door entry systems - £0.5 million
- Total Investment – £35.1 million

\*Work on the 5 multi storey blocks includes all the types of improvement work listed in 4.3.

Relevant business cases have been produced for those capital programmes listed above where appropriate and are available in the Councillors' lounge or online on the Councillors' CHIP SharePoint site.

4.4 The capital programme in Appendix 4 also details the proposals for the following non SHQS elements:-

- Council house new build programme
- Purchasing houses through the open market
- Lock-ups and garage sites review
- Major adaptations to properties for disabled people
- Investment in our Sheltered Housing complexes for Housing with Additional Support
- Adaptations to shops & offices
- Mortgage to Rent – Under certain circumstances where owner occupiers have difficulty in meeting mortgage payments the Government can arrange for the Council to buy the property and rent it back to the same individual as a tenant to avoid homelessness
- Boilers – a number of replacement boilers for communal premises are scheduled to be installed during 2017/18
- Replacement of lifts to ensure fire safety regulations in multi-storey accommodation is met
- Information and systems technology will be required to support new ways of working e.g. PCs, mobile technology, servers etc.

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

5.1 The Council has been continuing to increase its housing stock in three key ways: new build programme, buyback scheme and renovation of existing HRA properties.

In summary, by the end of March 2017, 564 affordable houses will have been built since 2011, 100 former council houses purchased and 12 properties converted into flats for social rent. An update is provided on each of these below.

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

- 5.2 During 2008, the Scottish Government announced plans to provide grants to local authorities to support new-build Council housing and Perth and Kinross Council has successfully obtained grant awards each year of the funding programme.
- 5.3 The aim of the Council's new build housing programme is to provide high quality affordable housing within areas of high demand to meet housing need. The first 8 phases are summarised below:-
- Phase 1 - 6 houses at Letham in Perth and 20 houses at Methven
  - Phase 2 - 10 houses at Friarton in Perth
  - Phase 3 - a further 10 houses at Methven, 19 houses at Alyth, 10 houses at Scone and 6 houses at Pitlochry
  - Phase 4 - a further 10 houses at Scone, 12 houses at Pitlochry and 17 houses at Blairgowrie
  - Phase 5 – 16 houses at Jeanfield Road in Perth and 8 houses at Inchtur
  - Phase 6 – a further 14 houses at Jeanfield Road in Perth, a further 11 houses at Alyth, 12 houses at Auchterarder, 16 houses at Balbeggie and 7 houses at Old Mill Road, Rattray
  - Phase 7 – a further 10 houses at Auchterarder and 8 houses at Glenearn Road, Perth (Glenearn Road now moved to Phase 8)
  - Phase 8 – 16 houses at Nimmo Avenue in Perth, 8 houses at Cairns Crescent, in Perth and 20 houses at Birch Avenue in Scone

The size, type, location and funding of the new build programme is determined through the Strategic Housing Investment Plan which is regularly reported to Committee.

- 5.5 Additional investment of £15 million was included in the capital programme last financial year to increase the overall capacity to approximately 80 houses per annum during the period 2017/18 to 2021/22. This additional investment will be allocated to year 5 of the Capital Investment Programme and drawn down as and when development opportunities arise when the Local Development Plan releases land for house building.
- 5.6 The Capital Investment Plan assumes the Council house building programme will continue to receive the same level of financial funding per house from the Scottish Government and continuing use of the Council's Earmarked Reserve for Affordable Housing.
- 5.7 The HRA Capital Investment Programme, detailed in Appendix 4, incorporates the existing committed new build programme and an indicative future new build programme with the funding assumptions as presented in section 5.4. Work is currently underway identifying future sites for new build which will be reported to Committee once confirmation is received that these sites are viable projects.

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

- 5.8 The HRA Capital Investment Programme also includes funding for increasing the Council house stock by purchasing houses through the open market. It is

anticipated that, by 31 March 2017, 100 houses will have been purchased at a cost of approximately £10 million (including the upgrading to SHQS). The purchase of the 100 houses has facilitated a further 109 moves through the resulting vacancy chains, supporting people into more suitable accommodation.

- 5.9 In response to tenants' priorities to increase housing stock for rent it is proposed to continue the level of funding allocated for buy-backs of £4.3 million over the next 5 years. This funding will be accelerated as and when required as properties become available to purchase.
- 5.10 The Council has been successful in obtaining financial funding in addition to the Housing Allocation Grant from the Scottish Government for 2013/14, 2014/15, 2015/16 and 2016/17 of £2.5 million which has allowed the purchase of approximately 25 properties over and above the existing budget within the Capital Investment Programme. It is unknown if this additional funding, which would allow the Council to purchase additional properties over and above the existing budget, will continue.

### **Renovation of HRA properties**

- 5.11 In addition to building new houses for social rent and purchasing former Council houses, the service has recently renovated and converted 12 properties in Perth and created 22 flats for social rent, adding to the housing stock. There was Scottish Government funding available to support these conversions.

## **6. RENT STRATEGY**

- 6.1 When setting the 2016/17 budget, the Housing and Health Committee approved a rent increase of 2.2% for 2016/17 and a four year rent strategy for 2017/18 to 2020/21 at an indicative rate of 2.2% (Report 16/28 refers).

This provided a baseline level for tenants and allows the Council to highlight the potential rent increase required to deliver the future capital investment programme and running costs of the HRA.

- 6.2 Due to the unique position we are in with the introduction of the new rent model being fully implemented from April 2017 and in order to aid the transition for tenants from their current weekly rent to their new weekly rent, it is proposed that there will be a nil rent increase for 2017/18 only. The nil rent increase will allow tenants to know what their rent will be for next year based on the information that has previously been issued.

The impact of the one year nil rent increase has been factored into the 30 year business plan which demonstrates that this is affordable to the HRA and will have no impact on the level of service that tenants receive either from staff within the service or from the capital programme referred to in sections 4.3 and 4.4.

- 6.3 The proposed rent strategy for the four year period from 2018/19 to 2021/22 will be set at an indicative rate of 2.2%.



This proposal was discussed at the Tenants' Winter Forum event on 17 November highlighting to tenants the benefits of such a strategy. Tenants were advised that this is a strategy, not a fixed rent increase for the next 5 years and aims to provide a more planned and consistent approach for tenants and to minimise future fluctuations dependent on consultation with tenants on their spending priorities for future years.

6.4 The rent strategy as detailed above would allow the HRA to:-

- Set rents at reasonable levels over the period, leaving Perth and Kinross Council rents lower than the Scottish average
- Finance the cost of the future investment programmes to continue to improve our housing stock
- Provide headroom to allow for an increased commitment of 80 new houses each year
- Increase the Council house stock by purchasing houses through the open market
- Finance the revenue borrowing cost of previous capital programme investment to meet the SHQS and provide a new build programme (266 houses to date)
- Resource Locality Teams in managing tenancies, fostering tenant participation and work with partner colleagues in the community to create safe and vibrant neighbourhoods
- Enable a Reserves Strategy to provide uncommitted reserves of £800k

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

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

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

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

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

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

- 7.4 At this time, it is not possible to estimate the potential financial impact of the UK Government's Welfare Reforms on the HRA and budgets with any accuracy. It is likely that there will be a number of budget pressures such as increased bad debt, increase in arrears levels, but they are not quantifiable at this time. However, a provision for increased bad debt has been factored into the revenue budget in Appendix 1.
- 7.5 In view of the potential risks facing the HRA and in accordance with guidance set out in the CIPFA Local Authority Advisory Panel Bulletin (LAAP) 99 published in July 2014, the Head of Finance, therefore, recommends retaining an uncommitted reserve on the Housing Revenue Account of between 2% and 4% of gross expenditure – approximately £560,000 to £1,120,000. This will be reviewed in future years and amended as required.
- 7.6 At the Housing and Health Committee of 27 January 2016 members agreed that the HRA should maintain an uncommitted general reserve balance of £800,000 (Report 16/28 refers). After reviewing the 30 year business plan, it is felt prudent that the balance should continue to be maintained at the present level. The business plan assumes that a balance of £800,000 will be maintained for the next 5 years.
- 7.7 At this time, it is not anticipated that there will be any requirement to utilise the reserve in 2016/17 and consequently the balance will remain at £800,000.

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

- 8.1 Appendix 5 shows the Council house rents in Perth and Kinross compared to other councils in Scotland, with Perth & Kinross Council currently having the 9<sup>th</sup> lowest rent in Scotland, at £1.74 below the Scottish average.

Based on recent information provided by other councils and assumptions on potential rent increases, comparisons have been made on potential rent levels for Councils for 2017/18 as detailed in Appendix 5.

As a one year nil rent increase is being proposed and based on these assumptions, Perth and Kinross would have an average rental figure of £66.00 compared to the projected Scottish average of £69.56 for 2017/18. This would mean Perth and Kinross Council would be the 8<sup>th</sup> lowest rent in Scotland, £3.56 lower than the projected Scottish average.

- 8.2 The level of rent increases for 2016/17 across local authorities in Scotland ranged from 1.0% to 5.2% with the Scottish average being 2.68%.
- 8.3 Table 1 below details 2015/16 average rent levels for the main Registered Social Landlords (RSLs) within Perth & Kinross.

| Registered<br>Social Landlord<br>2015/16 | Apartment Size/Weekly Rent (£) |       |       |       |       |
|------------------------------------------|--------------------------------|-------|-------|-------|-------|
|                                          | 1                              | 2     | 3     | 4     | 5+    |
| PKC                                      | 60.51                          | 62.13 | 64.85 | 69.37 | 79.63 |
| Caledonia                                | 89.65                          | 85.32 | 76.38 | 83.48 | 98.31 |
| Hillcrest HA                             | 31.96                          | 69.58 | 78.42 | 87.07 | 95.56 |
| Kingdom HA                               | 57.33                          | 67.41 | 73.49 | 84.26 | 87.68 |
| Fairfield Co-op                          | n/a                            | 59.57 | 65.47 | 69.90 | 75.47 |

Table 1: Average Rents 2015/16 (based on 52 weeks); Scottish average £67.74; PKC £66.00  
Source: Scottish Housing Regulator 2015/16 Landlord Reports

## 9. PROPOSED RENTS FOR OTHER SERVICES

9.1 It is recommended that a range of non-commercial rents - excluding the HRA rents for housing stock which is covered in section 6 - are amended as detailed below from 3 April 2017. The proposals ensure the Council continues to demonstrate that it has set rents which reflect the characteristics of individual dwellings and services provided. The different types of properties are covered separately below:-

### 9.2 Rental charges for Greyfriars Hostel

It is proposed to have a nil rent increase for Greyfriars Hostel to reflect the same rental strategy for mainstream rents.

### 9.3 Rental charges for dispersed temporary accommodation

It is proposed to have a nil rent increase rental charges for properties owned by the HRA but allocated as temporary accommodation for homeless people to reflect the rental strategy for mainstream rents.

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

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

### 9.5 Lock-ups

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

### 9.6 Garage Sites

It is proposed to have a nil rent increase for garage sites to reflect the rental strategy for house rents.

## 9.7 Commercial rents

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

## 10. PROPOSED HOUSING SERVICE CHARGES

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

10.2 The range of service charges currently levied by the HRA to tenants and owner occupiers are shown in tables 2 and 3 below. All services, apart from the garden maintenance scheme and communal heating at particular locations, are included in tenants' rents. Owner occupiers in locations with mixed tenure have additional charges as they have to meet some costs for the services they receive as determined by their title deeds.

10.3 The garden maintenance scheme is currently provided to approximately 750 elderly tenants at a cost to the HRA of £124 per year. At the Housing and Health Committee of 27 January 2016 members agreed that the charge to recover the full cost of this service should be phased in over a 5 year period (Report 16/28 refers). 2016/17 was the first year of the increase with the charge being increased over the next 4 years as follows:-

- 2017/18 - £85.00 per year
- 2018/19 - £98.00 per year
- 2019/20 - £111.00 per year
- 2020/21 - £124.00 per year

10.4 At the Housing and Health Committee of 27 January 2016 members agreed that the charge to Council tenants and private owners at Market, Milne and Lickley Court for communal heating and stair lighting will be adjusted each year to reflect the previous year's energy costs.

Based on this approach, it is proposed to reduce the charge by £36.48 this year. The charge will continue to be reviewed annually based on the previous year's energy costs.

10.5 As well as the revised charges for garden maintenance and communal heating and lighting as detailed in sections 10.3 and 10.4, it is proposed to adjust the remaining charges detailed in tables 2 and 3 from 3 April 2017:-

| Service Charges to Tenants                          | 2016/17<br>Current<br>Annual Charge | 2017/18<br>Proposed<br>Annual Charge |
|-----------------------------------------------------|-------------------------------------|--------------------------------------|
| Garden Maintenance Scheme                           | £72.00                              | £85.00                               |
| Retirement Complexes                                | £202.56                             | £202.56                              |
| Communal Heating – (Market, Milne and Lickley)      | £504.48                             | £468.00                              |
| Heating and Lighting at Sheltered Housing complexes | £371.04 -<br>£633.60                | £374.92 -<br>£640.12                 |

Table 2: Service Charges to Tenants

- 10.6 As a result of the Property Factors Agreement being in place since 1 April 2014, Housing & Health Committee approved a range of charges to owner occupiers of multi-tenure blocks (report 14/114 refers). The proposed increases in these charges which incorporate the reduction in heating and lighting costs for Market, Milne and Lickley Court as detailed in section 10.4 are detailed in table 3 below:-

| Service Charges to Owner Occupiers | 2016/17<br>Current<br>Annual Charge | 2017/18<br>Proposed<br>Annual Charge |
|------------------------------------|-------------------------------------|--------------------------------------|
| Stair Lighting                     | £36.58                              | £36.58                               |
| Market Court                       | £771.74                             | £735.25                              |
| Milne Court                        | £771.74                             | £735.25                              |
| Lickley Court                      | £772.30                             | £735.81                              |
| Potterhill                         | £289.63                             | £289.63                              |
| Pomarium (No's 7-51)               | £291.65                             | £291.65                              |
| Pomarium (no's 52-95)              | £292.26                             | £292.26                              |
| Charterhouse Court                 | £781.95                             | £781.95                              |

Table 3: Service Charges to Owner Occupiers

- 10.7 Local authorities are entitled to levy a service charge for temporary accommodation for enhanced property management services and costs incurred in providing accommodation to homeless people. Each type of temporary accommodation will have different costs which are the basis of the service charges. In line with the proposal for a nil increase in rents, it is also proposed to have a nil rent increase for the service charges for each type of temporary accommodation as detailed in table 4:-

| Service Charges to Tenants | 2016/17<br>Current<br>Weekly Charge | 2017/18<br>Proposed<br>Weekly Charge |
|----------------------------|-------------------------------------|--------------------------------------|
| Dispersed tenancies        | £120.00                             | £120.00                              |
| Greyfriars Hostel          | £104.00                             | £104.00                              |
| St Catherine's Square      | £120.00                             | £120.00                              |

Table 4: Temporary accommodation service charges

## 10.8 Rechargeable Repairs

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

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

10.9 A summary of all housing charges for 2017/18 is detailed at Appendix 6.

## 11. CONCLUSION AND RECOMMENDATIONS

11.1 This report details the proposed HRA budget for the 5 year period from 2017/18 - 2021/22 and recommends rent increases for houses and other HRA properties. The measures outlined will support continued and sustained improvements in the delivery of housing services and more specifically will meet tenant's priorities to increase our housing stock, minimise rent arrears and improve the delivery of housing support within our localities.

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

11.2 It is recommended that Committee:-

(i) Approves the Housing Revenue Account Budget for 2017/18 and provisional budgets for financial years 2018/19 to 2021/22 as set out in Appendix 1.

(ii) Approves the proposed Housing Revenue Account Capital Investment Programme for 2017/18 to 2021/22 as set out in Appendix 4.

(iii) Approves the Rent Strategy for 2017/18 and a provisional Rent Strategy for the following 4 years to 2021/22 as stated in Section 6.

(iv) Approves the nil rent increase for the year commencing 3 April 2017 as follows:-

- All Council houses. This would mean that average weekly rents would not increase, meaning the average weekly rent would remain at £66.00 per week based on 52 weeks

(v) Approves the nil rent increase for the year commencing 3 April 2017 for:

- All lock-ups
- All garage sites
- Chalets and stances for travelling people at Double Dykes and Bobbin Mill
- Temporary accommodation units at Greyfriars Hostel and dispersed tenancies owned by the HRA

(vi) Approves the Housing Revenue Account Reserves Strategy proposed in Section 7 to maintain the current level of reserves at £800,000.

(vii) Approves the proposal to set Housing service charges from 3 April 2017 as stated in Section 10.

(viii) Notes and approves where necessary the revised level of all housing related charges as detailed in Appendix 6.

(ix) Notes the progress made to date in delivering and maintaining the SHQS for improving and managing the housing stock as set out in Section 4 and the related Business Cases.

#### Author

| Name         | Designation                      | Contact Details                                                                                    |
|--------------|----------------------------------|----------------------------------------------------------------------------------------------------|
| Steven Coyle | Business & Resources Team Leader | <a href="mailto:HCCCommitteeReports@pkc.gov.uk">HCCCommitteeReports@pkc.gov.uk</a><br>01738 475000 |

#### Approved

| Name        | Designation                                                           | Date            |
|-------------|-----------------------------------------------------------------------|-----------------|
| John Walker | Depute Chief Executive (Corporate and Community Development Services) | 12 January 2017 |
| John Symon  | Head of Finance                                                       |                 |

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

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

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

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

#### Corporate Plan

1.2 As above.

### 2. Resource Implications

#### Financial

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



### 3. Assessments

#### Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties. The Equality Impact Assessment undertaken in relation to this report can be viewed clicking [here](#).

The information contained within this report has been considered under the Corporate Equalities Impact Assessment process (EqIA) and has been assessed as **not relevant** for the purposes of EqIA.

#### Strategic Environmental Assessment

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

However, no action is required as the Act does not apply to the matters presented in this report. This is because the Committee are requested to note the contents of the report only and the Committee are not being requested to approve, adopt or agree to an action or to set the framework for future decisions.

#### Sustainability

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

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

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

#### Legal and Governance

- 3.4 The Head of Legal Services was consulted on this report.

#### Risk

- 3.5 None arising from this report.

#### **4. Consultation**

##### Internal

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

##### External

- 4.2 All Perth and Kinross Council tenants were invited to attend a Tenant's Conference in June 2016 and a Tenant's Winter Forum in November 2016 and their feedback is detailed in Appendix 2.

The Tenant Committee Report Panel was consulted on this report. They commented that 'this is a long and comprehensive report and is very interesting to read, especially from the tenants' point of view.'

#### **5. Communication**

None

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

None

#### **3. APPENDICES**

Appendix 1 – HRA Provisional Revenue Budget 2017-2022  
Appendix 2 – Feedback from tenant's conference  
Appendix 3 – HRA Executive Summaries 2017-2022  
Appendix 4 – HRA Capital Investment Programme 2017-2022  
Appendix 5 – Estimated Projected Average Rents  
Appendix 6 – Housing Related Charges 2017/18

## APPENDIX 1 – HOUSING REVENUE ACCOUNT

|                                      | 2016/17<br>Approved<br>Budget<br>£'000 | 2017/18<br>Proposed<br>Budget<br>£'000 | 2018/19<br>Provisional<br>Budget<br>£'000 | 2019/20<br>Provisional<br>Budget<br>£'000 | 2020/21<br>Provisional<br>Budget<br>£'000 | 2021/22<br>Provisional<br>Budget<br>£'000 |
|--------------------------------------|----------------------------------------|----------------------------------------|-------------------------------------------|-------------------------------------------|-------------------------------------------|-------------------------------------------|
| <b>STAFF COSTS</b>                   |                                        |                                        |                                           |                                           |                                           |                                           |
| Single Status - Gross Pay            | 4,251                                  | 4,476                                  | 4,450                                     | 4,516                                     | 4,580                                     | 4,645                                     |
| Supn                                 | 724                                    | 759                                    | 754                                       | 766                                       | 777                                       | 788                                       |
| NI                                   | 371                                    | 390                                    | 389                                       | 395                                       | 401                                       | 407                                       |
| Craft Workers - Gross Pay            | 1,486                                  | 1,511                                  | 1,533                                     | 1,556                                     | 1,579                                     | 1,601                                     |
| Supn                                 | 253                                    | 255                                    | 259                                       | 263                                       | 267                                       | 271                                       |
| NI                                   | 135                                    | 137                                    | 139                                       | 141                                       | 143                                       | 145                                       |
| Pensions                             | 100                                    | 100                                    | 100                                       | 100                                       | 100                                       | 100                                       |
| Overtime                             | 88                                     | 92                                     | 92                                        | 88                                        | 88                                        | 88                                        |
| Slippage                             | (200)                                  | (200)                                  | (200)                                     | (200)                                     | (200)                                     | (200)                                     |
| General Fund Recharges               | 885                                    | 896                                    | 909                                       | 922                                       | 935                                       | 949                                       |
| Other Staff Costs                    | 304                                    | 230                                    | 230                                       | 230                                       | 230                                       | 230                                       |
| <b>TOTAL STAFF COSTS</b>             | <b>8,397</b>                           | <b>8,646</b>                           | <b>8,655</b>                              | <b>8,777</b>                              | <b>8,900</b>                              | <b>9,024</b>                              |
| <b>PROPERTY COSTS</b>                |                                        |                                        |                                           |                                           |                                           |                                           |
| Non Domestic Rates                   | 104                                    | 104                                    | 104                                       | 104                                       | 104                                       | 104                                       |
| Rents                                | 98                                     | 98                                     | 98                                        | 98                                        | 72                                        | 72                                        |
| Water & Sewage                       | 3                                      | 3                                      | 3                                         | 3                                         | 3                                         | 3                                         |
| Energy Costs                         | 282                                    | 282                                    | 282                                       | 282                                       | 282                                       | 282                                       |
| Property Insurance                   | 414                                    | 414                                    | 414                                       | 414                                       | 414                                       | 414                                       |
| Cleaning                             | 64                                     | 64                                     | 64                                        | 64                                        | 64                                        | 64                                        |
| Property Maintenance                 | 3,535                                  | 3,539                                  | 3,412                                     | 3,262                                     | 3,312                                     | 3,312                                     |
| Other Property Costs                 | 1,072                                  | 1,410                                  | 1,834                                     | 1,873                                     | 1,913                                     | 1,953                                     |
| <b>TOTAL PROPERTY COSTS</b>          | <b>5,572</b>                           | <b>5,914</b>                           | <b>6,211</b>                              | <b>6,100</b>                              | <b>6,164</b>                              | <b>6,204</b>                              |
| <b>TOTAL SUPPLIES &amp; SERVICES</b> | <b>1,403</b>                           | <b>1,383</b>                           | <b>1,378</b>                              | <b>1,378</b>                              | <b>1,378</b>                              | <b>1,378</b>                              |
| <b>TRANSPORT COSTS</b>               |                                        |                                        |                                           |                                           |                                           |                                           |
| Travel & Subsistence                 | 1                                      | 1                                      | 1                                         | 1                                         | 1                                         | 1                                         |
| Car Allowances                       | 86                                     | 91                                     | 91                                        | 91                                        | 91                                        | 91                                        |
| Other Transport Costs                | 505                                    | 512                                    | 512                                       | 512                                       | 512                                       | 512                                       |
| <b>TOTAL TRANSPORT COSTS</b>         | <b>592</b>                             | <b>604</b>                             | <b>604</b>                                | <b>604</b>                                | <b>604</b>                                | <b>604</b>                                |
| <b>TRANSFER PAYMENTS</b>             | <b>78</b>                              | <b>78</b>                              | <b>78</b>                                 | <b>78</b>                                 | <b>78</b>                                 | <b>78</b>                                 |
| <b>THIRD PARTY PAYMENTS</b>          | <b>107</b>                             | <b>107</b>                             | <b>107</b>                                | <b>107</b>                                | <b>107</b>                                | <b>107</b>                                |
| <b>SUPPORT SERVICES</b>              | <b>1,955</b>                           | <b>1,945</b>                           | <b>1,945</b>                              | <b>1,945</b>                              | <b>1,945</b>                              | <b>1,945</b>                              |
| <b>FINANCING/CAPITAL CHARGES</b>     | <b>6,056</b>                           | <b>6,630</b>                           | <b>7,154</b>                              | <b>7,624</b>                              | <b>7,788</b>                              | <b>8,102</b>                              |
| <b>CFCR</b>                          | <b>4,191</b>                           | <b>2,857</b>                           | <b>2,827</b>                              | <b>3,150</b>                              | <b>3,624</b>                              | <b>3,983</b>                              |
| <b>GROSS EXPENDITURE</b>             | <b>28,351</b>                          | <b>28,164</b>                          | <b>28,959</b>                             | <b>29,763</b>                             | <b>30,588</b>                             | <b>31,425</b>                             |
| <b>INCOME</b>                        |                                        |                                        |                                           |                                           |                                           |                                           |
| Internal Recharges                   | 1,494                                  | 1,478                                  | 1,492                                     | 1,506                                     | 1,520                                     | 1,534                                     |
| Council House Rents                  | 25,903                                 | 25,784                                 | 26,555                                    | 27,335                                    | 28,136                                    | 28,959                                    |
| Other Rental Income                  | 903                                    | 851                                    | 861                                       | 871                                       | 881                                       | 881                                       |
| IORB                                 | 51                                     | 51                                     | 51                                        | 51                                        | 51                                        | 51                                        |
| <b>TOTAL INCOME</b>                  | <b>28,351</b>                          | <b>28,164</b>                          | <b>28,959</b>                             | <b>29,763</b>                             | <b>30,588</b>                             | <b>31,425</b>                             |
| <b>NET EXPENDITURE</b>               | <b>0</b>                               | <b>0</b>                               | <b>0</b>                                  | <b>0</b>                                  | <b>0</b>                                  | <b>0</b>                                  |

## **Appendix 2 – Feedback from Tenant’s Conference 1<sup>st</sup> June 2016**

### **Question 1 – How can we improve the Support and Guidance we offer?**

- Increased access to programmes to enhance budgeting skills (for example Skills with Bills) – 13%
- Review our welcome packs to provide information on access to local support within the community – 8%
- More regular tenancy visits in the first 3 months of the tenancy – 25%
- Introduce annual visits to tenants – 29%

### **Question 2 – How can we continue to maintain and improve your home?**

- Improving energy efficiency (central heating, external wall insulation, solar panels etc) – 29%
- External fabric repairs and improvements (roofing & roughcasting) – 29%
- Modernisation (kitchens, bathrooms, windows and doors) – 13%
- Enhance our approach to dealing with dampness and condensation – 13%

### **Question 3 – How can we improve the quality of our repairs service?**

- Consider introducing a 6 day week for our in-house trades operatives – 4%
- Improve the diagnosis of repairs at point of reporting by increasing technical knowledge of Repairs Centre staff – 17%
- Improving our communication with you when you report a repair – 8%
- Consider introducing a caretaking/man in a van service for minor repairs – 17%
- All of the above – 38%

### **Question 4 – What more can we do to reduce repairs?**

- More frequent outreach surgeries in localities for Welfare Rights, Benefits and Credit Union – 0%
- Continue with legal proceedings including eviction as a last resort where tenants refuse to engage or accept our support – 4%
- Dedicated officers supporting high level rent arrears cases and Universal Credit – 8%
- Continue to promote a payment culture through an extension of our Rent 1<sup>st</sup> Campaign – 13%
- All of the above – 50%

### **Question 5 – How can we enhance the environment in your area?**

- Better use of open green spaces within communities – 8%
- Improvements to fencing and walls – 17%
- Continue to roll out our Estate Based Initiatives Project – 4%
- Look for opportunities to work in partnership with The Environment Service and local community groups to address issues such as the condition of greenspace and litter – 50%

**APPENDIX 3  
REVENUE BUDGET 2017/22  
SERVICE – HOUSING REVENUE ACCOUNT  
EXECUTIVE SUMMARY**

**Date: 9 December 2016**

|          | <b><u>Activity Expenditure Pressure &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>Un-Funded Expenditure Pressures</b> |                         |                         |                         |                         |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>2017/18<br/>£000</b>                | <b>2018/19<br/>£000</b> | <b>2019/20<br/>£000</b> | <b>2020/21<br/>£000</b> | <b>2021/22<br/>£000</b> |
| <b>1</b> | <p><b><u>Increase in Staff Costs</u></b></p> <p>The increase in staff costs includes the cost of increments and a 1.25% pay award increase for 2017/18 and 1% from 2018/19 onwards in line with the Council's Medium Term Financial Planning assumptions. This pressure also reflects the incremental progressions for staff and the related costs of the Apprenticeship Levy.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 186                                    | 107                     | 108                     | 109                     | 110                     |
| <b>2</b> | <p><b><u>Adjustment to Bad &amp; Doubtful Debt Provision</u></b></p> <p>Due to the proposed Welfare Reform changes in Housing Benefit payments from direct to landlord to directly to the tenant an adjustment in bad and doubtful debt provision is required to meet the potential increase in non-payment of rent to the HRA from April 2017.</p> <p>Uncertainty continues regarding the likelihood of this level of non-payment of rents arising and the Government's intentions regarding the frequency that rent direct arrangements for individuals will/can be reviewed. It is however considered prudent to make this adjustment to the provision based on feedback from other local authorities where Universal Credit has already been introduced. 2018/19 and future years' provisions will be reviewed as the full impact becomes known, and any further adjustments required will be reflected in future budget setting exercises.</p> <p>The current bad and doubtful debt provision is £446,042. The adjustment in 2017/18 reflects the adjustment to the provision from 1.75% to 3.5% of the net income with a further increase to 5% in 2018/19. The increases in 2019/20 and beyond relate to annual uplifts required in line with the anticipated increased income levels each year.</p> | 456                                    | 425                     | 39                      | 40                      | 40                      |

|          | <b><u>Activity Expenditure Pressure &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Un-Funded Expenditure Pressures</b> |                         |                         |                         |                         |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>2017/18<br/>£000</b>                | <b>2018/19<br/>£000</b> | <b>2019/20<br/>£000</b> | <b>2020/21<br/>£000</b> | <b>2021/22<br/>£000</b> |
| <b>3</b> | <b><u>Movement in Loan Charges</u></b><br><br>The capital investment programme has been revised to ensure we continue to meet the SHQS obligations arising from the Stock Condition Survey, any future new Scottish Housing Quality Standard and our tenant's priorities. These commitments alongside an increase in the Council House Stock programme will result in an increase in Loan Charges arising from the increased prudential borrowing to fund these works.                                                                                                                                                                                                                                                                                                                                                                              | 574                                    | 524                     | 470                     | 164                     | 314                     |
| <b>4</b> | <b><u>Increase in Tenancy Management Costs</u></b><br><br>The redesign of Housing Services has delivered an integrated, locality based approach to the delivery of frontline services to tenants across the area. This was reflected in the 2015/16 budget setting process. To further meet the changing needs and requests of our tenants and ensure a greater level of face to face contact with locality Housing staff, supporting tenants to maintain their tenancies and increasing the capacity of our communities approval was given in 2016/17 to enhance our frontline resource with an additional 2 posts per year over 2 years to 2017/18. This approach is consistent with the views of our tenants who have indicated a desire for a greater level of support for more vulnerable tenants and an increase in our face to face contact. | 65                                     | 0                       | 0                       | 0                       | 0                       |
| <b>5</b> | <b><u>Estate Based Initiatives</u></b><br><br>The need to continue to enhance environmental areas within our housing estates was highlighted as a key priority by our tenants in the recent Tenant Satisfaction Survey and at our June conference. The delivery of an enhanced Estate Based Initiative Scheme will enable tenants in partnership with the Council and local Elected Members, to have a real say in how the budget is spent in their local area. This will support our work in fulfilling the requirements of the Scottish Social Housing Charter and realise additional benefits such as employability schemes and social enterprises. This is an increase year on year to the existing base budget of £150,000 which will result in a total budget of £350,000 after 4 years.                                                      | 50                                     | 50                      | 50                      | 50                      | 0                       |
| <b>6</b> | <b><u>Increase in Tenancy &amp; Sustainment Support Staff</u></b><br><br>There is recognition that future front line housing delivery must continue to be focused, resourced, and shaped around a service that is supports tenants to remain within their homes and sustain their tenancies. It has been demonstrated that our tenants are becoming increasingly vulnerable and require a greater level of support, advice and assistance to sustain their tenancies.                                                                                                                                                                                                                                                                                                                                                                               | 65                                     | 0                       | 0                       | 0                       | 0                       |

|          | <b><u>Activity Expenditure Pressure &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>Un-Funded Expenditure Pressures</b> |                         |                         |                         |                         |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>2017/18<br/>£000</b>                | <b>2018/19<br/>£000</b> | <b>2019/20<br/>£000</b> | <b>2020/21<br/>£000</b> | <b>2021/22<br/>£000</b> |
|          | <p>When the budget was approved in January 2016, it was agreed that there would be additional 5 posts over a 2 year period to provide support to our tenants will strengthen our locality based Housing Support Services. Three posts were appointed to in 2016/17 with the remaining 2 posts for 2017/18.</p> <p>This approach supports the feedback at our Tenants Conference where our tenants told us that providing additional support to tenants should be a priority.</p>                                                                                                                                                 |                                        |                         |                         |                         |                         |
| <b>7</b> | <p><b><u>Reduction in Garages &amp; Lock-ups Income</u></b></p> <p>Reduction in income levels due to a reduction in available garage sites and lock-ups as a result of the capital refurbishment programme.</p>                                                                                                                                                                                                                                                                                                                                                                                                                  | 50                                     | 0                       | 0                       | 0                       | 0                       |
| <b>8</b> | <p><b><u>Movement in relation to Contribution to Capital Projects (CFCR)</u></b></p> <p>As a result of the net movement between pressures and income/savings options this is the projected movement in CFCR. It is recommended that any surplus (CFCR) is used to fund capital spending, thus reducing the borrowing requirement in the Housing Investment Programme and hence reduce Capital Financing Costs in future years.</p> <p>The level of CFCR is each year will be as follows:</p> <p>2017/18 - £2,857,000<br/> 2018/19 - £2,827,000<br/> 2019/20 - £3,150,000<br/> 2020/21 - £3,624,000<br/> 2021/22 - £3,983,000</p> | (1334)                                 | (30)                    | 323                     | 474                     | 359                     |
|          | <b>TOTAL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>112</b>                             | <b>1076</b>             | <b>990</b>              | <b>837</b>              | <b>823</b>              |

|          | <b><u>Compensating Saving / Budget Flexibility &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>Net Saving</b>       |                         |                         |                         |                         | <b>Staffing Implications</b> |                |                |                |                |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|------------------------------|----------------|----------------|----------------|----------------|
|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>2017/18<br/>£000</b> | <b>2018/19<br/>£000</b> | <b>2019/20<br/>£000</b> | <b>2020/21<br/>£000</b> | <b>2021/22<br/>£000</b> | <b>2017/18</b>               | <b>2018/19</b> | <b>2019/20</b> | <b>2020/21</b> | <b>2021/22</b> |
| <b>1</b> | <p><b><u>Increase in Council House Rents</u></b></p> <p>Housing &amp; Health Committee recently approved rent restructure proposals which will mean all tenants move to the new rent structure from April 2017. In order to ease the transition to the new rent it is proposed to have a nil rent increase during 2017/18 only.</p> <p>This proposal will minimise the financial impact on tenants facing an increase under the new structure and will be more straightforward for all tenants to understand.</p> <p>The nil rent increase will however result in a reduction in income due to the HRA as a result of stock levels changing through higher than normal levels of right to buy sales during 2016/17 due to the cessation of right to buy.</p> <p>The rent strategy for the following four years will continue as agreed last year at an indicative rate of 2.2%. This baseline level highlights the potential rent increase required to deliver the future capital investment programme and running costs of the HRA.</p> <p>The indicative rate for future years is likely to vary due to any further priorities identified by tenants.</p> <p>2017/18 – 0%<br/> 2018/19 – 2.2% (Provisional)<br/> 2019/20 – 2.2% (Provisional)<br/> 2020/21 – 2.2% (Provisional)<br/> 2021/22 – 2.2% (Provisional)</p> <p>The outcome of the consultation on the draft Scottish Housing Quality Standard version 2 may</p> | (119)                   | 771                     | 780                     | 801                     | 823                     | 0.0                          | 0.0            | 0.0            | 0.0            | 0.0            |



|          | <b><u>Compensating Saving / Budget Flexibility &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>Net Saving</b>       |                         |                         |                         |                         | <b>Staffing Implications</b> |                |                |                |                |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|------------------------------|----------------|----------------|----------------|----------------|
|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>2017/18<br/>£000</b> | <b>2018/19<br/>£000</b> | <b>2019/20<br/>£000</b> | <b>2020/21<br/>£000</b> | <b>2021/22<br/>£000</b> | <b>2017/18</b>               | <b>2018/19</b> | <b>2019/20</b> | <b>2020/21</b> | <b>2021/22</b> |
|          | <p>identify a requirement to re-negotiate proposed rent increases for future years.</p> <p>Future provisional rents will be adjusted each year to reflect anticipated levels required to meet the needs of the HRA Business Plan.</p> <p>These updated income figures reflect revised assumptions regarding increased stock due to reduced right to buy sales, and further increases in housing stock based on the planned progress in delivering the new build and additional stock programmes.</p> <p>It should be noted that there are no increases attributed to Shops &amp; Offices.</p> <p><b><u>Impact Analysis</u></b><br/> <b>Workforce:</b> No impact<br/> <b>Customer:</b> Tenants will be consulted on the Standard Delivery Plan and proposed levels of rent increase.<br/> <b>Equalities / Diversity:</b> No identified equality/diversity issues<br/> <b>Outcome and Performance:</b> This will allow Perth &amp; Kinross Council to meet the requirements of the Scottish Quality Housing Standard.</p> |                         |                         |                         |                         |                         |                              |                |                |                |                |
| <b>2</b> | <p><b><u>Transformation Review of Housing Repairs Service</u></b></p> <p>A review of the future delivery of the housing repairs service is underway to identify areas to improve efficiency and productivity and deliver a new model of delivery and £500,000 savings over</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 50                      | 150                     | 200                     | 0                       | 0                       | TBC                          | TBC            | TBC            | 0.0            | 0.0            |

|          | <b><u>Compensating Saving / Budget Flexibility &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>Net Saving</b>       |                         |                         |                         |                         | <b>Staffing Implications</b> |                |                |                |                |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|------------------------------|----------------|----------------|----------------|----------------|
|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>2017/18<br/>£000</b> | <b>2018/19<br/>£000</b> | <b>2019/20<br/>£000</b> | <b>2020/21<br/>£000</b> | <b>2021/22<br/>£000</b> | <b>2017/18</b>               | <b>2018/19</b> | <b>2019/20</b> | <b>2020/21</b> | <b>2021/22</b> |
|          | <p>a 4 year period.</p> <p>The review also links to Transformation projects approved by Council in respect of procurement efficiencies and new ways of working.</p> <p>The savings have been reviewed and re-phased in-line with the revised project plan and key milestones.</p> <p><b><u>Impact Analysis</u></b><br/> <b>Workforce:</b> The staff numbers affected will be known once the review has been completed<br/> <b>Customer:</b> Better service to the customer should be realised from this review<br/> <b>Equalities / Diversity:</b> No identified equality/diversity issues<br/> <b>Outcome and Performance:</b> An increase in the level of productivity should result in a more efficient service delivery</p> |                         |                         |                         |                         |                         |                              |                |                |                |                |
| <b>3</b> | <p><b><u>Energy Performance Certificates</u></b></p> <p>All Council houses will have an Energy performance Certificate by 31 March 2018 following the appointment of a fixed term EPC Assessor. This saving relates to the deletion of the existing non-staff costs budget for EPC's with future certificates being prepared by Property Inspector's.</p> <p><b><u>Impact Analysis</u></b><br/> <b>Workforce:</b> 1.0 fte Staff 1.0fte, Vacancies 0.0fte, Fixed term 1.0fte, Known retirals 0.0fte<br/> <b>Customer:</b> No impact<br/> <b>Equalities / Diversity:</b> No identified equality/diversity issues<br/> <b>Outcome and Performance:</b> Certificates for</p>                                                        | 0                       | 27                      | 0                       | 0                       | 0                       | 0.0                          | 1.0            | 0.0            | 0.0            | 0.0            |

|          | <b><u>Compensating Saving / Budget Flexibility &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Net Saving</b>       |                         |                         |                         |                         | <b>Staffing Implications</b> |                |                |                |                |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|------------------------------|----------------|----------------|----------------|----------------|
|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>2017/18<br/>£000</b> | <b>2018/19<br/>£000</b> | <b>2019/20<br/>£000</b> | <b>2020/21<br/>£000</b> | <b>2021/22<br/>£000</b> | <b>2017/18</b>               | <b>2018/19</b> | <b>2019/20</b> | <b>2020/21</b> | <b>2021/22</b> |
|          | Council houses will be produced quicker and in a more cost effective way                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                         |                         |                         |                         |                         |                              |                |                |                |                |
| <b>4</b> | <p><b><u>Sheltered Housing &amp; Housing Needs Efficiencies</u></b></p> <p>A review of existing budgets and expenditure for supplies and services.</p> <p><b>Impact Analysis</b><br/> <b>Workforce:</b> No impact<br/> <b>Customer:</b> No impact<br/> <b>Equalities / Diversity:</b> No identified equality/diversity issues<br/> <b>Outcome and Performance:</b> No impact</p>                                                                                                                                                                                                                                                                                                                                                              | 5                       | 5                       | 0                       | 0                       | 0                       | 0.0                          | 0.0            | 0.0            | 0.0            | 0.0            |
| <b>5</b> | <p><b><u>Rationalisation of Council Buildings</u></b></p> <p>Housing Services are currently delivered from a number of leased buildings across the city centre. All of these have rent review/lease break options over the next 3-5 years. This proposal would see all of these lease break opportunities being invoked and the services relocate to a Council owned property elsewhere in the city centre.</p> <p>This saving relates to the HRA share of the savings as a result of moving out of York Place.</p> <p><b>Impact Analysis</b><br/> <b>Workforce:</b> No impact<br/> <b>Customer:</b> No impact<br/> <b>Equalities / Diversity:</b> No identified equality/diversity issues<br/> <b>Outcome and Performance:</b> No impact</p> | 0                       | 0                       | 0                       | 26                      | 0                       | 0.0                          | 0.0            | 0.0            | 0.0            | 0.0            |

|          | <b><u>Compensating Saving / Budget Flexibility &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Net Saving</b>       |                         |                         |                         |                         | <b>Staffing Implications</b> |                |                |                |                |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|------------------------------|----------------|----------------|----------------|----------------|
|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>2017/18<br/>£000</b> | <b>2018/19<br/>£000</b> | <b>2019/20<br/>£000</b> | <b>2020/21<br/>£000</b> | <b>2021/22<br/>£000</b> | <b>2017/18</b>               | <b>2018/19</b> | <b>2019/20</b> | <b>2020/21</b> | <b>2021/22</b> |
| <b>6</b> | <p><b><u>Review of Garden Maintenance Scheme</u></b></p> <p>In January 2016, committee approved the Review of existing Garden Maintenance Scheme charges currently delivered to approximately 750 elderly Council tenants. It was agreed to phase the increase in charges over a 5 year period, 2017/18 is year 2 with the revised charges for each year as follows:</p> <p>2017/18 - £85.00<br/>2018/19 - £98.00<br/>2019/20 - £111.00<br/>2020/21 - £124.00</p> <p><b><u>Impact Analysis</u></b><br/><b>Workforce:</b> No impact<br/><b>Customer:</b> Increased charges to Council tenants<br/><b>Equalities / Diversity:</b> No identified equality/diversity issues<br/><b>Outcome and Performance:</b> No impact</p> | 10                      | 10                      | 10                      | 10                      | 0                       | 0.0                          | 0.0            | 0.0            | 0.0            | 0.0            |
| <b>7</b> | <p><b><u>Corporate IT Transformation Efficiencies</u></b></p> <p>The Corporate review of online services and mobile working has identified a reduction in staff costs and efficiencies across the HRA.</p> <p><b><u>Impact Analysis</u></b><br/><b>Workforce:</b> 5.0fte Staff 234.18fte, Vacancies 7.17fte, Fixed term 3.32fte, Known retirals 3.16fte</p> <p><b>Customer:</b> No impact<br/><b>Equalities / Diversity:</b> No identified equality/diversity issues<br/><b>Outcome and Performance:</b> No impact</p>                                                                                                                                                                                                    | 126                     | 113                     | 0                       | 0                       | 0                       | 5.0                          | 4.5            | 0.0            | 0.0            | 0.0            |

|          | <b><u>Compensating Saving / Budget Flexibility &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>Net Saving</b>       |                         |                         |                         |                         | <b>Staffing Implications</b> |                |                |                |                |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|------------------------------|----------------|----------------|----------------|----------------|
|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>2017/18<br/>£000</b> | <b>2018/19<br/>£000</b> | <b>2019/20<br/>£000</b> | <b>2020/21<br/>£000</b> | <b>2021/22<br/>£000</b> | <b>2017/18</b>               | <b>2018/19</b> | <b>2019/20</b> | <b>2020/21</b> | <b>2021/22</b> |
| <b>8</b> | <p><b><u>Review of Neighbourhood Street Sweeps</u></b></p> <p>The Letham area currently receives additional street sweeps from TES. This proposal ceases this arrangement to provide the same level of service as other localities in Perth &amp; Kinross.</p> <p><b><u>Impact Analysis</u></b><br/> <b>Workforce:</b> No impact<br/> <b>Customer:</b> No impact<br/> <b>Equalities / Diversity:</b> No identified equality/diversity issues<br/> <b>Outcome and Performance:</b> No impact</p> | 40                      | 0                       | 0                       | 0                       | 0                       | 0.0                          | 0.0            | 0.0            | 0.0            | 0.0            |
|          | <b>TOTAL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>112</b>              | <b>1076</b>             | <b>990</b>              | <b>837</b>              | <b>823</b>              | <b>5.0</b>                   | <b>5.5</b>     | <b>0.0</b>     | <b>0.0</b>     | <b>0.0</b>     |

**APPENDIX 4**  
**HRA CAPITAL INVESTMENT PROGRAMME 2017-22**

| SERVICE                                                   | 2017/18<br>£'000 | 2018/19<br>£'000 | 2019/20<br>£'000 | 2020/21<br>£'000 | 2021/22<br>£'000 |
|-----------------------------------------------------------|------------------|------------------|------------------|------------------|------------------|
| Central Heating & Rewiring                                | 1,664            | 1,750            | 1,500            | 1,300            | 1,000            |
| Double Glazing                                            | 650              | 500              | 300              | 400              | 200              |
| Controlled Door Entry                                     | 489              | 10               | 10               | 10               | 10               |
| Kitchen Programme                                         | 1,050            | 25               | 25               | 600              | 2,000            |
| Bathroom Programme                                        | 1,000            | 15               | 15               | 65               | 25               |
| External Fabric Repairs                                   | 1,750            | 1,400            | 1,800            | 1,800            | 1,500            |
| Energy Efficiency                                         | 1,750            | 2,634            | 1,346            | 1,000            | 200              |
| Multi Storey Flats                                        | 2,443            | 105              | 0                | 100              | 50               |
| Environmental Improvements                                | 400              | 200              | 400              | 400              | 500              |
| Fire Precaution Measures                                  | 30               | 350              | 249              | 50               | 50               |
| <b>STANDARD DELIVERY PLAN SUBTOTAL:</b>                   | <b>11,226</b>    | <b>6,989</b>     | <b>5,645</b>     | <b>5,725</b>     | <b>5,535</b>     |
| Council House New Build - Current Programme               | 1,469            | 0                | 0                | 0                | 0                |
| Council House New Build - Future Programme                | 2,914            | 2,996            | 3,076            | 3,158            | 18,241           |
| Increase in Council House Stock                           | 867              | 867              | 867              | 867              | 867              |
| Lock-ups & Garage Sites                                   | 1,697            | 0                | 0                | 0                | 0                |
| Muirton Shops Development                                 | 0                | 0                | 0                | 0                | 0                |
| Major Adaptations to Council House Stock                  | 250              | 250              | 250              | 250              | 250              |
| St Catherine's Road                                       | 0                | 0                | 0                | 0                | 0                |
| Glengarry Road                                            | 0                | 0                | 0                | 0                | 0                |
| GF to HRA Transfer                                        | 0                | 0                | 0                | 0                | 0                |
| Nimmo Place                                               | 0                | 0                | 0                | 0                | 0                |
| Shops & Offices                                           | 70               | 70               | 50               | 70               | 50               |
| Greyfriars                                                | 0                | 0                | 0                | 0                | 50               |
| Sheltered Housing                                         | 100              | 100              | 25               | 0                | 25               |
| Housing with Additional Support                           | 576              | 0                | 0                | 0                | 0                |
| General Capital Works                                     | 160              | 160              | 160              | 160              | 160              |
| Replacement Lifts                                         | 0                | 0                | 150              | 0                | 0                |
| ICT                                                       | 50               | 50               | 50               | 50               | 50               |
| Mortgage to Rent                                          | 250              | 250              | 250              | 250              | 250              |
| <b>SUBTOTAL = TOTAL GROSS EXPENDITURE</b>                 | <b>19,629</b>    | <b>11,732</b>    | <b>10,523</b>    | <b>10,530</b>    | <b>25,478</b>    |
| Less: Amount to be funded from Current Revenue (C.F.C.R.) | (2,857)          | (2,827)          | (3,150)          | (3,624)          | (3,983)          |
| Less: Amount to be funded from Capital Receipts           | 0                | 0                | 0                | 0                | 0                |
| Less: Other Income                                        | 0                | 0                | 0                | 0                | 0                |
| <b>PRUDENTIAL BORROWING REQUIREMENT</b>                   | <b>16,772</b>    | <b>8,905</b>     | <b>7,373</b>     | <b>6,906</b>     | <b>21,495</b>    |

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

|                            | Actual<br>2016-17 | Estimated<br>2017-18 | %<br>Increase | rank<br>2016-17 | Estimated<br>rank<br>2017-18 | Movement  |
|----------------------------|-------------------|----------------------|---------------|-----------------|------------------------------|-----------|
| City of Edinburgh          | 94.65             | 96.54                | 2.00%         | 1               | 1                            | →         |
| West Dunbartonshire        | 75.09             | 78.09                | 4.00%         | 3               | 2                            | ↑1        |
| Renfrewshire               | 75.14             | 76.64                | 2.00%         | 2               | 3                            | ↓1        |
| Shetland Islands           | 73.94             | 75.86                | 2.60%         | 4               | 4                            | →         |
| Orkney Islands             | 73.38             | 74.41                | 1.40%         | 5               | 5                            | →         |
| Clackmannanshire           | 70.02             | 72.47                | 3.50%         | 8               | 6                            | ↑2        |
| Midlothian                 | 68.79             | 72.23                | 5.00%         | 12              | 7                            | ↑5        |
| East Renfrewshire          | 69.22             | 72.20                | 4.30%         | 10              | 8                            | ↑2        |
| Aberdeen City              | 70.11             | 71.44                | 1.90%         | 6               | 9                            | ↓3        |
| South Ayrshire             | 69.98             | 71.38                | 2.00%         | 9               | 10                           | ↓1        |
| East Ayrshire              | 68.61             | 71.08                | 3.60%         | 13              | 11                           | ↑2        |
| Dundee City                | 70.11             | 70.81                | 1.00%         | 7               | 12                           | ↓5        |
| West Lothian               | 68.18             | 70.23                | 3.00%         | 15              | 13                           | ↓2        |
| East Dunbartonshire        | 68.80             | 70.18                | 2.00%         | 11              | 14                           | ↓3        |
| <b>Scotland</b>            | <b>67.74</b>      | <b>69.56</b>         | <b>2.68%</b>  |                 |                              |           |
| Aberdeenshire              | 68.19             | 69.49                | 1.90%         | 14              | 15                           | ↓1        |
| Highland                   | 66.74             | 68.01                | 1.90%         | 16              | 16                           | →         |
| North Ayrshire             | 66.52             | 67.52                | 1.50%         | 17              | 17                           | →         |
| Fife                       | 65.58             | 67.22                | 2.50%         | 19              | 18                           | ↑1        |
| <b>Perth &amp; Kinross</b> | <b>66.00</b>      | <b>66.00</b>         | <b>0.00%</b>  | <b>18</b>       | <b>19</b>                    | <b>↓1</b> |
| South Lanarkshire          | 63.06             | 64.83                | 2.80%         | 21              | 20                           | ↑1        |
| Stirling                   | 63.95             | 64.59                | 1.00%         | 20              | 21                           | ↓1        |
| Falkirk                    | 61.85             | 64.08                | 3.60%         | 22              | 22                           | →         |
| Angus                      | 61.55             | 63.64                | 3.40%         | 23              | 23                           | →         |
| East Lothian               | 58.29             | 61.20                | 5.00%         | 25              | 24                           | ↑1        |
| North Lanarkshire          | 59.24             | 61.02                | 3.00%         | 24              | 25                           | ↓1        |
| Moray                      | 54.94             | 57.80                | 5.20%         | 26              | 26                           | →         |

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

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

## Appendix 6 – Housing Related Charges

| <b>Mainstream Accommodation</b>              |                                                                                                                                                             |
|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Mainstream Rent                              | Rent ranges from £39.00 - £89.00 per week                                                                                                                   |
| <b>Temporary Homeless Accommodation</b>      |                                                                                                                                                             |
| Bed and Breakfast                            | Charge depends on establishment rate and family / room size                                                                                                 |
| Dispersed Tenancies                          | Rent ranges from £39.00 - £89.00 per week<br>Service Charge - £120.00 per week                                                                              |
| Greyfriars Hostel                            | Rent - £170.85 per week<br>Service Charge - £104.00 per week<br>Heat & Light - £11.90 per week                                                              |
| St Catherine's Square                        | Rent ranges from £44.00 - £59.00 per week<br>Service Charge - £120.00 per week                                                                              |
| <b>Sheltered Housing</b>                     |                                                                                                                                                             |
| Sheltered Housing (PKC)                      | Rent ranges from £44.00 - £84.00 per week                                                                                                                   |
| Retirement Complexes                         | £202.56 per year                                                                                                                                            |
| <b>Other Accommodation Services</b>          |                                                                                                                                                             |
| Rechargeable repairs                         | Cost varies depending on the extent of the works                                                                                                            |
| Inappropriate emergencies                    | £40 per call out                                                                                                                                            |
| Planned maintenance                          | Cost varies depending on the extent of the works                                                                                                            |
| Stair lighting                               | £36.58 per year                                                                                                                                             |
| Lock-up rent                                 | £8.45 per week (Council Tenants)<br>£10.14 per week (Non-Council Tenants)                                                                                   |
| Garage Site                                  | £2.04 per week                                                                                                                                              |
| Heat, light and Caretaking (Council Tenants) | Sheltered Housing - £374.92 - £640.12 per year<br>Market, Milne and Lickley Court - £468.00 per year                                                        |
| Multi-Tenure Blocks (Owner Occupiers)        | Market, Milne and Lickley Court - £735.25 - £735.81 per year<br>Charterhouse Court - £781.95 per year<br>Potterhill & Pomarium - £289.63 - £292.26 per year |
| Legal expenses                               | Single Tenant - £323<br>Joint Tenant - £330<br>Eviction fees/costs - £200 - £300                                                                            |
| Garden Maintenance                           | £85 per year                                                                                                                                                |



**PERTH AND KINROSS COUNCIL**

**Housing and Health Committee 25 January 2017**  
**Scrutiny Committee 8 February 2017**

**Housing and Community Care Complaints and Customer Feedback****Report by Director (Housing and Social Work)****PURPOSE OF REPORT**

This report summarises the complaints received between 1 April 2015 and 30 September 2016 (18 months) relating to housing services and community care services. It includes examples of actions taken to improve services as a result of complaints and information on other feedback received through customer satisfaction surveys.

**1. BACKGROUND**

- 1.1 Perth and Kinross Council values feedback from people about the services and support they receive as an important way for services to be responsive to customers and to continuously improve. Services are committed to providing high quality, flexible and responsive services, and when this doesn't happen, it is very important that issues are resolved promptly and lessons learned to prevent them recurring.
- 1.2 The Council has a statutory responsibility to establish and maintain a formal procedure for receiving and considering complaints by, or on behalf of, people who use services. This is enshrined in social work legislation as well as government guidance which asks local authorities to report annually on the complaints investigated and the outcomes of these. Across housing, community care and community safety, the service also reports on non-social work areas, including those relating to finance, local taxes and business support.
- 1.3 The findings of complaints are shared with the relevant managers and across management teams to address any specific or cross- service issues, recommendations or improvement actions.
- 1.4 Handling complaints effectively is an important part of good customer care. It demonstrates that services listen to their service users' and stakeholders' views, which in turn helps improve services.
- 1.5 A new way of handing complaints was introduced by the Council in April 2013 for all complaints other than those relating to social work services. As a result, they are now dealt with in two stages, with the aim of resolving as many complaints at the front line (stage 1 front line resolution) to try and reduce the need for more formal investigations. Only more complex cases are dealt with as a stage 2 investigations.

1.6 There will be further changes introduced from April 2017 when a new way of handling complaints about social work services will be introduced across Scotland, which will bring the social work procedure more in line with the procedure already used across the rest of the Council. This will mean that all complaints will be included in the Council's Annual Complaints Performance Report in accordance with the requirements of the Scottish Public Services Ombudsman. In addition, changes are being made to align NHS complaints and social work complaints to support services and improvements within the Perth and Kinross Health and Social Care Partnership.

## 2. ANALYSIS OF COMPLAINTS

2.1 Services have been undergoing significant transformational change to improve and alter the way they are delivered to meet rising demand, public expectation and challenging financial times for public services. This all has a bearing on the number and type of complaints the service receives.

2.2 Social work services had a reduction in the number of complaints received during 2015/16 compared to the year before, although this had increased slightly in the first six months of 2016/17. There has been a increase in non social work complaints over the period. The level of complaints received and dealt with by frontline services and during investigations is a very small proportion of the total services provided, as summarised in Appendix 1. The areas that receive the highest number of complaints include housing repairs, council tax and Finance /Charging which reflect the large number of people who use these services.

2.3 Across Scottish local authorities around 50% of complaints are upheld and this is the situation locally. Some complaints have various elements to them but if one of these is upheld and other areas partially or not upheld, the complaint is classed overall as being upheld.

2.4 The vast majority of complainants (73-100%) involved in stage two social work complaints (investigations) were are satisfied with outcome of their complaint

**Table 1: Complaints received**

|                                 | <b>14/15<br/>(12 mnths)</b> | <b>15/16<br/>(12 mnths)</b> | <b>16/17<br/>(6 mnths<br/>April-Sep)</b> |
|---------------------------------|-----------------------------|-----------------------------|------------------------------------------|
| <b>Social work services</b>     |                             |                             |                                          |
| Stage 1                         | 69                          | 46                          | 32                                       |
| Stage 2                         | 19                          | 13                          | 13                                       |
| <b>Non social work services</b> |                             |                             |                                          |
| Stage 1                         | 339                         | 406                         | 264                                      |
| Stage 2                         | 26                          | 26                          | 30                                       |

Note: not all stage 2 complaints follow on from stage 1. Some are reported directly into stage 2 and then investigated.

### Social work complaints (community care)

- 2.5 The table above shows that the majority of complaints about community care services were resolved at the first point of contact by frontline services. Between April 2015 and 31 March 2016, 13 complaints were investigated (stage 2). The main reason for the complaint related to provision of services. The issues ranged across teams, with no specific team having more of a focus. Three Complaints Review Committees were held during this period carried over from the previous year.
- 2.6 In the six months between April and September 2016, 32 complaints were dealt with by frontline staff, with a smaller number being investigated (13) at stage 2. The main area of complaint related to learning disabilities (3), Perth City team (3) and care at home services (2). The reasons were primarily due to provision of services. Three Complaints Review Committees were held in the 6 months period.

### Other service complaints (non-social work) received

- 2.7 The majority of complaints about housing, finance and business support services were also resolved at the first point of contact by frontline services. Between 1 April 2015 and 31 March 2016 there were 406 complaints which were dealt with and resolved by frontline services and 26 complaints which were investigated under stage 2. Of those investigated:-
- Housing Repairs Service had the largest number (8) of the 26 stage 2 complaints, followed by Local Taxes (4), which reflects the volume of services provided in these two areas
  - The main reason for the complaints was to do with provision of services or issues with employees
  - 95% (25) were acknowledged within the target time of 3 working days
  - 50% (13) received their response within the 20 working days target and where responses were delayed, complainants were given information about a new target date
- 2.8 Between April 1 2016 and 30 September 2016 there were 264 complaints dealt with by frontline staff as stage 1 and 30 complaints investigated at stage 2 of which:-
- Housing Repairs Service (6) and the housing north locality team (6) had the highest number of the 30 complaints, followed by housing Letham (5) and Perth City (5) areas
  - The main reason for the complaints was to do with provision of services or issues with employees
  - 97% (29) were acknowledged within the target of 3 working days
  - 82% (23) received their response within the 20 working days target, which was improved on the 2015/16 performance. Where responses were delayed, complainants were given information about a new target date

2.9 The increase in stage 1 complaints may be a reflection of the considerable training carried out across the service to emphasise the importance of accurately recording complaints activity.

### **3. KEY ISSUES AND LEARNING FROM COMPLAINTS**

3.1 A number of issues have been raised by customers and people who use housing, finance, business support and community care (social work) services which have been used by the services to improve their customer care, processes and communication. Some of these are summarised below.

3.2 Issues of poor customer care and communication have been raised by some complainants as the reasons for their complaint. For example, issues around charging for community care services and the delay in sending out invoices to individuals was raised, which have now been improved and complaints in this area reduced.

3.3 To address issues of communication and customer care and focus, refresher training was organised for groups of staff to promote customer care and more effective communication with customers and service users, particularly to resolve issues at an earlier stage and prevent them escalating to more formal investigation.

3.4 Demand for services and high customer expectation have, however, been a challenge for services as they manage new ways of working and transformation of services in times of challenging financial budgets.

3.5 Further work will continue across services to make sure all staff and teams manage and handle complaints effectively and efficiently.

3.6 Some actions have already been carried out and improvements made, for example:-

- Processes have been improved to calculate charges for services, as has information available for service users and their families about the process
- Customer service training continues to be organised when a need for training is identified and staff have been reminded of their responsibilities in relation to customer care standards in returning calls, and answering correspondence
- There is improved wording on paperwork explaining Council Tax reductions when a property is under reconstruction
- Housing staff have been reminded about the need to keep tenants up to date with the status of their repairs and the system changed to support this
- Staff and contractors have been reminded about the requirement to carry their ID badges with them at all times
- The importance of parking appropriately and safely, especially when travelling in Council vehicles, has been stressed to staff
- Options are being investigated to avoid tenants awaiting emergency repairs potentially having to wait in all day for staff to attend

- A new procedure has been introduced at the Joint Equipment Loan Store (JELS) so that if they are unable to uplift equipment within the target of 10 days, they will contact customer and arrange a new date
- Signage and the process for dealing with customers have been improved in one rural office

### **What else do our customers tell us about the services they receive?**

3.7 Feedback from complaints is one important source of information from services users, tenants and other customers about their experience of services. There are others too, which give an indication of satisfaction levels with services, and some of these are included below.

| <b>Service area</b>                                                                                               | <b>2015-16</b> |
|-------------------------------------------------------------------------------------------------------------------|----------------|
| % overall satisfaction levels with community care services                                                        | 90%            |
| % of community care service users that felt they were supported to live as independently as possible              | 85%            |
| % respondents who felt they had been involved in making decisions about the help, care and support they received. | 85%            |
| % who felt that they were supported to live as independently as possible                                          | 85%            |
| % of respondents agreed that their services improved or maintained the quality of life they enjoy                 | 90%            |
| % of tenants satisfied with Perth and Kinross Council as a landlord                                               | 84.5%          |
| % of tenants who have had a repair completed in the last year satisfied with the service they received            | 90%            |
| % of service users satisfied with the management of our Gypsy/ Travellers site                                    | 69%            |
| % of tenants who think the rent for their property represents good value for money?                               | 84%            |
| % of tenants satisfied with the quality of their home                                                             | 85%            |

Sources: Community care service users' survey 2016; Tenant Satisfaction Survey 2016

## **4. ACTIONS TO IMPROVE SERVICES**

4.1 As mentioned above, the service has introduced a number of actions as a result of receiving complaints and feedback from users and customers and will continue to:

- Monitor improvement actions across the service and where appropriate share the learning
- Work to introduce the new social work procedure
- Work with health colleagues to look at ways of working together on "joint" complaints

- Monitor decisions made by the Scottish Public Services Ombudsman (SPSO) concerning other public bodies and share the learning where appropriate

## 5. CONCLUSION AND RECOMMENDATIONS

- 5.1 Complaints and feedback from people who use services is an important way of learning, improving and providing quality services. This report summarises the complaints received about housing and community care services over the past 18 months, as well as other sources of feedback about the nature and quality of services provided. It highlights areas for improvement and action taken as a result of feedback on services.
- 5.2 The Housing and Health Committee is asked to note the contents of the report.
- 5.3 The Scrutiny Committee is asked to scrutinise the performance and outcomes in the report.

### Author

| Name            | Designation                    | Contact Details                                                                      |
|-----------------|--------------------------------|--------------------------------------------------------------------------------------|
| Joy Mayglothing | Team Leader – Customer Liaison | <a href="mailto:hcccommittee@pkc.gov.uk">hcccommittee@pkc.gov.uk</a><br>01738 475000 |

### Approved

| Name          | Designation                        | Date            |
|---------------|------------------------------------|-----------------|
| Bill Atkinson | Director (Housing and Social Work) | 12 January 2017 |

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

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

All Council Services can offer a telephone translation facility.

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

### 1. Strategic Implications

#### Community Plan/Single Outcome Agreement

- 1.1 The Perth and Kinross Community Plan/Single Outcome Agreement 2013-2023 and Perth and Kinross Council Corporate plan 2013-18 have five outcomes which provide clear strategic direction, inform decisions at a corporate and service level and shape resources allocation. All are relevant to this report.

#### Corporate Plan

As above

### 2. Resource Implications

#### Financial

- 2.1 None

#### Workforce

- 2.2 None

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

2.3 None

### **3. Assessments**

#### Equality Impact Assessment

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

3.2 The proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

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

#### Strategic Environmental Assessment

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

#### Sustainability

3.4 None

#### Legal and Governance

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

#### Risk

3.6 The Housing and Community Care Senior Management Team regularly reviews complaints and identifies areas for action.

### **4. Consultation**

#### Internal

4.1 The Heads of Finance and Legal Services have been consulted on this report.



External

- 4.2 The Tenant Committee Reporting Panel was consulted on the report. They commented that the “report emphasises the need for complaints to be dealt with and recorded in a clear and precise way.”

**5. Communication**

- 5.1 None

**2. BACKGROUND PAPERS**

None

**3. APPENDICES**

Detailed complaints monitoring



## Appendix 1

### Number and types of complaints by total services users and tenants.

| Service or team    | No. service users at 31 Mar 15 | No. service users at 31 Mar 16 | No. service users at 30 Sept 16 | No. & % complaints 2014-15                      | No. & % complaints 2015-16                   | No & % complaints 2016 (Apr-Sept)             |
|--------------------|--------------------------------|--------------------------------|---------------------------------|-------------------------------------------------|----------------------------------------------|-----------------------------------------------|
| Comm Care          | 9,354                          | *10,681                        | *10,619                         | 69 frontline resolution (0.7% of service users) | 46 frontline resolution (0.4% service users) | 32 frontline resolution (0.3% service users)  |
|                    |                                |                                |                                 | 19 investigations (0.2% of service users)       | 13 investigations (0.1% service users)       | 13 investigations (0.1% service users)        |
| Housing Repairs    | 24,528                         | 24,401                         | 16,120                          | 149 frontline resolution (0.6% tenants)         | 169 frontline resolution (0.7% tenants)      | 123 frontline resolution (0.8% service users) |
|                    |                                |                                |                                 | 10 investigations (0.04% service users)         | 9 investigations (0.04% tenants)             | 9 investigations (0.05% service users)        |
| Area Housing Teams | 7,412 Council houses           | 7,457 Council houses           | 7,494                           | 55 frontline resolution (0.7% tenants)          | 118 frontline resolution (1.6% tenants)      | 83 frontline resolution (1.1% service users)  |
|                    |                                |                                |                                 | 4 investigations (0.05% tenants)                | 4 investigations (0.1% tenants)              | 17 investigations (0.2% service users)        |

\*The way this figure is compiled has now changed and now includes all people on our system who are open to a service or are involved.



## Appendix 2

### Community Care formal complaints (Stage 2)

1 April 2015 – 30 September 2016

#### Community care complaints

##### Stage 1: dealt with by frontline services

Between April 2015 and Mar 2016 there were 46 complaints dealt with at stage 1 primarily by the teams and sometimes by the Customer Liaison Team. Of these 29 were upheld (63%).

Between April 2016 and Sep 2016 there were 32 complaints dealt with at Stage 1 of which a smaller percentage (56%, 18) were upheld.

The main area dealing with complaints informally was the Care at Home Service and the Learning Disability Team, which reflects the immediate and personal nature of these services and the large number of service users and carers involved.

The other area identified, which was reflected in the formal complaints data, concerned staff conduct / attitude and service users feeling that they received a poor quality or reduced service. Many of these issues were dealt with to the complainants' satisfaction when a member of staff made prompt contact and clarified the situation and also gave an apology, where this was required.

##### Stage 2: investigations

**Table 1 Stage 2 complaints activity and performance**

| No. investigations (stage 2 complaints) | No. & % acknowl by target date | No. & % responded to by target date | No. & % upheld | No. & % satisfied with response | No. progressing to Complaints Review Committee |
|-----------------------------------------|--------------------------------|-------------------------------------|----------------|---------------------------------|------------------------------------------------|
| 19 (2014/15)                            | 18 (95%)                       | 16 (84%)                            | 14 (74%)       | 14 (74%)                        | 5 (only 2 heard)                               |
| 13 (2015/16)                            | 10 (77%)                       | 7 (64%)                             | 4 (36%)        | 11 (100%)                       | 0                                              |
| 13 (2016/17 Apr-Sep)                    | 13 (100%)                      | 8 (73%)                             | 2 (18%)        | 8 (73%)                         | 3                                              |

**Table 2 Teams involved**

| Team                       | No. investigations (stage 2) (2014/15) | No. investigations (stage 2) (2015/16) | No. investigations (stage 2) (2016/17 Apr - Sep) |
|----------------------------|----------------------------------------|----------------------------------------|--------------------------------------------------|
| Assessment Care Management | 5                                      | 0                                      | 0                                                |
| Social Work North          | 3                                      | 1                                      | 0                                                |
| Social Work Perth City     | 1                                      | 2                                      | 3                                                |
| Social Work South          | 1                                      | 0                                      | 1                                                |

| <b>Team</b>                              | <b>No. investigations (stage 2) (2014/15)</b> | <b>No. investigations (stage 2) (2015/16)</b> | <b>No. investigations (stage 2) (2016/17 Apr - Sep)</b> |
|------------------------------------------|-----------------------------------------------|-----------------------------------------------|---------------------------------------------------------|
| Social Work Access Team                  | 0                                             | 1                                             | 0                                                       |
| Social Work North/Care at Home           | 0                                             | 1                                             | 0                                                       |
| Community Mental Health Team             | 2                                             | 1                                             | 0                                                       |
| Learning Disabilities                    | 1                                             | 0                                             | 3                                                       |
| Hospital Discharge Team                  | 2                                             | 1                                             | 0                                                       |
| Re-ablement                              | 0                                             | 0                                             | 0                                                       |
| Care at Home                             | 2                                             | 0                                             | 2                                                       |
| Occupational Therapy                     | 0                                             | 1                                             | 0                                                       |
| Out-of- Hours                            | 1                                             | 0                                             | 0                                                       |
| Comm Alarm- Telecare                     | 1                                             | 0                                             | 0                                                       |
| Social Work South/Finance Charging       | 0                                             | 1                                             | 1                                                       |
| Social Work Perth City/ Finance Charging | 0                                             | 0                                             | 1                                                       |
| Finance Charging                         | 0                                             | 1                                             | 1                                                       |
| Criminal Justice Service                 | 0                                             | 0                                             | 0                                                       |
| Safer Communities                        | 0                                             | 0                                             | 1                                                       |
| Area North/ Safer Communities            | 0                                             | 2                                             | 0                                                       |
| Area South/ Safer Communities            | 0                                             | 1                                             | 0                                                       |
| <b>Total</b>                             | <b>19</b>                                     | <b>13</b>                                     | <b>13</b>                                               |

**Table 3 Nature of the complaints**

|                     | <b>Issue with employee</b> | <b>Issue with service provision</b> | <b>Communication issue</b> | <b>Policy and procedure</b> | <b>Other</b> | <b>Equalities</b> |
|---------------------|----------------------------|-------------------------------------|----------------------------|-----------------------------|--------------|-------------------|
| 2014/15             | 7                          | 9                                   | 0                          | 3                           | 0            | 0                 |
| 2015/16             | 2                          | 8                                   | 0                          | 3                           | 0            | 0                 |
| 2016/17 (Apr - Sep) | 0                          | 11                                  | 0                          | 2                           | 0            | 0                 |

(Some complaints cover more than 1 area)

## Appendix 3

### Complaints dealt with under Corporate Complaints Procedure (Housing and Finance and Support Services)

#### Housing and Finance and Support Services)

#### Complaints dealt with by frontline services (Stage 1)

In 2015-16 staff in Housing and Finance and Support Services dealt with 406 frontline complaints (Stage 1) and of these 249 were upheld (61%). In the six months April to September 2016 staff dealt with 264 frontline complaints, of which 152 were upheld (57%). Of these complaints, the numbers escalating to investigation was very small indicating that staff are dealing with these complaints well, and to the customer's satisfaction.

#### Stage 2: investigations

**Table 1 stage 2 complaints activity and performance**

| Number of Stage 2 complaints | No. & % ack by target date | No. & % responded to by target date | No. & % of complaints upheld |
|------------------------------|----------------------------|-------------------------------------|------------------------------|
| 26 (2014-15)                 | 24 (92%)                   | 13 (50%)                            | 14 (54%)                     |
| 26 (2015-16)                 | 25 (95%)                   | 13 (50%)                            | 19 (73%)                     |
| 30 (Apr – Sep 2016 )         | 29 (97%)                   | 23 (82%)                            | 14(50%)                      |

**Table 2 Teams involved**

| Team                             | No. investigations (Stage 2) (2014/15) | No. investigations (Stage 2) (2015/16) | No. investigations (Stage 2) (2016/17 Apr - Sep) |
|----------------------------------|----------------------------------------|----------------------------------------|--------------------------------------------------|
| Housing Repairs and Improvements | 9                                      | 8                                      | 6                                                |
| Housing access/allocations       | 2                                      | 2                                      | 3                                                |
| Area Team North                  | 1                                      | 2                                      | 6                                                |
| Area Team South                  | 1                                      | 1                                      | 1                                                |
| Area Team City                   | 1                                      | 0                                      | 5                                                |
| Area Team Letham                 | 1                                      | 0                                      | 5                                                |
| Area Housing Team City           | 0                                      | 1                                      | 0                                                |
| Housing                          | 1                                      | 0                                      | 1                                                |
| Homeless services                | 1                                      | 1                                      | 0                                                |
| Local Taxes                      | 2                                      | 4                                      | 0                                                |
| Finance Charging                 | 3                                      | 0                                      | 0                                                |
| Benefits                         | 2                                      | 0                                      | 0                                                |
| Welfare Rights                   | 1                                      | 0                                      | 0                                                |
| Scottish Welfare Fund            | 1                                      | 0                                      | 1                                                |
| CSC/HRIS                         | 0                                      | 0                                      | 2                                                |
| Area Housing Team North/Benefits | 0                                      | 1                                      | 0                                                |

| <b>Team</b>                  | <b>No. investigations (Stage 2) (2014/15)</b> | <b>No. investigations (Stage 2) (2015/16)</b> | <b>No. investigations (Stage 2) (2016/17 Apr - Sep)</b> |
|------------------------------|-----------------------------------------------|-----------------------------------------------|---------------------------------------------------------|
| Area Housing Team North/HRIS | 0                                             | 1                                             | 0                                                       |
| Customer Service Centre      | 0                                             | 2                                             | 0                                                       |
| Finance Charging             | 0                                             | 3                                             | 0                                                       |
| <b>Total</b>                 | <b>26</b>                                     | <b>26</b>                                     | <b>30</b>                                               |

**Table 3 Nature of the complaints**

|                     | <b>Employee issue</b> | <b>Service provision</b> | <b>Communication</b> | <b>Policy and procedure</b> | <b>Other</b> | <b>Equal</b> |
|---------------------|-----------------------|--------------------------|----------------------|-----------------------------|--------------|--------------|
| 2014/15             | 9                     | 17                       | 0                    | 1                           | 0            | 1            |
| 2015/16             | 3*                    | 21                       | 0                    | 3*                          | 0            | 0            |
| 2016/17 (Apr - Sep) | 2                     | 28                       | 0                    | 0                           | 0            | 0            |

\* - Covers more than one category