



Appendix 1

PERTH AND KINROSS LOCAL HOUSING STRATEGY 2016 - 2021



PROGRESS REPORT 2020/2021

CONTENTS

	Page
Introduction	3
Strategic Context	4
Progress Report 2020/21	
Housing Supply and Sustainable Communities	6
Housing and Homelessness	9
Independent Living	15
House Condition, Fuel Poverty and Climate Change	22
Summary Table of outcomes for 2021	26
Housing Priorities for 2021/22	42

INTRODUCTION

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

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

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

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

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

Challenges

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

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

The Perth and Kinross Offer

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

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

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

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

STRATEGIC CONTEXT

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

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

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

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

The LHS 2016-2021 identifies four priorities:-

1. Supply of Housing and Sustainable Communities

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

2. Housing and Homelessness

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

3. Independent Living

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

4. House Condition, Fuel Poverty and Climate Change

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

Housing Supply What have we achieved?

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

The 809 new homes completed during 2020/21 include:

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

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

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



New Build Housing in Scone and Meigle

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

Regeneration

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

properties. Good neighbourhood management, environmental improvements, local lettings initiatives, community involvement, and partnership working are a range of measures progressed by landlords to support sustainable communities.

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

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

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

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



Bringing an empty home back into use in Highland Perthshire

City Centre Regeneration

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



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

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

Housing Options

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

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

Impact of Achievements

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

What are we doing next?

- Continuing to provide a range of affordable housing options including, and encouraging partners to include, mid-market rent and shared equity options as part of

their new build programmes to ensure a range of tenures are available to help build sustainable and mixed communities;

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

Housing and Homelessness

What have we achieved?

Housing Options

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

Home First - Homelessness

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

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

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

The number of families presenting as homeless over the 12-month period reduced significantly by 40% from 139 to 83, demonstrating our continued commitment to minimising the impact of homelessness on children.

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

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

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

The number of homeless households waiting for an offer of accommodation was, for several years, over 500 households. However, Home First has enabled us to significantly reduce this backlog, demonstrating that we are responding quickly and immediately when homeless occurs. We currently have only 35 homeless households awaiting an offer.

Health and Homelessness

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

Housing Support

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

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

Tenancy Sustainment

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

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

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

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

Rents

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

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

A 'Think Yes' fund introduced in April 2020 gave each locality team a fund framed around the principle of sustaining tenancies. The budget enables frontline staff to respond quickly and effectively to people facing situations which could impact on their ability to sustain their tenancy. The Think Yes fund assists where other funding such as Community Care Grants, Tenancy Sustainment Fund or Personalised Prevention Budget is not applicable. Examples include the provision of white goods, floor coverings, funds to purchase essential household items, funds or travel passes to enable attendance at important appointments, assistance with moving costs, top up gas or electricity meters or contributions towards initial rent due. 54 tenants were supported through the fund, with a total spend of just under £26,000.

Value for Money and Affordability

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

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

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

Safe and Secure Communities

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

During 2020/21, through our environmental improvements programme, we invested £260,000 across Perth and Kinross to improve the safety and appearance of localities. Money was invested into improving boundary/retaining walls which were in a poor state of repair; improving steps on communal footpaths or house entrance paths which were defective and dangerous; introduction of new ramped access; new fencing; and new steps and handrails outside blocks of flats.

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

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

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

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

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

Opportunities to Participate, Influence Decisions and Empower Communities

Working collaboratively with all our stakeholders has been key to the delivery of our success. This will be further enhanced as the Service plays its part in the delivery of the Perth and Kinross Offer.

We continue to offer tenants a range of communication channels and opportunities to participate in our decision-making processes. At the end of March 2021, we had 729 tenants who had elected to receive information about our services through traditional postal services, 1,068 via e-mail and 3,542 via text messages. Our social media presence has increased to 2,529 Facebook and 2,381 twitter followers. During 2020/21 we worked hard to support digital inclusion and have commenced working with 50 individual tenants, 34 of whom have completed the course. This has led to an increase in our E-Panel members, a group which considers and discusses with us changes to policies or procedures – the panel originally set up during 2018/19 has now risen from 8 to 22 members.

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

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

Equality Engagement Conversations

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

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

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

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

We continue to offer a range of communication channels and opportunities to participate in our decision-making processes from face-to-face contact, telephone conversations, emails and social media. We have a dedicated PKC Tenants Facebook and Twitter pages. Our Estate Based Initiatives (EBI) Programme is a good example of partnership working with annual walkabouts including tenants, Elected Members and other Council enabling tenants to identify and prioritise projects.

During 2020/21 54 tenant and resident selected projects were delivered, including improved signage in Potterhill Gardens; a community garden development in Perth City; new access paths and new off-street parking to improve safety and overcome derelict land in Birnam, Muthill and Abernethy; improved bin storage; and a bicycle store.

Impact of Achievements

The impact of these achievements has been:

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

What are we doing next?

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

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

Independent Living What have we achieved?

Links with Health and Social Care Partnership

The Health and Social Care Partnership's Strategic Commissioning Plan 2020 -2025 was approved in November 2019. The plan presents key strategic priorities and outlines the significant challenges that we will face to deliver services that address inequalities, are increasingly preventative and person-centred and which enhance the resilience of citizens and communities. The Housing Contribution Statement is referenced within the Strategic Commissioning Plan and sets out how, through the Local Housing Strategy, housing will support the delivery of the Health and Social Care Partnership priorities. A report detailing housing contribution was submitted to the Integrated Joint Board in December 2020 and Housing and Communities Committee in May 2021.

New Homes

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

Housing Adaptations

By working with a range of Partners, we ensure residents and tenants have access to services to allow their homes to be adapted to meet their needs. These adaptations allow people to live at home safely and independently. During 2020/21, Covid-19 had a major impact on the number of adaptations completed, the following adaptations were carried out:

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

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

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

Housing Occupational Therapist (OT) Provision

A dedicated Housing OT has responsibility for:

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

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

Independent Living Pathway and Panel

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

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

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

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

The Design Guide Checklist has enabled us to develop various accommodation models and housing options through our new build programme and through the regeneration of some surplus buildings for people with support requirements. 10 projects have been identified which could provide over 52 units of accommodation and 8 units of staff accommodation throughout Perth and Kinross. Individuals have begun moving into one of these projects, with a further one to be operational by the end of 2021.

Case Study – Providing Appropriate Accommodation and Allowing Flexibility

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

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

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

Case Study - Supporting Independent Living through Multi Agency Working

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

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

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

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

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

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

Housing and Support for Older People

Our team of support officers provide housing support and assistance to tenants within our 91 units of retirement, 108 units of amenity and 151 units of sheltered housing. Within housing for older people, some tenants can receive a daily welfare check and all tenants have access to a range of activities and events, delivered in partnership with a range of services to help tackle isolation and improve their health and wellbeing.

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

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

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

Technology Enabled Care (TEC) within Housing

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

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

Digital Inclusion

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

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

Tackling Social Isolation and Welfare Checks

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

Impact of Achievements

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

What are we doing next?

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

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

Housing Quality Standards

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

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

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

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

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

Fuel Poverty and Income Maximisation

According to the latest data, the percentage of households living in fuel poverty in Perth and Kinross is consistent with the Scottish average of 25%. This equates to approximately 17,000 households across Perth and Kinross.

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

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

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

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

Energy Efficiency Assistance

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

Whilst the pandemic resulted in the latest edition of our Home Energy Guide being delayed, this is now in the final stages and will be published and distributed soon. This guide provides useful information, tips and advice on how to save money on energy bills.

There are also a range of energy efficiency programmes available across the area which aim to improve energy efficiency levels and help make properties warmer and more affordable to heat.

The Scottish Government's national energy efficiency programme (Warmer Homes Scotland) is delivered by Warmworks and referrals for this programme come from Home Energy Scotland (the Scottish Government funded energy advice service). In Perth and Kinross our HEAT service can refer households to Home Energy Scotland who might qualify for the Warmer Homes Scotland programme.

We also obtained funding through the Warm Homes Fund for improvements during 2020/21. This allowed a total of 309 properties to be improved during the year. 248 council properties and 28 private properties had gas central heating installed for the first time; and a total of 30 council and 3 private properties were also able to benefit from Air Sourced Heat Pumps through this funding source.

It was recently announced that Perth and Kinross Council has been awarded £528K to continue the programme of energy efficiency work on local homes. The Home Energy Efficiency Programme for Scotland (HEEPS) award from the Scottish Government for 2020/21 will allow us to carry out work in the following areas:

- Pomarium and Potterhill Flats (external wall insulation);
- Moness Avenue/Crescent, Aberfeldy (external wall insulation);
- Glamis Place (Craigie), Tulloch Place, Tulloch Square, Tulloch Terrace, Nimmo Avenue, Perth (external wall insulation)

Case Study – Energy Efficiency Assistance

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

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

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

Impact of Achievements

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

What are we doing next?

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

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

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

Outcomes against Local Housing Strategy Actions

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

Theme 1 – Supply of Housing and Sustainable Communities

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

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

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

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

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

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

Theme 2 – Housing and Homelessness

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

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

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

Work Area 2 - Providing Temporary, Resettled and Permanent Accommodation for Homeless People Outcomes:					
Homeless people get prompt and easy access to help and advice; are provided with suitable, good quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to (Charter 12).					
No	Measures	Annual Target (2020/21)	Performance (where applicable)	Timescale	Feedback / Outcome of 2021
2.4	Average length of stay in temporary accommodation.	65 days (RRTP Target)	79 days	March 2024	<p>Nationally, the demand for temporary accommodation, the length of stay in temporary accommodation and the overall time to resolve homelessness increased as a result of the pandemic. In Perth & Kinross, we achieved further reductions in these areas despite the pandemic and were the best performing local authority in Scotland.</p> <p>In 20/21, the number of households in Temporary Accommodation in Scotland increased by 12% to 13,097.</p> <p>In 20/21, the number of households in Temporary Accommodation in Perth and Kinross reduced by 37% to just 38.</p> <p>No children in temporary accommodation at Christmas 2020.</p>
2.5	<p>Number of homeless households waiting for an offer of permanent housing.</p> <p>(NB - Our RRTP was reviewed in January 2021 to 90. This target was felt to be realistic given the impact of COVID-19 on allocations, our buy-back programme; our new build programme; and a potential increase in homeless presentations. The target of 90 is still a significant achievement and is well below the Scottish average).</p>	90 households (RRTP Target)	31 households	March 2024	The impact of Covid resulted in a reduction in the total properties available from all 5 landlords on the CHR. However, from our focused approach on turning properties around quickly, allocating to those in urgent housing need and exploring all the housing options available, this resulted in a significant reduction in the number of homeless households waiting for an offer of permanent housing.
No	Actions	Start Date	Milestone	Lead	Outcome of 2021
2.6	Gather information on satisfaction with temporary accommodation through text survey.	April 2021	March 2022	Specialist Housing Services	Due to the relatively few units of temporary accommodation, feedback is now obtained through our Housing Support Survey.

Work Area 3 - Managing and Sustaining Tenancies Outcomes:

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

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

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

					This coupled with targeted work undertaken by the Locality Teams meant that our current arrears level for the year spiked at 12.11% with year end performance at 10.89%
2.17	Review of Income Maximisation Team.				The review was delayed due to the impact of Covid-19 and is a priority for 2021/22. The impact of new working practices as well as extensions of notice periods from 28 days to 6 months will be taken into consideration when reviewing procedures and staffing roles and responsibilities.

Work Area 4 - Safe and Secure Communities Outcomes:

- Tenants are aware of their responsibilities and clear that the Council will intervene where individuals are not fulfilling the terms of their tenancy agreement or creating problems for other tenants and residents.

Tenants and residents live in attractive, well maintained neighbourhoods, which are free from anti-social behaviour and vandalism, where they feel safe (Charter 6).

No	Measures	Annual Target (2020/21)	Performance (where applicable)	Timescale	Feedback / Outcome of 2021
2.18	Percentage of anti-social behaviour cases resolved (Area Teams – PKC tenants).	95%	95.99%	March 2022	A total of 748 of anti-social behaviour cases were received during 20/21. Out of 748 cases, 718 or 95.99% were resolved in accordance with the SHR Technical Guidance. Of those 718 cases that were resolved, 14 Serious ASB complaints and 656 Routine complaints were resolved within our locally tenant agreed timescales of 20 days and 30 days respectively amounting to 93.84%.
2.19	Percentage of tenants satisfied with the management of the neighbourhood they live in (PKC tenants).	Maintain	80.7%	March 2022	Satisfaction levels have slightly dropped but this is partly due to the changes we had to make. Due to covid we had to change from a face to face to a telephone methodology. Responses were also influenced by restrictions in service delivery due to lock-down. Some feedback received related to wider areas and issues and did not relate just to housing
2.20	Percentage of adults rating neighbourhood either 'very good' or 'fairly good' as a place to live (All Tenure statistics from Scottish Household Survey – LA Tables)	Maintain	97% (2019 Data)	March 2022	No appreciable change (97.8% according to 2018 data)
2.21	Percentage of adults rating strength of belonging to immediate neighbourhood as 'very strongly' or 'fairly strongly'. (All Tenure statistics from Scottish Household Survey – LA Tables)	Maintain	83% (2019 Data)	March 2022	Slight improvement - 80% (2018 data)
2.22	Percentage of people saying a problem is very/common in their neighbourhood. (All Tenure statistics from Scottish Household Survey – LA Tables)	Maintain	2019 Data Vandalism – 3% Groups – 4% Drugs Misuse – 4% Rowdy Behaviour – 3%	March 2022	This information is used to help target areas of work and to identify potential "hot spot" campaigns.

			Noisy Neighbours/ regular loud parties – 6% Neighbour disputes – 7% Rubbish/ litter – 21% Animal nuisance – 30% Abandoned/burnt out vehicles – 0%		
No	Actions	Start Date	Milestone	Lead	
2.23	Work with Partners to tackle impact of drug dealing and drug use within neighbourhoods.	April 2021	March 2022	Community Safety Team	Additional Co-ordinator has recruited which will enable more support to be provided to tackle the impact of drug dealing and drug use within neighbourhoods.
2.24	Delivery of integrated digital CCTV system in Partnership with Angus Council, Dundee City Council and Police Scotland.	April 2021	March 2022	Community Safety Team	The City Operations Project is progressing through Stage 2 – CCTV centralised at Police HQ Dundee. A satellite site being opened at the Fire Station within the Community Alarms Control Room. Funding for Project Manager 0.5 FTE 2 years secured.
2.25	Procure and pilot use of Noise App operated by households.			Community Safety Team	Through piloting the use of the App, it was found to be effective and other housing providers are now being encouraged to consider using the App. Currently there are 195 registered users of The Noise App and there are 78 cases under investigation with a further 81 having been investigated and closed.
2.26	Establish new processes for managing risk associated with new prisoner release into communities.			Community Safety Team	New process implemented. All offer of housing for prisoners being released are risk-assessed and agreed through a multi-agency approach.
2.27	Provide training and therapeutic activity as part of Westbank Project to encourage people into the workforce and provide community and personal benefit.			Community Safety Team	Unfortunately, some activities have been affected by COVID. However, plans are in place to provide Forklift and Rough Terrain training, Introduction to Mechanics as well as the Active Life Skills Project.
2.28	Continue to promote and support community led road safety activities in conjunction with Partners.			Community Safety Team	Despite the impact of Covid, Roads and Safer Communities Team have jointly funded a Sustainable Transport and Road Safety Co-ordinator to develop and progress this area of work.
Work Area 5 - Involving and Empowering Our Communities Outcomes: <ul style="list-style-type: none"> Tenants and other customers find it easy to participate in and influence their Landlord's decisions at a level they feel comfortable with (Charter 3). <p>Tenants get clear information on how rent and other money is spent, including details of any individual items of expenditure above thresholds agreed between Landlords and tenants (Charter 15).</p>					
No	Measures	Annual Target (2020/21)	Performance (where applicable)	Timescale	Feedback / Outcome of 2021
2.29	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	Maintain	86.5%	March 2022	Satisfaction levels have dropped however we had to change from a face to face to a telephone methodology because of Covid-19. Responses were also influenced by restrictions in service delivery due to lock-down.

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

Theme 3 – Independent Living

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

No	Measures	Annual Target (2020/21)	Performance (where applicable)	Timescale	Feedback / Outcome of 2021
3.1	Delivery of new houses built to inclusive and universal design standards	150 units (all housing units)	136 units	March 2022	All affordable housing completions built to Housing for Varying Needs Standard
3.2	Target for ambulant disabled Housing	30 units (including 6 fully wheelchair accessible units)	24 units	March 2022	24 units completed are suitable for tenants with limited mobility. Delays were experienced in completion of wheelchair houses for PKC at Glebe due to delay in receiving equipment for door closures.
No	Actions	Start Date	Milestone	Lead	
3.3	Develop and implement online awareness training to support staff with the skills needed to introduce the new processes in facilitating a person who has complex and/or moderate support requirement needs to move into appropriate independent living.	April 2021	September 2021	Health and Social Care Partnership	Currently developing a series of E-learning modules and short interactive videos covering processes and pathways with support of PKC Organisational Development. This will include using existing resources available – Accommodation Guide, Pathway, Design Guide, AIS User Guide.
3.4	Undertake an external audit of the newly implemented pathways for accessing support and accommodation for people with complex and/or moderate support requirement needs.	April 2021	September 2021	Health and Social Care Partnership	One year review (Nov 2019-Dec 2020) of Independent Living Panel (ILP) and processes undertaken which highlighted the effectiveness of the ILP as a platform for cases to be discussed and allocated. It also identified further improvements which will be progressed by a short-term working group.
3.5	Ensure newly developed Design Guide Checklists are used in discussions to develop and progress models of accommodation to outline the specifications required in meeting independent living needs of those people with support requirement needs.	April 2021	September 2021	Health and Social Care Partnership	The Design Guide Checklist has been used in discussions for 6 projects to date to ensure the needs of each individual being identified by the ILP will be met through a variety of adaptations and bespoke solutions.
3.6	Implement a pilot with a third sector floating housing support provider to deliver an assertive support model that can support homeless people with multiple and complex needs to move directly into independent tenancies.			Health and Social Care Partnership	Pilot has not yet been undertaken due to the need to divert support resources to support tenants and residents impacted greatly by Covid.

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

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

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

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

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

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

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

					41 ASHP heat pumps installed between 01/04/2020 and 31/03/2021 and currently 142 ASHP installed in total. 52 Solar PV installed on new build houses.
4.18	Percentage of households living in fuel poverty and fuel poverty gap. (Source: Scottish House Condition Survey)	No more than 5% living in fuel poverty by 2040. no more than 1% living in extreme fuel poverty by 2040. median fuel poverty gap of households in fuel poverty is no more than £250 in 2015 prices before adding inflation.	2040		Additional local information should be available later this year through our Local House Condition Survey with the findings due in late October 2021.
No	Actions	Start Date	Milestone	Lead	Feedback / Outcome of 2021
4.20	Build a profile of properties and areas in which energy efficiency improvements could improve fuel poverty levels	April 2020	March 2021	Planning & Housing Strategy / Housing Improvements	PKC continuing to engage in the Local Heat and Energy Efficiency Strategy (LHEES) projects commissioned by Scot Govt. Knowledge Sharing Group project led consultants which includes and approach to identify properties and areas where energy efficiency acts as a driver of fuel poverty. Example ArcGIS Online Mapping Dashboard using the results of this Draft approach targeting areas and available funding developed. PKC engaging in peer review project led by consultant consortium (expected to be complete May 2021). Next steps for LHEES dependent on formal Scot Govt proposals and finalisation of methodology/approach(es).
4.21	Continue to examine potential of low carbon heating options (ensuring fuel poverty levels are not exacerbated).	April 2019	March 2020	Planning & Housing Strategy Team	Continuing to explore potential zero & Low Carbon heating solutions including: <ul style="list-style-type: none"> • Strategic sites e.g., Thimblelow, PH2O • Policies 32/34 of the Local Development Plan to deliver low carbon heating through new developments • Links with LHEES roll-out • PKC core partner in ParkPower Green Heat in Green Spaces (GHiGs) project - report published Q1 2021. PKC to consider findings alongside LHEES draft findings and explore opportunities for low carbon heat using open spaces, where potentially feasible/viable. • Engaging with industry to consider tools and modelling approaches available for considering opportunities for low carbon heating e.g., HeatVision consortia.

4.22	Develop and test designs of Smart Flexible Energy System which could help reduce energy costs and reduce the carbon footprint as well as having the potential to develop new income streams for the Council from energy storage	April 2019	March 2021	Economic Development	Project has been disrupted by the Covid lockdowns. Discussions being held with Scottish Enterprise to extend project timeline to Summer 2022 to give more time to gather operational performance data. Aiming for deployment this summer 2021.
Outcome 3 - People are aware of the assistance available to them to improve the energy efficiency levels of their homes					
No	Actions	Start Date	Milestone	Lead	Feedback / Outcome of 2021
4.23	Explore possibility of creating an online module for staff to raise awareness of fuel poverty and the Home Energy Advice Team (HEAT).	April 2020	March 2021	Planning & Housing Strategy Team	Module was made available online in January 2020.
4.24	Provide information for residents and Private Landlords to raise awareness of fuel poverty and the agencies who can help with loans or funding for energy improvements.	April 2020	March 2021	Private Sector Team/ Planning & Housing Strategy Team / SCARF (HEAT/ HES)	The additional support officer recruited will assist in working with the private sector in future.
4.25	Investigate use of IoT (Internet of Things) sensors to remotely monitor the temperature in council homes, CO2 levels, humidity levels and energy usage to ensure homes are well maintained.	April 2020	March 2021	Housing Improvements Team	There has been delay in progress with this project due to Covid. However, a small working group has been set up with the aim to pilot the project within 60 council properties.
4.26	Continue to help raise awareness of Partners and other agencies which can help improve energy efficiency within the home.	April 2020	March 2021	Planning & Housing Strategy Team/ Private Sector Team Planning & Housing Strategy Team/ Private Sector Team	Ongoing contact with partner agencies. Awareness raising of how energy efficiency can be improved in the home is also part of the 'Feeling the Pinch' campaign as well as the ongoing work of SCARF.
4.27	a) Develop support for private landlords to work towards the required housing energy standards where there are issues with the co-ordination of multi owners. b) Monitor demand and consider options for resourcing this service including charging on a cost recovery basis.	April 2020	March 2021	Licensing Team/ Private Sector Team	Due to Covid there have not been Landlord Forums during the past year. However, an online survey was circulated to private landlords seeking their feedback on how they would like us to support them. The feedback received will be used to shape our offer of support to private landlords.
4.28	Introduce a programme of home energy efficiency advice, co-designed with partner organisations, the third sector and the public a programme from April 2021.	April 2021	March 2022	Planning & Housing Strategy Team	Identified within the Draft Climate Emergency Action Plan and detailed proposals being developed. Anticipated Council Report after summer recess.

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

HOUSING PRIORITIES FOR 2021/2022

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

Supply of Housing & Sustainable Communities

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

Housing and Homelessness

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

Independent Living

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

House Condition, Fuel Poverty and Climate Change

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