



PERTH AND KINROSS LOCAL HOUSING STRATEGY 2016 - 2021



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

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INTRODUCTION AND NEW STRATEGY DEVELOPMENT

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

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

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

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

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

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

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

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

New Strategy Development Process

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

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

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

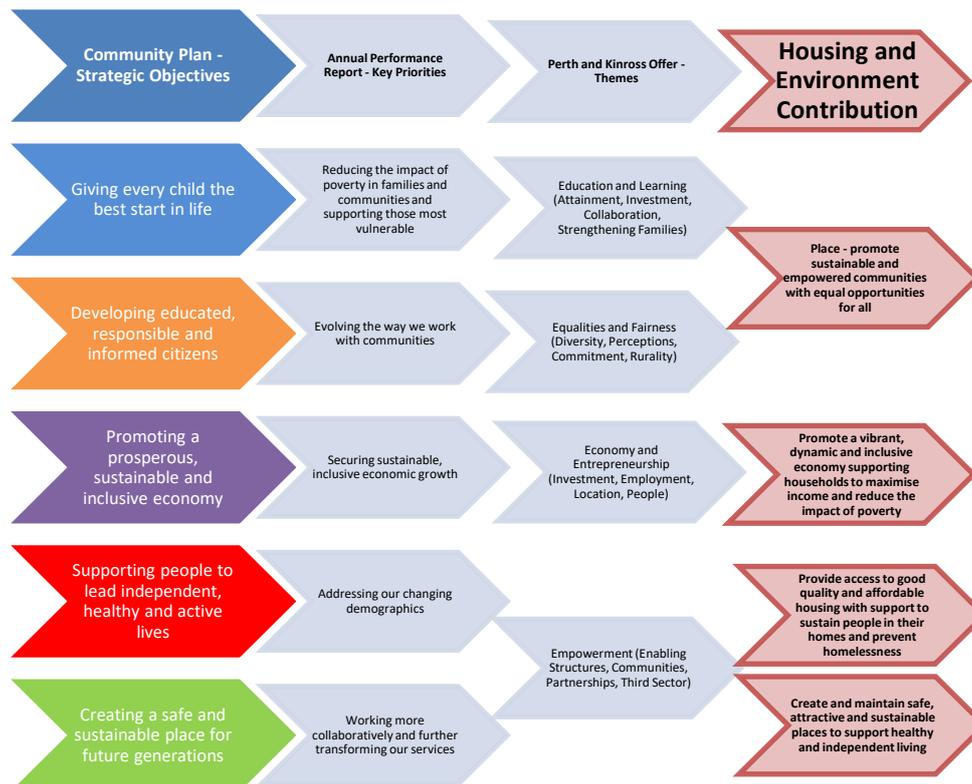
- there have been delays to key surveys such as Housing Needs and Demand Assessment (HNDA), Local House Condition Survey (LHCS) and Tenant Satisfaction Survey as well as national surveys, such as the Census, which all inform the housing strategy;
- we have been unable to plan or carry out engagement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

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

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

STRATEGIC CONTEXT

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



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

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

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

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

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

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

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



The LHS 2016-2021 identifies four priorities:-

1. Supply of Housing and Sustainable Communities

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

2. Housing and Homelessness

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

3. Independent Living

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

4. House Condition, Fuel Poverty and Climate Change

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

- People have access to affordable homes in the size, type and location they need.
- People have access to a range of tenures and mixed tenure developments to enable more sustainable and mixed communities
- Areas of deprivation are regenerated and more people are living in the city centres.

Supply of Housing and Sustainable Communities

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

Housing and Homelessness

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

House Condition, Fuel Poverty and Climate Change

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

Independent Living

Supply of Housing & Sustainable Communities

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

What have we achieved?

Housing Supply

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

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

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

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

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

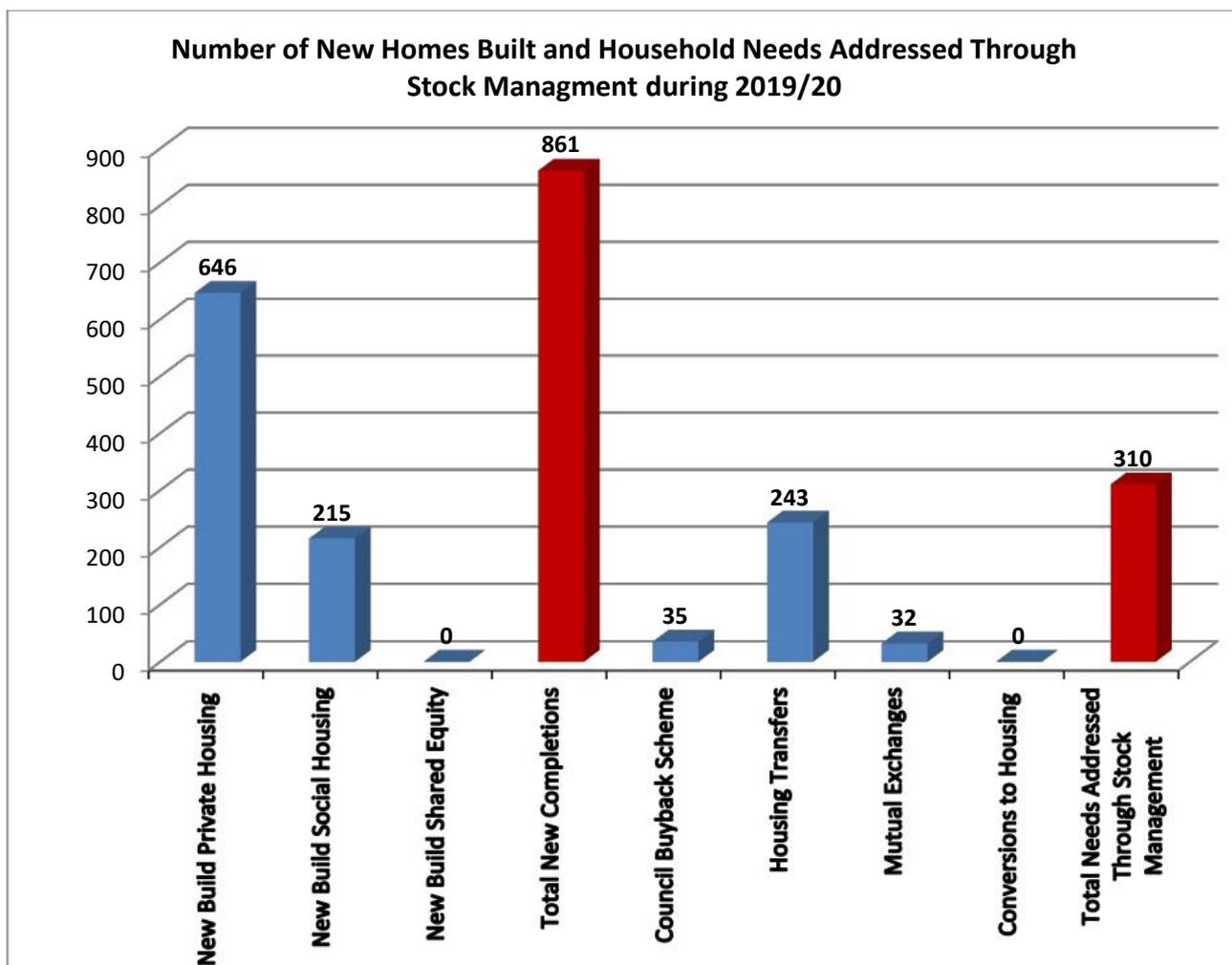
New Build Housing – Stanley



Quote – Tenant of Stanley New Build

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

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



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

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

Housing Solutions

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

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

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

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

Regeneration

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

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

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



RBGS 10th Anniversary – flat handover to tenant



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

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

Case Study – Bringing an Empty Home Back into Use

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

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

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

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



Housing and Homelessness

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

What have we achieved?

Housing Options

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

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

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

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

Home First - Homelessness

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Tenancy Sustainment

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

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

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

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

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

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

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

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

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

Value for Money and Affordability

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

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

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

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

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

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

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

Tenant Satisfaction

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

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

Rent Arrears and Income Maximisation

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

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

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

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

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

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

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

Housing Repairs

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

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

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

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

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

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

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

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

Gypsy/Traveller Sites

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

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

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

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

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

Safe and Secure Communities

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

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



Improvements to boundary/retaining walls and communal steps



Creation of ramps to assist elderly and people with mobility problems

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

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

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

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

Opportunities to Participate, Influence Decisions and Empowering Communities

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



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

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



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

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



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



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

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

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



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



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

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

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

Independent Living

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

What have we achieved?

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

Type of Housing

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

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

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



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

During 2019/20:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Housing Support

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

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

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

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



New booklet for Older People Housing Options and TEC Smart Flat

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

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

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

House Condition, Fuel Poverty and Climate Change

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

What have we achieved?

Housing Standards

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

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

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

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

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

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

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

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

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

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

Fuel Poverty

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

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

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

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

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

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

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

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

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

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

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

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

Scottish House Condition Survey and Local House Condition Survey Results

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

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

Climate Change

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

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

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

Energy Advice and Assistance

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

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

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

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

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

Home Energy Advice Team (HEAT)

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

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

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

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

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

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

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

Energy Efficiency Programmes

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

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

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

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

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

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



External Wall Insulation - High Street, Alyth

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

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

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

Case Study – Warmer Homes Scotland Programme

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

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

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

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

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

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

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

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

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

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

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

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

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

HOUSING PRIORITIES FOR 2020/2021

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

Supply of Housing & Sustainable Communities

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

Housing and Homelessness

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

Independent Living

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

House Condition, Fuel Poverty and Climate Change

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

ACTION PLAN FOR 2020/2021

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

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

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

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

Theme 2 – Housing and Homelessness

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

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

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

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

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

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

| | | | January 2021. The 100 target is felt to be realistic given the impact of COVID-19 on allocations, our buy-back programme; our new build programme; and a potential increase in homeless presentations. The target of 100 is still a significant achievement and is well below the Scottish average. | | |
|---|---|----------------------|---|-----------------------------|--|
| No | Actions | Start Date | Milestone | Lead | Person(s) Responsible for Update |
| 2.6 | Gather information on satisfaction with temporary accommodation through text survey | April 2020 | March 2021 | Specialist Housing Services | Team Leader – Specialist Services |
| <p>Work Area 3 - Managing and Sustaining Tenancies Outcomes:</p> <ul style="list-style-type: none"> • 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 meet the Energy Efficiency Standard for Social Housing (ESSH) 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 | Baseline (2019/20) | Target (2020/21) | Timescale | Person(s) Responsible for Update |
| 2.7 | Overall percentage of new tenancies sustained for more than a year. | 87.94% | 90% | March 2021 | Team Leader –North and South Locality |
| 2.8 | Percentage of new tenancies for 16-25-year olds sustained for more than a year. | 84.74% | 85% | March 2021 | Team Leader – North and South Locality |
| 2.9 | Percentage of tenancies to homeless households sustained for more than a year | NEW 84.19% | 85% NB - the SHR definition makes it very difficult to get much higher than 90% and | March 2021 | Team Leader – North and South Locality |

| | | | | | |
|---|--|----------------------------------|---|-------------------------|--|
| | | | some of the new improvement measures we are working on will take time to have an impact – reason for target set at 85%. | | |
| 2.10 | Percentage of tenants satisfied with overall services provided by their Landlord. | 94.77% (2017/18 results) | Maintain | March 2021 | Service Manager (Housing) |
| 2.11 | Percentage of tenants who feel that the rent for their property represents good value for money. | 88.18% (2017/18 results) | Maintain | March 2021 | Service Manager (Housing) |
| 2.12 | Continue to maximise rent collection rates to support a reduction in rent arrears. | 98.38% | 98.7% | March 2021 | Team Leader – Letham and Income Maximisation |
| 2.13 | Introduce our Locality Team “Think Yes” fund to provide practical support to tenants to maximise their opportunity to sustain their tenancy | NEW April 2020 | March 2021 | | Team Leader – North and South Locality |
| No | Actions | Start Date | Milestone | Lead | Person(s) Responsible for Update |
| 2.14 | Enable eligible tenants to access additional welfare payments such as Discretionary Housing Payments (DHP). | April 2020 | March 2021 | Housing Service Manager | Team Leader – Letham and Income Maximisation |
| 2.15 | Continue to monitor and take mitigating actions in relation to Welfare Reform and Universal Credit, particularly in respect of our tenants and their ability to maximise their income and reduce rent arrears. | April 2020 | March 2021 | Housing Service Manger | Team Leader – Letham and Income Maximisation |
| 2.16 | Ensure introduction of earlier and more targeted interventions to minimise escalation in rent arrears | NEW April 2020 | March 2021 | Housing Service Manager | Team Leader – Letham and Income Maximisation |
| 2.17 | Review of Income Maximisation Team | NEW April 2020 | March 2021 | Housing Service Manager | Team Leader – Letham and Income Maximisation |
| Work Area 4 - Safe and Secure Communities Outcomes: | | | | | |
| <ul style="list-style-type: none"> • 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 | Baseline (2019/20) | Target (2020/21) | Timescale | Person(s) Responsible for Update |
| 2.18 | Percentage of anti-social behaviour cases resolved (Area Teams – PKC tenants). | 94.76% | 95% | March 2021 | Team Leader –North and South Locality |
| 2.19 | Percentage of tenants satisfied with the management of the neighbourhood they live in (PKC tenants). | 94.57% (2017/18 results) | Maintain | March 2020 | Team Leader –North and South Locality |
| 2.20 | Percentage of adults rating neighbourhood either 'very good' or 'fairly good' as a place to live (All Tenure statistics from Scottish Household Survey – LA Tables) | 97.8% (2018 data) | Maintain | March 2021 | Planning & Policy Officer |
| 2.21 | Percentage of adults rating strength of belonging to immediate neighbourhood as 'very strongly' or 'fairly strongly' | NEW 80% (2018 data) | Maintain | March 2021 | Planning & Policy Officer |

| 2.22 | Percentage of people saying a problem is very / common in their neighbourhood (All Tenure statistics from Scottish Household Survey – LA Tables) | NEW Vandalism – 5% Groups – 3% Drugs Misuse – 4% Rowdy Behaviour – 4% Noisy Neighbours/regular loud parties – 6% Neighbour disputes – 7% Rubbish/ litter – 25% Animal nuisance – 31% Abandoned/ burnt out vehicles – 0% | Maintain | March 2021 | Planning & Policy Officer |
|------|---|---|------------|-----------------------|----------------------------------|
| No | Actions | Start Date | Milestone | Lead | Person(s) Responsible for Update |
| 2.23 | Work with Partners to tackle impact of drug dealing and drug use within neighbourhoods | April 2020 | March 2021 | Community Safety Team | Team Leader – Community Safety |
| 2.24 | Delivery of integrated digital CCTV system in Partnership with Angus Council, Dundee City Council and Police Scotland | NEW April 2020 | March 2021 | Community Safety Team | Team Leader – Community Safety |
| 2.25 | Procure and pilot use of Noise App operated by households | NEW April 2020 | March 2021 | Community Safety Team | Team Leader – Community Safety |
| 2.26 | Establish new processes for managing risk associated with new prisoner release | NEW April 2020 | March 2021 | Community Safety Team | Team Leader – Community Safety |
| 2.27 | Provide training and therapeutic activity as part of Westbank Project to encourage people into the workforce and provide community and personal benefit | NEW April 2020 | March 2021 | Community Safety Team | Team Leader – Community Safety |
| 2.28 | Continue to promote and support community led road safety activities in conjunction with Partners | NEW April 2020 | March 2021 | Community Safety Team | Team Leader – Community Safety |

Work Area 5 - Involving and Empowering Our Communities Outcomes:

- 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).
- 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).

| No | Measures | Baseline (2019/20) | Target (2020/21) | Timescale | Person(s) Responsible for Update |
|------|---|-----------------------------|------------------|------------|----------------------------------|
| 2.29 | Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions. | 96.80% (2017/18 results) | Maintain | March 2021 | Service Manager (Housing) |
| 2.30 | Percentage of tenants satisfied with the opportunities given to them to participate in their Landlords decision making process. | 98.74% (2017/18 results) | Maintain | March 2021 | Service Manager (Housing) |

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 | Baseline (2019/20) | Target (2020/21) | Timescale | Person(s) Responsible for Update |
|----|----------|--------------------|------------------|-----------|----------------------------------|
|----|----------|--------------------|------------------|-----------|----------------------------------|

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

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

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

Theme 4 – House Condition, Fuel Poverty and Climate Change

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

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

| 4.14 | Carry out a comprehensive awareness raising programme, giving private landlords notice of impending EPC targets and directing them to the technical advice required, to allow them to upgrade their properties where required. | NEW April 2021 | March 2022 | Private Sector Team/ Private Landlord Team | Licensing Manager/ Private Sector Co-ordinator |
|---|---|--|--|--|---|
| Outcome 2 - Residents are living in homes they can afford to heat and are aware of opportunities to maximise their incomes | | | | | |
| No | Measures | Baseline (2019/20) | Target (2019/20) | Timescale | Person(s) Responsible for Update |
| 4.15 | Number of households benefitting from energy efficiency programmes (including HEEPS-ABS/ ECO Funding/ Warm Homes Fund – list programme and council/private households separately when reporting) | 79 private 320 council ECO Measures – 1,448 homes | 163 (private) 173 (council) | June 2021 | Housing Project Manager |
| 4.16 | Number of council properties with new mains gas supplies installed | 176 homes | 204 homes | March 2021 | Housing Project Manager |
| 4.17 | Number of council properties with new renewable technology (e.g. solar water heating, air sourced heat pumps, solar photovoltaic panels). | 89 Air Sourced Heat Pumps Solar Panels fitted in 2 Sheltered Housing Complexes, 10 new build properties 1 thermal solar installation | 66 homes | March 2021 | Housing Project Managers |
| 4.18 | Number of households assisted to save money on energy bills (from HEAT visits) | NEW MEASURE | No target set – carried out where appropriate | March 2021 | Care and Repair Co-ordinator |
| 4.19 | Percentage of households living in fuel poverty and fuel poverty gap. (Source: Scottish House Condition Survey) | NEW Fuel Poverty: 25% Extreme Fuel Poverty: 16% Fuel Poverty Gap: £1,070 (2016-2018 LA Tables – SHCS) | 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 | Planning & Policy Officer |
| No | Actions | Start Date | Milestone | Lead | Person(s) Responsible for Update |
| 4.20 | Build a profile of properties and areas in which energy efficiency improvements could improve fuel poverty levels. | April 2020 | March 2021 | Planning & Housing Strategy Team / Housing Improvements Team | Planning Officers/ Planning & Policy Officer/ Project Manager (Housing) |
| 4.21 | Continue to examine potential of low carbon heating options (ensuring fuel poverty levels are not exacerbated). | April 2020 | March 2021 | Planning & Housing Strategy Team | Planning Officers |
| 4.22 | Develop and test designs of Smart Flexible Energy System which could help reduce energy costs and reduce the carbon footprint as well as having the potential to develop new income streams for the Council from energy storage | April 2020 | March 2021 | Economic Development | Business Development Project Officer |
| 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 | Person(s) Responsible for Update |
|---|---|----------------------------------|---|--|---|
| 4.23 | Explore possibility of creating an online module for staff to raise awareness of fuel poverty and the Home Energy Advice Team (HEAT). | NEW April 2020 | March 2021 | Housing Strategy Team | Planning & Policy Officer |
| 4.24 | Provide information for residents and Private Landlords to raise awareness of fuel poverty and the agencies who can help with loans or funding for energy improvements. | April 2020 | March 2021 | Private Sector Team/ Housing Strategy Team / SCARF (HEAT/ HES) | Private Sector Co-ordinator/ Planning & Policy Officer |
| 4.25 | Investigate use of IoT sensors to remotely monitor the temperature in council homes, CO2 levels, humidity levels and energy usage to ensure homes are well maintained. | NEW April 2020 | March 2021 | Housing Improvements Team | Service Manager (Housing) |
| 4.26 | Continue to help raise awareness of Partners and other agencies which can help improve energy efficiency within the home. | NEW April 2020 | March 2021 | Planning & Housing Strategy Team/ Private Sector Team | Planning Officers/ Planning & Policy Officer/ Private Sector Co-ordinator |
| 4.27 | a) Develop support for private landlords to work towards the required housing energy standards where there are issues with the co-ordination of multi owners. b) Monitor likely demand and consider options for resourcing this service including charging on a cost recovery basis. | NEW April 2020 | March 2021 | Licencing Team/ Private Sector Team | Licencing Manager/ Private Sector Co-ordinator |
| 4.28 | Introduce a programme of home energy efficiency advice, co-designed with partner organisations, the third sector and the public a programme from April 2021. | NEW April 2021 | March 2022 | Planning & Housing Strategy Team | Service Manager – Planning & Housing Strategy |
| Outcome 4 - People are aware of ways in which they can reduce fuel consumption and save on energy costs. | | | | | |
| No | Measures | Baseline (2019/20) | Target (2020/21) | Timescale | Person(s) Responsible for Update |
| 4.29 | Number of Households assisted through HEAT Service (Number of Enquiries/ Number of Home Visits Carried Out) | 492 enquiries 315 home visits | 500 Enquiries (All Tenures) 390 Home Visits (50% Council/ 50% Other Tenures) | March 2021 | Care & Repair Co-ordinator |
| No | Actions | Start Date | Milestone | Lead | Person(s) Responsible for Update |
| 4.30 | Work with SSE to get SMART meters installed into void council properties and council new build properties. | April 2020 | March 2021 | Housing Improvements Team | Service Manager (Housing) |
| 4.31 | Create new Energy Efficiency Guide | April 2020 | March 2021 | Housing Improvements Team | Service Manager (Housing) |
| 4.32 | Develop a comprehensive suite of measures for inclusion in the review of the Local Housing Strategy to assist our tenants contribute to meet the challenges of climate change mitigation | NEW April 2020 | March 2022 | Planning & Housing Strategy Team | Service Manager - Planning & Housing Strategy |