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Council Building  
2 High Street  
Perth  
PH1 5PH

5 February 2021

A meeting of the **Housing and Communities Committee** will be held virtually on **Wednesday, 03 February 2021 at 09:30.**

If you have any queries please contact Committee Services - [Committee@pkc.gov.uk](mailto:Committee@pkc.gov.uk).

**KAREN REID**  
Chief Executive

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

***Please note that the meeting will be broadcast online and recorded. The recording will be publicly available on the Council's website following the meeting.***

**Members:**

Councillor Bob Brawn (Convener)  
Councillor Chris Ahern (Vice-Convener)  
Councillor Alasdair Bailey  
Councillor Liz Barrett  
Councillor Peter Barrett  
Councillor David Illingworth  
Councillor Anne Jarvis  
Councillor Ian Massie  
Councillor Sheila McCole  
Councillor Tom McEwan  
Councillor Caroline Shiers  
Councillor Colin Stewart  
Councillor Richard Watters



## Housing and Communities Committee

Wednesday, 03 February 2021

### AGENDA

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

- 1 WELCOME AND APOLOGIES/SUBSTITUTES**
- 2 DECLARATIONS OF INTEREST**
- 3 MINUTES OF PREVIOUS MEETINGS**
- 3(i) MINUTE OF MEETING OF THE HOUSING AND COMMUNITIES COMMITTEE OF 11 NOVEMBER 2020 FOR APPROVAL AND SIGNATURE** **5 - 8**  
(copy herewith)
- 3(ii) MINUTE OF SPECIAL MEETING OF THE HOUSING AND COMMUNITIES COMMITTEE OF 2 DECEMBER 2020 FOR APPROVAL AND SIGNATURE** **9 - 10**  
(copy herewith)
- 4 POLICE AND FIRE REFORM: LOCAL SCRUTINY AND ENGAGEMENT**
- 4(i) SCOTTISH FIRE AND RESCUE SERVICE - INTERIM ACTIVITY REPORT** **11 - 20**  
Report by Area Manager G Pryde, Scottish Fire and Rescue Service (copy herewith 21/13)
- 4(ii) PERTH AND KINROSS LOCAL POLICING AREA - INTERIM ACTIVITY REPORT**  
Verbal Update by Police Scotland
- 5 UPDATE ON ACTIVITIES UNDERTAKEN UNDER COVID-19 ARRANGEMENTS SINCE 11 NOVEMBER 2020**  
Verbal Update by Depute Director (Communities)
- 6 COMMUNITY PLANNING PARTNERSHIP UPDATE** **21 - 22**  
Report by Executive Director (Communities) (copy herewith 21/14)

<b>7</b>	<b>HOUSING REVENUE ACCOUNT (HRA) STRATEGIC FINANCIAL PLAN INCORPORATING THE 5-YEAR CAPITAL INVESTMENT PROGRAMME AND RENT STRATEGY TO 2025/26, RESERVES STRATEGY AND OTHER HOUSING CHARGES 2021/22</b> Joint Report by Executive Director (Communities) and Head of Finance (copy herewith 21/15)	<b>23 - 60</b>
<b>8</b>	<b>RAPID REHOUSING TRANSITION PLAN UPDATE</b> Report by Depute Director (Communities) (copy herewith 21/16)	<b>61 - 174</b>
<b>9</b>	<b>STRATEGIC HOUSING INVESTMENT PLAN</b> Report by Depute Director (Communities) (copy herewith 21/17)	<b>175 - 200</b>
<b>10</b>	<b>JUSTICE UPDATE REPORT 2019-20</b> Report by Chief Social Work Officer (copy herewith 21/18)	<b>201 - 260</b>

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PERTH AND KINROSS COUNCIL  
HOUSING AND COMMUNITIES COMMITTEE  
11 NOVEMBER 2020

## HOUSING AND COMMUNITIES COMMITTEE

Minute of meeting of the Housing and Communities Committee held virtually via Microsoft Teams on Wednesday 11 November 2020 at 9.30am.

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

In Attendance: B Renton, Executive Director (Housing and Environment); C Mailer, S Coyle, J McColl, N Robson, E Ritchie, G Conway, M Weir, M Dow and N Lennon (all Housing and Environment); C Flynn, A Taylor, D Stokoe (up to and including Item 7) and L Haxton (all Corporate and Democratic Services).

Also in Attendance: Superintendent E Logue and Chief Inspector G Binnie (Police Scotland) (up to Item 5); Area Manager G Pryde and Group Commander E Baird (up to Item 5) (Scottish Fire and Rescue Service).

Apologies: Councillor E Drysdale and Chief Superintendent A Todd.

Councillor Brawn, Convener, Presiding.

The Convener led the discussion on Items 1-3 and 5-8, and the Vice-Convener on Item 4.

### 1. WELCOME AND APOLOGIES

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

### 2. DECLARATIONS OF INTEREST

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

### 3. MINUTE OF THE MEETING OF THE HOUSING AND COMMUNITIES COMMITTEE OF 2 SEPTEMBER 2020 FOR APPROVAL AND SIGNATURE

The minute of the meeting of the Housing and Communities Committee of 2 September 2020 was submitted, approved as a correct record and authorised for signature.

### 4. POLICE AND FIRE REFORM: LOCAL SCRUTINY AND ENGAGEMENT

- (i) **Scottish Fire and Rescue Service – Quarter 2 Performance Report – 1 July – 30 September 2020**

PERTH AND KINROSS COUNCIL  
HOUSING AND COMMUNITIES COMMITTEE  
11 NOVEMBER 2020

There was submitted a report by Area Manager G Pryde, Scottish Fire and Rescue Service (20/211) on the performance of the SFRS against the priorities, performance indicators and targets detailed within the Local Fire and Rescue Plan for Perth and Kinross 2017-20, for the second quarter, 1 July to 30 September 2020.

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

**Resolved:**

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

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

There was submitted a report by Chief Superintendent A Todd, Police Scotland 'D' Division (Tayside) (20/212) on the performance of Police Scotland against the local policing priorities for the Perth and Kinross area as set out in the Local Policing Plan for the second quarter, 1 July to 30 September 2020.

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

**Resolved:**

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

SUPERINTENDENT E LOGUE, CHIEF INSPECTOR G BINNIE, AREA MANAGER G PRYDE AND GROUP COMMANDER E BAIRD ALL LEFT THE MEETING AT THIS POINT.

THERE FOLLOWED A 15 MINUTE RECESS, THE COMMITTEE RECONVENED AT 10.55AM. THE VICE-CONVENER THEN LEAD COMMITTEE IN OBSERVING A TWO-MINUTE SILENCE TO COMMEMORATE REMEMBRANCE DAY.

**5. UPDATE ON ACTIVITIES UNDERTAKEN UNDER COVID-19 ARRANGEMENTS**

B Renton, Executive Director (Housing & Environment) gave a verbal update on the various activities undertaken throughout the Covid-19 pandemic by the Communities Teams. She provided details on how the Communities and Welfare Team remobilised in response to the 2 Sisters Food Processing Plant outbreak in August, she also advised how Council staff including the Community Safety Team

PERTH AND KINROSS COUNCIL  
HOUSING AND COMMUNITIES COMMITTEE  
11 NOVEMBER 2020

worked closely with all Partners to address the challenges presented by the increased volume of visitors to the Perth and Kinross area.

C Mailer, Head of Housing also gave a verbal update on the various activities undertaken throughout the Covid-19 pandemic since the last meeting by the Housing Teams. She provided details on how the Housing Service continued to maintain their service delivery to tenants and households to ensure they were kept fully informed, supported and safe. She also provided details on the Housing Service Remobilisation Plan and the work of the Housing Options and Homeless Team, the Private Sector Team, Sheltered Housing Team, Trades Team and details on the Capital and New Build Programme.

B Renton and C Mailer answered members' questions.

**6. COMMUNITY PLANNING PARTNERSHIP UPDATE**

There was submitted and noted a report by the Depute Chief Operating Officer (20/213) providing an update on progress with Community Planning priorities since the last update on 2 September 2020.

**7. ANNUAL ASSURANCE STATEMENT 2019/20 – SCOTTISH HOUSING REGULATOR**

There was submitted a report by the Executive Director (Housing and Environment) (20/214) (1) providing a brief overview of the Scottish Housing Regulator's Regulatory Framework; and (2) appending an Annual Assurance Statement for approval.

**Resolved:**

- (i) The requirement to submit an Annual Assurance Statement as detailed in Report 20/214, be noted.
- (ii) The Annual Assurance Statement as detailed in Appendix 2 of Report 20/214, be approved.

D STOKOE LEFT THE MEETING AT THIS POINT.

**8. ANNUAL UPDATE ON PERTH AND KINROSS LOCAL HOUSING STRATEGY 2016-2021**

There was submitted a report by the Executive Director (Housing and Environment) (20/215) (1) detailing progress in implementing the Local Housing Strategy for Perth and Kinross; (2) seeking approval of the revised Action Plan for 2020/21; and (3) setting out plans for developing the new Local Housing Strategy beyond 2021.

**Resolved:**

- (i) The progress made during 2019/20 towards achieving the outcomes set out within the Local Housing Strategy as detailed in Appendix 1 of Report 20/215 be noted.

PERTH AND KINROSS COUNCIL  
HOUSING AND COMMUNITIES COMMITTEE  
11 NOVEMBER 2020

- (ii) The revised action plan for the implementation of the Local Housing Strategy as detailed in Appendix 1 of Report 20/215 be approved subject to the 'Target (2020/21) of Action 2.22 being amended to read 'Not Exceed Current Level'.
- (iii) It be approved to delay by one year the plan to develop a new Local Housing Strategy in order that the impact of Covid-19 on the local economy and communities can be assessed and to provide time to produce a new strategy which responds to these challenges.

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DRAFT

PERTH AND KINROSS COUNCIL  
SPECIAL HOUSING AND COMMUNITIES COMMITTEE  
2 DECEMBER 2020

## HOUSING AND COMMUNITIES COMMITTEE

Minute of special meeting of the Housing and Communities Committee held virtually via Microsoft Teams on Wednesday 2 December 2020 at 1.30pm.

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

In Attendance: B Renton, Executive Director (Communities); C Mailer (Communities), S Hendry and A Taylor (both Corporate and Democratic Services).

Also in Attendance: Area Commander G Pryde and Group Commander E Baird (Scottish Fire and Rescue Service).

Apologies: Councillors P Barrett and A Jarvis; and Chief Inspector G Binnie (Police Scotland)

Councillor Brawn, Convener, Presiding.

### 1. WELCOME AND APOLOGIES

The Convener welcomed all those present to the meeting. Apologies for absence and a substitute were noted as above.

### 2. DECLARATIONS OF INTEREST

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

### 3. LOCAL FIRE AND RESCUE PLAN FOR PERTH AND KINROSS 2020

There was submitted a report by Area Commander G Pryde, Local Senior Officer, Scottish Fire and Rescue Service (20/239) containing background information in support of consideration of approval of the final draft Local Fire and Rescue Plan for Perth & Kinross 2020.

#### **Resolved:**

The final draft Local Fire and Rescue Plan for Perth & Kinross 2020, attached as Appendix 1 to Report 20/239, be approved.

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

**3 FEBRUARY 2021**

**Report by Area Manager Gordon Pryde, Local Senior Officer, Scottish Fire and  
 Rescue Service (Report No. 21/13)**

**SUBJECT: FIRE AND RESCUE SERVICE  
 PERTH & KINROSS FESTIVE INTERIM ACTIVITY REPORT**

**Abstract**

The report provides members with background information in relation to the activity of the SFRS within the Perth and Kinross area. It is intended to give an overview of some of the key Community Safety Engagement and Operational Activity events to keep members informed whilst formal quarterly performance reporting across the local will be presented at the next committee meeting.

**1 PURPOSE OF THE REPORT**

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

**2 RECOMMENDATIONS**

It is recommended that members:

Note, scrutinise and question the content of this report.

**3 FINANCIAL IMPLICATIONS**

None.

**4 PERFORMANCE**

- 4.1 A performance management framework has been developed to facilitate the monitoring of performance against the agreed priorities and outcomes ensuring effective targeting of resources and the principles of Best Value are met.
- 4.2 The Local Fire and Rescue Plan for Perth & Kinross 2020-23 was approved by the Housing and Communities Committee on the 2<sup>nd</sup> of December 2020.

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

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

Priority 1 - Improving Fire Safety in the Home

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

Priority 3 - Minimising the Impact of Unintentional Harm

Priority 4 - Reducing Unwanted Fire Alarm Signals

Priority 5 - Reducing Deliberate Fires

Priority 6 - Effective Risk Management and Operational Preparedness

4.5 Appendix 1 attached to this report provides a detailed breakdown and analysis of all data collected during the reporting period. A performance summary and scorecard is detailed on page 5 of the report. In addition, further sections are included to provide Members with an overview of a range of notable incidents and events undertaken by the local personnel/stations in support of prevention activities and preparation for emergency response.

## **5 EQUALITY IMPACT ASSESSMENT**

5.1 Not applicable.

## **6 ENVIRONMENTAL ISSUES**

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

## **7 SUMMARY**

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

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



## FESTIVE MONITORING REPORT

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



**SCOTTISH**  
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**December 2020**

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for a safer Scotland**



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

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

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

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

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## INTRODUCTION

During this December monitoring report, it covers the SFRS's performance and activities in support of the six priorities in the Local Fire and Rescue Plan for Perth & Kinross, namely:

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

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

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

The Perth & Kinross Council Housing and Communities Committee agreed the new Local Fire and Rescue Plan for Perth & Kinross on 2 December 2020. In support of delivering the priorities in this plan, 12 headline indicators and targets have been set, and form the basis of this monitoring report.

## PERFORMANCE SUMMARY

The table below provides a summary of December's activity against a three-year average and Headline Indicators. It aims to provide, at a glance, our direction of travel during the reporting period.

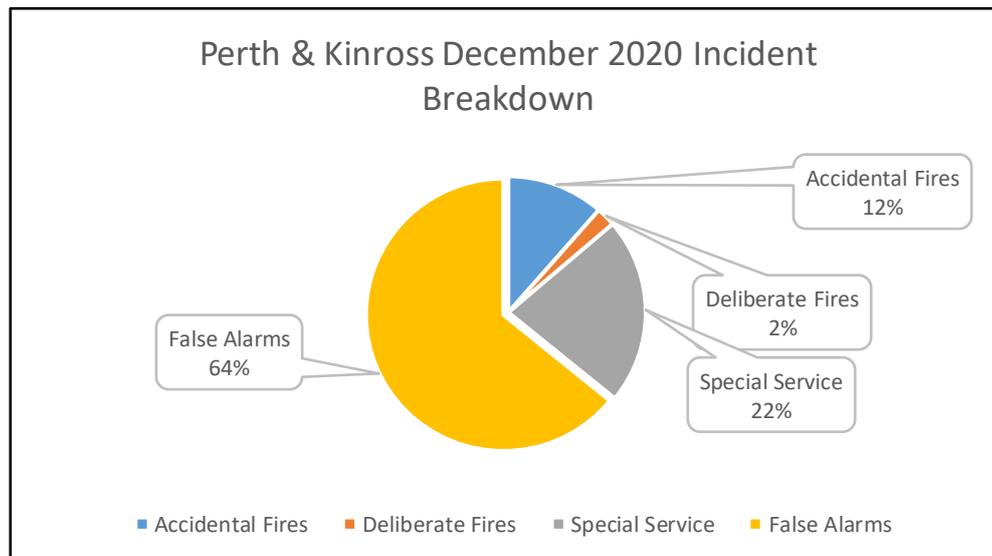
|                                                                                                                                                                                                                         |                                                                                                                                                                                                           |                                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>HI 1</b><br/><b>Accident Dwelling Fires (ADF)</b></p>  <p>December – 6 Incidents<br/>3 Yr. Average – 19 Incidents</p>            | <p><b>HI 2</b><br/><b>ADF Fatal Casualties</b></p>  <p>December – 0<br/>3 Yr. Average – 0</p>                            | <p><b>HI 3</b><br/><b>ADF Non-Fatal Casualties</b></p>  <p>December – 2<br/>3 Yr. Average – 3</p>                            |
| <p><b>HI 4</b><br/><b>Non-domestic Building fires</b></p>  <p>December – 3 Incidents<br/>3 Yr. Average – 6 Incidents</p>               | <p><b>HI 5</b><br/><b>Fatal Casualties in Non-Domestic Building Fires</b></p>  <p>December – 0<br/>3 Yr. Average – 0</p> | <p><b>HI 6</b><br/><b>Non-Fatal Casualties in Non-Domestic Building Fires</b></p>  <p>December – 0<br/>3 Yr. Average – 0</p> |
| <p><b>HI 7</b><br/><b>Road Traffic Collision (RTC) Incidents</b></p>  <p>December – 9 Incidents<br/>3 Yr. Average – 13 Incidents</p> | <p><b>HI 8</b><br/><b>Fatal RTC Casualties</b></p>  <p>December – 0<br/>3 Yr. Average – 0</p>                          | <p><b>HI 9</b><br/><b>Non-Fatal RTC Casualties</b></p>  <p>December – 3<br/>3 Yr. Average – 8</p>                          |
| <p><b>HI 10</b><br/><b>Unwanted Fire Alarm Signals</b></p>  <p>December – 48 Incidents<br/>3 Yr. Average – 50 Incidents</p>          | <p><b>HI 11</b><br/><b>Deliberate Primary Fires</b></p>  <p>December – 0 Incidents<br/>3 Yr. Average – 2 Incidents</p> | <p><b>HI 12</b><br/><b>Deliberate Secondary Fires</b></p>  <p>December – 3 Incidents<br/>3 Yr. Average – 5 Incidents</p>   |

### Year-to-Date Legend

|                                                                                     |                                      |
|-------------------------------------------------------------------------------------|--------------------------------------|
|  | Below 3 Yr. Average target           |
|  | Equal or within 10% of 3 Yr. Average |
|  | More than 10% above headline target  |

## PERFORMANCE HIGHLIGHTS

During December 2020 the SRFS attended a total of 144 incidents across Perth & Kinross.



Of the 12 headline indicators, the following performance should be noted for December 2020:

- The number of **Accidental Dwelling Fires (ADF's)** continues to decrease in the long term. Reporting the lowest December figure of ADFs in the last three years (6 incidents against an average of 19)..
- There were no **ADF Fatal Casualties**
- The number of **ADF Non-fatal Casualties** (2) has seen a slight decrease for December against a three year average of (3).
- The number of **Non-Domestic Building fires** is again reporting a decrease for December (3) against the three-year average (6).
- The number of **Road Traffic Collisions** for December is reflecting a decrease against the 3-year average (9 against 13). There were no **Fatal RTC Casualties** reported for December whilst **Non-Fatal RTC Casualties** is reporting (3). The number of RTC casualties is the lowest for the last three years for December (8).
- The number of **Unwanted Fire Alarm Signals (UFAS)** caused by automatic fire alarms (AFAs) in non-domestic buildings reports a slight decrease (48) for December against the three-year average (50)
- The number of **Deliberate Primary Fires** for December is zero against the three-year average of (2). The number of **Deliberate Secondary Fires** is again reporting a decrease for December (3 incidents against an average of 5).

## APPENDIX 1: COMMUNITY SAFETY ENGAGEMENT PROGRAMMES

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

**FIRE SAFETY IN THE HOME**  
SELF ASSESSMENT

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

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

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

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

Let's get started!

The Community Action Team (CAT) continue to promote the SFRS Online Safety Checker through partner contacts. We have also been heavily involved in reviewing our internal HFSV pending list for High and Medium risk persons. This will enable us to be in a confident position once Covid restrictions are eased whilst we transition into our recovery phase.



P&K CAT were an integral supporter of a National initiative led by the Scottish Premier League. The SFRS were a key partner in this initiative which involved the delivery of Christmas hampers to selected vulnerable people within the local P&K community. Home Fire Safety information was delivered with the hampers also.

## Fire and smoke alarms changes to the law

P & K fire stations have now received their first stock of the new interlinked detection systems. All stations and watches have received training on their fitment and process for recording. These interlinked systems will only be fitted to High Risk Owner Occupied properties throughout Scotland. We will continue to fit single point detectors where necessary and advise householders of the change in legislation.



On 4<sup>th</sup> December we remembered our friend and colleague Roderick Nicolson (Big Nick) who tragically lost his own life during active duty to selflessly save others at an incident at Perth Harbour 25 years ago. To reflect on this memory all former Tayside stations raised their flags at half-mast for the day. Fire crews accompanied by family, friends and former colleagues gave a minute's silence at the front of Perth Station at 11am.



On 12<sup>th</sup> December a delivery HGV lorry hit the railway bridge on the Dunkeld Road Perth. Fortunately, there were no injuries. Perth Crews attend along with their Heavy Rescue Unit to provide assistance to Police Scotland.



Road Traffic Collision December 13<sup>th</sup>. Van colliding with a tree. One male driver with serious head and leg injuries was transported to Ninewells.

PERTH AND KINROSS COUNCIL

HOUSING AND COMMUNITIES COMMITTEE

3 February 2021

COMMUNITY PLANNING PARTNERSHIP UPDATE

Report by Executive Director (Communities) (Report No. 21/14)

**PURPOSE OF REPORT**

To provide an update on progress with Community Planning priorities since the last update to the Housing and Communities Committee on 11 November 2020.

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

1.1 The CPP Board met on 11 December and agreed a revised set of priorities for the refreshed Local Outcomes Improvement Plan (LOIP). The LOIP will be part of the wider Perth and Kinross Offer and will focus on tackling inequality as the CPP's statutory role. The revised priorities focus on where the CPP can make a unique and specific contribution:

- Poverty, including child poverty, food poverty and fuel poverty
- Mental and physical wellbeing
- Employability
- Digital Participation
- Skills, learning and development

1.2 Each priority will have a lead officer from the CPP, who will co-ordinate with existing working groups to agree CPP actions over the next 1 to 3 years. The CPP Board will be meeting more frequently in early 2021 to develop key actions around each priority and develop appropriate performance monitoring and risk management processes.

1.3 To enable the delivery of these ambitions the CPP Executive Officer Group will set out an action plan which will build on:

- **Community participation and co-production of services** – involving service users in the design and delivery of services brings improved outcomes for communities
- **Locality partnership working** – moving from a centralised model of service delivery, to one which is more reflective of local contexts delivers better services and improved outcomes for communities
- **Data sharing** – evidence led service design and delivery produces better quality and more relevant services. Partners sharing appropriate data to inform decision making is necessary to achieve the best outcomes

- **Risk Management** – through the development of a risk profile for the delivery of the LOIP to be monitored by the CPPEOG and reported to the Board

1.4 The new LOIP is expected to be approved in the first half of 2021, subject to COVID-19 and partner commitments in response to the situation over the next few months. A new reporting structure will be implemented to monitor progress against our five priorities.

1.5 The priorities for the new LOIP have been grouped under the key themes of the Perth and Kinross Offer. These themes are: Equalities and Fairness; Education; Economy; Environment and Empowerment. The LOIP will be the Community Planning Partnership’s unique contribution to the Offer, with a specific focus on reducing inequalities.

## 2. ANNUAL PERFORMANCE REPORT

2.1 In December 2020 CPP Board considered a draft Annual Performance Report (APR) for 2019/20. This is the final Performance Report on this iteration of the LOIP, which was approved in 2017. The APR covers the period from October 2019 to end of September 2020, including the initial response to the coronavirus outbreak and how partners supported communities to limit the negative impacts that individuals and communities faced as a result of lockdown. Key case studies include the partnership response to the Two Sisters Outbreak in Coupar Angus and the Communities and Welfare Workstream. The Report was approved by Board in January 2021 and will be considered at the next full Council meeting.

## 3. CONCLUSION AND RECOMMENDATION

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

### Author

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

### Approved

| Name           | Designation                      | Date            |
|----------------|----------------------------------|-----------------|
| Barbara Renton | Executive Director (Communities) | 11 January 2021 |

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**PERTH AND KINROSS COUNCIL**

**Housing and Communities Committee**

**3 February 2021**

**Housing Revenue Account (HRA) Strategic Financial Plan incorporating the 5 Year Capital Investment Programme and Rent Strategy to 2025/26, Reserves Strategy and other Housing Charges for 2021/22**

**Joint Report by Executive Director (Communities) and Head of Finance (Report No. 21/15)**

This report sets out the proposed Housing Revenue Account (HRA) budget for five years from 2021/22 to 2025/26. It recommends increases to rents for houses and other HRA property service charges, and an appropriate level of reserves. The proposed budget for the next five years of the Capital Investment Programme totalling £66.3 million from 2021/22 to 2025/26 is also detailed. The HRA 30-year Business Plan has been updated to reflect and confirm the affordability of the proposals.

**1. BACKGROUND/MAIN ISSUES**

- 1.1 The Council owns and manages 7,680 properties. The Housing Revenue Account (HRA) meets all operational expenditure of supporting tenancies, building maintenance and capital financing charges associated with investment in existing and new social rented housing stock. It also contributes to financing major upgrades and improvements in the investment programme, through revenue contributions to capital projects.
- 1.2 The HRA receives income from rents (houses, garages and other properties) and interest on balances, which funds all relevant HRA expenditure.
- 1.3 The HRA Business Plan and Capital Investment Programme form the basis of proposals to ensure that the Council's housing stock continues to comply with the Scottish Housing Quality Standard (SHQS).
- 1.4 The HRA Business Plan is updated each year to reflect the available budget, tenants' priorities, rent strategies and economic conditions to ensure it continues to be affordable and sustainable. The HRA Business Plan has been updated to reflect the proposals within this report. The HRA budget for 2021/22 (Appendix 1) has been prepared in accordance with Housing Acts, Scottish Government directives and regulatory requirements.
- 1.5 A house condition survey to assess the condition of the Council's housing stock was undertaken in 2014/15 to:
  - benchmark the current performance of our housing stock against the SHQS
  - estimate short term investment levels required in our housing stock
  - examine longer term investment requirements over a 30-year business planning cycle.

- 1.6 A further house condition survey was commissioned in January 2020 but unfortunately had to be placed on hold due to COVID-19. The survey has still to recommence and the findings will inform the Local Housing Strategy.
- 1.7 Other factors influencing the Capital Programme and rent setting proposals include the Welfare Reform agenda, increasing costs of materials and services across the whole of the HRA, the climate change agenda, Housing to 2040 and uncertainty over the level of grant to be received from the Scottish Government in respect of new build housing. In particular this year, the impacts of the COVID-19 pandemic on our tenants and the HRA are key factors that have influenced the rent setting proposals.
- 1.8 Universal Credit full service was introduced to Perth and Kinross in June 2018. This included changes in Housing Benefit payments from direct to landlord to directly to the tenant.
- 1.9 The full financial impact of these changes on the Housing Revenue Account (including payment of rental benefits direct to individuals rather than landlords as is currently the case) continues to be closely monitored. The introduction of Universal Credit has impacted on rent arrears for the HRA and provisions will continue to be reviewed as impacts of the changes emerge over time. An update on the impacts was reported to Committee in January 2020 (Report No. 20/30 refers).

## **2. TENANT ENGAGEMENT**

### **Approach**

- 2.1 The Scottish Social Housing Charter sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. Outcomes 14 and 15 are the outcomes primarily linked to the rent setting process and the financial aspect/delivery of the HRA. These outcomes require social landlords to set rents and service charges in consultation with their tenants and other customers so that:
  - a balance is struck between the level of services provided, the cost of the services and how far the current and prospective tenants and other customers can afford them
  - tenants get clear information on how rent and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants.
- 2.2 These outcomes reflect local authorities' legal duties under section 25(4) of the Housing (Scotland) Act 2001 to consult tenants affected by the proposed increases and to have regard to their views, including affordability and decisions about how rental income is spent. Landlords must also decide whether to publish information on expenditure, as well as the format and level of detail to be included within this information.

- 2.3 Perth and Kinross Council must engage in discussions with tenants about rents and any decisions made, in relation to rent levels, should reflect tenants' views. The proposals contained within this report reflect tenants' views. In approving this report, members of the committee must demonstrate that they have fully considered these views.
- 2.4 Our approach to involving tenants in the rent setting process was developed by the Strategic Tenant Engagement in the Annual Rent Setting (STEARs) tenant working group. This approach is regularly reviewed with tenants and follows the recommendations from the Scottish Housing Regulator which includes:
- providing tenants with 3 rent increase options
  - demonstrating affordability levels
  - consulting with current and prospective tenants.

### **Rent Structure**

- 2.5 In 2016/17, a new model to calculate the way we charge rent was introduced. The model was developed in partnership with an independently supported tenant working group and in consultation with our wider tenant body. One of the main aims was to ensure that a fair and equitable model was introduced to address the inequalities which existed between location, property size and type. The approach taken was recognised as sector leading, in terms of the scale and diversity of engagement opportunities, along with the genuine commitment to build the capacity of our tenants through both support and training. The approach was also recognised by the Fairness Commission as an example of good practice, in relation to tenant engagement and the delivery of a fair and equitable rent structure.

### **Affordability Model**

- 2.6 In 2017, an external consultant was engaged to work with staff and tenants to develop and deliver an affordability model. This model is updated annually to assess the affordability of our rent setting proposals.
- 2.7 The outcome from this year's affordability assessment demonstrated that Perth and Kinross Council's rents were, on average, 5% lower than neighbouring local authorities and 26% lower than local Housing Associations. These figures are based on our proposed rent levels for 2021/22, compared against an assumed average national increase of 0.5% for other local authorities and Housing Associations.
- 2.8 The model also demonstrated that 86% of our residents could afford our rents based on their income alone, without taking into account any housing benefit they receive.

## **Tenant Engagement – Previous Process**

- 2.9 In previous years, a questionnaire was sent out to all Council tenants in April asking them about their priorities for the delivery of Housing services
- 2.10 This was followed up with a tenant's summer conference where further discussions took place regarding their priorities in order to drill down further on the tenant's feedback.
- 2.11 The summer conference was then followed by an autumn conference where tenants were presented with 3 rent increase options. The impact of these options was explained to tenants with opportunities for tenants to ask the Housing Management Team any questions.
- 2.12 Following the autumn conference, voting slips and information about the rent increase options were sent to tenants asking them to vote on their preferred option.

## **2020/21 COVID-19 Process**

- 2.13 As a result of the COVID-19 pandemic - the uncertainty at the time of its duration and impacts, the need for staff to focus on response and the inability to hold a conference event, we have been unable to undertake the initial tenant questionnaire or the summer and autumn conferences.
- 2.14 Although this year our approach to consultation is understandably different, it is still important that tenants had an opportunity to determine the level of rent increase and that we met our requirements as a landlord to consult with our tenants.
- 2.15 An online Tenant and Residents Forum was held on 22 October 2020, which gave tenants the opportunity to discuss this year's approach and proposals. Information was then sent to all tenants providing:
- an overview of the rent setting approach for this year and explaining why it is different due to the pandemic
  - details of the impacts of Covid on tenants
  - an overview of the impacts of Covid on the HRA
  - details of the 3 proposed rent increase options and the impact and affordability of each of these.
- 2.16 To ensure all tenants had an opportunity to influence this important decision, a range of mechanisms were available. All tenants received details of the proposed rent options at the beginning of November and had the opportunity to vote via post and on-line. We also contacted as many of our tenants as possible by phone, particularly those known to be vulnerable or digitally excluded to discuss the rent options with them and to support them to vote.

2.17 The initial deadline for tenants to vote on the rent options was 11 December 2020. This was then extended until 24 December to give tenants a further opportunity to have their say.

### **Covid Impacts and associated Budget Pressures**

2.18 The COVID-19 pandemic has had, and will continue to have, a profound and wide-reaching impact throughout Scotland. Touching all aspects of society, economy, educational outcomes and our personal lives, with the social housing sector no exception to this.

2.19 At a national level, the housing sector has played a critical role in supporting many vulnerable households, maintaining the delivery of homeless and sheltered housing services, undertaking welfare checks and continuing to undertake gas safety checks and emergency repairs. Issues and risks for the sector have emerged, and will continue to do so, around homelessness, financial hardship and rent arrears, access to housing and the ability of the sector to re-mobilise its capital and new build projects.

2.20 Irrespective of any additional new pressures or financial impacts of Covid, the HRA still has cost pressures as a result of fixed costs. Examples of these cost pressures are: -

- staff costs
- adjustment to Bad & Doubtful debt provision
- loan charges
- corporate recharges.

2.21 These fixed costs are routinely reviewed as part of the budget setting process.

2.22 The capital programme has been reviewed to reflect the impact of the lockdown due to COVID-19. This has resulted in some programmes being rephased to reflect the delays experienced with the resultant effect of a reduction in the HRA loan charges, reducing the overall costs to tenants next year.

2.23 There has, however, been no reduction in the level of investment that was previously agreed with tenants. It has simply been rephased to take into account delays experienced due to the lockdown period.

2.24 As with the wider community, the impact of Covid on our tenants has been significant. Many tenants are facing financial hardship as evidenced in the increase in rent arrears and universal credit applications:

- as at the end of December 2020, rent arrears have increased by £794,000 since April
- there has been an increase of 83% in Universal Credit applications since April
- the percentage of tenants in arrears has increased from 27.23% to 36.78%.

- 2.25 Prior to Covid, we knew that many of our tenants were digitally excluded. This has been evidenced in our tenant satisfaction survey, where it was clear that many tenants were elderly and/or did not have access to digital devices and the digital skills needed to access many online services. The need for a greater focus on digital inclusion has been heightened during, and as a result of, Covid with a significant shift to online services and the need for many social interactions to be undertaken via digital platforms.
- 2.26 Feedback from tenants in response to the tenant welfare checks was overwhelmingly positive with many tenants finding the support offered invaluable. The checks enabled us to personally connect with the majority of tenants and gain a far greater understanding about their household circumstances and individual needs. We know that the impacts of social isolation are significant and that, as the pandemic and its associated restrictions continue, we need to be able to provide this ongoing support to our tenants.
- 2.27 To ensure that we have the capacity to support our tenants with the longer-term impacts of COVID-19, we have identified the following additional pressures:
- Digital & Financial Inclusion Support for Tenants - £150,000
  - Social Isolation Support Service - £50,000.
- 2.28 It is proposed that these budget pressures are initially agreed for a temporary 2-year period to enable a full evaluation of their impact and outcomes and ongoing need.

### **Rent Options**

- 2.29 In previous years, tenants voted on rent options based on an increasing level of service provision, each reflecting higher levels of rent. The additional elements of service provision reflected tenants' views and priorities obtained from the survey and rent conference.
- 2.30 This year, proposals for enhanced service delivery are based on officers' assessment and tenant feedback of the Covid impacts. Tenants have had the opportunity to accept or reject these proposals and determine if they should be funded from new rent monies or through a reduction in other areas of service delivery.
- 2.31 As a result of the potential financial hardship on our tenants, we have recognised that we need to keep the rent increase as low as possible. This has been reflected in the options that tenants have been asked to consider.
- 2.32 The options that the tenants were asked to consider are as follows: -

#### **Option 1**

- Fixed cost increases only
- No additional pressures
- Rent increase of 1%.

## Option 2

- Fixed cost increases
- Additional pressures included for
  - digital & financial inclusion support for tenants - £150,000
  - social inclusion support service - £50,000
- Additional pressures funded by
  - reduction in Estate Based Initiatives (EBI) budget - £150,000
  - general efficiencies (removal of a long standing 0.5fte vacant post) - £30,000
  - reduction in tenant participation budget - £20,000
- Rent increase of 1%.

## Option 3

- Fixed cost increases
- Additional pressures included for
  - digital & financial inclusion support for tenants - £150,000
  - social inclusion support service - £50,000
- Additional pressures funded by rent increase only
- Rent increase of 1.7%.

2.33 In November 2020, all 7,680 tenants received rent setting information and asked to indicate their preferred option on the proposals through the tenants On the House magazine, Twitter, Facebook and text messages. To increase the level of responses and encourage as many tenants as possible to have their say, staff across the service undertook phone surveys.

2.34 A total of 1,282 tenants (17%) responded with the outcome as follows:

- Option 1 - 30%
- Option 2 - 38%
- Option 3 - 32%

2.35 The consultation process has provided all tenants with genuine opportunities to consider the options, with information on each option about the impact on service delivery and affordability for tenants. All tenants have had an opportunity to express their preferred level of rent increase for the forthcoming year. The total number of responses this year was 1,282 (17%), this compares to 1,252 (16%) last year.

## Recommended Option

2.36 Based on tenant feedback and a clear preference by tenants, this report recommends that committee approves option 2 to increase rents by 1% by introducing additional digital & financial and social inclusion support for tenants to cope with the impacts of COVID-19. The detail contained within the following sections of this report relate to option 2 as detailed in section 2.32.

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

3.1 A budget for the HRA (as shown in Appendix 1) is balanced each financial year to ensure the operating costs are met from the yearly rental income. The budget includes an amount for Prudential Borrowing to meet the revenue cost of the capital investment programme. Since the Standard Delivery Plan (SDP) commenced in 2004, £127 million has been borrowed. This included the first major works necessary to meet the SHQS, namely, the installation of new kitchens and bathrooms.

3.2 The additional cost pressures (as shown in Appendix 2) which the HRA must contain within the next 5 financial years relate to the main areas described below:

- the budget allows for a 3% pay increase for Single Status and Trades staff for 2021/22, based on the assumptions contained in the Medium-Term Financial Plan approved by Council on 30 September 2020 (Report No. 20/174 refers), plus the cost of incremental progression
- an adjustment to the bad and doubtful debt provision to take account of the potential increased risk to the Council as a result of the roll-out of full-service Universal Credit
- the provision of a budget to support financial & digital Inclusion
- the provision of a budget to support Social Isolation
- an increase in corporate recharges.

3.3 In addition, with option 2, a range of efficiency savings will be delivered, to minimise the impact on future rents and borrowing requirements. These savings are summarised below:

- a 50% (£150,000) reduction in the Estate Based Initiatives budget
- general efficiencies (removal of a long standing 0.5fte vacant post)
- a reduction in the tenant participation budget.

The assessed impact of these savings to the service is minimal. To date over £1million has been invested through the EBI budget and despite this reduction we will continue to invest £150,000 annually. The reduction in the tenant participation budget reflects a recurring underspend within this area.

3.4 The full detail of the pressures and savings are detailed in Appendix 2.

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

4.1 Good progress has again been made with the capital improvements during 2019, and the number of houses achieving overall compliance with the SHQS has remained high. The independent stock condition survey (outlined in paragraph 1.5 above), which included 30% of the total Council house stock, provided a useful validation of SHQS performance and correlated favourably with existing records.

- 4.2 Based on the stock data at 31 March 2020, the overall level of SHQS compliance was 95.77% i.e. 7,355 Council houses. Perth and Kinross continue to compare favourably across Scotland, with the national average for local authorities in 2019/20 sitting at 94.90%.
- 4.3 The planned investment programme has been reviewed to reflect the impact of the lockdown due to COVID-19. This has resulted in some programmes being rephased to reflect the delays experienced and has had the resultant effect of a reduction in the HRA loan charges reducing the overall costs to tenants next year.
- 4.4 There has, however, been no reduction in the level of investment that was previously agreed with tenants, it has simply been rephased to take into account delays experienced due to the lockdown period.
- 4.5 The planned investment programme of £66.3 million for the 5-year period from April 2021 to March 2026 is summarised in Appendix 3. A number of community benefits will arise from this level of investment, as well as the improvements to our Council stock. The proposed Capital Investment Programme required to continue to comply with SHQS over the next 5 years amounts to £33.5m and is summarised as follows,
- unallocated - £10.0 million
  - kitchens and bathrooms - £6.3 million
  - external fabric works - £5.0 million
  - rewiring/infrastructure/property refurbishment - £3.9 million
  - energy efficiency works - £2.0 million
  - fire precaution measures - £2.0 million
  - structural works - £1.3 million
  - environmental improvements - £1.0 million
  - multi-storey flats\* - £1.0 million
  - central heating renewal - £0.5 million
  - sound insulation - £0.5 million
- \*Work on the 6 multi storey blocks includes all the types of improvement work listed in 4.5
- 4.6 A review of the capital programme is currently underway looking at future investment requirements, especially in our multi-storey flats. Once this review has been concluded, and the stock condition survey has been completed, the unallocated £10.0 million will then be allocated to the appropriate budgets and reported to committee.
- 4.7 Relevant business cases have been produced for the capital programmes, where appropriate. These will be made available online on the Councillors' CHIP SharePoint site.

4.8 The capital programme in Appendix 3 also details the proposals for the following non SHQS elements:

- council house new build programme
- purchasing houses through the open market
- major adaptations to properties for people with disabilities
- redevelopment and regeneration of St Catherine’s Square
- investment in Sheltered Housing complexes
- adaptations to shops & offices
- mortgage to rent – under certain circumstances, where owner/occupiers have difficulty in meeting mortgage payments, the Government can arrange for the Council to buy the property and rent it back to the same individual as a tenant to avoid homelessness
- replacement of lifts to ensure fire safety regulations in multi-storey accommodation is met
- information and systems technology will be required to support new ways of working e.g. PCs, mobile technology, servers etc.

## 5. INCREASING COUNCIL HOUSE STOCK

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

5.2 In summary, by the end of March 2021, it is estimated that 485 Council houses will have been built since 2011, 205 former council houses purchased, and 12 properties converted into flats for social rent. An update is provided on each of these below.

### Building new houses for social rent

5.3 During 2008, the Scottish Government announced plans to provide grants to local authorities to support new-build Council housing. Perth and Kinross Council has successfully obtained grant awards each year of the funding programme.

5.4 The aim of the Council’s new build housing programme is to provide high quality affordable housing to meet housing need within the area. Between 2011 and 2021, the Council has built 485 new builds.

5.5 The table below summarises recent completions and current plans for the forthcoming year.

| Project                  | No of Units | Year Completed |
|--------------------------|-------------|----------------|
| Milne Street, Perth      | 8           | 2020/21        |
| Glebe, Scone             | 65          | 2020/21        |
| Huntingtower, Perth      | 70          | 2020/21        |
| Ardler Road, Meikle      | 8           | 2020/21        |
| Fairfield, Perth         | 18          | TBC            |
| Newburgh Road, Abernethy | 10          | TBC            |
| Lynedoch Road, Methven   | 24          | TBC            |

- 5.6 The size, type, location and funding of the new build programme is determined through the Strategic Housing Investment Plan, which was approved by the Housing and Communities Committee on 30 October 2019 (Report No. 19/301 refers).
- 5.7 The Capital Investment Programme assumes the Council house building programme will continue to receive the same level of financial funding per house from the Scottish Government. It also assumes the continuing use of the Council's Earmarked Reserve for Affordable Housing.
- 5.8 The Capital Investment Programme, detailed in Appendix 3, incorporates the existing committed new build programme and an indicative future new build programme, with the funding assumptions as presented in section 5.6. Work is currently underway to identify future sites for new builds. These will be reported to Committee once confirmation is received that sites are viable projects.

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

- 5.9 The Capital Investment Programme also includes funding for increasing Council house stock by purchasing houses through the open market. It is anticipated that by 31 March 2021, 205 houses will have been purchased at a cost of approximately £24.5 million (including upgrading to SHQS). The purchase of these properties has facilitated a further 230 moves through the resulting vacancy chains, supporting people into more suitable accommodation.
- 5.10 The capital investment programme has £3.2 million of funding allocated for buy-backs over the next 2 years, with the potential to allocate additional money to this from the overall budget for increasing our Council stock. This funding will be accelerated as and when required, as properties become available to purchase.
- 5.11 The Council has been successful in obtaining funding, in addition to the Housing Allocation Grant from the Scottish Government, for the period 2013/14 to 2020/21 of £6.3 million. This has allowed the purchase of approximately 53 properties over and above the existing budget within the Capital Investment Programme.

## **6. RENT STRATEGY**

- 6.1 When setting the 2020/21 budget, the Housing and Communities Committee approved a 3.5% rent increase for 2020/21 and a four-year rent strategy for 2021/22 to 2024/25 at an indicative rate of 2.2% (Report No. 20/29 refers).
- 6.2 This provided a baseline level for tenants. It also allowed the Council to highlight the potential future rent increase required to deliver the capital investment programme and running costs of the HRA.
- 6.3 In order to meet the fixed costs borne by the HRA and to support tenants through the longer-term impact of COVID-19, taking into account efficiency savings detailed in section 3.3, a 1% rent increase (option 2) will be required for 2021/22. The proposed increase of 1% reflects the views of our tenants as noted in section 2.34 whilst maintaining the financial health of the HRA Business Plan.

- 6.4 Due to the financial impacts of COVID-19 on our tenants, a rent freeze was considered. This would have resulted in a reduction in income to the HRA of £14million over the 30-year business plan, and a reduction in the capital investment programme.
- 6.5 The proposed rent strategy for the four-year period from 2022/23 to 2025/26 will be set at an indicative rate of 2.2%. The actual agreed level will be dependent on the outcomes of tenant feedback and the wider HRA rent setting process.
- 6.6 This strategy was previously agreed with tenants in November 2016. It aims to provide a more planned and consistent approach for tenants, and to minimise future fluctuations, dependent on consultation with tenants on their spending priorities for future years.
- 6.7 The rent strategy as detailed above allows the HRA to:
- set rents at reasonable levels over the period, maintaining Perth and Kinross Council rents lower than the Scottish average
  - demonstrate affordable rents for our tenants
  - finance the cost of the future investment programmes to continue to improve our housing stock
  - provide headroom to allow for a commitment of 80 new houses each year
  - increase the Council house stock by purchasing houses through the open market
  - finance the revenue borrowing cost of previous capital programme investment to meet the SHQS and provide a new build programme (485 houses to date)
  - continue to resource Locality Teams in managing tenancies, foster tenant participation and work with partner colleagues in the community to create safe and vibrant neighbourhoods
  - enable a Reserves Strategy to provide uncommitted reserves of £1million.

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

- 7.1 When reviewing their medium-term financial plans and preparing annual budgets, local authorities should consider the establishment and maintenance of reserves. These can be held for three main purposes to:
- provide working balances to cushion the impact of uneven cash flows and avoid unnecessary borrowing
  - cushion the impact of unexpected events or emergencies
  - build up funds, often referred to as earmarked reserves, to meet known or predicted requirements.
- 7.2 Money held in the general reserve is, therefore, not being directly used to deliver the Housing Business Plan but is set aside for the purposes outlined in section 1.

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

- additional repairs due to severe weather events and other emergencies such as the Covid-19 pandemic
- the current economic climate and the change in Housing Benefits legislation. This may impact upon income recovery with the potential for an increase in non-collection levels for housing rents
- the economic conditions, which could also impact on commercial lets, resulting in lower rent levels or properties remaining void for longer periods.

7.4 The service continues to closely monitor the impact of Full-Service Universal Credit. The introduction of Universal Credit has impacted on rent arrears for the HRA and provisions for increased bad debt will continue to be reviewed as impacts of the changes emerge over time.

7.5 In view of the potential risks facing the HRA and in accordance with guidance set out in the CIPFA Local Authority Advisory Panel Bulletin (LAAP) 99 (published in July 2014), the Head of Finance, therefore, recommends retaining an uncommitted reserve on the Housing Revenue Account of between 2% and 4% of gross expenditure – approximately £631,000 to £1,262,000. This will be reviewed in future years and amended as required.

7.6 At the Housing and Communities Committee of 29 January 2020, members agreed that the HRA should maintain an uncommitted general reserve balance of £1,000,000 (Report No. 20/29 refers). After reviewing the 30-year business plan, it is felt prudent that the balance should continue to be maintained at the present level. The business plan assumes that a balance of £1,000,000 will be maintained for the next 5 years.

7.7 At this time, it is not anticipated that there will be any requirement to utilise the reserve in 2020/21 and consequently the balance will remain at £1,000,000.

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

8.1 Appendix 4 shows the Council house rents in Perth and Kinross compared to other councils in Scotland. Perth and Kinross Council currently has the 4<sup>th</sup> lowest rent in Scotland, at £5.58 below the Scottish average.

8.2 Based on recent information provided by other councils and assumptions on potential rent increases, comparisons have been made on potential rent levels for Councils for 2021/22 as detailed in Appendix 4. It would appear that most Local Authorities are taking a similar approach by minimising the overall rent increase to reflect the challenges presented by COVID-19.

8.3 Using these assumptions, Perth and Kinross would have an average rental figure of £71.47 compared to the projected Scottish average of £76.74 for 2021/22. This would mean Perth and Kinross Council would have the 6<sup>th</sup> lowest rent in Scotland, £5.27 lower than the projected Scottish average.

- 8.4 The level of rent increases for 2020/21 across local authorities in Scotland ranged from 1.5% to 5%, with the Scottish average being 3%.
- 8.5 Table 1 below details 2019/20 average rent levels for the main Registered Social Landlords (RSLs) within Perth and Kinross.

| Registered Social Landlord 2019/20 | Bedroom Size/Weekly Rent (£) |       |       |       |        |
|------------------------------------|------------------------------|-------|-------|-------|--------|
|                                    | Bedsit                       | 1     | 2     | 3     | 4+     |
| PKC                                | 44.25                        | 63.76 | 69.39 | 77.08 | 82.81  |
| Caledonia                          | 90.72                        | 87.84 | 82.76 | 92.22 | 101.50 |
| Hillcrest HA                       | 37.47                        | 76.09 | 88.83 | 97.59 | 105.93 |
| Kingdom HA                         | 63.35                        | 74.53 | 82.28 | 94.41 | 97.99  |
| Fairfield Co-op                    | n/a                          | 70.87 | 78.47 | 80.48 | 84.30  |

Table 1: Average Rents 2019/20 (based on 52 weeks)  
Source: Scottish Housing Regulator 2020/21 Landlord Reports

- 8.6 During 2018/19, we were involved in a benchmarking exercise to compare the financial health of HRA Business Plans across local authorities in Scotland. This exercise evidenced that our business plan is well managed and in a good position to meet current and future demands and service requirements.

## 9. PROPOSED RENTS FOR OTHER SERVICES

- 9.1 It is recommended that a range of non-commercial rents, excluding the HRA rents for housing stock (detailed in section 6), are amended as detailed below from 5 April 2021. The proposals ensure the Council continues to demonstrate that it has set rents which reflect the characteristics of individual dwellings and services provided. The different types of properties are detailed separately below:

### **Rental charges for Greyfriars House**

- 9.2 It is proposed to have a 1% rent increase for Greyfriars House to reflect the same rental strategy for mainstream rents.

### **Rental charges for dispersed temporary accommodation**

- 9.3 It is proposed to have a 1% increase on rental charges for properties owned by the HRA but allocated as temporary accommodation for homeless people to reflect the rental strategy for mainstream rents.

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

- 9.4 It is proposed to have a 1% rent increase for chalets and stances for Gypsy Travellers to reflect the rental strategy for mainstream rents.

### **Lock-ups**

- 9.5 It is proposed to have a 1% rent increase for lock-ups to reflect the rental strategy for house rents.

### **Garage Sites**

- 9.6 It is proposed to have a 1% rent increase for garage sites to reflect the rental strategy for house rents.

### **Commercial rents**

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

## **10. PROPOSED HOUSING SERVICE CHARGES**

- 10.1 Local Authority Housing Services separate service charges from housing rents, to ensure that charges for services, such as caretaking, are fair and transparent. Service charges usually reflect additional services which may not be provided to every tenant, or which may be connected with communal facilities rather than directly to the occupation of a dwelling. In addition, the HRA charges owners for services provided as determined by title deeds, the Tenement Management Scheme and the Property Factors Agreement.
- 10.2 The range of service charges currently levied by the HRA to tenants and owner occupiers are shown in tables 2 and 3 below. All services, apart from the garden maintenance scheme and communal heating at particular locations, are included in tenants' rents. Owner occupiers in locations with mixed tenure have additional charges as they have to meet some costs for the services they receive as determined by their title deeds.
- 10.3 At the Housing and Health Committee of 27 January 2016, members agreed that the charge to Council tenants and private owners at Market, Milne and Lickley Court for communal energy costs will be adjusted each year to reflect the previous year's energy costs (Report No. 16/28 refers).
- 10.4 The communal energy costs at Sheltered Housing Complexes have also been reviewed in line with the current agreement for Market, Milne & Lickley. The revised charges in relation to this, as well as the revised charges for garden maintenance and communal energy costs as detailed in sections 10.3 and 10.4, are detailed below:

|                                                        | 2020/21<br>Current<br>Annual Charge | 2021/22<br>Proposed<br>Annual Charge |
|--------------------------------------------------------|-------------------------------------|--------------------------------------|
| Service Charges to Tenants                             |                                     |                                      |
| Garden Maintenance Scheme                              | £124.00                             | £124.00                              |
| Retirement Complexes                                   | £214.77                             | £221.00                              |
| Communal Energy Costs –<br>(Market, Milne and Lickley) | £330.20                             | £331.24                              |
| Heating and Lighting at Sheltered<br>Housing complexes | £315.12 -<br>£601.64                | £325.00 -<br>£645.84                 |

Table 2: Service Charges to Tenants

- 10.5 As a result of the Property Factors Agreement being in place since 1 April 2014, Housing & Health Committee approved a range of charges to owner occupiers of multi-tenure blocks (Report No. 14/114 refers). These charges are reviewed annually in line with the actual cost of the service being provided with the proposed 2021/22 charges detailed in table 3 below:

| Service Charges to Owner Occupiers | 2020/21<br>Current<br>Annual Charge | 2021/22<br>Proposed<br>Annual Charge |
|------------------------------------|-------------------------------------|--------------------------------------|
| Stair Lighting                     | £23.83                              | £27.41                               |
| Market Court                       | £810.68                             | £828.46                              |
| Milne Court                        | £810.59                             | £828.37                              |
| Lickley Court                      | £811.91                             | £829.55                              |
| Potterhill                         | £404.00                             | £426.18                              |
| Pomarium (Nos 7-51)                | £398.02                             | £421.27                              |
| Pomarium (Nos 52-95)               | £398.03                             | £421.35                              |

Table 3: Service Charges to Owner Occupiers

### **Rechargeable Repairs**

- 10.6 The HRA has a policy to recover the costs of repairs, clearance and related works, from current or former tenants and owners/residents. Accounts are raised for a number of reasons, including to: -
- recover the cost of work arising from tenant misuse
  - consistently enforce the conditions of the Scottish Secure Tenancy
  - deter misuse of Council property by future tenants.
- 10.7 A summary of all housing charges for 2021/22 is detailed at Appendix 5.

## **11. CONCLUSION AND RECOMMENDATIONS**

- 11.1 This report details the proposed HRA budget for the 5-year period from 2021/22 - 2025/26 and recommends rent increases for houses and other HRA properties.
- 11.2 The recommended 1% increase detailed in option 2, is in line with the views of our tenants. This will ensure that our rent levels remain affordable to our tenants and, as 6<sup>th</sup> lowest in Scotland, continue to compare favourably at a national level.
- 11.3 The measures outlined will support continued and sustained improvements in the delivery of housing services. More specifically, they will:
- provide tenants with additional financial, social and digital inclusion support measures to help overcome the impacts of COVID-19
  - increase our housing stock and support the delivery of our new build commitments and meet housing need in the area.
  - continue to invest in their homes through the capital investment programme ensuring ongoing compliance with the SHQS

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

11.5 It is recommended that Committee:

- (i) approves the Housing Revenue Account Budget for 2021/22 and provisional budgets for financial years 2022/23 to 2025/26 as set out in Appendix 1.
- (ii) approves the proposed Housing Revenue Account Capital Investment Programme for 2021/22 to 2025/26 as set out in Appendix 3.
- (iii) approves the Rent Strategy for 2021/22 and a provisional Rent Strategy for the following 4 years to 2025/26 as stated in Section 6.
- (iv) approves the rent increase of 1% in line with option 2, for the year commencing 5 April 2021 for all Council houses. This would mean an average weekly rent increase of £0.71 per week, giving an average weekly rent of £71.47 per week based on 52 weeks.
- (v) approves the rent increase of 1% for the year commencing 5 April 2021 for:
  - all lock-ups
  - all garage sites
  - chalets and stances for Gypsy Travellers at Double Dykes and Bobbin Mill
  - dispersed tenancies owned by the HRA
  - Greyfriars Hostel.
- (vi) approves the Housing Revenue Account Reserves Strategy proposed in Section 7.
- (vii) approves the proposal to set Housing service charges from 5 April 2021 as stated in Section 10.
- (viii) endorses and approves, where necessary, the revised level of all housing related charges as detailed in Appendix 5.
- (ix) endorses the progress made to date in delivering and maintaining the SHQS for improving and managing the housing stock as set out in Section 4 and the related Business Cases.

## Authors

| Name         | Designation                      | Contact Details                                                                                  |
|--------------|----------------------------------|--------------------------------------------------------------------------------------------------|
| Steven Coyle | Finance & Governance Team Leader | <a href="mailto:HECommitteeReports@pkc.gov.uk">HECommitteeReports@pkc.gov.uk</a><br>01738 475000 |
| Clare Mailer | Depute Director (Communities)    | <a href="mailto:HECommitteeReports@pkc.gov.uk">HECommitteeReports@pkc.gov.uk</a><br>01738 475000 |

## Approved

| Name         | Designation                   | Date            |
|--------------|-------------------------------|-----------------|
| Clare Mailer | Depute Director (Communities) | 21 January 2021 |

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

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

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

#### Corporate Plan

1.2 As above.

### 2. Resource Implications

#### Financial

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

### **3. Assessments**

#### Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.
- 3.2 The information contained within this report has been considered under the Corporate Equalities Impact Assessment process (EqIA) and no major change required, the Budget Option is robust and can continue without amendment.

#### Strategic Environmental Assessment

- 3.3 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.
- 3.4 However, no action is required as the Act does not apply to the matters presented in this report. This is because the Committee are requested to note the contents of the report only and the Committee are not being requested to approve, adopt or agree to an action or to set the framework for future decisions.

#### Sustainability

- 3.5 Under the provisions of the Local Government in Scotland Act 2003 the Council has to discharge its duties in a way which contributes to the achievement of sustainable development. Under the Climate Change (Scotland) Act 2009 the Council also has a duty relating to climate change and, in exercising its functions must act: -
- in the way best calculated to delivery of the Act's emissions reduction targets
  - in the way best calculated to deliver any statutory adaptation programmes
  - in a way that it considers most sustainable.

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

#### Legal and Governance

- 3.7 Head of Legal and Governance was consulted on this report.

#### Risk

- 3.8 None arising from this report.

#### **4. Consultation**

##### Internal

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

##### External

- 4.2 All tenants received communication on the proposals via “On the House” magazine, Twitter, Facebook and text messages. Staff across the service also undertook phone surveys and face to face visits.
- 4.3 The Tenant Committee Report Panel was consulted on this report. They commented that “Perth and Kinross have a competitive rent, we can prove we are sustainable, providing value for money. Perth and Kinross have done really well as a whole to provide value for money and this is evidenced in lots of different ways which are clear in this well written report”.

#### **5. Communication**

- 5.1 None.

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

- 2.1 None.

#### **3. APPENDICES**

- 3.1 Appendix 1 – HRA Provisional Revenue Budget 2021-2026  
3.2 Appendix 2 – HRA Executive Summaries 2021-2026  
3.3 Appendix 3 – HRA Capital Investment Programme 2021-2026  
3.4 Appendix 4 – Estimated Projected Average Rents  
3.5 Appendix 5 – Housing Related Charges 2021-22



## APPENDIX 1 – HOUSING REVENUE ACCOUNT

|                                      | 2020/21       | 2021/22       | 2022/23       | 2023/24       | 2024/25       | 2025/26       |
|--------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|
|                                      | Approved      | Proposed      | Provisional   | Provisional   | Provisional   | Provisional   |
|                                      | Budget        | Budget        | Budget        | Budget        | Budget        | Budget        |
|                                      | £'000         | £'000         | £'000         | £'000         | £'000         | £'000         |
| <b>STAFF COSTS</b>                   |               |               |               |               |               |               |
| Single Status - Gross Pay            | 5,229         | 5,417         | 5,604         | 5,795         | 5,992         | 6,196         |
| Supn                                 | 889           | 921           | 952           | 984           | 1,017         | 1,051         |
| NI                                   | 472           | 497           | 513           | 529           | 545           | 562           |
| Craft Workers - Gross Pay            | 1,640         | 1,692         | 1,754         | 1,818         | 1,884         | 1,952         |
| Supn                                 | 279           | 285           | 294           | 304           | 314           | 324           |
| NI                                   | 149           | 156           | 162           | 168           | 175           | 182           |
| Pensions                             | 110           | 110           | 110           | 110           | 110           | 110           |
| Overtime                             | 78            | 78            | 78            | 78            | 78            | 78            |
| Slippage                             | (277)         | (277)         | (277)         | (277)         | (277)         | (277)         |
| General Fund Recharges               | 1,004         | 949           | 949           | 949           | 949           | 949           |
| Other Staff Costs                    | 173           | 270           | 270           | 270           | 270           | 270           |
| <b>TOTAL STAFF COSTS</b>             | <b>9,746</b>  | <b>10,098</b> | <b>10,409</b> | <b>10,728</b> | <b>11,057</b> | <b>11,397</b> |
| <b>PROPERTY COSTS</b>                |               |               |               |               |               |               |
| Non Domestic Rates                   | 98            | 98            | 98            | 98            | 98            | 98            |
| Rents                                | 33            | 33            | 33            | 33            | 33            | 33            |
| Water & Sewage                       | 4             | 4             | 4             | 4             | 4             | 4             |
| Energy Costs                         | 260           | 260           | 260           | 260           | 260           | 260           |
| Property Insurance                   | 380           | 380           | 380           | 380           | 380           | 380           |
| Cleaning                             | 65            | 65            | 65            | 65            | 65            | 65            |
| Property Maintenance                 | 3,831         | 3,712         | 3,712         | 3,712         | 3,712         | 3,712         |
| Void Rent Loss                       | 435           | 435           | 435           | 435           | 435           | 435           |
| Bad Debt Provision                   | 1,062         | 1,094         | 1,143         | 1,192         | 1,238         | 1,283         |
| Other Property Costs                 | 12            | 12            | 12            | 12            | 12            | 12            |
| <b>TOTAL PROPERTY COSTS</b>          | <b>6,180</b>  | <b>6,093</b>  | <b>6,142</b>  | <b>6,191</b>  | <b>6,237</b>  | <b>6,282</b>  |
| <b>TOTAL SUPPLIES &amp; SERVICES</b> | <b>1,772</b>  | <b>1,777</b>  | <b>1,777</b>  | <b>1,777</b>  | <b>1,777</b>  | <b>1,777</b>  |
| <b>TRANSPORT COSTS</b>               |               |               |               |               |               |               |
| Travel & Subsistence                 | 72            | 72            | 72            | 72            | 72            | 72            |
| Car Allowances                       | 0             | 0             | 0             | 0             | 0             | 0             |
| Other Transport Costs                | 526           | 526           | 526           | 526           | 526           | 526           |
| <b>TOTAL TRANSPORT COSTS</b>         | <b>598</b>    | <b>598</b>    | <b>598</b>    | <b>598</b>    | <b>598</b>    | <b>598</b>    |
| <b>TRANSFER PAYMENTS</b>             | <b>322</b>    | <b>322</b>    | <b>322</b>    | <b>322</b>    | <b>322</b>    | <b>322</b>    |
| <b>THIRD PARTY PAYMENTS</b>          | <b>91</b>     | <b>176</b>    | <b>176</b>    | <b>176</b>    | <b>176</b>    | <b>176</b>    |
| <b>SUPPORT SERVICES</b>              | <b>2,324</b>  | <b>2,354</b>  | <b>2,404</b>  | <b>2,454</b>  | <b>2,504</b>  | <b>2,554</b>  |
| <b>FINANCING/CAPITAL CHARGES</b>     | <b>7,300</b>  | <b>7,240</b>  | <b>7,376</b>  | <b>7,674</b>  | <b>7,759</b>  | <b>7,826</b>  |
| <b>CFCR</b>                          | <b>2,584</b>  | <b>2,894</b>  | <b>3,341</b>  | <b>3,611</b>  | <b>4,036</b>  | <b>4,414</b>  |
| <b>GROSS EXPENDITURE</b>             | <b>30,917</b> | <b>31,552</b> | <b>32,545</b> | <b>33,531</b> | <b>34,466</b> | <b>35,346</b> |
| <b>INCOME</b>                        |               |               |               |               |               |               |
| Internal Recharges                   | 1,033         | 1,023         | 1,023         | 1,023         | 1,023         | 1,023         |
| Council House Rents                  | 29,147        | 29,781        | 30,774        | 31,760        | 32,695        | 33,575        |
| Other Rental Income                  | 701           | 712           | 712           | 712           | 712           | 712           |
| IORB                                 | 36            | 36            | 36            | 36            | 36            | 36            |
| <b>TOTAL INCOME</b>                  | <b>30,917</b> | <b>31,552</b> | <b>32,545</b> | <b>33,531</b> | <b>34,466</b> | <b>35,346</b> |
| <b>NET EXPENDITURE</b>               | <b>0</b>      | <b>0</b>      | <b>0</b>      | <b>0</b>      | <b>0</b>      | <b>0</b>      |



APPENDIX 2  
REVENUE BUDGET 2021/26  
SERVICE – HOUSING REVENUE ACCOUNT  
EXECUTIVE SUMMARY

Date: 19 November 2020

|          | <b><u>Activity Expenditure Pressure &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Un-Funded Expenditure Pressures</b> |                         |                         |                         |                         |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>2021/22<br/>£000</b>                | <b>2022/23<br/>£000</b> | <b>2023/24<br/>£000</b> | <b>2024/25<br/>£000</b> | <b>2025/26<br/>£000</b> |
| <b>1</b> | <p><b>Increase in Staff Costs</b></p> <p>The increase in staff costs allows for a pay increase of 3% for Single Status and Trades staff for 2021/22 onwards plus the cost of incremental progression.</p> <p><b>Strategic Objective Impacted:</b> Organised to Deliver</p>                                                                                                                                                                                                                                                                                                                                                                    | 303                                    | 311                     | 319                     | 329                     | 340                     |
| <b>2</b> | <p><b>Adjustment to Bad &amp; Doubtful Debt Provision</b></p> <p>The increases relate to annual uplifts required in line with the anticipated increased income levels each year to maintain the provision at 5%.</p> <p><b>Strategic Objective Impacted:</b> Organised to Deliver</p>                                                                                                                                                                                                                                                                                                                                                         | 32                                     | 49                      | 49                      | 46                      | 45                      |
| <b>3</b> | <p><b>Movement in Loan Charges</b></p> <p>The capital investment programme has been revised to ensure we continue to meet the SHQS obligations arising from the Stock Condition Survey, any future new Scottish Housing Quality Standard and our tenant's priorities. These commitments alongside an increase in the Council House Stock programme will result in revisions to the profile of Loan Charges arising from the revised prudential borrowing assumptions to fund these works.</p> <p><b>Strategic Objective Impacted:</b> Creating a Safe and Sustainable Place for Future Generations</p>                                        | (60)                                   | 136                     | 298                     | 85                      | 67                      |
| <b>4</b> | <p><b>Digital &amp; Financial Inclusion</b></p> <p>Many tenants are facing financial difficulties with reduced or loss of income or increased household costs arising from the impact of Covid19. This is having an impact on their ability to meet rent payments. There has been a significant increase in rent arrears and the number of tenants applying for Universal Credit (UC), which is expected to continue as we move through the pandemic. An element of this pressure would allow us to enhance service delivery to support income maximisation and ensure financial and budgeting advice is available for those who need it.</p> | 150                                    | 0                       | 0                       | 0                       | 0                       |

|          | <b><u>Activity Expenditure Pressure &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Un-Funded Expenditure Pressures</b> |                         |                         |                         |                         |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>2021/22<br/>£000</b>                | <b>2022/23<br/>£000</b> | <b>2023/24<br/>£000</b> | <b>2024/25<br/>£000</b> | <b>2025/26<br/>£000</b> |
|          | <p>Our response to the pandemic also highlighted that many tenants are digitally excluded and struggle to use online services. This means they don't have access to important information about their services, finances and communities. COVID-19 has heightened the need for a greater focus on digital inclusion, as there has been a significant shift to people relying on the internet for online services and social interactions.</p> <p>The enhanced service delivery mentioned above would also focus on improving tenants' digital skills, making sure they can access the internet and online services</p> <p><b>Strategic Objective Impacted:</b> Creating a Safe and Sustainable Place for Future Generations</p>                                                                                                                                                                                                                                                                                                                                                                                                                           |                                        |                         |                         |                         |                         |
| <b>5</b> | <p><b>Social Isolation Support Service</b></p> <p>Social isolation has affected many tenants who are really struggling as a result of the lockdown and ongoing restrictions. Feedback from tenants in response to our tenant welfare checks was overwhelmingly positive with many of them finding the support invaluable. The checks allowed us to personally connect with tenants and gain a far greater understanding about their household circumstances and individual needs and ensure they received the necessary support.</p> <p>The impact of social isolation is being felt significantly, especially by older and vulnerable tenants. As the pandemic and social restrictions continue, we need to be able to provide ongoing support in this area. We are proposing to set up a new Social Inclusion Support Service for tenants that will enable us to maintain more regular contact with older tenants around their health and wellbeing and help link them with vital services and support that exist in their communities.</p> <p><b>Strategic Objective Impacted:</b> Supporting People to Live Independent, Healthy and Active Lives</p> | 50                                     | 0                       | 0                       | 0                       | 0                       |
| <b>6</b> | <p><b>Corporate Recharges</b></p> <p>There has been an increase in Corporate recharges over the last 4 years. This pressure anticipates that there will continue to be the same level of increases over the next 5 years.</p> <p><b>Strategic Objective Impacted:</b> Organised to Deliver</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 50                                     | 50                      | 50                      | 50                      | 50                      |

|          | <b><u>Activity Expenditure Pressure &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>Un-Funded Expenditure Pressures</b> |                         |                         |                         |                         |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>2021/22<br/>£000</b>                | <b>2022/23<br/>£000</b> | <b>2023/24<br/>£000</b> | <b>2024/25<br/>£000</b> | <b>2025/26<br/>£000</b> |
| <b>7</b> | <p><b>Movement in relation to Contribution to Capital Projects (CFCR)</b></p> <p>As a result of the net movement between pressures and income/savings options this is the projected movement in CFCR. It is recommended that any surplus (CFCR) is used to fund capital spending, thus reducing the borrowing requirement in the Housing Investment Programme and hence reduce Capital Financing Costs in future years.</p> <p>The level of CFCR available each year will be as follows:</p> <p>2020/21 - £2,584,000<br/> 2021/22 - £2,894,000<br/> 2022/23 - £3,341,000<br/> 2023/24 - £3,611,000<br/> 2024/25 - £4,036,000<br/> 2025/26 - £4,414,000</p> <p><b>Strategic Objective Impacted:</b> Organised to Deliver</p> | 310                                    | 447                     | 270                     | 425                     | 378                     |
|          | <b>TOTAL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>835</b>                             | <b>993</b>              | <b>986</b>              | <b>935</b>              | <b>880</b>              |

|          | <b><u>Compensating Saving / Budget Flexibility &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Net Saving</b>       |                         |                         |                         |                         | <b>Staffing Implications</b> |                |                |                |                |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|------------------------------|----------------|----------------|----------------|----------------|
|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>2021/22<br/>£000</b> | <b>2022/23<br/>£000</b> | <b>2023/24<br/>£000</b> | <b>2024/25<br/>£000</b> | <b>2025/26<br/>£000</b> | <b>2021/22</b>               | <b>2022/23</b> | <b>2023/24</b> | <b>2024/25</b> | <b>2025/26</b> |
| <b>1</b> | <p><b>Increase in Council House Rents</b></p> <p>In order to deliver on tenant's priorities, meet the fixed costs borne by the HRA, and any efficiency savings, a 1.0% rent increase will be required for 2021/22.</p> <p>The proposed rent strategy for the next four years will be set at an indicative rate of 2.2%. This provides a baseline level to highlight the indicative rent increase required to deliver the future capital investment programme and running costs of the HRA.</p> <p>The indicative rate for future years may vary reflecting future priorities identified by tenants.</p> <p>2021/22 – 1.0%<br/> 2022/23 – 2.2% (Provisional)<br/> 2023/24 – 2.2% (Provisional)<br/> 2024/25 – 2.2% (Provisional)<br/> 2025/26 – 2.2% (Provisional)</p> <p>Future provisional rents will be adjusted each year to reflect anticipated levels required to meet the needs of the HRA Business Plan.</p> <p>These updated income figures reflect revised assumptions regarding increases in housing stock, based on the planned progress in delivering the new build and new supply programmes.</p> <p>There are no increases attributed to Shops &amp; Offices.</p> <p><u>Impact Analysis and Risk Assessment</u></p> | 635                     | 993                     | 986                     | 935                     | 880                     | 0.0                          | 0.0            | 0.0            | 0.0            | 0.0            |

|          | <b><u>Compensating Saving / Budget Flexibility &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Net Saving</b>       |                         |                         |                         |                         | <b>Staffing Implications</b> |                |                |                |                |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|------------------------------|----------------|----------------|----------------|----------------|
|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>2021/22<br/>£000</b> | <b>2022/23<br/>£000</b> | <b>2023/24<br/>£000</b> | <b>2024/25<br/>£000</b> | <b>2025/26<br/>£000</b> | <b>2021/22</b>               | <b>2022/23</b> | <b>2023/24</b> | <b>2024/25</b> | <b>2025/26</b> |
|          | <p><b>Socio-Economic:</b> An affordability assessment has been undertaken and evidenced that our rents are affordable to 86% of the population (without housing costs being taken into account). They remain the most affordable social rent in the area and are the 6<sup>th</sup> lowest local authority rent nationally. Increases will affect all tenants</p> <p><b>Workforce:</b> None</p> <p><b>Customer:</b> Tenants will be consulted on the Standard Delivery Plan and proposed levels of rent increase.</p> <p><b>Equalities / Diversity:</b> No identified equality/diversity issues</p> <p><b>Outcome and Performance:</b> This will allow Perth &amp; Kinross Council to continue to meet the requirements of the Scottish Quality Housing Standard.</p> <p><b>Strategic Objective Impacted:</b> Supporting People to Live Independent, Healthy and Active Lives</p> |                         |                         |                         |                         |                         |                              |                |                |                |                |
| <b>2</b> | <p><b>Reduction in Estate Based Initiatives</b></p> <p>Since its introduction in April 2015, over £1million has been spent on improving external areas identified by tenants.</p> <p>In order to help fund the new pressures and minimise the rent increase on our tenants, it is proposed to reduce the EBI budget by 50% to £150,000.</p> <p>This remaining budget will allow continued investment in this area of work.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 150                     | 0                       | 0                       | 0                       | 0                       | 0.0                          | 0.0            | 0.0            | 0.0            | 0.0            |

|          | <b><u>Compensating Saving / Budget Flexibility &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Net Saving</b>       |                         |                         |                         |                         | <b>Staffing Implications</b> |                |                |                |                |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|------------------------------|----------------|----------------|----------------|----------------|
|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>2021/22<br/>£000</b> | <b>2022/23<br/>£000</b> | <b>2023/24<br/>£000</b> | <b>2024/25<br/>£000</b> | <b>2025/26<br/>£000</b> | <b>2021/22</b>               | <b>2022/23</b> | <b>2023/24</b> | <b>2024/25</b> | <b>2025/26</b> |
|          | <p><u>Impact Analysis and Risk Assessment</u><br/> <b>Socio-Economic:</b> The efficiencies identified allow us to maintain rents at an affordable level.<br/> <b>Workforce:</b> None<br/> <b>Customer:</b> None<br/> <b>Equalities / Diversity:</b> No identified equality/diversity issues<br/> <b>Outcome and Performance:</b> None</p> <p><b>Strategic Objective Impacted:</b> Supporting People to Live Independent, Healthy and Active Lives</p>                                                                                             |                         |                         |                         |                         |                         |                              |                |                |                |                |
| <b>3</b> | <p><b>General Efficiencies</b></p> <p>Deletion of vacant hours across the service without impacting on frontline service delivery.</p> <p><u>Impact Analysis and Risk Assessment</u><br/> <b>Socio-Economic:</b> The efficiencies identified allow us to maintain rents at an affordable level.<br/> <b>Workforce:</b> None<br/> <b>Customer:</b> None<br/> <b>Equalities / Diversity:</b> No identified equality/diversity issues<br/> <b>Outcome and Performance:</b> None</p> <p><b>Strategic Objective Impacted:</b> Organised to Deliver</p> | 30                      | 0                       | 0                       | 0                       | 0                       | 0.5                          | 0.0            | 0.0            | 0.0            | 0.0            |
| <b>4</b> | <p><b>Reduction in Tenant Participation Budget</b></p> <p>Efficiencies within the TP budget, this saving would not impact on any level of service currently provided to tenants.</p>                                                                                                                                                                                                                                                                                                                                                              | 20                      | 0                       | 0                       | 0                       | 0                       | 0.0                          | 0.0            | 0.0            | 0.0            | 0.0            |

|  | <b><u>Compensating Saving / Budget Flexibility &amp; Impact Analysis</u></b>                                                                                                                                                                                                                                                                                                              | <b>Net Saving</b>       |                         |                         |                         |                         | <b>Staffing Implications</b> |                |                |                |                |
|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|------------------------------|----------------|----------------|----------------|----------------|
|  |                                                                                                                                                                                                                                                                                                                                                                                           | <b>2021/22<br/>£000</b> | <b>2022/23<br/>£000</b> | <b>2023/24<br/>£000</b> | <b>2024/25<br/>£000</b> | <b>2025/26<br/>£000</b> | <b>2021/22</b>               | <b>2022/23</b> | <b>2023/24</b> | <b>2024/25</b> | <b>2025/26</b> |
|  | <u>Impact Analysis and Risk Assessment</u><br><b>Socio-Economic:</b> The efficiencies identified allow us to maintain rents at an affordable level.<br><b>Workforce:</b> None<br><b>Customer:</b> None<br><b>Equalities / Diversity:</b> No identified equality/diversity issues<br><b>Outcome and Performance:</b> None<br><br><b>Strategic Objective Impacted:</b> Organised to Deliver |                         |                         |                         |                         |                         |                              |                |                |                |                |
|  | <b>TOTAL</b>                                                                                                                                                                                                                                                                                                                                                                              | <b>835</b>              | <b>993</b>              | <b>986</b>              | <b>935</b>              | <b>880</b>              | <b>0.5</b>                   | <b>0.0</b>     | <b>0.0</b>     | <b>0.0</b>     | <b>0.0</b>     |



**APPENDIX 3  
HRA CAPITAL INVESTMENT PROGRAMME 2020-26**

| SERVICE                                                   | 2020/21<br>£'000 | 2021/22<br>£'000 | 2022/23<br>£'000 | 2023/24<br>£'000 | 2024/25<br>£'000 | 2025/26<br>£'000 |
|-----------------------------------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Central Heating & Rewiring                                | 982              | 250              | 0                | 0                | 250              | 0                |
| Rewiring/Infrastructure/Property Refurbishment            | 174              | 0                | 1,000            | 1,000            | 1,826            | 0                |
| Triple Glazing                                            | 227              | 0                | 0                | 0                | 0                | 0                |
| Controlled Door Entry                                     | 42               | 10               | 10               | 0                | 30               | 0                |
| Kitchen Programme                                         | 74               | 343              | 632              | 1,332            | 1,504            | 625              |
| Bathroom Programme                                        | 65               | 25               | 0                | 654              | 905              | 312              |
| External Fabric Repairs                                   | 483              | 1,469            | 1,311            | 1,098            | 528              | 625              |
| Energy Efficiency                                         | 473              | 454              | 83               | 0                | 875              | 625              |
| Multi-Storey Flats                                        | 1,348            | 1,012            | 0                | 0                | 0                | 0                |
| Environmental Improvements                                | 220              | 333              | 334              | 333              | 0                | 0                |
| Fire Precaution Measures                                  | 73               | 50               | 400              | 500              | 1,000            | 0                |
| Sound Insulation                                          | 0                | 0                | 146              | 162              | 100              | 42               |
| Structural                                                | 0                | 0                | 438              | 458              | 250              | 104              |
| <b>Unallocated</b>                                        | <b>0</b>         | <b>0</b>         | <b>0</b>         | <b>0</b>         | <b>0</b>         | <b>10,030</b>    |
| <b>STANDARD DELIVERY PLAN SUBTOTAL:</b>                   | <b>4,160</b>     | <b>3,946</b>     | <b>4,353</b>     | <b>5,537</b>     | <b>7,268</b>     | <b>12,363</b>    |
| Council House New Build - Current Programme               | 0                | 0                | 0                | 0                | 0                | 0                |
| Milne Street                                              | 621              | 124              | 0                | 0                | 0                | 0                |
| Glebe                                                     | 5,366            | 161              | 0                | 0                | 0                | 0                |
| Huntingtower                                              | 1,714            | 760              | 0                | 0                | 0                | 0                |
| Ardler Road, Meigle                                       | 914              | 0                | 0                | 0                | 0                | 0                |
| Fairfield, Perth                                          | 65               | 0                | 0                | 0                | 0                | 0                |
| Council House New Build - Future Programme                | 10               | 2,144            | 5,867            | 4,894            | 5,128            | 6,014            |
| Increase in Council House Stock                           | 1,639            | 2,337            | 833              | 0                | 0                | 0                |
| Lock-ups & Garage Sites                                   | 0                | 0                | 0                | 0                | 50               | 0                |
| Major Adaptations to Council House Stock                  | 141              | 0                | 0                | 0                | 100              | 0                |
| Balmoral Road, Rattray Refurbishment (3 units)            | 115              | 160              | 0                | 0                | 0                | 0                |
| Anchor House Conversion, Perth (5 units)                  | 32               | 0                | 0                | 0                | 0                | 0                |
| 149-151 Dunkeld Road, Perth                               | 108              | 0                | 0                | 0                | 0                | 0                |
| St Catherine's Square Redevelopment                       | 0                | 0                | 0                | 2,991            | 402              | 0                |
| Shops & Offices                                           | 89               | 50               | 70               | 50               | 50               | 0                |
| Greyfriars                                                | 0                | 43               | 0                | 0                | 50               | 0                |
| Sheltered Housing                                         | 26               | 25               | 0                | 0                | 18               | 0                |
| Housing with Additional Support                           | 0                | 0                | 0                | 0                | 0                | 0                |
| General Capital Works                                     | 39               | 10               | 40               | 36               | 10               | 0                |
| Replacement Lifts                                         | 83               | 60               | 0                | 0                | 0                | 0                |
| ICT                                                       | 193              | 50               | 50               | 50               | 50               | 0                |
| Mortgage to Rent                                          | 25               | 50               | 50               | 50               | 50               | 0                |
| <b>SUBTOTAL = TOTAL GROSS EXPENDITURE</b>                 | <b>15,340</b>    | <b>9,919</b>     | <b>11,263</b>    | <b>13,608</b>    | <b>13,176</b>    | <b>18,377</b>    |
| Less: Amount to be funded from Current Revenue (C.F.C.R.) | (2,094)          | (2,894)          | (3,341)          | (3,611)          | (4,036)          | (4,414)          |
| Less: Amount to be funded from Capital Receipts           | (258)            | (74)             | 0                | 0                | 0                | 0                |
| Less: Other Income                                        | 0                | 0                | 0                | 0                | 0                | 0                |
| <b>PRUDENTIAL BORROWING REQUIREMENT</b>                   | <b>12,988</b>    | <b>6,951</b>     | <b>7,922</b>     | <b>9,997</b>     | <b>9,140</b>     | <b>13,963</b>    |



#### Appendix 4 – Scottish Average Rents Per Dwelling (£ per house per week)

|                            | Actual<br>2020-21 | Estimated<br>2021-22 | Estimated<br>% Increase | rank<br>2020-21 | Estimated<br>rank<br>2021-22 | Movement  |
|----------------------------|-------------------|----------------------|-------------------------|-----------------|------------------------------|-----------|
| City of Edinburgh          | 102.02            | 102.53               | 0.50%                   | 1               | 1                            | →         |
| Aberdeenshire              | 86.49             | 86.92                | 0.50%                   | 2               | 2                            | →         |
| East Renfrewshire          | 81.50             | 81.91                | 0.50%                   | 3               | 3                            | →         |
| Shetland Islands           | 81.22             | 81.62                | 0.50%                   | 4               | 4                            | →         |
| West Dunbartonshire        | 81.16             | 81.57                | 0.50%                   | 5               | 5                            | →         |
| Orkney Islands             | 81.11             | 81.52                | 0.50%                   | 6               | 6                            | →         |
| Renfrewshire               | 79.40             | 79.79                | 0.50%                   | 7               | 7                            | →         |
| Aberdeen City              | 79.34             | 79.74                | 0.50%                   | 8               | 8                            | →         |
| Dundee City                | 78.13             | 78.52                | 0.50%                   | 9               | 9                            | →         |
| East Dunbartonshire        | 78.03             | 78.42                | 0.50%                   | 10              | 10                           | →         |
| Midlothian                 | 77.71             | 78.10                | 0.50%                   | 11              | 11                           | →         |
| South Ayrshire             | 76.96             | 77.34                | 0.50%                   | 12              | 12                           | →         |
| <b>Scotland</b>            | <b>76.34</b>      | <b>76.74</b>         | <b>0.52%</b>            |                 |                              |           |
| West Lothian               | 75.74             | 76.11                | 0.50%                   | 13              | 13                           | →         |
| Fife                       | 75.63             | 76.01                | 0.50%                   | 14              | 14                           | →         |
| Clackmannanshire           | 75.56             | 75.93                | 0.50%                   | 15              | 15                           | →         |
| East Lothian               | 75.40             | 75.78                | 0.50%                   | 16              | 16                           | →         |
| North Ayrshire             | 74.45             | 74.82                | 0.50%                   | 17              | 17                           | →         |
| East Ayrshire              | 74.11             | 74.48                | 0.50%                   | 18              | 18                           | →         |
| South Lanarkshire          | 72.91             | 73.27                | 0.50%                   | 19              | 19                           | →         |
| Highland                   | 71.67             | 72.03                | 0.50%                   | 20              | 20                           | →         |
| <b>Perth &amp; Kinross</b> | <b>70.76</b>      | <b>71.47</b>         | <b>1.00%</b>            | <b>23</b>       | <b>21</b>                    | <b>↑2</b> |
| Angus                      | 70.79             | 71.14                | 0.50%                   | 21              | 22                           | ↓1        |
| North Lanarkshire          | 70.77             | 71.12                | 0.50%                   | 22              | 23                           | ↓1        |
| Falkirk                    | 70.40             | 70.75                | 0.50%                   | 24              | 24                           | →         |
| Stirling                   | 69.95             | 70.30                | 0.50%                   | 25              | 25                           | →         |
| Moray                      | 59.07             | 59.37                | 0.50%                   | 26              | 26                           | →         |

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

The above table predicts the position of Perth & Kinross based on a rent increase of 1% and the assumption that every other Council will increase their rents by 0.5%.



## Appendix 5 – Housing Related Charges

| <b>Mainstream Accommodation</b>          |                                                                                                                    |
|------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| Mainstream Rent                          | Rent ranges from £42.28 - £101.93 per week                                                                         |
| <b>Temporary Homeless Accommodation</b>  |                                                                                                                    |
| Bed and Breakfast                        | Charge depends on establishment rate and family / room size                                                        |
| Dispersed Tenancies                      | Rent ranges from £42.28 - £101.93 per week                                                                         |
| Greyfriars Hostel                        | Rent - £61.22 per week<br>Heat & Light - £11.90 per week                                                           |
| St Catherine's Square                    | Rent ranges from £47.71 - £63.97 per week                                                                          |
| <b>Sheltered Housing</b>                 |                                                                                                                    |
| Sheltered Housing (PKC)                  | Rent ranges from £47.71 - £80.24 per week                                                                          |
| Retirement Complexes                     | £221 per year                                                                                                      |
| <b>Other Accommodation Services</b>      |                                                                                                                    |
| Rechargeable repairs                     | Cost varies depending on the extent of the works                                                                   |
| Inappropriate emergencies                | £40 per call out                                                                                                   |
| Planned maintenance                      | Cost varies depending on the extent of the works                                                                   |
| Stair lighting                           | £27.41 per year                                                                                                    |
| Lock-up rent                             | £9.17 per week (Council Tenants)<br>£11.00 per week (Non-Council Tenants)                                          |
| Garage Site                              | £2.20 per week                                                                                                     |
| Heat and lighting<br>(Council Tenants)   | Sheltered Housing - £325.00 - £645.84 per year<br>Market, Milne and Lickley Court - £331.24 per year               |
| Multi-Tenure Blocks<br>(Owner Occupiers) | Market, Milne and Lickley Court - £828.37 - £829.55 per year<br>Potterhill & Pomarium - £421.27 - £426.18 per year |
| Legal expenses                           | Single Tenant - £300 - £400<br>Joint Tenant - £300 - £400<br>Eviction fees/costs - £200 - £300                     |
| Garden Maintenance                       | £124 per year                                                                                                      |



**PERTH AND KINROSS COUNCIL**

**Housing & Communities Committee**

**3 February 2021**

**Rapid Rehousing Transition Plan Update**

**Report by Depute Director (Communities) (Report No. 21/16)**

All Scottish Local Authorities were required to submit Rapid Re-housing Transition Plans (RRTP) to the Scottish Government by 31 December 2018. This report provides an update on progress with the implementation of the RRTP and the further development of Home First in tackling homelessness here in Perth and Kinross.

**1. BACKGROUND / MAIN ISSUES**

- 1.1 The Rapid Rehousing Transition Plan (RRTP) was submitted to the Scottish Government in December 2018 and subsequently approved by the Housing & Communities Committee on 23 January 2019 (Report 19/13 refers). A copy of the RRTP is included as Appendix 2.
- 1.2 A further report providing an update on progress and details of the feedback received from the Scottish Government was approved by Housing & Communities Committee on 29 January 2020 (Report 20/34 refers).
- 1.3 Local authorities were required to submit a 'Spend and Activity Template' to the Scottish Government in June 2020. The purpose of this submission was to provide an update on progress with the implementation of the resource plan detailing how year 1 funding had been used and proposals on how Year 2 funding would be spent. A copy of this submission is included as Appendix 2.
- 1.4 Local authorities are also expected to submit a revised RRTP or an update progress report to the Scottish Government. There is no specific deadline for this submission as the Scottish Government recognises the need for flexibility, particularly around the need for Committee approval and the associated timescales.
- 1.5 A progress report on the RRTP has been prepared (Appendix 1). This provides an update on performance across a broad range of indicators for 2019/20, comparison of current performance against the RRTP baseline data from 2017/18 and benchmarking against national data published by the Scottish Government.
- 1.6 The progress report also provides details of progress against meeting the 'key challenges', assesses the impact of the Coronavirus pandemic and identifies new 'key challenges' and associated improvement actions.

## **2. PROPOSALS**

- 2.1 Responding to homelessness and the provision of suitable housing fulfils a basic need essential to meet wider life outcomes. A home, its location and its immediate environment can have a major impact on a person's health and wellbeing. We recognise that good quality housing of the right size and close to family and social networks can have a positive impact on children's development and educational outcomes. Providing suitable housing quickly minimises the duration and stigma of homelessness.
- 2.2 Perth and Kinross Council's Home First approach is a rapid rehousing system which pre-dates the requirement for local authorities to produce a Rapid Rehousing Transition Plan. The Home First approach was implemented in April 2017 and is now fully embedded.
- 2.3 Home First is a more comprehensive approach than rapid rehousing and seeks to achieve a balance between homelessness prevention, rapid rehousing and tenancy sustainment. Effective homelessness prevention and the sustainment of tenancies created through rapid rehousing are vital activities that effectively divert people from the homelessness system or prevent them coming back into the system if their tenancy fails. These approaches support effective rapid rehousing.
- 2.4 Home First also aims to minimise the requirement for temporary accommodation by enabling people who become homeless to move directly to settled and secure accommodation. For people who do require temporary housing, the accommodation provided is of a high standard, short-term and meets a household's needs in full.

### **Homelessness Prevention**

- 2.5 During 2019/20 we have:
- achieved a 24% reduction in homeless presentations compared to the RRTP baseline data (2017/18) and a reduction of 19% compared to 2018/19. This is within the national context of a 4% increase in households assessed as homeless
  - reduced homeless presentations from households with children by 38% compared to the RRTP baseline
  - reduced presentations from young people aged 16-25 by 31% compared to the RRTP baseline
  - introduced a revised Common Allocations Policy which gives additional priority to people in insecure housing situations avoiding the need for them to present as homeless to get sufficient priority for rehousing
  - commissioned and implemented a bespoke homelessness support service for young people from the Rock Trust.

- 2.6 The impact of these initiatives has been to reduce the number of people entering the homelessness system which reduces the stigma and experience of homelessness for individuals and families. It also enables rapid rehousing to operate effectively for people for whom homelessness cannot be prevented, minimising the duration and experience of homelessness.

### **Rapid Rehousing**

- 2.7 During 2019/20 we have:

- continued to operate an effective Common Housing Register (CHR) and have expanded the membership with Fairfield and Kingdom Housing Association joining the CHR in 2019
- further reduced the average homeless case duration to 89 days, a reduction of 33% compared to the baseline. Perth and Kinross Council had the shortest homeless case duration in Scotland in 2019/20 (national average was 224 days)
- significantly reduced the number of homeless households waiting for an offer of housing to around 70. This has improved year on year from a position of more than 500 homeless applicants waiting for an offer of housing in 2015/16 when we started to develop Home First.
- assisted a further 160 households to access good quality, affordable housing in the private-rented sector through the Rent Bond Guarantee Scheme and PKC Lets
- minimised the impact of the Coronavirus pandemic by maintaining a continuous throughput into secure tenancies.

- 2.8 The Home First approach significantly reduces the requirement for temporary accommodation by enabling homeless people to move directly into settled, secure accommodation. As a result of long-term investment and innovation in homelessness services, Perth and Kinross Council is the only local authority in Scotland to have a fully operating rapid rehousing system.

### **Tenancy Sustainment**

- 2.9 During 2019/20 we have:

- maintained a tenancy sustainment rate of around 83% for previously homeless tenants (Scottish Housing Regulator definition – see page 29 of Appendix 1 for full details)
- recommissioned the Floating Housing Support service which now provides 1,020 hours of support per week with the option of intensive, wraparound support where required
- continued to support Housing Association partners through the secondment of a Support Officer to support tenants at risk of tenancy failure
- developed a range of new initiatives to support tenancy sustainment that will be fully rolled-out in early 2021 (see pages 26-30 of Appendix 1 for full details).

## Temporary Accommodation

- 2.10 As well as developing and implementing a Rapid Rehousing Transition Plan, the national Homelessness and Rough Sleeping Action Group (HARSAG) which was convened by the Scottish Government in September 2017 made several recommendations about the need to transform and reduce the reliance on temporary accommodation.
- 2.11 Perth and Kinross Council's temporary accommodation transformation pre-dates the HARSAG recommendations. We had already significantly reduced our portfolio of temporary units, improved the standard of accommodation and removed the substantial service charges.
- 2.12 Our long-term programme of transformational change and redesign of homelessness services including temporary accommodation provision has resulted in an 85% reduction in the number of households in temporary accommodation compared with 2010/11.
- 2.13 During 2019/20 we have:
- had the lowest prevalence of households in temporary accommodation in Scotland (0.5 households per 1,000 population)
  - achieved the lowest average length of stay in temporary accommodation in Scotland at 71 days compared to a national average of 184 days
  - avoided the need to increase our stock of temporary accommodation in response to the Coronavirus pandemic
  - seen satisfaction levels from people that have been in temporary accommodation increase from 92.5% to 100%
  - made an offer of temporary accommodation to 100% of the people who were eligible for such an offer
  - had no breaches of the Unsuitable Accommodation Order
  - minimised bed and breakfast placements
  - reconfigured our hostel accommodation as 'supported accommodation' ensuring that it complies with the exemption category for supported accommodation in the extended Unsuitable Accommodation Order.
- 2.14 Even with a fully mature and effective rapid rehousing model, it is not possible to completely eradicate the requirement for temporary accommodation. We have however reduced the requirement for temporary accommodation by 85% and have sustained this position over the last 2-3 years, a period when many other local authorities have increased their supply.

### 3. CONCLUSION AND RECOMMENDATIONS

- 3.1 Perth and Kinross Council's Home First approach to homelessness has transformed the homelessness system locally evidencing delivery of the HARSAG recommendations and the full implementation of a rapid rehousing system. The approach here in Perth and Kinross is achieving many 'best in Scotland' outcomes for homeless households in Perth and Kinross. The overall impact is to minimise the duration, experience and stigma of homelessness for many households.
- 3.2 It is recommended that Committee:-
- (i) notes the significant progress that has been made to further enhance Home First and deliver a sector-leading service to people experiencing homelessness in Perth and Kinross.
  - (ii) approves the updated RRTP and its submission to the Scottish Government.

#### Authors

| Name                           | Designation                                         | Contact Details                                                                                       |
|--------------------------------|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| Clare Mailer<br>Elaine Ritchie | Depute Director<br>(Communities)<br>Service Manager | Tel. 01738 475000<br><a href="mailto:HECommitteeReports@pkc.gov.uk">HECommitteeReports@pkc.gov.uk</a> |

#### Approved

| Name         | Designation                      | Date            |
|--------------|----------------------------------|-----------------|
| Clare Mailer | Depute Director<br>(Communities) | 21 January 2021 |

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

All Council Services can offer a telephone translation facility.

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

### 1. Strategic Implications

#### Community Plan/Single Outcome Agreement

1.1 This report supports the following outcomes of the Perth and Kinross Community Plan/Single Outcome Agreement in terms of the following priorities:

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

#### Corporate Plan

1.2 This report supports the achievement of the Council's Corporate Plan Priorities:

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

## **2. Resource Implications**

### Financial

- 2.1 There are likely to be financial implications associated with this report but there is going to be some funding available from the Scottish Government for the development and implementation of Rapid Rehousing Transition Plans so the extent of any financial implications for existing Council budgets is not clear at this stage.

### Workforce

- 2.2 There are no workforce implications associated with this report.

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

- 2.3 There are no asset management implications associated with this report.

## **3. Assessments**

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties. This report has been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

- (i) An EqIA has been completed

### Strategic Environmental Assessment

- 3.2 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals. This report has been considered under the Act and no action is required as the Act does not apply to the matters presented in this report.

### Sustainability

- 3.3 There are no issues in the report in respect of sustainability.

### Legal and Governance

- 3.4 The report contains no issues which would have a legal or governance impact on the Council.

### Risk

- 3.5 There are no issues of risk arising from the recommendations of this report.

## **4. Consultation**

### Internal

- 4.1 Housing staff and colleagues within other services have been involved in the implementation of the Rapid Rehousing Transition Plan through a series of workshops, meetings and small working groups. Regular briefings are also prepared and circulated to advise staff of progress.

### External

- 4.2 Partners and stakeholders have been involved in the implementation of the Rapid Rehousing Transition Plan through a series of workshops and meetings. Regular briefings are also circulated to advise external partners and stakeholders of progress.

## **5. Communication**

- 5.1 A detailed communication plan has been developed to raise awareness of the Rapid Rehousing Transition Plan and to advise on progress.

## **2. BACKGROUND PAPERS**

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

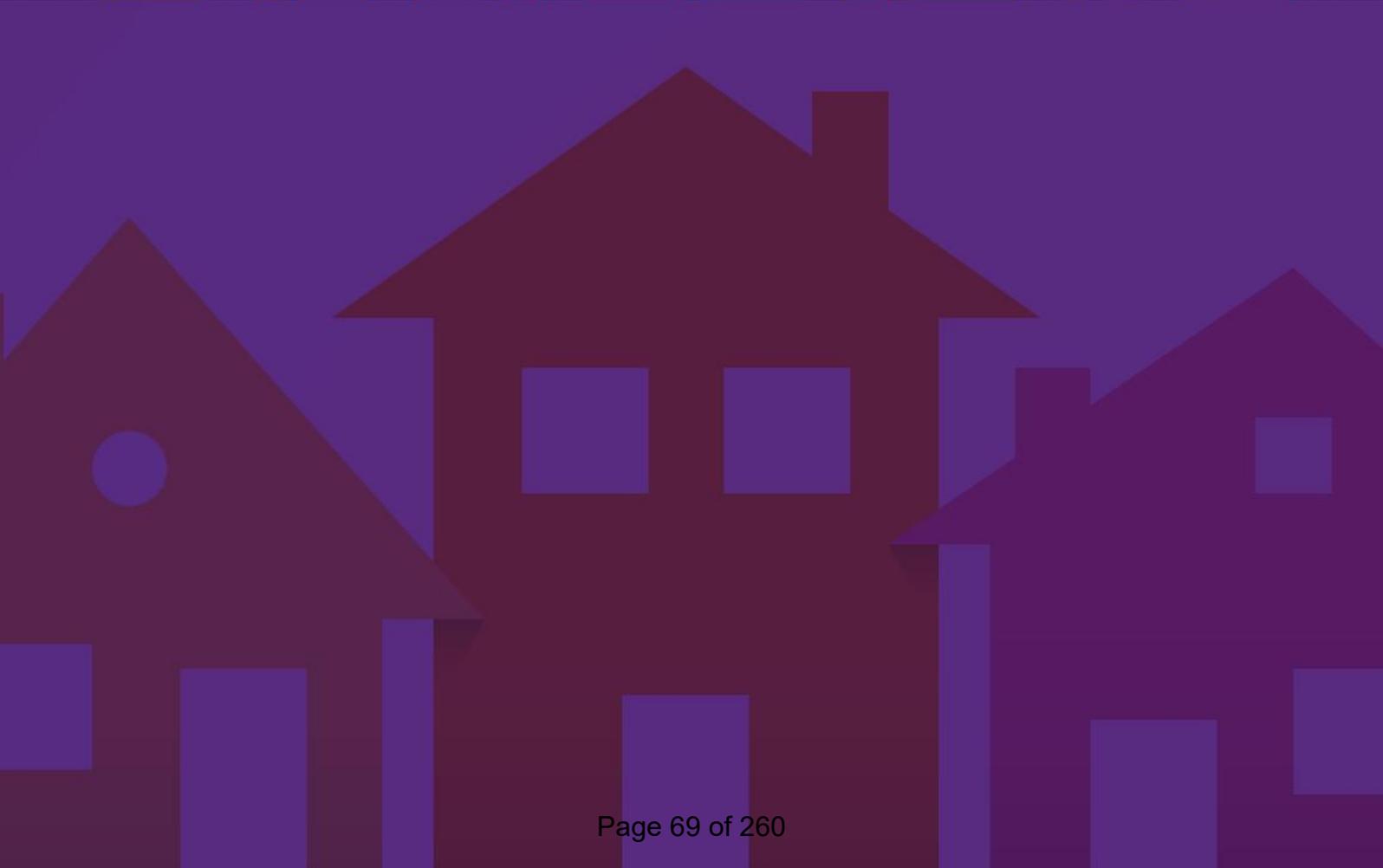
## **3. APPENDICES**

- 3.1 Appendix 1 – Rapid Rehousing Transition Plan - Progress Report.
- 3.2 Appendix 2 – Rapid Rehousing Transition Plan 2019-2024.
- 3.3 Appendix 3 – RRTP Spend and Activity Template – June 2020.



# Home First

## Rapid Rehousing Transition Plan Updated Plan - January 2021





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# Introduction

Perth & Kinross Council was in a unique position in 2017/18 when the Homelessness and Rough Sleeping Action Group (HARSAG) presented its recommendations to the Scottish Government. We had already transformed our Service over a number of years, significantly reducing our temporary accommodation portfolio, implementing a B&B reduction plan, reorganising the homelessness and allocations functions into one Team and implementing a rapid rehousing system through Home First. We also had an established and successful suite of private-sector access initiatives and a long-standing Common Housing Register in partnership with our Registered Social Landlords.

Because the Home First approach had already been introduced the requirement to develop a **Rapid Rehousing Transition Plan** (RRTP) presented a different challenge.

We had already implemented a programme of transformational change through the development of our Home First model so we focussed our RRTP on ways in which we intended to further develop our model based on identified 'Key Challenges'. Progress against these is Key Challenges is outlined from page 23.

## Home First Vision

*Wherever possible, homeless households move directly into settled accommodation, avoiding the stigma, cost and uncertainty of temporary accommodation and homelessness.*

*"I didn't want to be homeless, I was worried about the stigma and didn't want to be in temporary accommodation, so I stayed where I was until I was rehoused and it was a relief that it didn't take long to be offered a tenancy."*

(Service User)

## Objectives

- To remove any unnecessary time spent in temporary accommodation.
- To reduce the duration of homelessness.
- To provide a better housing solution for a vulnerable group.
- To have the flexibility to respond to multiple and complex needs.
- To deliver a service that meets our legal and statutory responsibilities.
- To reduce inequalities in terms of service provision and affordability between different types of accommodation.
- To offer best value to the customer and Council.

This report provides an update on progress with the implementation of our RRTP since its submission to the Scottish Government in December 2018. It provides a detailed analysis of homelessness data and outcomes for 2019/20 and a comparison with the baseline data from 2017/18 that was included in the first iteration of the RRTP. The report also outlines how Perth & Kinross Council has further developed Home First, improved outcomes for homeless people and consolidated its position nationally in this area.



## Homeless Presentations

Between 2017/18 and 2018/19, **we experienced a reduction in presentations of around 6% with a further reduction of almost 20% between 2018/19 and 2019/20**. The drivers for these reductions are related to the ongoing delivery of our Home First approach and the implementation of our [Rapid Rehousing Transition Plan](#) .

The age profile of people presenting as homeless in 2019/20 remains consistent with most presentations (around 66%) coming from people aged 26-59 years.

Table 1 - Homeless Presentations

|                             | 2017/18    | 2018/19    | 2019/20    | % change compared to baseline |
|-----------------------------|------------|------------|------------|-------------------------------|
| <b>Total presentations</b>  | <b>999</b> | <b>943</b> | <b>758</b> | <b>-24%</b>                   |
| Presentations by age group: |            |            |            |                               |
| 16-17                       | 33         | 37         | 25         | -24%                          |
| 18-25                       | 275        | 274        | 186        | -32%                          |
| 26-59                       | 648        | 590        | 506        | -22%                          |
| 60+                         | 43         | 42         | 41         | -5%                           |
| <b>All</b>                  | <b>999</b> | <b>943</b> | <b>758</b> | <b>-24%</b>                   |

The gender and household composition profile of people presenting as homeless in 2019/20 was broadly in line with previous years. Most presentations are from single males (50%) and this group makes up a higher proportion of all presentations compared to the previous year. We have however seen **a significant reduction of around 38% in the number of presentations from households containing children**.

Table 2 - Applications by Household Type and Sex

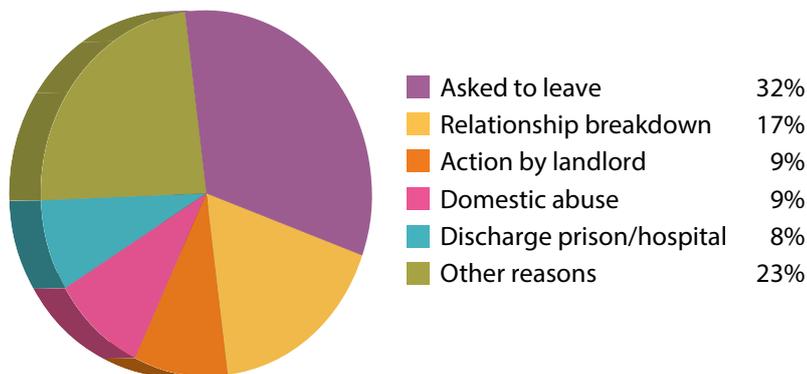
|                      |            | 2017/18    | 2018/19    | 2019/20    | % change compared to baseline |
|----------------------|------------|------------|------------|------------|-------------------------------|
| Single Person        | Male       | 416        | 387        | 379        |                               |
|                      | Female     | 172        | 221        | 154        |                               |
|                      | <b>All</b> | <b>588</b> | <b>608</b> | <b>533</b> | <b>-9%</b>                    |
| Single Parent        | Male       | 76         | 41         | 31         |                               |
|                      | Female     | 182        | 159        | 103        |                               |
|                      | <b>All</b> | <b>258</b> | <b>200</b> | <b>134</b> | <b>-48%</b>                   |
| Couple               | <b>All</b> | <b>67</b>  | <b>60</b>  | <b>53</b>  | <b>-21%</b>                   |
| Couple with Children | <b>All</b> | <b>76</b>  | <b>66</b>  | <b>28</b>  | <b>-63%</b>                   |
| Other                | Male       | 4          | 2          | 2          |                               |
|                      | Female     | 4          | 3          | 3          |                               |
|                      | <b>All</b> | <b>8</b>   | <b>5</b>   | <b>5</b>   | <b>-38%</b>                   |



|                     |            | 2017/18  | 2018/19  | 2019/20  | % change compared to baseline |
|---------------------|------------|----------|----------|----------|-------------------------------|
| Other with Children | Male       | 0        | 1        | 1        |                               |
|                     | Female     | 2        | 3        | 4        |                               |
|                     | <b>All</b> | <b>2</b> | <b>4</b> | <b>5</b> |                               |

The chart below shows a breakdown of the homeless presentation reasons in 2019/20. The most common reason is 'Asked to Leave' which accounted for 32% of the presentations in 2019/20. Relationship breakdowns including those with a domestic abuse component account for 26% of presentations whilst 'Action by Landlord' (resulting in termination of tenancy) was the reason for 9% of presentations.

Chart 1 - Homeless Presentation Reasons 2019/20



Proportionally, the profile is similar to previous years. Taking account of the significant reduction in overall homeless presentations, this suggests that the reduction is spread fairly equally across different presentation reasons.

Table 3 - Applications by Property Type

|                                       | 2017/18 | 2018/19 | 2019/20 | % change compared to baseline |
|---------------------------------------|---------|---------|---------|-------------------------------|
| Own property - LA tenancy             | 80      | 79      | 49      | -39%                          |
| Own property - RSL tenancy            | 40      | 27      | 28      | -30%                          |
| Own property - private rented tenancy | 204     | 194     | 117     | -43%                          |

Notes on Table 3:

- A significant majority of the LA Tenancy cases are relationship breakdowns where the person presenting as homeless is a joint tenant.
- The RSL tenancy cases are a mix of action taken by the landlord to recover possession and relationship breakdowns involving joint tenants.
- Almost all of the private rented tenancy cases are due to the landlord taking action to recover possession (although in most cases, this is actually due to the tenant not paying rent or failing to fulfil some other obligation).



## Youth Homelessness

Reducing youth homelessness is a key priority for Perth & Kinross Council and we have invested substantial resources in this area including:

- *developing an integrated school education programme to educate young people about homelessness;*
- *commissioning a bespoke support service for young people from The Rock Trust which was implemented in April 2020;*
- *working in partnership with The Rock Trust to deliver a Future Builders programme to assist young people with accommodation, training and employment. This is the first time this programme has been delivered in Scotland;*
- *dedicating Support Officers that are trained in family mediation to work with young people across our Common Housing Register partnership.*

As a result of this commitment and investment, we have seen **a reduction in homeless presentations from young people aged 16-25 of around 31%** in 2019/20 compared to our RRTP baseline position in 2017/18 (see Table 1 above).

## Families with Children

Minimising the impact of homelessness for families with children is another key priority for us given the impact that homelessness has on children's health, wellbeing and life milestones. Our baseline position in 2017/18 was that almost a third of all homeless presentations were from families. The main reason for these presentations were 'asked to leave', 'relationship breakdown' and 'action by landlord'.

We have actively prioritised families through our Home First approach in order to avoid or minimise the need for temporary accommodation which has a disruptive impact, particularly on children. This has been successful and in 2019/20, we only

had 167 presentations from households including children, **a reduction of around 50%** compared to our baseline position in 2017/18 (see Table 2 above). This approach has also been an important factor in enabling us to significantly reduce our portfolio of temporary flats and has enabled us to avoid breaching the Unsuitable Accommodation Order since 2008.

## Lost Contacts

Maintaining contact with people who are homeless or threatened with homelessness is important to ensure that they are provided with the necessary advice and support, and to prevent repeated homelessness. There are two ways in which the prevalence of losing contact with applicants is measured – before assessment and after assessment. In 2019/20, contact was lost with 15 applicants before their homelessness assessment and 57 applicants after their assessment had been completed, and they had received their homeless decision.

For the small number of homeless households that we are unable to rehouse quickly through our Home First approach, we try to maintain contact through carrying out regular reviews of their application and circumstances. In some cases, we lose contact with applicants because they have resolved their accommodation issue themselves and no longer need our assistance. The 'after assessment' indicator is monitored by the Scottish Government and the 57 cases equates to 7% of the applications closed in the year against a national average of 6%.

## Rough Sleepers

In 2019/20, 60 (7.9%) of the 758 people who presented as homeless advised that they had slept rough at some point in the three months preceding their application. Of these, 35 people (4.6%) said that they had slept rough the night before they applied. Both of these indicators are in line with the current national averages of 8% and 4% respectively.



We have very little visible street homelessness in the Perth and Kinross area so whilst the figures quoted above are in line with the national average, they seem quite high in relation to what we see in our communities. Analysis suggests that most people reporting that they have slept rough have not been 'street homeless' but have actually been temporarily without accommodation following a relationship breakdown at night or over the weekend. Some people reported sleeping in a vehicle following such an event. Monitoring arrangements are in place to ensure that we are accurately recording rough sleeping. These arrangements include contact with the applicant to establish if there are any improvements, we can make to prevent rough sleeping, where possible. We also have a range of measures to identify and support any rough sleepers. These include close partnership working with Community Wardens and Police Scotland, and we also fund the CATH outreach support team.

## Repeat Presentations

Repeat homelessness is measured when an applicant had presented previously within a 12-month period and indicates that the initial response and action taken to resolve their homelessness has been unsuccessful. There were 24 repeat presentations in 2019/20, the majority of these were either previously closed as lost contacts, had re-presented following liberation from Prison or had an offer of housing from their previous presentation which they refused resulting in their case being closed-down. The table below provides a comparison with previous years.

Table 4 - Repeating Cases (SG Definition)

| 2017/18 | 2018/19 | 2019/20 |
|---------|---------|---------|
| 41      | 23      | 24      |

## Prison Leavers

During 2019/20, 57 homeless applications were received from prison leavers. Under normal circumstances, the Housing Options & Support Team deliver a weekly surgery at HMP Perth (visits to the prison stopped in March 2020 as a result of the Coronavirus pandemic). The purpose of these surgeries is to ensure a prisoners' release is managed in a planned way and that suitable accommodation is available upon release. This intervention includes trying where possible to preserve pre-existing accommodation for short-term prisoners.

Whilst it has not been possible to deliver weekly surgeries at HMP Perth since March 2020, we receive weekly reports from the Scottish Prison Service which detail forthcoming liberations. This has enabled us to develop a new, multi-agency protocol to plan for the liberation of prisoners. This is an example of a new approach that has been developed through necessity during the pandemic that will be retained post-Covid. Our intention however would be to compliment this new process by resuming the weekly surgeries when this becomes possible again or hosting surgeries virtually.

For high-risk offenders and/or long-term prisoners seeking parole, a robust process is followed involving Criminal Justice Services and the Safer Communities Team to facilitate appropriate accommodation.

The approach to engaging with prison leavers to discuss housing options is consistent with the 'Sustainable Housing On Release for Everyone' (SHORE) Standards.



## Strategic Need Pathway

Our Common Allocations Policy contains a Strategic Need provision to recognise applicants with an urgent need for rehousing but who may not be homeless or who may not require temporary accommodation. This provides an opportunity to take a planned approach rather than responding to a crisis situation where an individual or family may become homeless. The typical timescale for making an offer of housing is similar to what we achieve for some homeless applicants.

Strategic Need priority is only awarded to a relatively small number of applicants in specific circumstances. There are typically around 70 applicants with Strategic Need Priority at any given time. Applicants who fall into the undernoted categories will generally be prioritised through strategic need:

- *looked-after and accommodated (care-experienced) young people;*
- *foster/kinship carers whose current property is unsuitable;*
- *people at risk of or experiencing domestic abuse;*
- *people at risk of or experiencing serious harassment;*
- *people leaving supported accommodation;*
- *Armed Forces personnel leaving full-time, regular service;*
- *people who have to leave home due to regeneration activity;*
- *witness protection cases;*
- *people who are in hospital and their current accommodation is no longer suitable;*
- *served with a Closing Order;*
- *staying in adapted housing but no longer require the adaptations;*
- *exceptional circumstances.*

## Domestic Abuse

70 households presented as homeless during 2019/20 with the presentation reason recorded as *'dispute within household – violent or abusive'*. This represents 9% of all presentations received during the period. Proportionally this is slightly higher than the previous year although the actual number of presentations recorded with this reason is almost the same (67 presentations in 2018/19).

We continue to work in close partnership with Women's Aid and Housing staff are active participants in the Violence Against Women Partnership.

The Council leases several properties to Perthshire Women's Aid for use as refuge accommodation. This pool of properties is regularly rotated, and it is not uncommon for the tenancies to be transferred to Scottish Secure Tenancies with the individual or family remaining in-situ.

Perth & Kinross Council was the second Scottish local authority to sign-up to the *'Make a Stand'* Pledge. This is an initiative developed by the Chartered Institute of Housing in partnership with Women's Aid and the Domestic Abuse Housing Alliance. By signing up to the Pledge, the Council has highlighted its commitment to preventing homelessness arising from domestic abuse and to respond sensitively and appropriately when it does occur.

## Minority Groups

The tables below detail the number of homeless presentations from minority groups. Although presentations are relatively low a proactive approach ensures that services are accessible and tailored to meet the specific needs of these groups.

We have a Service-Level Agreement in place with the Scottish Refugee Council through which, we work in partnership to support minority groups. In addition, we provide translation and interpretation services as required and all our staff have completed Equality and Diversity training.



Table 5 - Number of Gypsy/Travellers

|                   | 2017/18    | 2018/19    | 2019/20    |
|-------------------|------------|------------|------------|
| Yes               | 12         | 7          | 9          |
| No                | 911        | 413        | 577        |
| Not known/Refused | 76         | 523        | 172        |
| <b>All</b>        | <b>999</b> | <b>943</b> | <b>758</b> |

Table 6 - Applications from EU Nationals

|                                               | 2017/18    | 2018/19    | 2019/20    |
|-----------------------------------------------|------------|------------|------------|
| British, EEA, pre-EU expansion in 2004, Swiss | 973        | 921        | 717        |
| A8, A2 or joined the EU since then            | 13         | 13         | 30         |
| Lawfully present                              | 7          | 4          | 7          |
| Not eligible                                  | 6          | 5          | 4          |
| <b>All</b>                                    | <b>999</b> | <b>943</b> | <b>758</b> |

## Analysis - Reasons for the Reduction in Presentations

In 2019/20, we completed 2,733 enhanced housing options interviews which was a slight increase compared to the previous year. This suggests that the substantial reduction in homelessness presentations was not simply due to a natural fluctuation in demand. There are however several significant and interlinked Policy interventions that have contributed towards the reduction.

- Effective and Targeted Prevention Activity**  
*As detailed above, we have invested significant resources in a focussed approach to reducing homelessness for young people and families. This has included targeting pre-existing resources in a different way and commissioning new services. The reduction in presentations from these groups is clear evidence that this approach has been successful.*
- Reduction of Backlog of Homelessness Cases**  
*We strongly believe that this is central to the successful delivery of a rapid rehousing model and should be a central theme of a Rapid Rehousing Transition Plan. In the development of our Home First model over the last*

*5-6 years, this has been one of our key strategic objectives and we have successfully reduced the number of homeless applicants waiting for an offer of housing by almost 80% since 2016.*

- Revised Common Allocations Policy (CAP)**  
*We implemented a revised CAP on 1 April 2019. This included provision to award additional priority to applicants in insecure housing situations such as private tenants that have been served with a Notice to Leave. Taking account of the significantly reduced backlog of homeless applicants mentioned above, this new provision in the CAP has enabled us to rehouse applicants in insecure housing situations before they become homeless. This avoids the need for a homeless presentation which in some cases, was often just a means of getting sufficient priority for rehousing. This also avoids the applicant having to go into temporary accommodation.*

## Homelessness Assessments

To ensure an effective and prompt response to people facing housing crisis a decision on a household's homelessness should be made within 28 days of the date the household presents as homeless. In 2019/20, all homelessness assessments were completed



within the required **28-day period with an average assessment time of just 11 days**. The national average in 2019/20 was 18 days.

The table below highlights the trend in assessment decisions since the RRTP baseline position in 2017/18. The total number of assessments completed varies slightly from the total number of presentations in the period as some assessments recorded near the beginning of the year relate to presentations from the previous years, and presentations at the end of a year are likely to be recorded as assessments/decisions in the following year. The overall profile of homelessness decisions has remained fairly consistent in recent years.

**Table 7 - Trends in Assessment Decisions (number)**

|                                                              | 2017/18    | 2018/19    | 2019/20    |
|--------------------------------------------------------------|------------|------------|------------|
| Homeless - priority unintentional                            | 743        | 703        | 604        |
| Homeless - priority intentional                              | 34         | 45         | 37         |
| Potentially homeless - priority unintentional                | 47         | 48         | 0*         |
| Potentially homeless - priority intentional                  | 5          | 3          | 0*         |
| Neither homeless nor potentially homeless                    | 84         | 72         | 55         |
| Applicant resolved homelessness prior to assessment decision | 34         | 50         | 32         |
| Lost contact before assessment decision                      | 9          | 25         | 15         |
| Withdrew application before assessment decision              | 12         | 6          | 21         |
| Ineligible for assistance                                    | 6          | 5          | 4          |
| <b>All</b>                                                   | <b>974</b> | <b>957</b> | <b>768</b> |

**Note on Table 7:**

*The reason we have recorded no assessments as 'potentially homeless' in 2019/20 is due to changes to the Common Allocations Policy which are outlined in the analysis section on page 9. Almost all of the applications that would have previously been given a 'potentially homeless' decision involved a Notice to Quit/Leave from a private-sector tenancy and these are now treated differently as described above.*

## Homeless Case Duration

A key measure of the impact of homelessness is the duration of homelessness, measured in terms of the length of time between the homelessness decision and an offer of settled accommodation.

The table below shows the average case duration for 2019/20 and highlights a further **reduction of 44 days or 33% compared to the RRTP baseline position**. In 2019/20, the national average for homeless case duration was 224 days, and Perth & Kinross Council achieved the best-case duration performance in Scotland (Homelessness in Scotland 2019-2020, Data Table 52).

**Table 8 - Case Duration (days) from assessment to closure for applications assessed as homeless or threatened with homelessness**

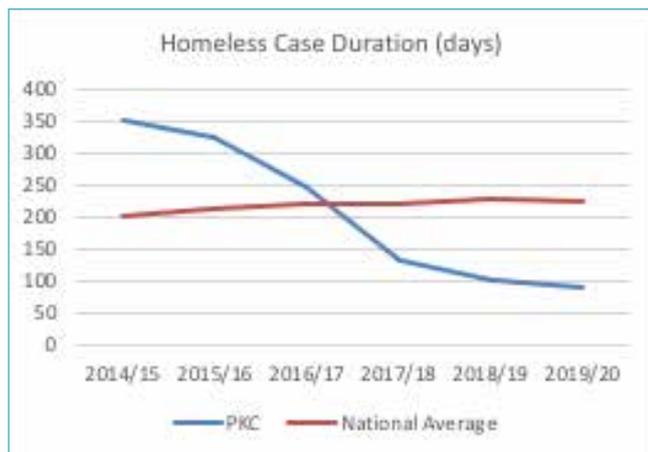
|                      | 2017/18 | 2018/19 | 2019/20 | % Change Compared to Baseline |
|----------------------|---------|---------|---------|-------------------------------|
| Case Duration (days) | 133     | 101     | 89      | -33%                          |



Responding to homelessness and the provision of suitable housing fulfils a basic need essential to meet wider life outcomes. A home, its location and its immediate environment can have a major impact on a person’s health and wellbeing. We recognise that good-quality housing of the right size and close to family and social networks can have a positive impact on children’s development and educational outcomes. Providing suitable housing quickly minimises the duration and stigma of homelessness.

The Chart below shows a significant and continuing improvement in reducing overall case duration as a result of successful policy interventions. The chart also shows that during this period, the national average has remained relatively static.

Chart 2 - Homeless Case Duration



## Live Homeless Cases

Another key measure of the effectiveness of responding to homelessness is the number of live homeless cases awaiting an offer of permanent housing, often referred to as the ‘Homeless Backlog’. In the context of Home First or Rapid Rehousing, it is essential that the backlog is minimised in order that newly presenting households receive an effective response. The table below shows the ‘gross’ backlog figure as at 31 March in each of the last 3 years.

Table 9 - Number of Live Cases

|                                | Total |
|--------------------------------|-------|
| Live cases as at 31 March 2018 | 218   |
| Live cases as at 31 March 2019 | 191   |
| Live cases as at 31 March 2020 | 116   |

It is also useful to look at the ‘net’ homeless backlog which is the number of homeless accepted applicants that are waiting on an offer of housing. **At 31 December 2020, we had 104 live homeless cases** with 22 of these applicants ‘under-offer’ to a secure tenancy. The number of homeless applicants waiting on an offer of housing was therefore 82.

## Outcomes for Homelessness Cases

Our vision is to deliver a service which is focussed on preventing homelessness and minimising the impact of homelessness where it cannot be avoided.

The table below details the outcomes recorded for all homeless cases closed each year. The ‘no duty owed to applicant’ row refers to homeless applications that were closed due to an assessment of ‘neither homeless or potentially homeless’, ‘intentionally homeless’ or where the applicant resolved their homelessness themselves or otherwise withdrew their application.

It has always been difficult to discharge our homelessness duty into the private-rented sector (PRS) due to the number of conditions that need to be satisfied. We have however been very successful in preventing homelessness by assisting households into the private-rented sector through a range of PRS access initiatives. The numbers in the table recorded as homeless outcomes are not therefore representative of the scale of the contribution made by our PRS access initiatives.



Table 10 – Homeless Outcomes (number)

|                                                | 2017/18    | 2018/19      | 2019/20    |
|------------------------------------------------|------------|--------------|------------|
| Scottish Secure Tenancy                        | 657        | 630          | 507        |
| Private Rented Tenancy                         | 26         | 37           | 29         |
| Hostel                                         | 0          | 6            | 3          |
| Bed & Breakfast                                | 0          | 0            | 0          |
| Returned to previous/friends/vol org           | 55         | 64           | 62         |
| Women’s Refuge                                 | 0          | 0            | 0          |
| Residential care/nursing home/shared supported | 0          | 0            | 0          |
| Other - Known                                  | 18         | 31           | 30         |
| Other - Not Known                              | 20         | 15           | 21         |
| No duty owed to applicant                      | 144        | 167          | 121        |
| Contact lost before duty discharge             | 70         | 59           | 36         |
| <b>All</b>                                     | <b>990</b> | <b>1,009</b> | <b>809</b> |

## Temporary Accommodation

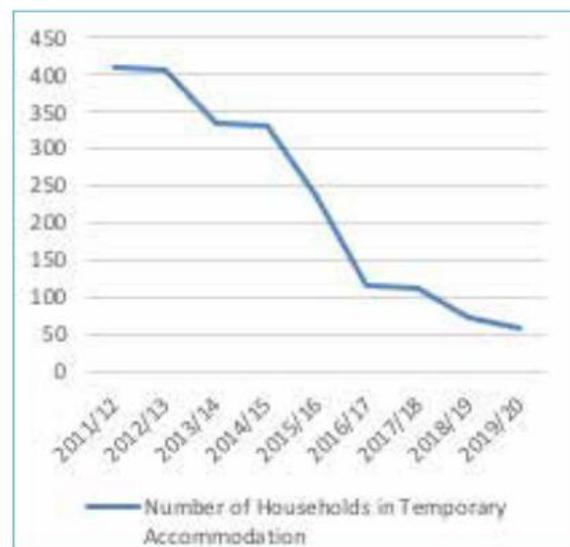
Since 2010/11 the portfolio of temporary accommodation has been significantly reduced through service improvement and redesign. Excluding 3rd sector hostel provision, we have **reduced our portfolio of temporary furnished flats from 326 to 62 units, since 2010/11.**

The table and chart below show the steady reduction in the number of households in temporary accommodation over the last nine years which is a direct result of transformational change, service redesign and the implementation of the Home First model.

Table 11 - Households in Temporary Accommodation

|         | End of Year Position |
|---------|----------------------|
| 2011/12 | 411                  |
| 2012/13 | 406                  |
| 2013/14 | 334                  |
| 2014/15 | 333                  |
| 2015/16 | 240                  |
| 2016/17 | 118                  |
| 2017/18 | 113                  |
| 2018/19 | 74                   |
| 2019/20 | 60                   |

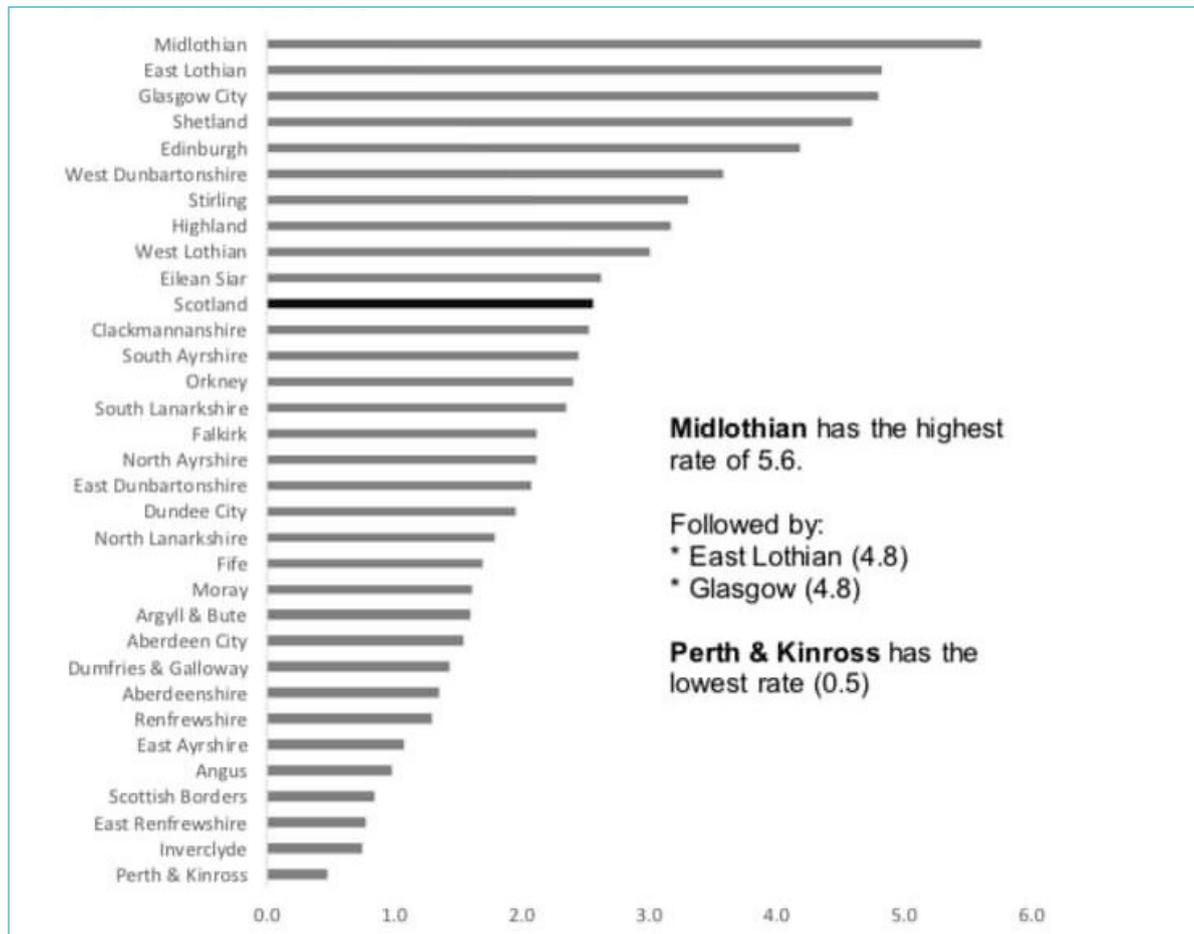
Chart 3 - Households in Temporary Accommodation





The undernoted chart is from the Scottish Government’s ‘Homelessness in Scotland 2019-2020’ publication and shows that Perth & Kinross Council had the lowest prevalence of households in temporary accommodation in 2019/20.

Chart 4 - Households in Temporary Accommodation per 1,000 population (aged 16+) as at 31 March 2020



At the end of June (Quarter 1) in 2012, 411 households were accommodated in temporary accommodation, many of them in Bed & Breakfast. This was the highest recorded figure ever. Comparing this with the position at 31 December 2020, **the number of households in temporary accommodation has reduced by 89% to 45 households**. Nationally in 2019/20, there was a 6% increase in the number of households in temporary accommodation.

Minimising the length of stay and the number of transitions between different temporary accommodation types are *key recommendations from the Homeless and Rough Sleeping Action Group (HARSAG) report on ‘Transforming the Use of Temporary Accommodation’*.

The table below highlights the significant reduction in the length of stay achieved through the full implementation of Home First in 2017/18.

Table 12 - Length of Stay in Temporary Accommodation

|         | Length of Stay (All Types)               |
|---------|------------------------------------------|
| 2019/20 | 71<br><i>(national average 184 days)</i> |
| 2018/19 | 70                                       |
| 2017/18 | 86                                       |
| 2016/17 | 153                                      |
| 2015/16 | 136                                      |
| 2014/15 | 160                                      |



## Allocation of Housing

We continue to operate a successful Common Housing Register (CHR) with RSL partners Caledonia Housing Association (CHA) and Hillcrest Housing Association. This was further strengthened with Fairfield and Kingdom Housing Association joining the CHR in 2019/20. The CHR now provides access to all the main social-rented housing providers in the area who collectively manage a stock of around 11,700 properties.

The CHR is underpinned by a Common Allocations Policy, revised in 2019, with an overall aim to meet housing need fairly and help secure accommodation for households in the greatest housing need.

The Councils' Housing Options & Support Team undertake the overall administration of the CHR on behalf of the partners. This includes the assessment of housing applications against the policy and allocating and matching vacant properties for all partners to applicants on the CHR.

The combination of the CHR, the Common Allocations Policy and the administrative arrangements ensures a consistent, efficient

and fair approach to determining housing need and accessing social housing in the area. Furthermore, the approach has been a key factor in the success of Home First and has been identified as unique in Scotland and *highlighted as an example of good practice by HARSAG.*

Table 13 below shows the number of vacant properties that became available to CHR partners over the last three years.

## Allocations to Homeless Applicants

A key success factor of Home First has been to increase the number of properties allocated to homeless applicants. The Common Allocations Policy aims to allocate around 50% of vacancies to homeless applicants. The RRTP Guidance encourages local authorities to undertake a predictive modelling exercise to establish the number of vacancies to be allocated to homeless applicants to reduce existing backlogs and respond to homeless demand timeously.

Table 14 below shows the number and percentage of properties allocated to homeless applicants by partners.

**Table 13 - Total Lets by the CHR Partners**

|                               | 2017/18      | 2018/19      | 2019/20      |
|-------------------------------|--------------|--------------|--------------|
| Perth & Kinross Council       | 761          | 854          | 754          |
| Caledonia Housing Association | 312          | 263          | 236          |
| Hillcrest Housing Association | 73           | 125          | 151          |
| Fairfield Housing             | n/a          | n/a          | 25           |
| Kingdom Housing Association   | n/a          | n/a          | 34           |
| <b>Total</b>                  | <b>1,146</b> | <b>1,242</b> | <b>1,200</b> |

**Table 14 - Properties Allocated to Homeless Applicants**

|                               | 2017/18    | 2018/19    | 2019/20    | Total        |
|-------------------------------|------------|------------|------------|--------------|
| PKC                           | 443 (62%)  | 426 (52%)  | 327 (43%)  | 1,196        |
| Caledonia Housing Association | 154 (55%)  | 113 (43%)  | 86 (36%)   | 353          |
| Hillcrest Housing Association | 48 (68%)   | 63 (50%)   | 48 (32%)   | 159          |
| Fairfield Housing             | n/a        | n/a        | 11 (44%)   | 11           |
| Kingdom Housing Association   | n/a        | n/a        | 8 (24%)    | 8            |
| <b>Total</b>                  | <b>645</b> | <b>602</b> | <b>480</b> | <b>1,727</b> |



The information in the table highlights a drop-off in the proportion of properties allocated to homeless applicants. This is because we have reduced the backlog of homeless applicants to such an extent that there are no homeless applicants on some waiting lists, so it is impossible to allocate some properties to a homeless applicant.

## Supporting Homeless People or Those Threatened with Homelessness

Preventing homelessness and tenancy sustainment are key components of our Home First model. All homeless applicants or those threatened with homelessness are offered support. **More than 1,000 people were supported by the Central Support Team in 2019/20.**

Prevention activity is varied and can either be proactive and at scale such as the Integrated Schools Programme or proactive and individualised such as engaging with prisoners through surgeries. Prevention activity can also be reactive for example where someone approaches the service for advice and assistance because they are threatened with homelessness or where the Council has received a Section 11 notification.

Prevention and tenancy sustainment activity are very closely linked as by definition, the objective of supporting someone to sustain their tenancy is to prevent them losing the tenancy and becoming homeless.

In 2019/20, we provided a range of proactive and reactive support across a number of areas:

- **Youth Homelessness**  
*We have a range of bespoke support services for young people which are outlined on page 6.*
- **Family Mediation**  
*All Support Officers are trained in family mediation to provide support where a young person has been asked to leave the family home.*

- **Prison Protocol**  
*Weekly surgeries delivered at HMP Perth and the sharing of information between the Scottish Prison Service and the Housing Service to ensure a planned approach for prisoners nearing release and to assist short-term prisoners to maintain their existing tenancies during sentence to minimise and prevent homelessness upon release.*
- **Hospital Discharge**  
*An Officer works closely with Health and Social Care Partnership colleagues to assist people ready to be discharged from hospital but who cannot return to their home.*
- **Domestic Abuse**  
*Joint partnership working with Women's Aid and involvement in other domestic abuse partnerships to ensure that suitable accommodation is available for people who are victims of domestic abuse.*
- **Personalised Budgets**  
*A small (£25K per annum), recurring budget has been available since April 2018. Frontline staff are empowered to use this budget for homelessness prevention or crisis response situations.*
- **Eviction Prevention**  
*We have an Eviction Prevention Panel and associated arrangements which take a cross-service and multi-agency approach to preventing evictions from Council tenancies. In addition, we have dedicated a Support Officer to work with RSL partners to support tenants and prevent evictions. Another Support Officer focusses on Section 11 notifications, engaging with private landlords and lenders in this capacity. **We responded to 224 Section 11 Notices in 2019/20.***



- **Veterans**

*Armed Forces personnel leaving full-time, regular service are prioritised through our Strategic Need pathway. This provides an opportunity to take a planned approach rather than responding to a crisis situation where an individual or family has become homeless. The typical timescale for making an offer of housing is similar to what we achieve for homeless applicants.*

- **Refugees**

*We provided accommodation for several families resettled through the Home Office Vulnerable Persons Relocation Scheme in 2015 and 2016. We have commissioned the Scottish Refugee Council to deliver a service to support these families.*

- **Floating Housing Support**

*We recommissioned this service in 2019 and three third-sector providers now **deliver 1,020 hours of support per week** across Perth and Kinross. 338 people were supported by this service during 2019/20.*

- **Transitional Move-On Support**

*A Support Officer is dedicated to work with the Housing Options Officers that allocate properties across the CHR partners. This ensures an applicant is supported to have a smooth transition from homelessness or temporary accommodation into their new home.*

### Independent Living Panel

The Independent Living Panel (ILP) was established in November 2019 following a long period in development. The multi-agency and multi-disciplinary group have a broad remit including:

- *managing the independent living pathway for people with low to complex support requirements - assessment, allocation and identification of accommodation;*
- *review existing supported accommodation placements and consider new applications for supported accommodation;*
- *create and manage a register of people with a current or future need for a supported housing solution;*
- *develop and progress models of accommodation to meet independent living needs.*

More than 50 service-users have been referred to the Independent Living Panel (ILP) since November 2019. Four supported housing placements have been allocated by the ILP and a number of other service-users have been prioritised for mainstream housing with a support package. At the time of writing, ten separate future accommodation projects are under consideration or in progress with oversight from the ILP.

The client group served by the ILP are not usually homeless, but their property requirements and support needs are typically complex, and this new pathway provides a framework for forward planning and minimises the instances where this client group would become part of the homelessness system usually as a result of delayed hospital discharge. This client group would not generally fall within the scope of a rapid rehousing approach, but the new pathway is an important part of the overall system.



## Access to the Private Rented Sector

The RRTP guidance suggests that local authorities should develop rehousing solutions in the private rented sector (PRS) including enhanced use of Rent Deposit Scheme, development of Social Letting Agencies and use of Empty Homes Grants with conditions for rehousing homeless households.

Key to the success of Home First has been the continued development and delivery of a wide range of private-sector access initiatives. Our approach to engaging with the private sector to secure access to housing has been recognised through various awards including our local Securing the Future Awards and the National Empty Homes Champion awards.

### Rent Bond Guarantee Scheme

The Rent Bond Guarantee Scheme (RBGS) continues to expand despite more challenging market conditions associated with changes to the tax regime for landlords, welfare reform, an uplift in the private house sales market, increasing regulation of the sector and the introduction of the Private Residential Tenancy (PRT).

The table opposite shows the number of households assisted through the RBGS since it was established in 2009.

### PKC Lets - Social Letting Agency

PKC Lets has continued to develop, **increasing the fully-managed property portfolio from 100 to around 180 units.** Providing this service also helps us to drive up the standard of private sector housing within Perth and Kinross.

Section 61 of the Housing (Scotland) Act 2014 requires Letting Agents in Scotland to register with the Scottish Government. PKC Lets is covered by this legislation and we achieved registration in 2019.

### Empty Homes Initiative

Grants totalling more than £295,000 enabled **26 properties across the area to be brought back into use** through the Empty Homes Initiative during 2019/20. A key criteria of the Empty Homes Initiative is that properties are made available to applicants through the Rent Bond Guarantee Scheme for an initial 5-year period.

Increased funding in 2019/20 allowed an increase in the number of projects supported and included a large town centre development which provided 13 properties for a range of tenants (studio flats for under 35s on benefits, 1, 2 and 3-bed flats) whilst also contributing to wider Council objectives relating to regeneration of town centres. A total of 124 properties have been brought back into use as affordable housing since 2014.

Table 15 - RBGS Tenancies Created Since 2009/10

|              | RBGS Tenancies Created |
|--------------|------------------------|
| 2009/10      | 75                     |
| 2010/11      | 200                    |
| 2011/12      | 175                    |
| 2012/13      | 131                    |
| 2013/14      | 176                    |
| 2014/15      | 191                    |
| 2015/16      | 153                    |
| 2016/17      | 175                    |
| 2017/18      | 181                    |
| 2018/19      | 185                    |
| 2019/20      | 160                    |
| <b>Total</b> | <b>1,802</b>           |



## Temporary Accommodation Position

Perth & Kinross Council had already completed a substantial reduction of the temporary accommodation portfolio prior to the first iteration of the Rapid Rehousing Transition Plan. This reduction was delivered and facilitated through longer-term redesign of homelessness services. It was also associated with the implementation of our Home First model which reduced the need for temporary accommodation by enabling more homeless people to move straight into settled accommodation.

The RRTP outlined how the temporary accommodation portfolio (excluding third-sector provision) had reduced from 326 units in 2010/11 to just 56 units in 2017/18. The current position is outlined in the table below. The more recent temporary accommodation reduction effort began in 2016/17 so the position at the end of 2015/16 was used as a baseline reference position in the RRTP.

**Table 16 - Total Temporary Accommodation Stock**

| Temporary Accommodation Type                                                                                         | RRTP Baseline (2015/16)      | Current Position (at 30 September 2020)                                                                                |
|----------------------------------------------------------------------------------------------------------------------|------------------------------|------------------------------------------------------------------------------------------------------------------------|
| Local Authority Furnished Accommodation<br>(dispersed furnished flats)                                               | 109 units                    | 20 units                                                                                                               |
| Local Authority Furnished Accommodation<br>(St Catherine's Square)<br>(temporary furnished flats)                    | 43 units                     | 42 units                                                                                                               |
| Housing Association/RSL Dwelling<br>(dispersed furnished flats)                                                      | 10 units                     | 0 units<br>These units were decommissioned and returned to the RSL's as part of the Home First TA reduction programme. |
| Local Authority Hostel<br>(Greyfriars House and Rio House)<br>(supported accommodation with emergency/direct access) | 38 units                     | 30 units<br>Rio House was decommissioned and closed in December 2016.                                                  |
| Hostel Other<br>(Third sector providers)<br>(interim supported accommodation)                                        | 92 units                     | 53 units                                                                                                               |
| B&B<br>(emergency accommodation)                                                                                     | n/a commissioned as required | Total of 10 short-term placements during 2019/20.                                                                      |
| <b>Total Units</b>                                                                                                   | <b>292</b>                   | <b>145</b>                                                                                                             |

Perth & Kinross Council had the lowest prevalence of temporary accommodation usage in Scotland in 2019/20 as outlined in Chart 4 (see page 13). **The total number of households in temporary accommodation has reduced by around 89% since 2010/11** and this has resulted in a corresponding reduction in the temporary accommodation portfolio.

The Rapid Rehousing Transition Plan outlined proposals for further reductions in some types of temporary accommodation provision. An update on these proposals is provided in the table below.



Table 17 - Update on Further Temporary Accommodation Reduction Proposals

| Temporary Accommodation Type                                | RRTP Targets (outlined on pages 42 & 43 of the RRTP)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Current Position (at 30 September 2020)                                                                                                                                                                                                                                                                                   |
|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LA Furnished Accommodation ( <i>dispersed flats</i> )       | <p>15 units</p> <p>Further reduction of our dispersed portfolio in line with the introduction of other elements of the RRTP (furnished tenancies).</p>                                                                                                                                                                                                                                                                                                                                                                                         | <p>There are no short-term plans to further reduce the provision of dispersed, furnished flats from the current number of 20 units.</p> <p>This will be reviewed annually, and a flexible approach will be taken which enables units to be added/ removed as required.</p>                                                |
| LA Furnished Accommodation ( <i>St Catherine's Square</i> ) | <p>0 units</p> <p>Pre-existing plans to regenerate St Catherine's Square and re-designate as mainstream, general needs housing.</p> <p>The regeneration activity will take place during years 1 &amp; 2 of the RRTP period.</p>                                                                                                                                                                                                                                                                                                                | <p>Progress with plans to regenerate St Catherine's Square have been delayed due to a range of factors including the Coronavirus pandemic.</p> <p>An assessment will be undertaken during 2021/22 to assess the impact of losing the use of these units as temporary accommodation on the overall model of provision.</p> |
| Housing Association/RSL Dwelling                            | <p>0 units</p> <p>No plans to lease further units from RSL's for use as TA.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <p>There are no plans to lease units of accommodation from RSL's for use as temporary accommodation.</p>                                                                                                                                                                                                                  |
| LA Hostel ( <i>Greyfriars House and Rio House</i> )         | <p>20 units (estimate)</p> <p>Greyfriars House will be retained and remodelled as 'Supported Accommodation' rather than Hostel accommodation. Direct access will be retained, and we will continue to operate our 'out-of-hours' service from Greyfriars. It is anticipated that this will involve some physical alterations to the layout and that this will result in a reduction in the total number of rooms.</p> <p>Further consideration regarding phasing required but anticipated to be during years 2 &amp; 3 of the RRTP period.</p> | <p>Work has been undertaken to ensure that Greyfriars House fits within the accepted definition of 'Supported Accommodation'.</p> <p>We no longer anticipate a need to carry out physical alterations to the layout of the building and as such, the current plan is to retain all 30 rooms.</p>                          |



| Temporary Accommodation Type                 | RRTP Targets (outlined on pages 42 & 43 of the RRTP)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Current Position (at 30 September 2020)                                                                                                                                                                                                                                                                            |
|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Hostel Other (Third Sector providers)</p> | <p>Number and type of units to be confirmed.</p> <p>We have already begun work to review our commissioned Third Sector temporary accommodation provision. This will be completed in year 1 of the RRTP with a view to recommissioning a range of new services during year 2 of the RRTP.</p> <p>The focus of the recommissioning will be on different types of supported accommodation and/or specialist provision for certain groups. It is not envisaged that the total number of units will increase from the current baseline as a result of this exercise.</p> | <p>The review of Third Sector provision is ongoing and will be complete by the end of 2020/21.</p> <p>The current position is that the review will provide an opportunity to update Service Level Agreements etc, but we do not now anticipate fully recommissioning these services as a result of the review.</p> |
| <p>B&amp;B</p>                               | <p>n/a commissioned as required</p> <p>We continue to use B&amp;B infrequently in emergencies for one or two nights until something more suitable can be made available.</p> <p>Our B&amp;B usage is so minimal that we do not see a need to set a reduction target for this.</p>                                                                                                                                                                                                                                                                                   | <p>No change to position outlined in the RRTP. B&amp;B usage remains minimal.</p>                                                                                                                                                                                                                                  |
| <p><b>Total Units</b></p>                    | <p><b>98 (estimate)</b></p> <p>It is envisaged that at least 50% of the remaining units will be 'supported accommodation' rather than temporary accommodation.</p>                                                                                                                                                                                                                                                                                                                                                                                                  | <p><b>Current position is 145 units.</b></p> <p>For the reasons outlined above, there are no plans for further reductions in overall number of temporary accommodation provision in the short-term.</p>                                                                                                            |

# Impact of the Coronavirus Pandemic



The Coronavirus pandemic has presented many challenges for society and has changed the way we live and work. For housing providers, the challenges have been difficult and numerous and as a local authority, we have had to adapt to significantly different ways of working and engaging with our customers and service-users. These changes have had to be implemented at pace within an environment of continuously changing advice, guidance and regulations.

Because Home First is fully developed and embedded we were in a strong position to provide an effective homelessness response during the pandemic. We have not therefore experienced the same impact of the pandemic on the implementation of the R RTP as experienced by some other local authorities.

We have seen a further **reduction in homeless presentations of around 14% for the year to date in 2020/21** (up to 31 December). This is in addition to the **24% reduction we achieved in 2019/20** compared to the R RTP baseline position in 2017/18. Our analysis of the drivers for the 2019/20 reduction are outlined on pages 8 and 9 and we believe that the further reduction in the year to date is directly influenced by the pandemic - especially factors such as the Regulations which prevent most evictions from the social and private rented sectors.

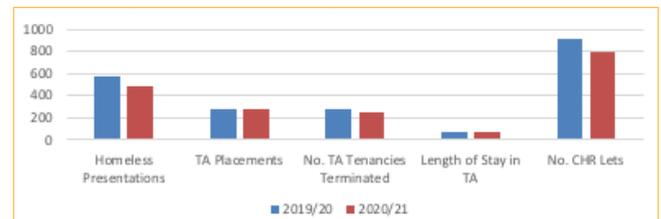
The demand for temporary accommodation has not increased in real terms but at times, it has been more difficult to move people on from temporary accommodation due to a limited number of permanent lets being available. The year-to-date position for permanent lets as illustrated in Chart 5 below is a 12% reduction in availability. Despite this, we have seen a further reduction in the average length of stay in temporary accommodation.

During the lockdown period, we continued to progress void properties albeit at a slower pace than normal due to social distancing requirements. This meant that we could continue with priority allocations and lettings to homeless people which reduced the

impact that the lockdown restrictions would otherwise have had. Our Registered Social Landlord partners however significantly reduced this activity particularly during April and May and this had an impact in terms of throughput to permanent accommodation.

The Chart below shows a comparison of key performance indicators for the period April to December in the year to date compared with the same period in 2019/20.

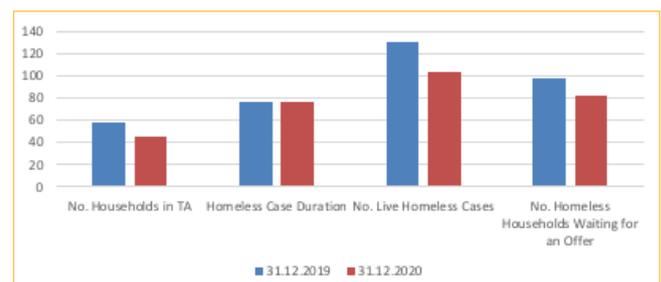
**Chart 5 - April to December Key Performance Indicators**



At the time of writing, the pandemic is ongoing but it is useful to benchmark against a recent pre-Covid position to measure the impact of the pandemic to date. The undernoted Chart shows a comparison between the position on 31 December 2020 and 31 December 2019 across a different range of indicators from the previous chart.

The chart highlights significant reductions in the number of live homeless cases, those waiting for an offer of accommodation and households in temporary accommodation. The chart also highlights that there has been no impact on the duration of homelessness associated with the pandemic. These outcomes are the result of the flexibility and responsiveness of our Home First model.

**Chart 6 - Pre-Covid Comparison**





### Looking Ahead to a 'New Normal'

As disruptive as the pandemic has been, it has also provided opportunities to redefine the way we work and to reprioritise in terms of what is and isn't important. It was very difficult to implement new ways of working at the end of March against the backdrop of a viral threat the people didn't really understand. Staff across the Service however have been extremely flexible and resilient, and we have reached a situation where we plan to retain various aspects of the new way of working.

In the short-term, the key priorities for Perth & Kinross Council are to:

- *continue to deliver a full range of housing options and homelessness services ensuring that the disruption caused by the pandemic and associated restrictions is minimised, homelessness is prevented where possible and households are supported to sustain their tenancies;*
- *adapt to and embed new ways of remote and contactless working in a way that preserves access to services for all groups including those that are digitally excluded;*
- *ensure that we have a robust recovery and renewal plan in place.*

*"It was a pretty quick process, I was offered a house quickly, I got a starter pack and a sofa and bed which helped a lot. The local housing officer visited me a week after I moved to see how I was settling in."*

(Service User)



# Rapid Rehousing Plan Update

Our Home First model was implemented in April 2017 following a lengthy period of service redesign and transformational change. Home First is now fully mature and is largely delivering the outcomes for people facing homelessness outlined on page 24 of the Rapid Rehousing Transition Plan (RRTP).

## Key Challenges

In the RRTP, we identified a number of 'Key Challenges'. These were areas where we recognised that our performance could be improved or where investment of funding and other resources would be required. Progress against each of these Key Challenges is detailed below.

### Key Challenge

*Homeless presentations increased by 21% in 2017/18 compared to the previous year.*

From the RRTP baseline in 2017/18, we saw **a reduction in homeless presentations of around 6%** in 2018/19 **followed by a further reduction of 19% in 2019/20**. This represents a reduction of 24% compared to the 2017/18 baseline.

### Key Challenge

*Rough Sleeping is relatively low in Perth and Kinross but we had a slight increase in 2017/18.*

There is very little visible rough sleeping in Perth and Kinross. Recorded levels based on the way applicants have answered the standard questions have remained broadly in line with the national average since 2017/18.

### Key Challenge

*Better understanding of the local homelessness context and the role of our partners.*

Substantial progress has been made across a number of areas/initiatives which has made us better informed about our local context and the contribution that

our partners can make to preventing homelessness.

- *A homelessness research project was commissioned to look at homelessness and health, youth homelessness and rough sleeping in a local context. Findings from the research have been progressed through various new initiatives and actions that are detailed in this report.*
- *We have developed an Independent Living Panel in partnership with the Health and Social Care Partnership to provide access to supported accommodation and to provide a mechanism for the forward-planning of specialist accommodation.*
- *We expanded the membership of our Common Housing Register to provide a single point of access to more than 95% of the social-rented housing in Perth and Kinross.*
- *We launched a multi-agency Protecting People Group (PPG) to consider collaborative ways of supporting people with multiple and complex needs.*

### Key Challenge

*Settled Accommodation - barriers to entry around furnishings and other goods required to make a property a home.*

During 2019/20, we spent £99,972 providing furnishings, appliances and floor-coverings for homeless people rehoused through our Home First approach. This was made up of £74,972 from our Scottish Government RRTP funding and £25,000 from Perth & Kinross Council budgets.

### Key Challenge

*Co-ordination of Home First Activities*

We appointed an additional Housing Options Officer in 2019/20 to assist with the delivery of our Home First approach. We have now mainstreamed this oversight through the creation of a permanent Senior Officer post.



## Key Challenge

### Temporary Accommodation

During 2019/20, we maintained a reduced portfolio of temporary accommodation and had the lowest prevalence of households in temporary accommodation in Scotland and the shortest length of stay nationally.

## Key Challenge

### Hostel Accommodation

Remaining hostel provision has been reconfigured as 'Supported Accommodation' and complies with the exemption in the extended Unsuited Accommodation Order.

## Key Challenge

### Regeneration of St Catherine's Square

This regeneration project remains a key priority but has been delayed for various reasons not least the Coronavirus pandemic.

## Locally Agreed Targets

In the RRTP, we set locally agreed targets for specific indicators that are vital to creating the conditions for the delivery of a rapid rehousing model. The indicators consider the extent of the backlog of homeless people waiting for an offer of settled accommodation, the efficiency of our temporary accommodation model and the overall duration of homelessness.

Performance against these indicators is covered in more detail in **Homeless Context and Outcomes** section of this report, but the following table provides an update on progress to meeting these targets. We are currently either achieving or close to achieving these targets and two of them have been adjusted slightly to make them more ambitious.

In addition to the key challenges identified and the setting of locally agreed targets for key indicators, we also recognised that further work was required to strengthen and further develop links with the Health and Social Care Partnership (HSCP) and Alcohol and Drugs Partnership (ADP).

We have made some progress in this area and the undernoted actions are either in place, in progress or under discussion;

- *Identification of a Lead Officer for Homelessness in the Health and Social Care Partnership.*
- *A 'Homelessness Contribution Statement' from the Health and Social Care Partnership.*
- *Greater support/input and improved joint working in relation to complex cases - Housing a core member of the weekly Protecting People Group.*
- *Re-introduction of streamlined pathway to access services similar to the Central Healthcare Team that was in place previously.*
- *Dedicated and agreed time for the Drug and Alcohol Team and Drug Treatment Services to provide surgeries in our Supported Accommodation.*

Table 18 - Locally Agreed Targets

|                                                                             | RRTP Baseline (2017/18) | 2019/20 Performance | Target (by end of Year 5 of the RRTP - 2023/24) |
|-----------------------------------------------------------------------------|-------------------------|---------------------|-------------------------------------------------|
| Number of homeless households waiting for an offer of settled accommodation | 129 households          | 96 days             | 90 households                                   |
| Average length of stay in temporary accommodation                           | 86 days                 | 71 days             | 65 days                                         |
| Homeless case duration – decision to discharge of duty                      | 133 days                | 89 days             | 70 days                                         |



## Next Steps

Through our Home First approach, we seek to achieve a balance between:



As mentioned previously, our rapid rehousing model is fully mature. We have significantly reduced the backlog of homeless applicants waiting for an offer of housing and have developed and implemented a rapid rehousing system that enables us to respond to real-time demand. This is evident from average **homeless case duration timescale which was 89 days in 2019/20 against a national average of 224 days**. Despite the impact of the pandemic, this improved further in the first half of 2020/21 to an average of 77 days.

An effective rapid rehousing system is only part of the solution as it is equally important to prevent people becoming homeless in the first place and to sustain those that have been rehoused. This prevention and tenancy sustainment activity not only avoids the impact of homelessness for individuals and families but also keeps the numbers of people in the homelessness system at a manageable level for the rapid rehousing element to work effectively.

### Homelessness Prevention Activity

There are numerous examples of our effective homelessness prevention and tenancy sustainment activity in **Homeless Context and Outcomes** section of this report and collectively, these contributed **towards a 19% reduction in homeless presentations during 2019/20** and a **tenancy sustainment rate of just over 83%** for previously homeless applicants.

#### Key Challenge

**Maintain lower levels of homeless presentations**

Our Home First model is dependent on maintaining a low level of homeless applicants waiting for an offer of settled accommodation. Reducing the number of people coming into the system through an effective housing options approach and prevention activity are therefore a key objective.

Homelessness prevention activity takes many forms and can be proactive or reactive and can be a long-term strategic approach or a crisis response to a particular situation. We feel it is important to have a balanced mix of different types of interventions.

Where the activity is targeted towards keeping people in tenancies, it could be described as either homelessness prevention or tenancy sustainment activity as the objective is often to support someone to remain in their tenancy avoiding them becoming homeless. Details of our homelessness prevention activity are outlined on page 15.

#### Key Challenge

**Potential for an increase in evictions from RSL partners post-Covid**

#### Enhanced Section 11 Protocol

We have engaged with our Registered Social Landlord (RSL) partners around an enhanced protocol which is based on the Section 11 notification process and all partners have indicated their agreement to follow an enhanced process.

This will involve a much earlier, voluntary notification of 'at risk' tenancies, primarily at the point a Notice of Proceedings is served.

This notification will result in a joint offer of support from the RSL and Council support staff with the objective of intervening early to try to support the tenant to resolve the issues that are placing the tenancy at risk.

It is anticipated that the enhanced process will be implemented in January 2021 when an additional Support Officer has been recruited.



### Focussed Support for Private-Sector Landlords and Tenants

With the restrictions on evictions in the private-rented sector associated with emergency Coronavirus legislation, we are concerned that there may be significant numbers of tenants experiencing difficulties perhaps due to a reduced ability to pay their rent.

We plan to proactively engage with landlords and tenants in the sector to offer support where it may be required with the objective of preventing homelessness.

A number of key actions are actively being progressed as below:

- Support is being targeted towards private-sector tenants that have sought housing options advice or applied for housing based on a perceived risk to their tenancy.
- An additional Private Sector Officer has been recruited with a specific remit to engage with private landlords and tenants and to provide and/or facilitate support to prevent tenancy failure, where possible, and where this is appropriate.
- A survey will be sent to private landlords to enable us to better understand the extent to which tenants are having difficulties particularly with payment of rent and also to establish the types of support that landlords would find most useful.

A wider Communication Plan/Strategy is being developed to raise awareness on the sources of support available for private tenants and landlords.

### Rapid Rehousing

The process of rehousing a homeless person quickly is relatively straightforward and we have been doing this for several years. There is no universal definition of what 'rapid' actually means in this context, but we have set targets for homeless case duration which are outlined on page 24 and based on our

current performance, there is still some room for improvement. The main challenge however is maintaining the conditions and relationships required to support a rapid rehousing approach.

#### Key Challenge

**Maintain the operating conditions and relationships required to support the rapid rehousing system**

- Minimal backlog of homeless people waiting for an offer of housing.
- Maximised supply of vacancies including re-lets, new-builds, buy-backs and private sector.
- Efficient and flexible void property processes and communication.
- Flexible allocation process including 'just in time' allocations.
- Good throughput for homeless people into RSL partner tenancies.
- PRS as a homelessness diversion (prevention) option.
- Effective targeting of support resources.
- Flexible and responsive provision of furnishings and appliances to make properties 'ready to occupy'.

#### Key Challenge

**Mainstream funding for Property Ready Fund or significantly improve fulfilment timescales for Community Care Grants**

### Tenancy Sustainment Activity

The SHR definition is the standard measure of tenancy sustainment and includes all tenancies that end within a 12-month period. However, some tenancies end for positive reasons such as moving to more suitable housing, completing a mutual exchange, buying a property etc. In addition, tenancies that end due to circumstances outwith a landlord's control such as where the tenant



dies or goes into prison are deemed to have not been sustained.

Taking account of the above, a sustainment rate of around 83% for 2019/20 is acceptable but we have experienced a slight reduction in this rate during the first half of 2020/21 to below 80% and this is an area that we need to improve on. The new actions outlined in the table below have been developed to ensure there is an increased focus on tenancy sustainment during 2020/21 and beyond.

### Key Challenge

**Improve tenancy sustainment rate for previously homeless applicants**

Our Home First model is dependent on maintaining a low level of homeless applicants waiting for an offer of settled accommodation. Reducing the number of people coming into the system through effective tenancy sustainment activity is therefore a key objective.

### Early Warning System

We have undertaken detailed analysis of failed tenancies and identified a range of common factors which can be used to predict where an applicant may be at a high risk of tenancy failure.

This assessment of risk will be undertaken at the application assessment stage and will compliment and inform the assessment of support needs.

Enhanced support will be targeted towards tenancies and tenants that have been identified as high risk.

### Tenancy Sustainment Accountability Framework

A new framework has been established to ensure there is more robust ownership and accountability for tenancy sustainment across the Housing Service.

This involves monthly monitoring of the points below along with quarterly reporting to the Housing Management Team:

- *At risk tenancies*
- *Failed tenancies (including interviewing outgoing tenants where possible to establish reasons for failure)*
- *Abandonment Notices*
- *Eviction Cases*
- *Requests for Strategic Need prioritisation to move*

## What do our Key Stakeholders and Service-Users Think?

The Rapid Rehousing Transition Plan was developed in partnership with key stakeholders with input from people with lived experience of homelessness. We recognise that this collaboration needs to be a continuous process, so we intend to have a greater focus on this in the second half of 2020/21 and in 2021/22.

### Key Challenge

**Ensure continuous collaboration with key stakeholders and service-users on the development and delivery of Home First**

We will progress a range of actions in 2021/22:

- *Feedback questionnaire for stakeholders.*
- *Stakeholder event (format depending on Covid restrictions).*
- *Continue to identify ways and methods to seek feedback from people using our service and key stakeholders.*
- *Undertake a further self-evaluation of our Home First approach with people with lived experience of homelessness.*



The Scottish Government asked local authorities to submit an update report outlining how the first year of RRTP funding had been spent in 2019/20 and how we proposed to spend the second-year funding during 2021. The Scottish Government also asked for details of the levels of funding invested directly from local authority budgets and plans for mainstreaming activities moving forward.

Perth & Kinross Council submitted the report described above to the Scottish Government in June 2020 and this is included as Appendix 1.

Perth & Kinross Council has been allocated £196,000 funding by the Scottish Government for Year 3 of the RRTP process (2021/22). An additional £5M was allocated to local authorities in December 2020 for Year 2 (2020/21) to accelerate the implementation of RRTP's and Perth & Kinross Council has received £133,000 of this funding. This will be carried-forward so a total of £329,000 will be available for 2021/22. Detailed consideration is currently being given to funding priorities for the next 12 months.

*“Very pleased with the accommodation and how you managed to secure somewhere for me to stay on such short notice.”*

(Service User)



## Conclusion

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Since the submission of its Rapid Rehousing Transition Plan (RRTP) in December 2018, Perth & Kinross Council has further developed its Home First approach, improving outcomes for homeless people and consolidating its position as the sector-leading local authority in terms of preventing and responding to homelessness.

This report has provided a detailed overview of progress made with the implementation of the RRTP and has identified new Key Challenges that will be the focus of further investment and development effort moving forward.

Home First continues to be our aspiration for, and commitment to people facing homelessness in Perth and Kinross. We recognise the negative impacts that poor housing, temporary accommodation, rough sleeping and homelessness can have on people's lives and outcomes. Through the proposals detailed in the RRTP and the further and future developments outlined in this report, we intend to continue to reduce the duration, stigmas, costs and experiences of homelessness within Perth and Kinross.

*"I avoided going into a hostel or B&B with my children which I was very happy about."*

(Service User)

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[www.pkc.gov.uk](http://www.pkc.gov.uk)

(PKC Design Team - 2020225)



# Home First

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## Rapid Rehousing Transition Plan 2019-2024





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## Introduction

The Homelessness and Rough Sleeping Action Group (HARSAG) was established by the Scottish Government in October 2017. The remit of the group was to make recommendations to Ministers on ways to end homelessness and rough sleeping, and transform the use of temporary accommodation in Scotland.

One of the key HARSAG recommendations, accepted by the Scottish Government, is for a swift transition to a 'Rapid Rehousing' approach. This requires all local authorities to develop and submit a Rapid Rehousing Transition Plan (RRTP) by 31 December 2018.

The HARSAG recommendations emphasise the need for prevention of homelessness whenever possible. They also recognise that, in some cases homelessness cannot be avoided and there will always be a need for some form of temporary accommodation. Rapid Rehousing should, however, be the default position for all homeless households that have low, or no, support needs.

In July 2015, the Council approved a report 'Building Ambition: The Council's Transformation strategy 2015-2020 and Organisational Development Framework' which included a transformation strategy and a programme of major reviews. One of these reviews was the Home First transformation project. In August 2016, the Council also approved 'Home First - Rio and Tayview House Review' which underpinned the implementation and roll-out of Home First.

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

Despite the many improvements in Homeless Services over the years it was recognised that people were still spending too long in temporary accommodation. We planned to remove this stage of the homeless journey and offer Home First as a direct route into settled accommodation for homeless households, reducing the need for temporary accommodation. By delivering Home First, in many cases, the stigma, duration, cost and experience of homelessness has been reduced.

In recognition of the important role that good quality, settled housing has to play in relation to tackling poverty and inequality Home First is a key contributor to the achievement of the Perth and Kinross Fairness Commissions key recommendations.

Home First was fully implemented in April 2017 after an extensive period of development involving colleagues from across the Housing service, other Council services and external partners. The new approach has been extremely successful, delivering on all project objectives and improving outcomes for homeless people across a range of indicators.

### Our Home First Vision is:

*Wherever possible, homeless households move directly into settled accommodation avoiding the stigma, cost and uncertainty of temporary accommodation and homelessness.*

### Objectives

- To remove unnecessary time spent in temporary accommodation.
- To reduce the duration of homelessness.
- To provide a better housing solution for a vulnerable group.
- To have the flexibility to respond to multiple and complex needs.
- To deliver a service that meets our legal and statutory responsibilities.

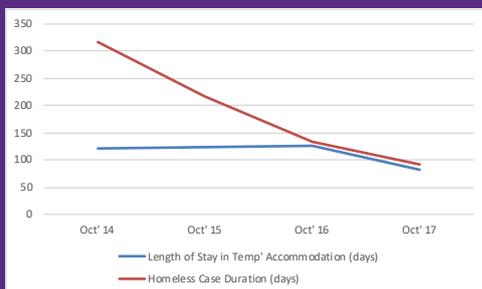


- To reduce inequalities in terms of service provision and affordability between differing types of accommodation.
- To offer best value to the Council and customer.

From the implementation of Home First on 1 April 2017, the following key outcomes have been achieved.

### Home First - Key Outcomes

- Delivered savings target of £676,000.
- Introduced new operational practices for Greyfriars House following the reduction of hostel provision from 3 to 1.
- Reduced the portfolio of temporary accommodation:
  - dispersed flats 109 units to 26 (from a total of 326 units since 2010/11)
  - hostel spaces from 92 to 53
- Reduced the number of households in temporary accommodation from 213 at the end of 2015/16 to 101 at the end 2017/18.
- Reduced the average length of time spent in temporary accommodation from 258 days to 81 days.
- Reduced the number of days that homeless people wait to receive an offer of housing - April 2016 average wait was 441 days, reduced to 91 days by March 2017 and to 77 current.



- Reduced homeless case duration from 52.97 weeks to 20.77 weeks
- Increased the percentage of housing lets to homeless households from 51% in 2015/16 to 67% in 2016/17.
- Reduced the homeless backlog from 550 live cases to 105.
- Increased the number of new tenancies created through the Rent Bond Guarantee Scheme to 175 in 2016/17 to 180 in 2017/18.

Given the significant improvements above, our Home First approach has also been recognised locally and nationally as a sector-leading example of good practice, as highlighted by the Scottish Government, major homelessness charity Crisis and HRSAG. In developing and delivering Home First, we have worked closely with partners, particularly Registered Social Landlords (RSLs) and third-sector organisations. We have a successful and long-standing Common Housing Register, underpinned by a Common Allocations Policy. RSL Partners continue to make a significant contribution to providing settled accommodation for homeless households. Our Home First model has also been independently evaluated by Scotland's Housing Network.

We recognise that, because of Home First, developing a RRTP presents us with a different challenge to that faced by some other local authorities. Through the development of the RRTP we have recognised the ongoing challenges we face in preventing and responding to homelessness and have set out an ambitious proposal designed to enhance Home First to ensure its sustainability and resilience to the increasing demands that we will face over the next five years.



## Perth & Kinross Council's objective is (refer to Appendix 1):

*To deliver a service which is focussed on preventing homelessness and minimising the impact of homelessness where it cannot be avoided. We will do this by continuing to:*

- *intervene early and prevent homelessness through enhanced advice, assistance and support;*
- *offer and provide a route for homeless people to move directly to settled accommodation;*
- *reduce the need for temporary accommodation and minimise the length of time people spend in temporary accommodation where it cannot be avoided.*

We have consulted widely with partners, stakeholders and people who use our service and the proposals contained within this plan reflect their views.

The Plan was developed by a cross-service and multi-agency steering-group with input from various partners including those in the RSL and third sectors and colleagues from the Health and Social Care partnership.

We delivered a series of well attended consultation and engagement events for a diverse range of partners and stakeholders at various stages of the development of the Plan.

The Scottish Government have provided Local Authorities with clear guidance on the content and layout of RRTPs to ensure a consistent approach nationally and support decision making around funding allocations. This RRTP follows the guidance, detailing the housing market context within Perth and Kinross, the temporary accommodation baseline position and future plans to meet key homelessness outcomes over the next 5 years.

This plan sits within the wider strategic planning framework for the delivery of housing and homelessness and supports the overarching vision of the Local Housing Strategy; it will also become an integral part of the Strategic Housing Investment Plan (SHIP) and will influence the delivery of the Health and Social Care Partnerships Strategic Plan.

*"I'm looking forward to having my own tenancy as quickly as possible but I'm worried about how I will pay for it and what I'll do if something breaks."*

(GF Engagement, 1 November 2018 - MS/ER)



# 1 Local Housing Market and Homelessness Context

Perth and Kinross covers an area of 5,286 square kilometres and is the fifth largest local authority area in Scotland<sup>1</sup>. We are centrally located and share a physical boundary with many other Scottish Local Authorities - Dundee City, Angus, Fife, Highland, Aberdeenshire, Argyll and Bute, Stirling and Clackmannanshire Councils. This makes the local area very appealing to many people moving into the area.

Perth and Kinross has a fairly even urban, rural population split, with around 52.8% of the population living in the urban settlements and 47.2% living in rural settlements. We are also in the unique position of being partly located within both of Scotland's National Parks - Blair Atholl and Upper Glenshee fall within the Cairngorms National Park and the small area around Loch Earn and St Fillans falls within the Loch Lomond and Trossachs National Park.

Our geography presents specific challenges in terms of its size and its rural nature. Whilst Perth City is home to just under 50,000 people, the larger area has a number of major towns and many smaller settlements which vary in size. Many remote communities experience issues in terms of access to services and support.

## Population and Household Growth

National Records of Scotland (NRS) mid 2014 population estimates report Perth and Kinross to have a population of 148,880<sup>2</sup>. Previous 2012-based population projections<sup>3</sup> report that the total population of Perth and Kinross is expected to increase from 147,740 in 2012 to 183,468 by 2037. During this time,

the key element of growth is expected to come from net migration.

As strong demand for housing in rural areas can keep house prices high, often local residents searching for housing are unable to afford the market prices. Analysis of house sales data in Highland Perthshire has shown that 31% of buyers originate from the rest of Scotland or the rest of the UK. In Strathearn almost a quarter of the sales were to buyers from the rest of Scotland, rest of UK and overseas; and around 20% of buyers in Kinross originate from the rest of Scotland, the rest of the UK and overseas.

Perth and Kinross also has an increasingly ageing population with an expected increase of 65% in the 75+ age category<sup>4</sup> by 2037. Increases are expected across other age groups (26% in children 0-15 years, 22% in working ages and 29% in pensionable ages). Whilst this level of growth provides many opportunities, it also brings a range of new challenges in terms of providing high-quality services that will continue to meet people's needs.

The total number of households in Perth and Kinross are also expected to increase from 67,102 in 2016 to 77,133 by 2041<sup>5</sup> representing an increase of 15% although the average household size is predicted to fall from 2.18 in 2016 to 2.04 in 2041.

The table below demonstrates the expected change in household composition over the 25 year period, with a significant increase (33%) in the number of households with one adult and one or more children and a decline in the number of households with three or more adults and no children.

<sup>1</sup> Scottish Local Government Financial Statistics 2011/12 [www.gov.scot/Publications/2013/02/4659/2](http://www.gov.scot/Publications/2013/02/4659/2)

<sup>2</sup> National Records of Scotland Mid-2014 Population Estimates [www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-estimates/mid-year-population-estimates/mid-2014](http://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-estimates/mid-year-population-estimates/mid-2014)

<sup>3</sup> National Records of Scotland 2012-Based Population Projections for Scottish Areas [www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-projections/sub-national-population-projections/2012-based/list-of-tables](http://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-projections/sub-national-population-projections/2012-based/list-of-tables)

<sup>4</sup> NRS 2016-Based Population Projections for Scottish Areas (Table 3 - Percentage Change by Age) [www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-projections/sub-national-population-projections/2012-based/list-of-tables](http://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-projections/sub-national-population-projections/2012-based/list-of-tables)

<sup>5</sup> National Records of Scotland 2012-Based Household Projections [www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/households/household-projections/household-projections-for-scotland-2012-based/list-of-figures-and-maps](http://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/households/household-projections/household-projections-for-scotland-2012-based/list-of-figures-and-maps)



Table 1 - Household Composition

| Household Type                              | 2016          | 2021          | 2026          | 2031          | 2036          | 2041          | % Change 2012-37 |
|---------------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|------------------|
| 1 Adult, 1 or more Children                 | 3,541         | 3,794         | 4,057         | 4,326         | 4,539         | 4,701         | 33%              |
| 3 or more Adults, No Children               | 4,825         | 4,765         | 4,551         | 4,318         | 4,209         | 4,192         | -13%             |
| 2 or more Adults, 1 or more Children        | 12,257        | 12,112        | 12,050        | 12,066        | 11,966        | 11,742        | -4%              |
| 1 Adult, No Children                        | 22,626        | 23,977        | 25,283        | 26,369        | 27,355        | 28,415        | 26%              |
| 2 Adults, No Children                       | 23,853        | 25,200        | 26,325        | 27,104        | 27,629        | 28,083        | 18%              |
| <b>Total Households - Perth and Kinross</b> | <b>67,102</b> | <b>69,848</b> | <b>72,226</b> | <b>74,183</b> | <b>75,698</b> | <b>77,133</b> | <b>15%</b>       |

Source: NRS 2016-Based Principal Household Projections

These changes in household composition suggest a continued need for 1 and 2 bedroom properties with increases in single adult households (26%), 2 adults with no children (18%) and an expected increase of 33% in one adult with one or more children over the next 25 years.

## Housing Pressure

Our Housing Needs and Demand Assessment (2015) estimated that 4,781 homes would be required across all tenures in Perth and Kinross by 2021 to meet the demand for housing in the area.

In order to set a Housing Supply Target (HST) which is achievable, consideration must however be given to factors which impact on the pace and scale of housing delivery and the figures then adjusted accordingly. With this in mind, the following realistic HST was agreed for the 5 year period of the Local Housing Strategy (LHS):

|                                            | 5 Year Total       | Annual           |
|--------------------------------------------|--------------------|------------------|
| Affordable Housing (including MMR options) | 750 Units          | 150 Units        |
| Market Housing (including Private Rent)    | 2,000 Units        | 400 Units        |
| <b>Total</b>                               | <b>2,750 Units</b> | <b>550 Units</b> |

Our Local House Condition Survey (2015) asked people whether they felt their current property would meet their household needs over the next 5 years. Whilst the majority of households find their current property suitable for their future needs (78.6%), 18.6% regarded their property as unsuitable and 16% of households quoted medical and mobility needs as the reason for this.

As well as continuing to provide more affordable housing within the area, consideration needs to be given to the fact that many people will have to move because their existing housing may no longer be suitable for their needs. This means that there may be increased demand for ground floor properties or bungalows which are able to accommodate varying needs.



# 1 Local Housing Market and Homelessness Context *(continued)*

## Economy

Perth and Kinross is dominated by small businesses which account for around half the workforce. Tourism contributes around £400million per year to the local economy and supports 13% of employment within the area. Over 2 million visitors per year are attracted to Perth and Kinross which enables unemployment levels to remain below the national average<sup>6</sup>. Low wage sectors such as tourism, hospitality and agriculture are extremely important to the area; however, this also contributes to the fact that earnings from jobs have been around 9% less than Scottish averages over the last decade.

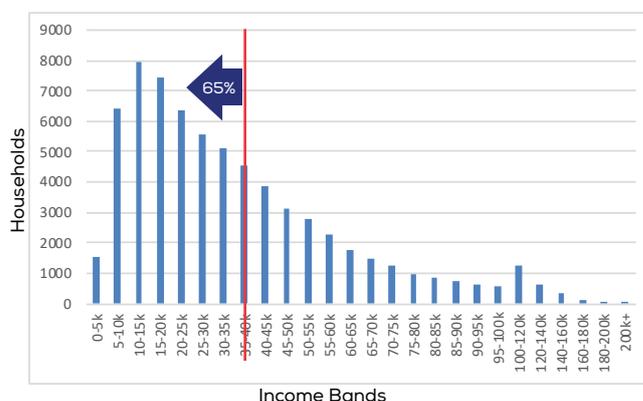
Perth and Kinross had a total of 6 of its 175 data zones appearing within the 15% most deprived data zones in Scotland (2012). Households living within these areas of deprivation are at a distinct disadvantage in terms of inequality, work to expand the economic and physical regeneration through investment on economic growth and increasing employment opportunities is crucial to overcome these inequalities.

### Income and Earnings

Median earnings by residence (2015) for full-time employees living in Perth and Kinross were £26,878.80, below the Scottish median of £27,404 and the median for Great Britain of £27,539.20<sup>7</sup>. Household income level data produced by CACI in 2015 demonstrates over 52% of households within Perth and Kinross earn less than £30,000.

Since 2011, house sales have remained well below pre-recession levels. In 2013, the lower quartile house price for Perth and Kinross was £106,000. In order for a property to be purchased at this price, household income would need to be in excess of £38,000. In Perth and Kinross, 65% of

all households have a total income of less than £38,000 so would struggle to enter the purchase market unless they had a significant deposit raised through equity on a current property or available savings.



Source: CACI income data (2014) & The Scottish Government (2014) Scottish Housing Market Review - Quarter 4

This means that pressure for social housing within Perth and Kinross remains high as many people cannot afford to purchase a property. However, with housing waiting lists outstripping supply, many people have to turn to the private rented sector to meet their housing needs. This sector has experienced an increase of almost 4% between the 2001 and 2011 Census. In 2011, 14.6% of households in Perth and Kinross lived in the private-rented sector compared with a national average of 12.4%.

### Private Rented Sector

The Private Rented Sector in Perth and Kinross has been growing rapidly over the last 10 years. The table opposite displays average monthly private rental costs by bedroom size for the Perth and Kinross area. The figures in the table opposite are based on data published by Citylets for Quarter 2 of 2018.

<sup>6</sup> Perth and Kinross Community Plan/SOA 2013-2023, Page 7  
<http://eric/pkcteamsites/strategicplanningandimprovementteam/Strategic%20Planning%20and%20Improvement%20Team%20Published/Community%20Planning/Community%20Plan%20SOA.pdf>

<sup>7</sup> NOMIS Official Labour Market Statistics  
[www.nomisweb.co.uk/reports/lmp/la/1946157428/report.aspx?town=perth%20and%20kinross#tabearn](http://www.nomisweb.co.uk/reports/lmp/la/1946157428/report.aspx?town=perth%20and%20kinross#tabearn)



Table 2 - Private Sector Rents

| HMA                     | 1 Bedroom PCM | 2 Bedrooms PCM | 3 Bedrooms PCM | 4+ Bedrooms PCM |
|-------------------------|---------------|----------------|----------------|-----------------|
| Perth & Kinross Council | £423          | £543           | £745           | £900+           |

The Private Sector Rent Statistics for Scotland (2010-2014) demonstrate that rental costs for 1 and 2-bedroom properties in Scotland are generally on par with the rental costs above for Perth and Kinross, although larger properties in Perth and Kinross are more costly to rent. The recent weekly Local Housing Allowance (LHA) rates for Perth and Kinross (effective from April 2017) are as follows:

Table 3 - Local Housing Allowance Rates

| Perth & Kinross Council | Weekly LHA Rate | Annual LHA Rate | Monthly LHA Rate | Monthly Shortfall |
|-------------------------|-----------------|-----------------|------------------|-------------------|
| 1 Bedroom               | £82.40          | £4,284.80       | £357.07          | £65.93            |
| 2 Bedrooms              | £105.94         | £5,508.88       | £459.07          | £83.93            |
| 3 Bedrooms              | £137.31         | £7,140.12       | £595.01          | £149.99           |
| 4 Bedrooms              | £183.46         | £9,539.92       | £794.99          | £100.00+          |

This information demonstrates that people living in private rented housing have to find additional money to cover the difference in rent relative to the LHA they would qualify for. Ensuring new affordable housing developments are progressed as quickly as possible remains important to meet the needs of people within the local area.

## Homelessness

### Homeless Presentations

Homeless presentations have remained fairly steady since 2012 but there was a 21% increase between 2016/17 and 2017/18. The age profile of people presenting as homeless remains consistent with the majority of presentations (60-65%) coming from people aged 26-59 years.

Table 4 - Homeless Presentations 2012-2018

|                             | 2012/13    | 2013/14    | 2014/15    | 2015/16    | 2016/17    | 2017/18    |
|-----------------------------|------------|------------|------------|------------|------------|------------|
| <b>Total presentations</b>  | <b>909</b> | <b>824</b> | <b>827</b> | <b>898</b> | <b>826</b> | <b>999</b> |
| Presentations by age group: |            |            |            |            |            |            |
| 16-17                       | 55         | 50         | 41         | 43         | 35         | 33         |
| 18-25                       | 260        | 249        | 204        | 246        | 232        | 275        |
| 26-59                       | 549        | 484        | 527        | 560        | 516        | 648        |
| 60+                         | 45         | 41         | 55         | 49         | 43         | 43         |
| <b>All</b>                  | <b>909</b> | <b>824</b> | <b>827</b> | <b>898</b> | <b>826</b> | <b>999</b> |



# 1 Local Housing Market and Homelessness Context *(continued)*

The gender and household composition profile of people presenting as homeless in 2017/18 was broadly in line with previous years. The majority of presentations are from single males (42%) with the second largest distinct group being single-parent females (18%).

Table 5 - Applications by Household Type and Sex

|                      |        | 2015/16 | 2016/17 | 2017/18 |
|----------------------|--------|---------|---------|---------|
| Single Person        | Male   | 278     | 301     | 416     |
|                      | Female | 186     | 157     | 172     |
|                      | All    | 464     | 458     | 588     |
| Single Parent        | Male   | 65      | 67      | 76      |
|                      | Female | 211     | 176     | 182     |
|                      | All    | 276     | 243     | 258     |
| Couple               | Male   | 27      | 22      | 23      |
|                      | Female | 36      | 22      | 44      |
|                      | All    | 63      | 44      | 67      |
| Couple with Children | Male   | 29      | 24      | 28      |
|                      | Female | 54      | 48      | 48      |
|                      | All    | 83      | 72      | 76      |
| Other                | Male   | 3       | 0       | 4       |
|                      | Female | 2       | 4       | 4       |
|                      | All    | 5       | 4       | 8       |
| Other with Children  | Male   | 2       | 3       | 0       |
|                      | Female | 5       | 2       | 2       |
|                      | All    | 7       | 5       | 2       |

The chart below shows a breakdown of the homeless presentation reasons in 2017/18. The most common reason is 'Asked to Leave' which accounted for 34% of the presentations in 2017/18. Relationship breakdowns including those with a domestic abuse component account for 27% of presentations whilst 'Action by Landlord' (resulting in termination of tenancy) was the reason for 10% of presentations.

Proportionally, the profile is similar to previous years. However, there has been a significant increase in the number of Housing Association and Private-Sector tenants presenting as homeless due to action taken by their landlord to recover possession.

Chart 1 - Homeless Presentation Reasons 2017/18

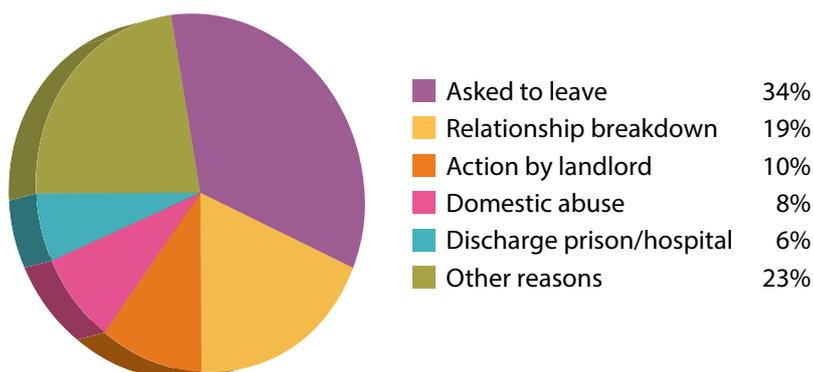




Table 6 - Applications by Property Type

|                                       | 2015/16 | 2016/17 | 2017/18    |
|---------------------------------------|---------|---------|------------|
| Own property - LA tenancy             | 82      | 70      | 80 (+14%)  |
| Own property - RSL tenancy            | 37      | 24      | 40 (+67%)  |
| Own property - private rented tenancy | 195     | 168     | 204 (+21%) |

Note:

- A significant majority of the LA Tenancy cases are relationship breakdowns where the person presenting as homeless is a joint tenant.
- The RSL tenancy cases are a mix of action taken by the landlord to recover possession and relationship breakdowns involving joint tenants
- Almost all of the private rented tenancy cases are due to the landlord taking action to recover possession (although in most cases, this is actually due to the tenant not paying rent or failing to fulfil some other obligation).

### Youth Homelessness

Table 4 shows that around 31% of homeless applicants in 2017/18 were in the 16-25 age group. This includes single people and applicants with children. Just over 200 of these applicants were single people.

Of the single, young people that presented as homeless in 2017/18, 56% had been 'asked to leave' by their parents, relatives or friends. This is the most common reason for youth homelessness by some margin.

Reducing youth homelessness is a key priority for Perth and Kinross Council and we have invested substantial resources in this area. We have developed an Integrated Schools Programme to educate young people about homelessness. We also have dedicated Support Officers who work with young people and are trained in family mediation.

Care experienced young people are prioritised through our Strategic Need pathway where possible. This is outlined on page 12.

### Families with Children

Minimising the impact of homelessness for families with children is another key priority for us. Almost a third of all presentations in 2017/18 were from families and compared to youths, the reasons for homelessness are a bit more varied:

- Asked to Leave - 24%
- Relationship breakdown (including domestic abuse) - 32%

- Action by Landlord - 18%

We have actively prioritised families through our Home First approach in order to avoid or minimise the need for temporary accommodation which has a disruptive impact, particularly on children. This has been successful and is one of the factors that have enabled us to significantly reduce our portfolio of temporary flats. In addition, we haven't recorded a breach of the Unsuited Accommodation Order since 2008.

### Lost Contacts

Maintaining contact with people who are homeless or threatened with homelessness is important to ensure that they provided with the necessary advice and support. There are two ways in which the prevalence of losing contact with applicants is measured - before assessment and after assessment. In 2017/18, contact was lost with 11 applicants before their homelessness assessment had been completed and 84 applicants after their assessment had been completed and they had received their homeless decision.

The 'after assessment' indicator is monitored by the Scottish Government and the 84 cases equates to 7% of the applications assessed in the year, lower than the national average of 17%.

### Rough Sleepers

In 2017/18, 48 (4.8%) of the 999 people who presented as homeless advised that they had slept rough at some point in the three months



# 1 Local Housing Market and Homelessness Context *(continued)*

preceding their application. Of these, 25 people (2.5%) said that they had slept rough the night before they applied. The national average for people reporting that they had slept rough at some point in the three months preceding their application is 8%.

## Repeat Presentations

Repeat homelessness is measured when an applicant had presented previously within a 12 month period and indicates that the initial response to resolve homelessness has been unsuccessful. There were 42 repeat presentations in 2017/18, the majority of these were either previously closed as lost contacts or had an offer of housing from their previous presentation which they refused resulting in their case being closed-down. The table below provides a comparison with previous years.

Table 7 - Repeating Cases - Scottish Government Definition

| 2014/15 | 2015/16 | 2016/17 | 2017/18 |
|---------|---------|---------|---------|
| 42      | 21      | 45      | 42      |

## Prison Leavers

During 2017/18 54 homeless applications were received from prison leavers. The Homeless Team deliver a weekly surgery at HMP Perth to ensure a prisoners' release is managed in a planned way and that suitable accommodation is available upon release.

For high-risk offenders and/or long-term prisoners seeking parole, a robust process is followed involving the Safer Communities Team to facilitate appropriate accommodation.

The approach to engaging with prison leavers to discuss housing options is consistent with the Suitable Housing On Release for Everyone (SHORE) Standards.

## Strategic Need Pathway

Our Common Allocations Policy contains a Strategic Need provision to recognise applicants with an urgent need for rehousing but who may not be homeless or who may not require temporary accommodation. This

provides an opportunity to take a planned approach rather than responding to a crisis situation where an individual or family has become homeless. The typical timescale for making an offer of housing is similar to what we achieve for homeless applicants.

Applicants who fall into the undernoted categories will generally be prioritised through strategic need:

- *Looked after and accommodated (care experienced) young people.*
- *Foster/kinship carers whose current property is unsuitable.*
- *People at risk of or experiencing domestic abuse.*
- *People at risk of or experiencing serious harassment.*
- *People leaving supported accommodation.*
- *Armed Forces personnel leaving full-time, regular service.*
- *People who have to leave home due to regeneration activity.*
- *Witness protection cases.*
- *People who are ready to leave hospital but cannot as they don't have suitable accommodation (delayed discharge).*
- *Served with a Closing Order.*
- *Staying in adapted housing but no longer require the adaptations.*
- *Exceptional circumstances*

## Domestic Abuse

80 households presented as homeless during 2017/18 as a result of 'dispute within household - violent or abusive'. This represents 8% of all presentations received during the period.

We continue to work in close partnership with Women's Aid and Housing staff are active participants in the Violence against Women Partnership.

The Council leases a number of properties to Women's Aid for use as refuge



accommodation. This pool of properties is regularly rotated and it is not uncommon for the tenancies to be transferred to Scottish Secure Tenancies with the individual or family remaining in-situ.

The Council were recently the second Scottish Local Authority to sign-up to the 'Make a Stand' Pledge. This is an initiative developed by the Chartered Institute of Housing in partnership with Women's Aid and the Domestic Abuse Housing Alliance. By signing up to the Pledge, the Council has highlighted its commitment to preventing homelessness arising from domestic abuse and to respond sensitively and appropriately when it does occur.

### Minority Groups

The tables below detail the number of homeless presentations from minority groups. Although presentations are relatively low a proactive approach ensures that services are accessible and tailored to meet the specific needs of these groups.

We have a Service-Level Agreement in place with the Scottish Refugee Council through which, we work in partnership to support minority groups. In addition, we provide translation and interpretation services as required and all our staff have completed Equality and Diversity training.

### Analysis - Reasons for the Increase in Presentations

The increase in presentations experienced in 2017/18 is in part due to normal variations in demand. There are however some other relevant factors that have resulted in this increase.

- **Housing Options**

*In 2016 the service undertook a review of housing options activity in relation to homeless presentations to ensure that a homeless application was completed when a housing options approach indicated a homelessness trigger.*

- **Removal of Appointment System**

*In July 2017, a new approach was introduced to engaging with people who were looking for advice on their housing difficulties or options. The new arrangements offer all customers an immediate interview at the point of their initial approach. Previously many customers were offered a future appointment, and asked to return to the office, based on an initial triage of their circumstances.*

*The effect of these improved access arrangements has been that some people who have a homeless application (HL1) completed at their initial approach subsequently*

Table 8 - Applications from Gypsy/Travellers

|                   | 2014/15    | 2015/16    | 2016/17    | 2017/18    |
|-------------------|------------|------------|------------|------------|
| Yes               | 17         | 10         | 7          | 12         |
| No                | 789        | 814        | 796        | 911        |
| Not known/Refused | 21         | 74         | 23         | 76         |
| <b>All</b>        | <b>827</b> | <b>898</b> | <b>826</b> | <b>999</b> |

Table 9 - Applications from EU Nationals

|                                               | 2014/15    | 2015/16    | 2016/17    | 2017/18    |
|-----------------------------------------------|------------|------------|------------|------------|
| British, EEA, pre EU expansion in 2004, Swiss | 796        | 881        | 798        | 973        |
| A8, A2 or joined the EU since then            | 27         | 15         | 19         | 13         |
| Lawfully present                              | 4          | 2          | 4          | 7          |
| Not eligible                                  | 0          | 0          | 5          | 6          |
| <b>All</b>                                    | <b>827</b> | <b>898</b> | <b>826</b> | <b>999</b> |



# 1 Local Housing Market and Homelessness Context *(continued)*

disengage with the Service having resolved their situation themselves.

The cumulative effect of these 2 service improvements has been an overall increase in homeless presentations. By ensuring a customer-focussed and highly-accessible homeless service, the level of homeless presentations has increased. This approach has enabled the team to intervene at a very early stage and in many instances prevent homelessness occurring. This has resulted in an increase in 'resolved', 'not homeless' and 'lost contact before assessment' decisions.

- **Focused Approach to Early Intervention and Homelessness Prevention**

In line with the approach promoted by the Scottish Government and adopted nationally the delivery of housing options within Perth and Kinross has a strong focus on early intervention, support and prevention. A range of prevention measures and approaches ensure homelessness is prevented wherever possible. Full details of these measures and approaches are outlined in the Rapid Rehousing Plan section.

- **Impact of Home First/Rapid Rehousing**

Concerns have been raised across the housing sector that rapid rehousing may encourage households to present as homeless. Analysis of homelessness

since the introduction of Home First does not suggest that this is an issue. However, given the reduction in case duration as a result of Home First this is an area that will continue to be monitored.

### Homelessness Assessments

To ensure an effective and prompt response to people facing housing crisis a decision on a household's homelessness should be made within 28 days of the date the household presents as homeless. In April 2017, to improve performance in this area, an internal target of 21 days was introduced and as a result during 2017/18, 99% of homelessness assessments were completed within the 28 day target. The year to date figure is 100%.

The table below highlights the trend in assessment decisions over the last 4 years. The total number of assessments completed varies slightly from the total number of presentations in the period as presentations recorded near the end of a year are likely to be recorded as assessments/decisions in the following year.

Homeless decisions have generally remained consistent each year. In 2017/18 the number of households assessed as intentionally homeless increased, mainly due to people losing accommodation through their own actions. The removal of the appointments

Table 10 - Trends in Assessment Decisions (number)

|                                                              | 2014/15    | 2015/16    | 2016/17    | 2017/18    |
|--------------------------------------------------------------|------------|------------|------------|------------|
| Homeless - priority unintentional                            | 661        | 719        | 669        | 743        |
| Homeless - priority intentional                              | 15         | 11         | 15         | 34         |
| Potentially homeless - priority unintentional                | 9          | 14         | 21         | 47         |
| Potentially homeless - priority intentional                  | 1          | 1          | 1          | 5          |
| Neither homeless nor potentially homeless                    | 65         | 49         | 83         | 84         |
| Applicant resolved homelessness prior to assessment decision | 43         | 52         | 53         | 34         |
| Lost contact before assessment decision                      | 1          | 10         | 21         | 9          |
| Withdrew application before assessment decision              | 20         | 17         | 13         | 12         |
| Ineligible for assistance                                    | 0          | 0          | 5          | 6          |
| <b>All</b>                                                   | <b>815</b> | <b>873</b> | <b>881</b> | <b>974</b> |



system has enabled a reduction in the number of 'lost contacts' prior to assessment.

Table 10 shows that the Council accepted a homelessness duty to 743 individuals or households in 2017/18 (homeless - priority unintentional cases).

However, the Council is also likely to accept a duty to applicants who receive a potential homeless decision. In circumstances where an intentionally homelessness decision is reached for a household with children our approach is ultimately to provide accommodation. This means that the overall number of households that the Council was committed to housing was 800 in 2017/18.

Homeless outcomes and the figures for the previous four years indicate that on average, 31% of the 800 applicants referred to above will eventually have a non-rehousing outcome. This in effect means that a rehousing solution would be required for 552 applicants.

### Homeless Case Duration

One of the key measures of the impact of homelessness on individuals and families is the duration of homelessness. This is measured in terms of the length of time between the homelessness decision and an offer of settled accommodation.

Table 11 below shows the average duration against each of the decision outcomes where we have a duty to rehouse or have taken a decision to make them a discretionary offer of housing (intentional cases). The table shows that the overall average case duration

has reduced by 61% in the last four years from 52.97 weeks to 20.77 weeks. This is directly linked to the introduction of our Home First approach.

Responding to homelessness and the provision of suitable housing fulfils a basic need essential to meet wider life outcomes. A home, its location and its immediate environment can have a major impact on a person's health and wellbeing. We recognise that good quality housing of the right size and close to family and social networks can have a positive impact on children's development and educational outcomes. Providing suitable housing quickly minimises the duration and stigma of homelessness.

The Chart below shows a significant and continuing improvement in reducing the overall case duration.

Chart 2 - Homeless Case Duration

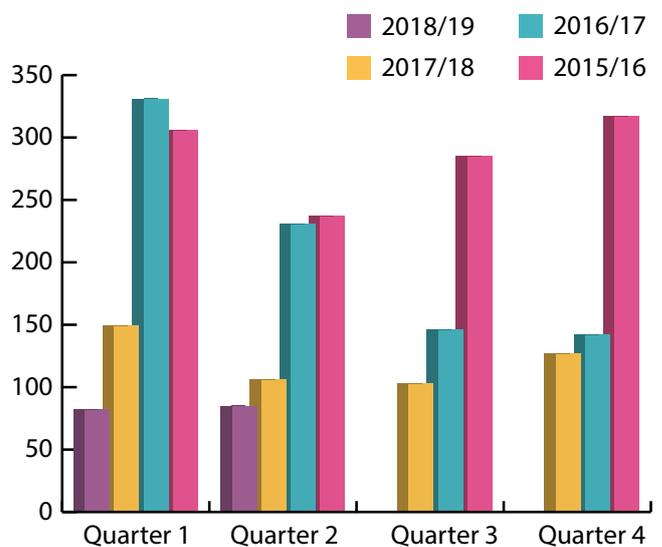


Table 11 - Average Case Duration (weeks) by Financial Year of Case Closure (Homeless/Potentially Homeless)

|                                               | 2014/15      | 2015/16      | 2016/17      | 2017/18      |
|-----------------------------------------------|--------------|--------------|--------------|--------------|
| Homeless - priority unintentional             | 53.13        | 49.59        | 39.01        | 20.90        |
| Homeless - priority intentional               | 39.68        | 57.45        | 32.53        | 20.55        |
| Potentially homeless - priority unintentional | 67.17        | 15.93        | 17.20        | 17.16        |
| Potentially homeless - priority intentional   | 70.71        | 3.14         | 106.29       | 38.79        |
| <b>All</b>                                    | <b>52.97</b> | <b>49.37</b> | <b>38.43</b> | <b>20.77</b> |



# 1 Local Housing Market and Homelessness Context *(continued)*

## Live Homeless Cases

Another key measure of the effectiveness of responding to homelessness is the number of live homeless cases awaiting an offer of permanent housing, often referred to as the 'Homeless Backlog'. In the context of Home First or Rapid Rehousing, it is essential that the backlog is minimised in order that newly presenting households receive an effective response. Table 12 below shows the 'gross' backlog figure as at 31 March in each of the last 3 years, demonstrating that this has reduced by 58% since the end of 2015/16.

Table 12 - Number of Live Cases

|                                | Total |
|--------------------------------|-------|
| Live cases as at 31 March 2016 | 537   |
| Live cases as at 31 March 2017 | 321   |
| Live cases as at 31 March 2018 | 218   |

It is also useful to look at the 'net' homeless backlog which takes account of the number of live case applicants, who have either been rehoused on a Short Scottish Secure Tenancy (SSST) or who already have an offer of housing and are waiting on the property being ready. At 31 March 2018, there were 25 applicants rehoused on a SSST and 64 applicants with an offer of housing. The 'net'

homeless backlog therefore was only 129 applicants (who we have a duty to and who are waiting on an offer of housing).

## Outcomes for Homelessness Cases

Our vision is to deliver a service which is focussed on preventing homelessness and minimising the impact of homelessness where it cannot be avoided.

Table 13 below details the outcomes recorded for all homeless cases closed each year. The significant increase in the number of homeless applicants securing a Scottish Secure Tenancy each year is linked to Home First, and specifically the higher proportion of allocations to homeless households.

It has always been difficult to discharge our homelessness duty into the private-rented sector (PRS) due to the number of conditions that need to be satisfied. We have however been very successful in preventing homelessness by assisting households into the private-rented sector through a range of PRS access initiatives. The decline in the number of PRS homeless outcomes is as a result of these initiatives where people are proactively assisted into the private sector as a suitable housing option to prevent homelessness arising.

Table 13 - Homeless Outcomes (number)

|                                                | 2014/15<br>N | 2015/16<br>N | 2016/17<br>N | 2017/18<br>N |
|------------------------------------------------|--------------|--------------|--------------|--------------|
| Scottish Secure Tenancy                        | 500          | 609          | 641          | 657          |
| Private Rented Tenancy                         | 73           | 56           | 50           | 26           |
| Hostel                                         | 2            | 1            | 4            | 0            |
| Bed & Breakfast                                | 0            | 0            | 0            | 0            |
| Returned to previous/friends/vol org           | 112          | 135          | 101          | 55           |
| Women's Refuge                                 | 0            | 0            | 0            | 0            |
| Residential care/nursing home/shared supported | 2            | 0            | 0            | 0            |
| Other - Known                                  | 40           | 43           | 30           | 18           |
| Other - Not Known                              | 6            | 8            | 10           | 20           |
| No duty owed to applicant                      | 136          | 133          | 167          | 144          |
| Contact lost before duty discharge             | 35           | 64           | 48           | 70           |
| <b>All</b>                                     | <b>906</b>   | <b>1049</b>  | <b>1051</b>  | <b>990</b>   |



### Temporary Accommodation

Since 2010/11 the portfolio of temporary accommodation has been significantly reduced through service improvement and redesign. Excluding Third Sector hostel provision, we have reduced our portfolio of temporary accommodation from 326 to 56 units, since 2010/11. Full details of our past, present and proposed temporary accommodation portfolio is included in Appendix 4.

The table below shows the steady reduction in the number of people\* in temporary accommodation over the last three years which is a direct result of the implementation of Home First.

Table 14 - HL2 Reporting

|         | Q1  | Q2  | Q3  | Q4  |
|---------|-----|-----|-----|-----|
| 2017/18 | 175 | 141 | 171 | 155 |
| 2016/17 | 201 | 175 | 169 | 174 |
| 2015/16 | 237 | 278 | 246 | 213 |

\*Note: this is the total number of people in temporary accommodation rather than the number of households. Q = Quarter.

At the end of March 2018, 113 households were accommodated consisting of 155 people including 38 children.

At the end of June (Quarter 1) in 2012, 411 households were accommodated in temporary accommodation, many of them in Bed & Breakfast. This was the highest recorded figure ever. Comparing this with the position at the end of 2017/18, the number of households in temporary accommodation has reduced by 73% to 113.

Minimising the length of stay and the number of transitions between different temporary accommodation types are *key recommendations from the Homeless and Rough Sleeping Action Group (HARSAG) report on 'Transforming the Use of Temporary Accommodation'*.

The table below highlights the significant reduction in the length of stay achieved through the full implementation of Home First in 2017/18.

Table 15 - Length of Stay in Temporary Accommodation

|         | Length of Stay (Dispersed Flats) | Length of Stay (All Types) |
|---------|----------------------------------|----------------------------|
| 2017/18 | 123                              | 86                         |
| 2016/17 | 246                              | 153                        |
| 2015/16 | 214                              | 136                        |
| 2014/15 | 273                              | 160                        |

### Allocation of Housing

We continue to operate a successful Common Housing Register (CHR) with RSL partners Caledonia Housing Association (CHA) and Hillcrest Housing Association. This is underpinned by a Common Allocations Policy, revised in 2016, with an overall aim to meet housing need fairly and help secure accommodation for households in the greatest housing need.

The Councils' Housing Options & Support Team undertake the overall administration of the CHR on behalf of the partners. This includes the assessment of housing applications against the policy and allocating and matching all vacant properties to applicants on the CHR.

The combination of the CHR, the common allocations policy and the administration arrangements ensures a consistent, efficient and fair approach to determining housing need and accessing social housing in the area. Furthermore the approach has been a key factor in the success of Home First and has been identified as unique in Scotland and *highlighted as an example of good practice by HARSAG*.



# 1 Local Housing Market and Homelessness Context *(continued)*

The table below shows the number of vacant properties that became available to CHR partners over the last three years.

**Table 16 - Total Lets by the CHR Partners**

|                               | 2015/16    | 2016/17      | 2017/18      | Total        |
|-------------------------------|------------|--------------|--------------|--------------|
| Perth & Kinross Council       | 716        | 704          | 762          | 2,182        |
| Caledonia Housing Association | 200        | 198          | 312          | 710          |
| Hillcrest Housing Association | 80         | 129          | 71           | 280          |
|                               | <b>996</b> | <b>1,031</b> | <b>1,145</b> | <b>3,172</b> |

The total number of available vacancies from the three partners has been increasing steadily as a result of new-build completions, property conversions, buy-backs and the effective use of stock through vacancy chains.

In recent years our stock turnover has increased from 6.31% in 2010/11 to 9.47% in 2017/18, this can largely be attributed to the proactive approach to increase the supply of housing and meet housing need in the area. The table above shows that the total lets by the CHR partners have increased by 15% since 2015/16.

### *Allocations to Homeless Applicants*

A key success factor of Home First has been to increase the number of properties allocated to homeless applicants. The Common Allocations Policy aims to allocate around 50% of vacancies to homeless applicants. *The RRTP Guidance encourages* Local Authorities to undertake a predictive modelling exercise to establish the number of vacancies to be allocated to homeless applicants to reduce existing backlogs and respond to homeless demand timeously.

The table below shows the number and percentage of properties allocated to homeless applicants by partners.

**Table 17 - Properties Allocated to Homeless Applicants**

|                               | 2015/16    | 2016/17    | 2017/18    | Total        |
|-------------------------------|------------|------------|------------|--------------|
| Perth & Kinross Council       | 407 (60%)  | 451 (67%)  | 443 (62%)  | 1,301        |
| Caledonia Housing Association | 86 (50%)   | 102 (63%)  | 154 (55%)  | 342          |
| Hillcrest Housing Association | 55 (69%)   | 73 (57%)   | 48 (68%)   | 176          |
|                               | <b>548</b> | <b>626</b> | <b>645</b> | <b>1,819</b> |

*\* The percentage calculation is based on the total number of general needs lets only (supported housing lets are disregarded).*

The information in the table highlights the success in maximising the number of allocations to homeless applicants. This has contributed to the significant reduction in the homeless backlog of live cases outlined previously. It also highlights that our partners are making a significant contribution to addressing homelessness. The strength of this partnership approach cannot be underestimated particularly in the national context where the number of properties allocated to homeless applicants by some Registered Social Landlords is relatively low with the national average being 26%.



## Gap Analysis

One of the initial tasks undertaken as part of the Home First redesign was to develop a modelling tool, evaluating current and future needs to determine how the future model of service delivery would operate. This was another key factor in the success of Home First. The modelling tool mapped all current activity and enabled an analysis of:

- *the total number of homeless presentations;*
- *household size, type and location to determine future accommodation requirements;*
- *the support needs of applicants and the level of support required - low, medium or high.*

This enabled an assessment of the type of support provision and associated accommodation required. The modelling tool is updated regularly to support planning activity around the delivery of homeless services.

In addition to the 645 allocations to homeless applicants, 30 homeless households were successfully accommodated into settled accommodation within the private-rented sector.

An overview of the approach taken to determine homelessness demand is detailed in Appendix 2. Based on existing and projected new demand, it is estimated that 578 allocations to homeless households will be required annually.

The above projections indicate that if we continue to allocate the level of vacant properties to homeless applicants there would be an over provision of 97 properties. This could therefore enable a review and a future reduction in the number of allocations to homeless applicants from current levels.

This potential over provision gives flexibility to respond to fluctuations in levels of homeless presentations and availability of housing.

## Access to the Private Rented Sector

*The RRTP guidance suggests* that Local Authorities should develop rehousing solutions in the private rented sector (PRS) including enhanced use of Rent Deposit Scheme, development of Social Letting Agencies and use of Empty Homes Grants with conditions for rehousing homeless households.

Key to the success of Home First has been the continued development and delivery of a wide range of private-sector access initiatives. Our approach to engaging with the private sector to secure access to housing has been recognised through various awards including our local Securing the Future Awards and the National Empty Homes Champion awards.

### Rent Bond Guarantee Scheme

The Rent Bond Guarantee Scheme (RBGS) continues to expand despite more challenging market conditions associated with changes to the tax regime for landlords, welfare reform, an uplift in the private house sales market, increasing regulation of the sector and the introduction of the Private Residential Tenancy (PRT).

The table below shows the number of households assisted through the RBGS since it was established in 2009.

**Table 18 - RBGS Tenancies Created since 2009/10**

|         |     |              |              |
|---------|-----|--------------|--------------|
| 2009/10 | 75  | 2014/15      | 191          |
| 2010/11 | 200 | 2015/16      | 153          |
| 2011/12 | 175 | 2016/17      | 175          |
| 2012/13 | 131 | 2017/18      | 181          |
| 2013/14 | 176 | <b>Total</b> | <b>1,457</b> |

### PKC Lets – Social Letting Agency

PKC Lets has continued to develop, increasing the fully managed property portfolio from 100 to more than 130 units during 2017/18.



# 1 Local Housing Market and Homelessness Context *(continued)*

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Section 61 of the Housing (Scotland) Act 2014 requires Letting Agents in Scotland to register with the Scottish Government. PKC Lets is covered by this legislation and has successfully achieved registration.

## Empty Homes Initiative

Grants totalling more than £236,000 enabled 18 properties across the area to be brought back into use through the Empty Homes Initiative during 2017/18. A key criteria of the Empty Homes Initiative is that properties are made available to applicants through the Rent Bond Guarantee Scheme for an initial 5 year period. This unique approach provides a further housing option to people in housing need.

Additional funding for 2018/19 has been secured from the Council Tax 'Second Homes' budget to support the continued growth of the scheme. Recent legislative changes under the Private Housing Tenancies Act 2016 will increase housing opportunities for homeless people.

## 2 Temporary Accommodation Baseline Position



As part of the redesign of Homeless Services and the introduction of Home First a targeted plan was implemented, during 2016/17, to further reduce the portfolio of temporary accommodation. As detailed earlier, excluding Third Sector hostel provision, the portfolio of temporary accommodation has reduced from 326 to 56 units, since 2010/11. A full overview of our rapid rehousing baseline position is included as Appendix 3.

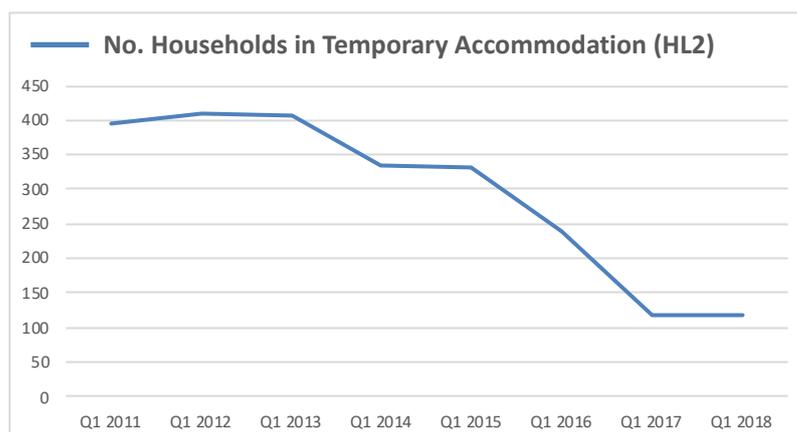
The table below provides an overview of current temporary accommodation provision with a baseline in 2015/16 for comparison.

Table 19 - Temporary Accommodation Baseline

| Temporary Accommodation Type                                                                                 | Home First Baseline (2015/16) | Current Position (following Home First reduction programme)                                                           |
|--------------------------------------------------------------------------------------------------------------|-------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| Local Authority Furnished Accommodation (dispersed furnished flats)                                          | 109 units                     | 30 units                                                                                                              |
| Local Authority Furnished Accommodation (St Catherine's Square) (temporary furnished flats)                  | 43 units                      | 37 units                                                                                                              |
| Housing Association/ RSL Dwelling (dispersed furnished flats)                                                | 10 units                      | 0 units<br>These units were decommissioned and returned to the RSLs as part of the Home First TA reduction programme. |
| Local Authority Hostel (Greyfriars House & Rio House) (supported accommodation with emergency/direct access) | 38 units                      | 30 units<br>Rio House was decommissioned and closed in December 2016.                                                 |
| Hostel Other (Third Sector providers) (interim supported accommodation)                                      | 92 units                      | 53 units                                                                                                              |
| B&B (emergency accommodation)                                                                                | n/a commissioned as required  | n/a commissioned as required                                                                                          |
| <b>Total Units</b>                                                                                           | <b>292</b>                    | <b>146</b>                                                                                                            |

Through Home First, the number of households being accommodated in temporary accommodation has significantly reduced as illustrated in the chart opposite.

Chart 3 - Number of Households in Temporary Accommodation (HL2)





## 2 Temporary Accommodation Baseline Position *(continued)*

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### Note on Hostel Provision

The current temporary accommodation portfolio includes a mix of temporary furnished flats and supported accommodation placements within hostel type accommodation. Greyfriars House, the Council's direct access hostel is of high quality with a 24-hour staff presence of Support Officers and Hostel Assistants. The hostel includes a mix of shared and self-contained facilities and is designated as supported accommodation and is registered with the Care Inspectorate. Our commissioned, third-sector provision is also registered which provides reassurance that services delivered are in line with Health and Social Care Standards.

### Note on Housing First Provision

Home First must not be confused with Housing First.

Housing First is an evidence-based approach to successfully supporting homeless people with high needs and histories of entrenched or repeat homelessness to live in their own homes. The overall philosophy of Housing First is to provide a stable, independent home and intensive, personalised support to homeless people with multiple and complex needs.

Home First is a rapid rehousing approach adopted as the Council's core homelessness business model. The aim to provide rapid rehousing applies to all homeless households, not just those with multiple and complex needs, the group typically served by Housing First models.

*"Greyfriars House is not a homeless place, it's a home."*

(GF Engagement, 1 November 2018 - MS/ER)



### 3 Rapid Rehousing Plan

#### Vision

To deliver a service which is focussed on preventing homelessness and minimising the impact of homelessness where it cannot be avoided. We will do this by continuing to:

- *intervene early and prevent homelessness through enhanced advice, assistance and support;*
- *offer and provide a route for homeless people to move directly to settled accommodation;*
- *reduce the need for temporary accommodation and minimise the length of time people spend in temporary accommodation where it cannot be avoided.*

The introduction of Home First within Perth and Kinross was enabled by a far longer journey of service re-design and improvement. Over a number of years the Housing Service has:

- *significantly reduced the use of B&B accommodation to a point where it is now used minimally for emergency situations only;*
- *phased out private sector leasing;*
- *shifted the focus of the service to early intervention and prevention;*
- *undertook a full redesign of the Housing Service to deliver a more integrated locality model, integrating temporary accommodation management and enabling delivery tenure-neutral support from specialist, central and Locality Housing Teams;*
- *delivered a successful Common Housing Register whereby the Council assess all applications and allocate all vacancies on behalf of partners;*
- *introduced a Common Allocations Policy simplifying the system for all applicants and ensuring that sufficient*

*vacancies are allocated to homeless households;*

- *integrated Homeless and Allocations teams into one Housing Options team ensuring a more streamlined service;*
- *increasing the supply of affordable housing through a range of activities including;*
  - *new supply through the delivery of the Strategic Housing Investment Programme (SHIP);*
  - *purchasing more than 150 ex-Council properties through the Buy-Back scheme;*
  - *the creation of vacancy chains to make the best use of stock when allocating properties;*
  - *continued development of private-sector access initiatives.*

Home First recognises the importance of a proactive person-centred approach to reducing the stigma and experience of homelessness throughout each stage of a person’s homeless journey.



Although Home First is delivering positive outcomes, a number of key challenges exist. It is the intention that this plan will address these issues and continue to deliver and enhance Home First by achieving the following outcomes for households facing homelessness in Perth and Kinross:

*“I didn’t want to be homeless, I was worried about the stigma and didn’t want to be in temporary accommodation, so I stayed where I was until I was rehoused and it was a relief that it didn’t take long to be offered a tenancy.”*

(SHN Evaluation – Fiona Jackson)



### Outcomes for Households Facing Homelessness

1. For people at risk, homelessness is prevented before it arises.

#### When homelessness does occur and cannot be prevented:

2. People are provided with a range of information and advice regarding their options.
3. People with support needs are appropriately supported through the different stages of homelessness and in their tenancy once settled accommodation has been provided.
4. If alternative accommodation is required, people are moved directly into settled accommodation wherever possible.
5. Temporary accommodation is of a high standard, short-term and meets a household's needs in full.
6. Nobody need sleep rough in Perth and Kinross.

### Homeless Prevention

It is our overarching aim to intervene early and prevent homelessness occurring wherever possible. Detailed below are some examples of a range of projects designed to prevent homelessness in the short and long-term:

- **Integrated Schools Programme**  
Since 2012 the Housing Service has delivered a housing and homelessness education programme to S1 to S3 pupils in all secondary schools.
- **Young People**  
Support Officers are assigned to work specifically with young people at risk of homelessness with the aim of preventing it occurring wherever possible. This engagement takes place in a number of settings including youth clubs.

- **Family Mediation**

All Support Officers are trained in family mediation to provide support where a young person has been asked to leave the family home.

- **Prison Protocol**

Weekly surgeries delivered at HMP Perth to ensure a planned approach for prisoners nearing release and to assist short-term prisoners to maintain their existing tenancies during sentence to minimise and prevent homelessness upon release.

- **Hospital Discharge**

An Officer works closely with Health and Social Care Partnership colleagues to assist people ready to be discharged from hospital but who cannot return to their home.

- **Domestic Abuse**

Joint partnership working with Women's Aid and involvement in other domestic abuse partnerships to ensure that suitable accommodation is available for people who are victims of domestic abuse.

- **Personalised Budgets**

HARSAG recommended and facilitated the introduction of personalised budgets as part of the 2017/18 'Winter Initiative'. We have replicated this approach using a small, recurring budget which has been available since April 2018. Front-line staff are empowered to use this budget for homelessness prevention or crisis response situations.

Perth & Kinross Council has also been instrumental in the development of the Housing Options Toolkit and will fully implement the Toolkit to ensure staff have access to high-quality, consistent housing options training.

- **Eviction Prevention**

We have an eviction prevention panel and associated arrangements which take a cross-service and multi-agency approach to preventing evictions from Council tenancies. In addition, we have dedicated a Support Officer



to work with RSL partners to support tenants and prevent evictions. Another Support Officer focusses on Section 11 notifications, engaging with private landlords and lenders in this capacity.

- **Veterans**

Armed Forces personnel leaving full-time, regular service are prioritised through our Strategic Need pathway. This provides an opportunity to take a planned approach rather than responding to a crisis situation where an individual or family has become homeless. The typical timescale for making an offer of housing is similar to what we achieve for homeless applicants.

**Key Challenge: Homeless presentations**

increased by 21% in 2017/18 compared to the previous year. While the increase has been largely as a result of a proactive approach to enhance access arrangements, the increase was particularly evident in the 18-25 age group and presentations from Housing Association or private-sector tenancies.

**Key challenge: Rough Sleeping - The Scottish Government has committed to eradicating rough sleeping in Scotland and this was a key focus of the HARSAG.** Rough sleeping in Perth and Kinross is low and well below the national average. Last year 48 people indicated that they had slept rough at some point in the three months preceding their application. This represents a slight increase from the previous year and in the context of eradicating rough sleeping, this is an area for improvement.

**The HARSAG concluded** that much more needs to be done to understand the people that are at the highest risk of rough sleeping in order that prevention responses can be targeted effectively.

**Key challenge: Better understanding the local homeless context in Perth and Kinross and the role of our partners.** Health and homelessness research in Scotland evidenced that:

- *at least 8% of Scottish population had experienced homelessness at some point of life;*

- *49% of homeless people have health conditions relating to drugs/alcohol or mental health;*
- *the average death of a homeless person is 47 years for a male and 43 for a female;*
- *30% of homeless people have some mental health interactions;*
- *19% of homeless people have a drug/alcohol interaction (of whom 94% had mental health interactions);*
- *the most common health needs of homeless people are mental ill health, alcohol abuse and illicit drug use, with dual diagnosis being frequent;*
- *depression and suicide are higher among homeless people;*
- *homelessness can also impact on the health of children - homeless children have higher rates of acute and chronic health problems than low-income children with homes;*
- *some homeless people have multiple , complex support needs which overlap making the problem even more difficult as services tend to focus on single 'issues'.*

*'Rights, Respects and Recovery'* Scotland's new strategy to improve health by preventing and reducing alcohol and drug use, harm and related deaths recognises the important role that settled housing plays in the prevention of, and recovery from, problematic alcohol and drug use.

The Scottish Government has made clear its commitment to developing more joined up approaches across homelessness services and alcohol and drug treatment services. Within Perth and Kinross the ADP is currently redesigning services to deliver a Recovery Orientated System of Care at a local level. Staff from drug and alcohol and Homeless Services continue to work in partnership at strategic and operational levels to ensure that the housing and substance use issues of people are met effectively.



## 3 Rapid Rehousing Plan *(continued)*

It is however recognised that enhancements to existing arrangements are required to:

- *strengthen links with the Health and Social Care Partnership;*
- *strengthen links with the Alcohol and Drugs partnership;*
- *better understand the links between health and homelessness and the prevalence of multiple and complex needs in a local context;*
- *ensure that our strategic and operational response to homelessness takes account of particular needs groups;*
- *consult with people who are seeking housing assistance, who may be threatened with homelessness, rough sleeping and people currently using our service.*

A continued and strengthened focus on homelessness prevention and closer working with RSL and private sector landlords will also be required.

We will seek the views of people that use our service by undertaking research to provide a greater understanding of the local homelessness context, for example the links between health and homelessness and drug and alcohol issues. We will also seek to better understand the reasons for rough sleeping and identify those at the greatest risk, including young people. This research will inform future priorities, our approach to eradicating rough sleeping locally and areas for improved partnership working. The costs associated with undertaking this will be met using the RRTP development funding.

### Rapid Rehousing to Settled Accommodation

Home First is effectively delivering settled housing outcomes and the gap analysis calculations outlined previously and in Appendix 2 show a surplus of allocations to homeless households. In view of this, the existing allocation priorities in our Common Allocations Policy (CAP) will be retained. This means that, together with Partners, 50% of allocations of social-rented vacancies will be made to homeless households. The CAP however provides flexibility to increase/decrease this according to fluctuations in demand.

**Key Challenge: Settled Accommodation -** rapid rehousing through Home First has highlighted that some homeless households cannot move into their settled accommodation immediately due to barriers faced when trying to secure basic items to furnish their home. Mainstream properties offered to homeless households meet the Councils lettable standard and are 'ready to let'. To further aid the successful transition to settled accommodation we want to introduce a 'ready to occupy' approach.

**Key Challenge: Co-ordination of Home First activities.** The delivery of Home First is our core approach to responding to homelessness and therefore central to the role of many front-line officers across the Housing Service. The absence however, of an officer to oversee and co-ordinate all Home First-related activities can lead to communication breakdown and delays, undermining the effectiveness of the overall approach.

Proposals to address these challenges are detailed in Section 6.

*"I avoided going into a hostel with my children which I was very happy about."*

(TA Satisfaction Survey)

## 4 Future Vision for Temporary Accommodation



To build on the success of Home First a further reduction in the overall temporary accommodation portfolio is planned, this will involve formally re-designating some hostel provision as supported accommodation. An overview of the proposal is detailed within Appendix 4.

### Key Challenge: Temporary Accommodation

Through service redesign the portfolio of temporary accommodation has significantly reduced and the number of people accommodated in temporary accommodation has reduced by 73% since 2012. Optimising the remaining portfolio of temporary accommodation in the context of the wider challenges will be a key consideration.

### Key Challenge: Hostel Accommodation -

**The HARSAG recommended** that large-scale, generic and/or unsupported hostels have no place in a transformed temporary accommodation landscape in Scotland. Much of the remaining provision in Perth and Kinross is hostel-type accommodation, which mainly caters for a more vulnerable client group with multiple and complex needs. Most of this provision is small-scale, fully supported and registered with the Care Inspectorate. However, where this cannot be remodelled to meet supported accommodation standards and offer a trauma informed environment, we will need to identify more suitable accommodation where the required level of support can be provided.

### Key Challenge: Regeneration of St

**Catherine's Square.** Through the redesign of homeless services a number of temporary accommodation units at St Catherine's Square have been returned to the mainstream pool. The area has become stigmatised due to previous anti-social behaviour and a number of units are being held vacant. The regeneration of St Catherine's is a key priority for the service.

Building on progress to date and to support the reduction in temporary accommodation it is proposed to further reduce:

- *the backlog of homeless households waiting for an offer of accommodation;*
- *the length of stay for those households who do go into temporary accommodation;*
- *the overall duration of homelessness from decision to discharge of duty.*

A locally agreed target as per Table 20, has been set for each of these ambitions outlined in the table below.

**The RRTP Guidance recommends** that where temporary accommodation is required, the overall time spent in temporary accommodation and the number of transitions should be minimised.

Moreover, **HARSAG has recommended** that temporary accommodation should be affordable and that a legally enforceable standards framework should be introduced, based on the Chartered Institute of Housing or Shelter Scotland standards.

Table 20 - Locally Agreed Targets

|                                                                     | 2017/18 Performance                             | Target<br>(by end of Year 5 of the RRTP - 2023/24) |
|---------------------------------------------------------------------|-------------------------------------------------|----------------------------------------------------|
| Number of homeless households waiting for an offer of accommodation | 129 households (see Appendix 2 for calculation) | 100 households                                     |
| Average length of stay in temporary accommodation                   | 86 days                                         | 70 days                                            |
| Case duration - decision to discharge of duty                       | 145 days                                        | 70 days                                            |



## 4 Future Vision for Temporary Accommodation *(continued)*

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In Perth and Kinross we have:

- *reduced the average length of stay in temporary accommodation by almost 50% since 2014 and transitions are rare;*
- *removed service charges from our temporary furnished flats and hostel accommodation with effect from April 2018;*
- *Delivered high-quality temporary accommodation in line with the [Guidance on Standards for Temporary Accommodation](#)  since 2010.*

*“It was a pretty quick process, I was offered a house quickly, I got a starter pack and a sofa and bed which helped a lot. The local housing officer visited me a week after I moved to see how I was settling in.”*

(SHN Evaluation – Fiona Jackson)

## 5 Identifying Support Needs to Enable Rapid Rehousing



The provision of effective, person-centred housing support is at the heart of the Home First approach, however some key issues and challenges exist.

**Key Challenge: Tenancy sustainment** rates for homeless households in Perth and Kinross were 85.8% during 2017/18 slightly below the national average of 87.

**Key Challenge: Supporting people with multiple and complex needs.** The existing support provision is not sufficiently flexible to meet the multiple and complex needs of some households facing homelessness including those with alcohol and substance misuse issues. In particular some support is only available on a Monday to Friday 9.00 am to 5.00 pm basis and often there is a gap in service provision in the evenings and at weekends.

It is recognised that the allocation of a tenancy is not the full solution, if the tenancy is not sustained; the household may fall into a cycle of homelessness. To encourage and support successful tenancies a range of improvements are progressing:

- **Pre-Tenancy Information**  
*A suite of leaflets for prospective tenants has been developed covering a range of topics including responsibilities, looking after yourself, budgeting, making the move etc.*
- **Roles & Remits**  
*Staff engagement activities are underway to review the Housing Support Officers role and ensure all services are fully aligned with people's needs.*

- **Supporting RSL Partners**  
*A Support Officers has recently been seconded to one of our RSL partners to provide move-on and tenancy sustainment support for their tenants.*

The table below provides an overview of the estimated or assessed support needs of current homeless cases and indicates that the profile of support needs is unlikely to change significantly within the five year period of the Plan. This will be reviewed on an ongoing basis; the flexibility of Home First will enable a responsive approach to changes in demand. Proposals to significantly enhance our capacity to support households with medium/high support needs are included in Section 6.

### Resourcing Support Provision

The Housing Support Service is registered with the Care Inspectorate and delivered by a team of 17 qualified and experienced Support Officers, based within the Locality Housing Teams, Greyfriars House and within the Housing Options Team. Its aims to:

- *prevent homelessness through the provision of person-centred housing support;*
- *support households in temporary accommodation;*
- *Assist and support households to settle into permanent accommodation and minimise repeat homelessness.*

Table 21 - Overview of Current/Future Support Needs

|                                                      | Estimated* % of Current Homeless Cases | Estimated* % of Future Homeless Cases |
|------------------------------------------------------|----------------------------------------|---------------------------------------|
| No/Low Support Needs                                 | 60%                                    | 60%                                   |
| Medium Support Needs                                 | 35%                                    | 35%                                   |
| Severe and Multiple Disadvantage (SMD)/Complex Needs | 3%                                     | 3%                                    |
| Residential Support                                  | 2%                                     | 2%                                    |

\* Estimates based on current homeless cases and an analysis of temporary accommodation placements in 2016/17 and 2017/18.



Following an unannounced inspection on 30 January 2018, the Care Inspectorate graded the Service as 'Excellent' for the 'Quality of Care and Support' and 'Staffing'.

A range of specialist housing support services are also commissioned from third-sector providers. Through the implementation of this RRTP a review of these services will take place in Year 1 of the Plan with a view to introducing recommissioned services from April 2020. Our intention is to commission a varied package of floating support services amounting to 1,020 hours per week of which, 160 hours per week will be intensive, wraparound Housing First style support.

## Supported Accommodation

### Council Provision

- **Greyfriars House**

*Greyfriars House is owned and operated directly by Perth & Kinross Council. There are 30 rooms available which are used for a mix of temporary accommodation placements and medium-term supported accommodation. There is an experienced staff team including two Support Officers based on-site on a rota basis to ensure 24-hour cover.*

- **Independent Living Tenancies**

*Wherever possible, we will try to support people to live independently in a tenancy rather than in specialist supported accommodation. We have an in-house team of Support workers and an extensive Floating Housing Support service commissioned from the 3rd sector to support this approach.*

### Third Sector Provision

The total annual cost of commissioning the undernoted supported accommodation is around £620,000.

- **Skinnergate House**

*Accommodation and associated support provision is commissioned from Salvation Army. Skinnergate House has 30 rooms and residents generally work through a resettlement programme, working to support people to move on when they are ready.*

- **Anchor House**

*15 units of accommodation consisting of a large shared property with private facilities and some satellite flats. This accommodation and the associated support service is commissioned from Anchor House, a 3rd sector organisation based in Perth. Residents tend to be younger people with varying support needs and a stepping-stone model supports residents to move on from the shared accommodation into one of the satellite flats when they are ready.*

- **Tayview House**

*This is longer-term supported accommodation for people with multiple and complex support needs who may be unable to sustain a tenancy even with intensive support. There are 8 units of accommodation available and turnover is limited.*

### Women's Aid Refuge

The Council leases a number of properties to Women's Aid for use as refuge accommodation. This pool of properties is regularly rotated and it is not uncommon for the tenancies to be transferred to Scottish Secure Tenancies with the individual or family remaining in-situ.

*"One night in B&B and housing found the next day. A rated service from the Housing Options Team."*

(TA Satisfaction Survey)



## 6 Resource Plan

Home First has been developed and delivered within existing resources, with a level of investment and associated savings as a result of the reduction in the temporary accommodation portfolio.

Since 2013/14, Perth & Kinross Council has invested over £2.3 million on homeless services. This investment has enabled the transformation of our response to homelessness and facilitated the development of Home First. The investment also enabled the Council to remove high service charges previously applied to temporary accommodation properties.

The journey of improvement over the years has not only delivered significantly improved outcomes for homeless households but also supported a range of savings and avoided a number of unnecessary costs:

- *Almost eliminating the use of B&B accommodation has avoided annual costs of approximately £1m pa.*
- *Phasing out private sector leasing has delivered savings of £300k pa.*
- *Shifting the focus to prevention has delivered cost avoidance of approximately £500k pa.*
- *Redesigning the Housing Service to a locality-based model delivered savings of £300k pa.*
- *The substantial reduction in our temporary accommodation portfolio outlined previously has delivered savings of £676,000.*

Detailed below are the gross costs of temporary accommodation to the Council since 2010/11:

|         |            |
|---------|------------|
| 2010-11 | £4,298,927 |
| 2011-12 | £3,759,917 |
| 2012-13 | £3,495,600 |
| 2013-14 | £2,829,490 |
| 2014-15 | £2,364,543 |
| 2015-16 | £2,387,277 |
| 2016-17 | £1,924,845 |
| 2017-18 | £1,146,731 |

A number of proposals have been developed to enhance the Home First approach and ensure that we are in a position to address the challenges and deliver the outcomes detailed above. The proposed enhancements are outlined in detail in Appendix 5. In summary, these proposals are designed to:

- *ensure sufficient capacity to have a continuous focus and oversight of our Home First approach;*
- *enhance the existing 'ready to let' approach by introducing a person centred 'ready to occupy' property ready fund;*
- *enhance the housing support service by introducing a more flexible, responsive service available outwith normal working hours. This will be intensive, wraparound support based on a Housing First model of support;*
- *maintain and further develop private-sector access initiatives;*
- *generate further efficiencies through the use of technology to create capacity to focus on directly advising, assisting and supporting homeless people;*
- *support the final phase of the temporary accommodation reduction plan.*

The proposals outlined below require additional resources to enable the required improvements to the delivery of homeless services.

### Property Ready Fund (Priority 1)

Through the RRTP, we aim to minimise the impact and duration of homelessness where preventative intervention has been unsuccessful. This will mean that more applicants will be rapidly rehoused into settled tenancies. While this is a positive outcome, we need to ensure that we are not setting people up to fail and that adequate support and facilities are available to enable people to move into their new home quickly and sustain their tenancy in the longer-term.



A Personalised Budget initiative was introduced in 2018/19 to focus on homelessness prevention. A recurring budget of £25,000 per annum was secured through Council budget-setting. The flexibility has been essential enabling front-line officers to intervene early and prevent households from becoming homeless.

Examples include, monies being provided to address a small arrears balance that a family had accrued due to a change in their financial circumstances. By engaging with the landlord and agreeing a repayment plan this prevented a family with four children from losing their home. Other examples include, providing basic goods and furnishings and electrical 'top ups' to allow some households to move into their accommodation and has prevented the need for temporary accommodation to be provided.

This proposal is to expand the scope of the pre-existing Personalised Budget to include both prevention and tenancy ready activities. Specifically, this will include a mechanism to provide '**tenancy ready packs**' on a person-centred basis, avoiding the need for service charges to be added to the rent account of tenancies and any duplication or crossover with Community Care Grants, refer to Appendix 6. The principles that have been developed through the use of personalised budgets such as empowering front-line staff will be retained alongside the element of flexibility.

This person rather than property led approach will support homeless households to access properties that are 'ready to occupy' rather than 'ready to let'. The approach will avoid the need to introduce a revised and unaffordable 'Lettable Standard' or service charges which would impact on the affordability of accommodation and could lead to wider barriers associated with the poverty trap such as accessing employment etc.

### Home First Officer (Priority 2)

This proposal is to create a Home First Officer post considered to be essential to the successful delivery of the RRTP. The

proposed remit of the Home First Officer is as follows:

- *Have oversight of all new/existing applications and vacancies to ensure rehousing timescales are met avoiding the need for temporary accommodation.*
- *Act as a link between the Housing Options Team and other teams including the Private Sector Team, Locality Housing Teams, Housing Association partners etc.*
- *Be responsible for liaising with the Housing Repairs Service to identify properties in good condition and ensure opportunities to reuse carpets and furnishings are maximised.*
- *Liaise with Voids Schedulers to arrange fast-tracking of properties.*
- *Link with central and locality-based Support Officers to ensure appropriate support is available to enable applicants to move into settled accommodation quickly.*
- *Have oversight of the Homelessness Prevention and Property Ready Fund.*
- *Have oversight of the development/testing/implementation of any new initiatives that arise from the development of the RRTP.*

The Home First Officer will deliver the following benefits:

- *Minimise the impact of homelessness by enabling an individual or family to quickly move into appropriate settled accommodation.*
- *Homeless households provided with permanent accommodation and offered all the available support and assistance to prevent tenancy failure.*
- *Enhanced communication between teams, and one link officer to take quick action if issues arise.*
- *Improved co-ordination and matching of accommodation and support.*
- *Small initiatives and projects can be trialled and implemented to further*



*enhance homeless prevention and tenancy sustainment.*

- *Focussed oversight of temporary accommodation portfolio, minimising B&B usage.*
- *Efficiencies within the void process.*

### Intensive Tenancy Sustainment Support (Priority 3)

Intensive wraparound support is a key element of the Housing First approach used to assist people with multiple and complex needs who may be rough-sleeping, to access and sustain a tenancy.

To eliminate rough sleeping and better support people with multiple and complex needs living in hostel accommodation there is a requirement for a more intensive support service to assist these more vulnerable people to access and sustain their own tenancies.

This intensive support service will mirror the ethos and approach developed through Housing First and will be:

- *available outwith the Council's normal working hours, ie evenings and weekends;*
- *fully flexible to the needs of the individual;*
- *focussed on tenancy sustainment.*

It is envisaged that the duties outlined above will be undertaken by the dedicated Home First Officer during Years 1 & 2 of the Plan. After this, the duties will be mainstreamed and will form part of the remit of the Housing Options Team.

This service will be commissioned from the Third Sector as part of the re-commissioning of our floating support provision.

### Homeless Prevention Officers (Priority 4)

A range of existing homelessness prevention activities are outlined in Section 3 of the Plan. These are delivering positive outcomes

but we continue to face key challenges particularly around the rise in homeless presentations experienced in 2017/18.

We have recently seconded a Housing Support Officer to work with one of the Housing Associations that are partners in our Common Housing Register. This Officer is responsible for supporting homeless people through the transition into settled accommodation and importantly, supporting existing tenants who are at risk of homelessness. This arrangement was implemented as a small test of change and is working well so far.

This proposal is for two Homeless Prevention Officers who will focus on supporting tenants and owners in the housing association, private-rented and owner-occupied sectors that are at risk of homelessness. This additional capacity will enable the small test of change example outlined above to be rolled-out to all housing association partners and for the Private Sector Team to be adequately supported as detailed below. The proposal will also allow us to respond more effectively to Section 11 notifications and to provide specialist advice and assistance to home owners who are threatened with homelessness.

### Private Sector Access Initiatives (Priority 5)

The RRTP guidance suggests that Local Authorities should develop rehousing solutions in the private rented sector including an enhanced use of Rent Deposit Scheme, development of Social Letting Agencies, use of Empty Homes Grants with conditions for rehousing homeless households etc.

We have a well-established programme of private sector initiatives covering all of the areas suggested in the RRTP guidance and have assisted more than 1,500 households to access good quality accommodation in the private-rented sector since 2009/10. Continuing to build on this success will be important for the successful delivery of the RRTP.



A number of enhancements to existing arrangements are proposed as follows:

- *Preventing households from becoming homeless from the PRS (accounts for about 10% of presentations):*
  - *Specialist Support/Prevention Officer assigned to the Private Sector Team with a focus on homeless prevention and tenancy sustainability.*
  - *Use of the Homelessness Prevention fund to clear/reduce rent arrears for PRS tenants to prevent homelessness.*
- *Assisting more households to access the PRS through existing initiatives.*
- *Discharging homelessness duty into the PRS for homeless households.*
- *Using the PRS to provide temporary furnished flatted accommodation where required. The PRT provides sufficient flexibility for this and we have considerable experience of creating bespoke deals to incentivise landlords.*

Despite the success and importance of the private-sector access initiatives, permanent funding does not exist to maintain current resource levels. This proposal seeks funding to extend the contracts of four fixed-term Private Sector Housing Officers for the period 1 April 2019 to 31 March 2020. This will ensure that the initiatives and achievements outlined above can be maintained and further developed and provide time to identify a longer-term funding solution.

### System Developments (Priority 6)

The Northgate Housing system supports our Housing Options, Allocations and Homelessness services. A semi-paperless system was introduced in 2017. Paper application forms for mainstream and homeless applications are still used but these are stored/filed electronically and disposed of.

An additional module is called 'NPS Online' which provides a range of additional functionality including;

- *self-serve housing options and applications online;*
- *mobile working solutions;*
- *the ability for staff to key application information directly into the system, avoiding the need for paper forms, re-keying and duplication.*

This proposal is for funding to procure NPS online which provides the above functionality and additionally would enable staff to directly enter application data into the system avoiding the need for paper forms. It is anticipated that this would free-up significant capacity within the Housing Options & Support Team which would then be redirected to support other elements of the Rapid Rehousing approach.

### St Catherine's Square Redevelopment (Priority 7)

St Catherine's Square is a block of 54 flats surrounding a courtyard in a prominent location in Perth City Centre. These units have primarily been used as temporary furnished flats for many years with a few long-standing secure tenants.

The area has become stigmatised as a result of its long-term use as temporary accommodation and there is a high prevalence of anti-social behaviour, alcohol and substance abuse and police attendance.

We plan to regenerate the area and create a vibrant, mixed community by transferring all of the properties into our mainstream letting stock. This will involve a reduction in the total number of units as unpopular bedsit units will be combined into one or two bedroom flats or maisonettes. This proposal is for funding to offset the rent loss associated with the reduction in the number of units. The reduction in temporary accommodation capacity has been factored into the Plan, see Appendix 4.



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Appendix 5 provides further details of the elements of our Rapid Rehousing Transition Plan (RRTP) that we are seeking funding to implement. It should be noted that we cannot commit to implementing these initiatives in the event that funding is not allocated from the *'Ending Homelessness Together'* Fund.

The proposals have been prioritised from 1-7, prioritisation indicates the relative importance of the proposal to the successful delivery of the RRTP.



Perth & Kinross Council has already successfully implemented rapid rehousing through Home First. This plan does not detail how the Council will introduce rapid rehousing, instead it sets out how the Council will maintain its existing rapid rehousing arrangements and further improve its approach to preventing and minimising the impact of homelessness.

We have been progressively improving and transforming services for homeless people over a number of years with significant transformations of services in 2012 and 2015. These improvements created the platform to develop and introduce Home First, enabling the Council to deliver positive outcomes for homeless people in Perth and Kinross. Although the approach is still relatively new, continued improvements are being achieved month on month and performance across a range of indicators for Quarters 1 & 2 of 2018/19 demonstrates this.

Home First continues to be our aspiration for and commitment to people facing homelessness in Perth and Kinross. We recognise the negative impacts that poor housing, temporary accommodation; rough sleeping and homelessness can have on people's lives and outcomes. Through the proposals detailed within this plan to further enhance Home First we intend to continue to reduce the duration, stigmas, costs and experience of homelessness within Perth and Kinross.

*"Very pleased with the accommodation and how you managed to secure somewhere for me to stay on such short notice."*

(TA Satisfaction Survey)





# Appendix 1: Home First - Minimising Homelessness - Improving Outcomes for Homeless People in Perth and Kinross

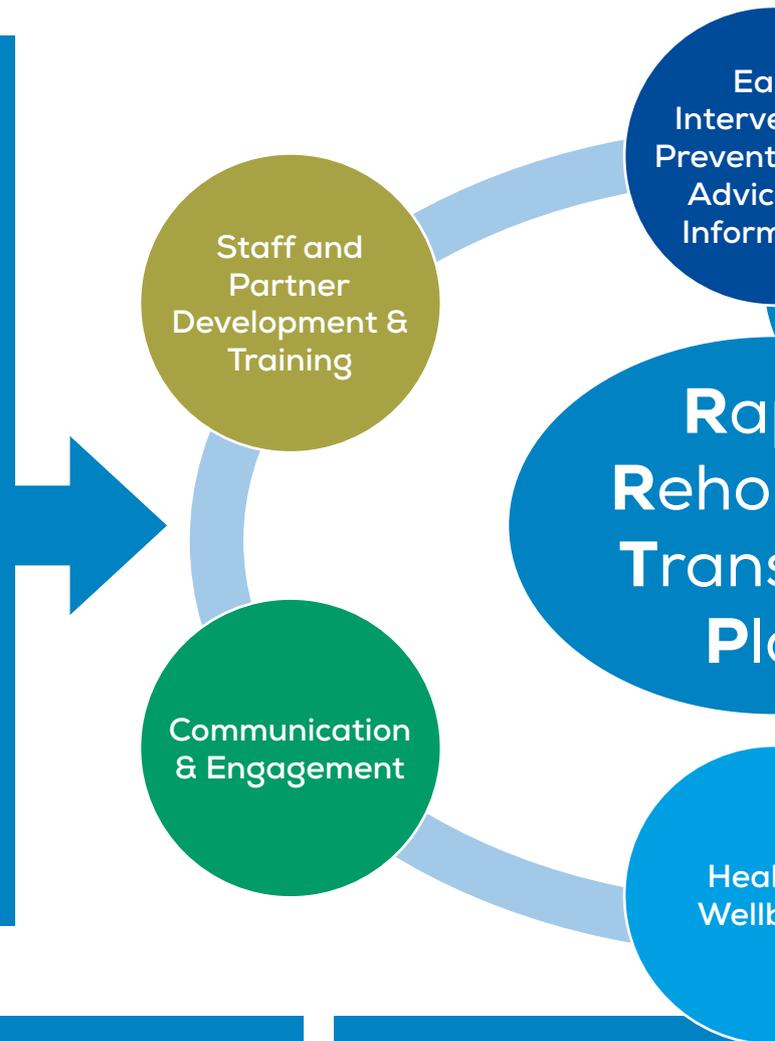
To deliver a service which is focussed on preventing homelessness and minimising the impact of homelessness:

- intervene early and prevent homelessness through enhanced advice, assistance and support;
- offer and provide a route for homeless people to move directly to settled accommodation;
- reduce the need for temporary accommodation and minimise the length of time people spend in it

## Project Brief

To work in partnership to review our approach to the delivery of the homeless services to:

- achieve our ambition of minimising homelessness in Perth and Kinross;
- continue to deliver and improve Home First so that whenever possible homeless households move directly into settled accommodation;
- implement Home First - wraparound support;
- end rough sleeping in Perth and Kinross;
- maintain a high standard of temporary accommodation that is short-term and meets the needs and choices of homeless households.



## Short-Term

### August 2018 - December 2018

- Preparation of RRTP
- Set out Local Housing Market and homelessness context
- Baseline assessment
- Undertake modelling exercise
- Agree 5 year vision with partners
- Financial analysis
- Staff, partner, service user and stakeholder engagement
- Provide overview to Committee on RRTP
- Submit RRTP to Scottish Government

## Medium-Term

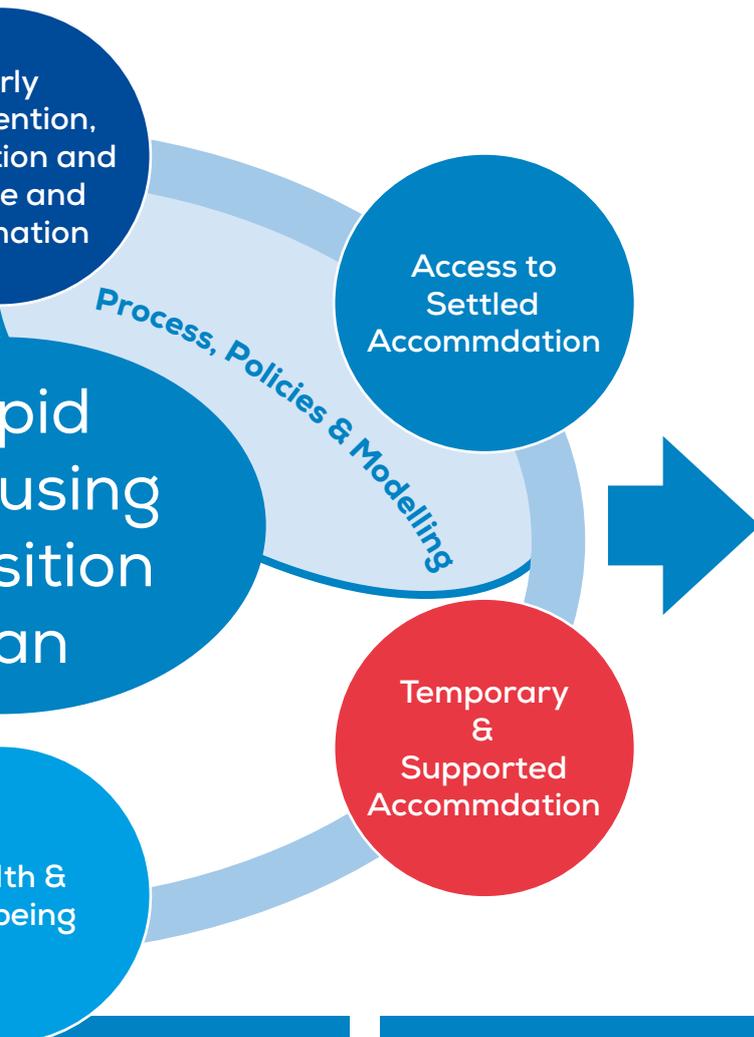
### January 2019 - December 2019

- Seek Committee approval
- Implement small test initiatives
- Continued Partnership (HSCP)
- Continued staff and partner engagement
- Continued engagement with service users
- Submission of bids for new initiatives
- Provide update on progress



homelessness where it cannot be avoided. We will do this by continuing to:

provide temporary accommodation where it cannot be avoided.



## Outcomes

For people at risk, homelessness is prevented before it arises.

When homelessness does occur and cannot be prevented:

- people are provided with a range of information and advice regarding their options;
- people with support needs are appropriately supported through the different stages of homelessness and in their tenancy once settled accommodation has been provided;
- if alternative accommodation is required, people are moved directly into settled accommodation whenever possible;
- temporary accommodation is of a high standard, short-term and meets the households needs in full;
- nobody need sleep rough in Perth and Kinross.

## December 2019

Approval on RRTP  
 Tests of change  
 Engagement (RSL,  
 and stakeholder  
 events with  
 to fund projects and  
 the progress of RRTP

## Long-Term

## January 2020 - August 2023

- Evaluation of RRTP
- Evaluation of small tests of change/pilots
- Staff, partner, service user and stakeholder feedback

## Workstreams

1. Early Intervention, Prevention and Advice and Information
2. Access to Settled Accommodation and Tenancy Sustainment
3. Temporary and Supported Accommodation
4. Health and Wellbeing
5. Communications and Engagement
6. Staff and Partner Development & Training



## Appendix 2: Rapid Rehousing Transitional Plan Modelling Tool – Demand Analysis

The Rapid Rehousing Transitional Plan (RRTP) modelling tool is designed to quantify current and future demand with a view to enabling modelling of options to meet this demand.

Current demand is expressed in terms of the backlog of live cases which was 218 at the end of 2017/18 which is the specified reference point in the guidance.

Future and new demand is defined as the number of new cases expected in each year where there is a duty to house, specifically applicants assessed as unintentionally homeless. Using 2017/18 as a baseline, the projected new demand is 745 cases per annum.

However, the modelling tool doesn't take account of the undernoted points:

- *We are likely to also accept a duty to cases assessed as 'potentially homeless - unintentional'. There were 45 such cases in 2017/18.*
- *We are likely to assist some of the applicants that are deemed to be 'intentionally homeless', specifically families with children. There were 39 'intentionally homeless' cases in 2017/18.*
- *Some of the backlog of live cases have been rehoused on SSSTs that are awaiting conversion (25 cases) or already have an offer of housing (64*

*cases) so I would suggest that these should be disregarded from the backlog figure.*

Based on the above and for the purpose of forward planning, it would be more accurate to say that the level of existing demand is 129 live cases and the anticipated level of new homeless demand is closer to 800 cases. However, we do not rehouse all of the applicants that we accept a homeless duty to - see table below.

### Conclusion

The methodology in the RRTP toolkit does not take account of enough variables to give an accurate account of existing demand and to formulate a reliable estimate of future demand. It is obviously important to get this right given that the data is to be used to project forward over a five year period (a small error could become a big error when projected forward over such a period).

To get a more accurate estimate, we need to reduce the level of existing demand as outlined above and to add-in the households that we would assist but who are not unintentionally homeless. This has the effect of reducing the existing demand figure from 218 to 129 and increasing the projected new demand figure from 745 to around 800. We also then need to make an allowance for the proportion of applicants that we establish a duty to who have a non-rehousing outcome.

|         | Total Homeless Outcomes | Total Outcomes That Were Something Other Than Rehousing (See Note) | % of Cases With an Outcome Other Than Rehousing |
|---------|-------------------------|--------------------------------------------------------------------|-------------------------------------------------|
| 2017/18 | 988                     | 261                                                                | 26%                                             |
| 2016/17 | 1,056                   | 321                                                                | 30%                                             |
| 2015/16 | 1,049                   | 331                                                                | 32%                                             |
| 2014/15 | 906                     | 326                                                                | 36%                                             |
|         | <b>3,999</b>            | <b>1,239</b>                                                       | <b>31%</b>                                      |

**Note:** Non-Rehousing outcomes include:

- returned to previous address;
- residential care/nursing home;
- not known (lost contact).
- moved in with friends/relatives;
- other known;



Based on the last 4 years, this equates to 31% of cases.

In conclusion therefore, the projected future demand would be 552 cases (800-31%). The Guidance states that the existing demand should be divided by 5 in lieu of the 5 year plan and added to the projected future demand figure so that gives us a projected future demand of 578 cases per year ( $129/5 = 25.8$  (26) + 552).

This is significant because in the context of the RRTP modelling tool, if we input the basic figures suggested in the guidance, we have a projected shortfall (gap between demand and supply) of 114 (allocations to homeless) per year. However, if we input the adjusted figures as described above, we have a surplus (excess supply) of 97 (allocations to homeless), ie we could actually reduce our allocations to homeless applicants if required. This makes sense in the context of the significant reduction we have achieved in our backlog of homeless cases.



## Appendix 3: Rapid Rehousing Baseline Position

| Temporary Accommodation Type                                                                                   | Home First Baseline 2015/16 | Type of Households/ Support                                                               | Average Length of Stay 2017/18 | Weekly Charge    | Current Provision (following Home First reduction programme)                                                          |
|----------------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------------------------------------|--------------------------------|------------------|-----------------------------------------------------------------------------------------------------------------------|
| Local Authority Furnished Accommodation (dispersed furnished flats)                                            | 109 units                   | Single people and families<br>Low/Medium housing management outreach support              | 118 days                       | £65.00 (average) | 30 units                                                                                                              |
| Local Authority Furnished Accommodation (St Catherine's Square) (temporary furnished flats)                    | 43 units                    | Single people<br>Low/Medium housing management outreach support                           | 118 days                       | £44.97 to £60.30 | 37 units                                                                                                              |
| Housing Association/ Registered Social Landlord Dwelling (dispersed furnished flats)                           | 10 units                    | Single people and families<br>Low/Medium housing management outreach support              | n/a                            | n/a              | 0 units<br>These units were decommissioned and returned to the RSLs as part of the Home First TA reduction programme. |
| Local Authority Hostel (Greyfriars House and Rio House) (supported accommodation with emergency/direct access) | 38 units                    | Single people<br>24-hour residential support                                              | 45 days                        | £69.59           | 30 units<br>Rio House was decommissioned and closed in December 2016.                                                 |
| Hostel Other (Third Sector providers) (interim supported accommodation)                                        | 92 units                    | Single people<br>24-hour residential support and intensive wraparound support as required | 53 days                        | £303.91          | 53 units                                                                                                              |



| Temporary Accommodation Type  | Home First Baseline 2015/16  | Type of Households/ Support                                                                                        | Average Length of Stay 2017/18 | Weekly Charge      | Current Provision (following Home First reduction programme) |
|-------------------------------|------------------------------|--------------------------------------------------------------------------------------------------------------------|--------------------------------|--------------------|--------------------------------------------------------------|
| B&B (emergency accommodation) | n/a commissioned as required | Single people and families<br>Emergency placement for 1 or 2 nights only but outreach support provided as required | 1.6 days                       | Varies by provider | n/a commissioned as required                                 |
| <b>Total Units</b>            | <b>292</b>                   |                                                                                                                    |                                |                    | <b>146</b>                                                   |



## Appendix 4: TA Portfolio Overview - Past/Present/Future

| Temporary Accommodation Type                                             | Home First Baseline 2015/16 | Current Position (following Home First reduction programme)                                                           | RRTP Target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------------------------------------|-----------------------------|-----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Local Authority Furnished Accommodation ( <i>dispersed flats</i> )       | 109 units                   | 26 units                                                                                                              | 15 units<br>Further reduction of our dispersed portfolio in line with the introduction of other elements of the RRTP (furnished tenancies).                                                                                                                                                                                                                                                                                                                                                                                  |
| Local Authority Furnished Accommodation ( <i>St Catherine's Square</i> ) | 43 units                    | 37 units                                                                                                              | 0 units<br>Pre-existing plans to regenerate St Catherine's Square and re-designate as mainstream, general needs housing.<br>The regeneration activity will take place during years 1 and 2 of the RRTP period.                                                                                                                                                                                                                                                                                                               |
| Housing Association/ Registered Social Landlord Dwelling                 | 10 units                    | 0 units<br>These units were decommissioned and returned to the RSLs as part of the Home First TA reduction programme. | 0 units<br>No plans to lease further units from RSLs for use as TA.                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Local Authority Hostel ( <i>Greyfriars House and Rio House</i> )         | 38 units                    | 30 units<br>Rio House was decommissioned and closed in December 2016.                                                 | 20 units (estimate)<br>Greyfriars House will be retained and remodelled as 'Supported Accommodation' rather than Hostel accommodation. Direct access will be retained and we will continue to operate our 'out of hours' service from Greyfriars. It is anticipated that this will involve some physical alterations to the layout and that this will result in a reduction in the total number of rooms.<br>Further consideration regarding phasing required but anticipated to be during years 2 and 3 of the RRTP period. |



| Temporary Accommodation Type          | Home First Baseline 2015/16  | Current Position (following Home First reduction programme) | RRTP Target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------------|------------------------------|-------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Hostel Other (Third Sector providers) | 92 units                     | 53 units                                                    | <p>Number and type of units to be confirmed.</p> <p>We have already begun work to review our commissioned Third Sector temporary accommodation provision. This will be completed in year 1 of the RRTP with a view to recommissioning a range of new services during year 2 of the RRTP.</p> <p>The focus of the recommissioning will be on different types of supported accommodation and/or specialist provision for certain groups. It is not envisaged that the total number of units will increase from the current baseline as a result of this exercise.</p> |
| B&B                                   | n/a commissioned as required | n/a commissioned as required                                | <p>n/a commissioned as required</p> <p>We continue to use B&amp;B infrequently in emergencies for one or two nights until something more suitable can be made available.</p> <p>Our B&amp;B usage is so minimal that we do not see a need to set a reduction target for this.</p>                                                                                                                                                                                                                                                                                   |
| <b>Total Units</b>                    | <b>292</b>                   | <b>146</b>                                                  | <p><b>98 (estimate)</b></p> <p>It is envisaged that at least 50% of the remaining units will be 'supported accommodation' rather than temporary accommodation.</p>                                                                                                                                                                                                                                                                                                                                                                                                  |



## Appendix 5: Rapid Rehousing Transition Plan - Resource Plan

| Proposal                              | Priority | Year 1<br>2019/20 | Year 2<br>2020/21 | Year 3<br>2021/22 | Year 4<br>2022/23 | Year 5<br>2023/24 | Total             |
|---------------------------------------|----------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Property Ready Fund                   | 1        | £83,200           | £83,200           | £83,200           | £83,200           | £83,200           | £416,000          |
| Home First Officer                    | 2        | £30,813           | £30,813           | £0                | £0                | £0                | £61,626           |
| Intensive Tenancy Sustainment Support | 3        | £156,420          | £156,420          | £156,420          | £156,420          | £156,420          | £782,100          |
| Homeless Prevention Officers x 2      | 4        | £61,626           | £61,626           | £61,626           | £61,626           | £61,626           | £308,130          |
| Private Sector Access Initiatives     | 5        | £86,609           | £86,609           | £0                | £0                | £0                | £173,218          |
| System Developments                   | 6        | £36,750           | £5,750            | £5,750            | £5,750            | £5,750            | £59,750           |
| St Catherines Square Redevelopment    | 7        | £0                | £0                | £21,585           | £21,585           | £21,585           | £64,755           |
|                                       |          |                   |                   |                   |                   |                   | <b>£1,865,579</b> |



The table below provides details of the elements of our Rapid Rehousing Transition Plan (RRTP) that we are seeking funding to implement. It should be noted that we cannot commit to implementing these initiatives in the event that funding is not allocated from the 'Ending Homelessness Together' Fund.

The proposals below have been prioritised from 1-6. For the avoidance of doubt, this prioritisation is intended to indicate the relative importance of the proposal to the successful delivery of the RRTP. As a secondary consideration, the prioritisation also reflects the likelihood of us being able to fund the proposal from a different source if implementation funding is not made available from the Scottish Government.

| Proposal                                                                                                                                                       | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Prioritisation (for funding) and Phasing                                                                                                                  | Resource Implications                                                                              |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| <p><b>Property Ready Fund</b></p> <p><i>Note: This is about making properties ready to occupy rather than ensuring that applicants are 'tenancy-ready'</i></p> | <p>Through the RRTP, we will be aiming to minimise the impact and duration of homelessness where preventative intervention has been unsuccessful. This will mean that more applicants will be rapidly rehoused into settled tenancies. While this is a positive outcome, we need to ensure that we are not setting people up to fail and that adequate support and facilities are available to enable them to move into their new home quickly and sustain their tenancy in the longer-term.</p> <p>The Personalised Budget initiative was introduced in 2018/19 to focus on homelessness prevention. The flexibility has been essential for front line workers to intervene early and prevent households from becoming homeless. Examples of this include, monies being provided to address a small arrears that a family had accrued due to a change in their financial circumstances. By engaging with the landlord and agreeing a repayment plan this prevented a family with four children from losing their home. Other examples include, providing basic goods and furnishings and electrical 'top up' to allow some householders to move into their accommodation and has prevented the need for temporary accommodation to be provided.</p> <p>This proposal is to expand the remit of the Personalised Budget to include both prevention and tenancy ready activities. Specifically, this will include a mechanism to provide 'tenancy ready packs' on a person-centred basis therefore avoiding the need for service charges to be added to the rent account of tenancies and any duplication or cross over with community care grants.</p> <p style="text-align: right;"><i>(continued)</i></p> | <p><b>Priority - 1</b></p> <p>Phasing - Introduce as a pilot scheme in year 1 (2019/10) and then evaluate with a view to mainstreaming if successful.</p> | <p><b>£83,200 per annum</b></p> <p>See Appendix 6 for details of how this has been calculated.</p> |



| Proposal                                                 | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Prioritisation (for funding) and Phasing | Resource Implications |
|----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|-----------------------|
| <p><b>Property Ready Fund</b><br/><i>(continued)</i></p> | <p>The principles that have been developed through the use of personalised budgets such as empowering front-line staff will be retained alongside the element of flexibility.</p> <p>This person rather than property led approach will support homeless households to access properties that are 'ready to occupy' rather than 'ready to let'. The approach will avoid the need to introduce a revised and unaffordable 'Lettable Standard' or service charges which would impact on the affordability of accommodation and could lead to wider barriers associated with the poverty trap such as accessing employment etc.</p> <p><b>Current Issues</b></p> <p>By providing 'tenancy ready packs' as part of our RRHP, this will help to address some of the barriers faced by some homeless households when taking up permanent accommodation within social housing such as:</p> <ul style="list-style-type: none"> <li>● many households are on low incomes and cannot afford basic items they need to furnish their home;</li> <li>● some households will take on expensive credit to buy basic furniture and goods - placing them into further debt including rent arrears;</li> <li>● some homeless households, due to their circumstances, are often not eligible for charitable funding or grants due to changes in grant administration, the impact of Welfare Reform and reduction in availability of support in this area;</li> <li>● the cost of delivery and transport of items can also lead to some households not being able to take up or access donations or second hand goods;</li> <li>● Health and Safety or legal obligations such as fire safety and PAT testing have reduced the availability of second hand white goods or have made these goods now too expensive for some households;</li> </ul> <p style="text-align: right;"><i>(continued)</i></p> |                                          |                       |



| Proposal                                                 | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Prioritisation (for funding) and Phasing | Resource Implications |
|----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|-----------------------|
| <p><b>Property Ready Fund</b><br/><i>(continued)</i></p> | <ul style="list-style-type: none"> <li>the criteria and limitations of the Social Welfare Fund can mean that some homeless households are not awarded any assistance or those that are successful often take up tenancies without having any essential furniture for months due to decision-making timescales.</li> </ul> <p><b>Benefits/Outcomes</b></p> <p>Appendix 6 provides an overview of the proposal and associated costs. By providing new tenants who have experienced homelessness with a 'tenancy ready pack' tailored to their needs, it is anticipated that we will:</p> <ul style="list-style-type: none"> <li>be in a position to offer 'ready to occupy' properties where required;</li> <li>minimise the impact of homelessness by enabling an individual or family to quickly move into settled accommodation;</li> <li>increase the likelihood of that individual or family sustaining their tenancy;</li> <li>ensure that homeless households have access to essential furniture and goods they need to lead a secure life;</li> <li>help to increase wellbeing - research has highlighted that a lack of furniture can undermine comfort and residential experience which can result in an adverse psychological impact and can reduce the likelihood that the property will become a 'home';</li> <li>reduce the level of abandonments and tenancy failure - research in Glasgow found that tenancy termination was 15% higher among unfurnished compared to furnished tenancies;</li> <li>increase the likelihood of some goods, that are left behind in our tenancies, being recycled and reused by new tenants.</li> </ul> |                                          |                       |



## Appendix 5: Rapid Rehousing Transition Plan - Resource Plan *(continued)*

| Proposal                         | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Prioritisation (for funding) and Phasing                                             | Resource Implications           |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------|
| <p><b>Home First Officer</b></p> | <p>This proposal is to create a Home First Officer post, essential for the successful delivery of the R RTP. The proposed remit of the Home First Officer post would be as follows:</p> <ul style="list-style-type: none"> <li>● Have oversight of all new/existing applications and vacancies to ensure timescales can be met for rehousing and avoiding the need for temporary accommodation.</li> <li>● Act as a link between the Housing Options Team and colleagues in other teams including the Private Sector Team, Locality Housing Teams, Housing Association partners etc.</li> <li>● Be responsible for liaising with Repairs Inspector to identify properties that are coming back in 'Mint' condition and to ensure that opportunities to reuse carpets and furnishings are maximised.</li> <li>● Liaise with Voids Schedulers to arrange fast-tracking of properties as required.</li> <li>● Link with central and locality-based Support Officers to ensure that the appropriate support is available to enable an applicant/household to move into their settled accommodation quickly.</li> <li>● Have oversight of the Homelessness Prevention and Property Ready Fund.</li> <li>● Have oversight of the development/testing/implementation of any new initiatives that arise from the development of the R RTP.</li> </ul> <p><b>Benefits/Outcomes</b></p> <p>The benefits and positive outcomes that would be achieved from this post are that:</p> <ul style="list-style-type: none"> <li>● It will minimise the impact of homelessness by enabling an individual or family to quickly move into appropriate settled accommodation.</li> </ul> <p style="text-align: right;"><i>(continued)</i></p> | <p><b>Priority - 2</b></p> <p>Phasing - From Year 1 (2019/20) and then recurring</p> | <p><b>£30,813 per annum</b></p> |



| Proposal                                                | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Prioritisation (for funding) and Phasing                                                      | Resource Implications                                                                        |
|---------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| <p><b>Home First Officer</b><br/><i>(continued)</i></p> | <ul style="list-style-type: none"> <li>● Homeless households are provided with permanent accommodation and are provided/offered with all the available support and assistance to prevent tenancy failure.</li> <li>● Will enhance communication between teams.</li> <li>● One link officer for other teams and services to contact therefore enhancing communication and allowing quick action to be taken if issues arise.</li> <li>● One officer can co-ordinate the matching and availability of accommodation and support therefore making best use of resources.</li> <li>● Small initiatives and projects can be trialled and implemented to further enhance homeless prevention and tenancy sustainment.</li> <li>● It will allow the service to reduce their temporary accommodation portfolio further and keep B&amp;B usage to a minimum.</li> <li>● Could lead to efficiencies within the void process.</li> <li>● Having a dedicated focus on RRTP will be provided through this post therefore ensuring this agenda is promoted and sustained.</li> </ul> |                                                                                               |                                                                                              |
| <p><b>Intensive Tenancy Sustainment Support</b></p>     | <p>Intensive wraparound support is a key element of the Housing First approach used to assist people with multiple and complex needs who may be rough-sleeping to access and sustain a tenancy.</p> <p>To eliminate rough sleeping and netter support with multiple and complex needs living in hostel accommodation, there is a requirement for a more intensive support service to assist these more vulnerable people to access and sustain their own tenancies.</p> <p>There is also a need for a different type of support to assist with the transition into a tenancy and beyond, for people who are not good at engaging with existing support options or services.</p> <p><i>(continued)</i></p>                                                                                                                                                                                                                                                                                                                                                              | <p><b>Priority - 3</b><br/>Phasing - From Year 2 (2020/21) of the Plan and then recurring</p> | <p><b>£156,420 per annum</b><br/>This is based on provision of up to 160 hours per week.</p> |



## Appendix 5: Rapid Rehousing Transition Plan - Resource Plan *(continued)*

| Proposal                                                                   | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Prioritisation (for funding) and Phasing                                           | Resource Implications           |
|----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|---------------------------------|
| <p><b>Intensive Tenancy Sustainment Support</b><br/><i>(continued)</i></p> | <p>It is envisaged that this support would be:</p> <ul style="list-style-type: none"> <li>● available outwith the Council's normal working hours, ie evenings and weekends;</li> <li>● fully flexible to the needs of the individual;</li> <li>● focussed on tenancy sustainment.</li> </ul> <p>This service will be commissioned from the Third Sector as part of the re-commissioning of our floating support provision.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                    |                                 |
| <p><b>Homeless Prevention Officers x 2</b></p>                             | <p>A range of existing homelessness prevention activities are outlined in Section 3 of the Plan. These are delivering positive outcomes but we continue to face key challenges particularly around the rise in homeless presentations experienced in 2017/18.</p> <p>We have recently seconded a Housing Support Officer to work with one of the Housing Associations that are partners in our Common Housing Register. This Officer is responsible for supporting homeless people through the transition into settled accommodation and importantly, supporting existing tenants who are at risk of homelessness. This arrangement was implemented as a small test of change and is working well so far.</p> <p>This proposal is for two Homeless Prevention Officers who will focus on supporting tenants and owners in the Housing Association, private-rented and owner-occupied sectors that are at risk of homelessness. This additional capacity will enable the small test of change example outlined above to be rolled-out to all housing association partners and for a focussed response to homelessness from the private-rented sector to be implemented. The proposal will also allow us to respond more effectively to Section 11 notifications and to provide specialist advice and assistance to home owners who are threatened with homelessness.</p> | <p><b>Priority - 4</b><br/>Phasing - Ongoing from Year 1 (2019/20) of the Plan</p> | <p><b>£61,626 per annum</b></p> |



| Proposal                                        | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Prioitisation (for funding) and Phasing                                               | Resource Implications           |
|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------|
| <p><b>Private Sector Access Initiatives</b></p> | <p>The RRTP guidance suggests that LAs should develop rehousing solutions in the private rented sector including enhanced use of Rent Deposit Scheme, development of Social Letting Agencies, use of Empty Homes Grants with conditions for rehousing homeless households etc.</p> <p>We have a well-established programme of private sector initiatives, however, further work is required to establish more throughput into the PRS.</p> <p>A number of enhancements to existing arrangements are required:</p> <ul style="list-style-type: none"> <li>● <i>Preventing households from becoming homeless from the PRS (accounts for about 10% of presentations):</i> <ul style="list-style-type: none"> <li>○ <i>Specialist Support Officer assigned to the Private Sector Team with a focus on homeless prevention and tenancy sustainability.</i></li> <li>○ <i>Use of the Homelessness Prevention fund to clear/reduce rent arrears for PRS tenants to stop them becoming homeless.</i></li> </ul> </li> <li>● <i>Assisting more households to access the PRS through our initiatives.</i></li> <li>● <i>Discharging duty into the PRS for homeless households.</i></li> </ul> <p>Using the PRS as temporary accommodation instead of our own stock. The PRT provides sufficient flexibility for this and we have considerable experience of creating bespoke deals to incentivise landlords.</p> <p>Despite the success and importance of the private sector access initiatives, permanent funding does not exist to maintain current resource levels.</p> <p>This proposal is seeking funding to extend the contracts of four fixed-term Private Sector Housing Officers for the period 01st April 2019 to 31st March 2020. This will ensure that the initiatives and achievements outlined above can be maintained, further developed and time provided to identify longer-term funding solution.</p> | <p><b>Priority - 5</b></p> <p>Phasing - Ongoing from Year 1 (2019/20) of the Plan</p> | <p><b>£86,609 per annum</b></p> |



## Appendix 5: Rapid Rehousing Transition Plan - Resource Plan *(continued)*

| Proposal                          | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Prioritisation (for funding) and Phasing                                                                                    | Resource Implications                                                                                                                                                                             |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>System Developments</b></p> | <p>The Northgate Housing system supports our Housing Options, Allocations and Homelessness services.</p> <p>There is additional module available from Northgate called 'NPS Online' which provides a range of additional functionality including:</p> <ul style="list-style-type: none"> <li>● <i>self-serve housing options and applications online;</i></li> <li>● <i>mobile working solutions;</i></li> <li>● <i>the ability for staff to key application information directly into the system, avoiding the need for paper forms, re-keying and duplication.</i></li> </ul> <p>A semi-paperless system was introduced in 2017. However, paper application forms for mainstream and homeless applications are still used but these are stored/filed electronically and then disposed of. NPS online would enable staff to directly enter application data into the system - avoiding the need for paper forms. It is anticipated that this would free-up significant capacity within the Housing Options &amp; Support Team which would then be redirected to support other elements of the Rapid Rehousing approach.</p> | <p><b>Priority - 6</b></p> <p>Phasing - from Year 2 (2020/21) of the Plan to allow time for development and integration</p> | <p>Initial License purchase cost of £23,000 plus £8,000 for implementation and £5,750 annual servicing and maintenance charge. Year 1 cost is £36,750 with £5,750 recurring costs thereafter.</p> |



| Proposal                                          | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Prioritisation (for funding) and Phasing     | Resource Implications                                                                                                                                                                                                                                             |
|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>St Catherine's Square Redevelopment</b></p> | <p>St Catherine's Square is a block of 54 flats surrounding a courtyard in a prominent location in Perth City Centre. These units have primarily been used as temporary furnished flats for many years although there are a few long-standing secure tenants.</p> <p>This area has become stigmatised as a result of its long-term use as temporary accommodation and there is a high prevalence of anti-social behaviour, alcohol and substance abuse and police attendance.</p> <p>We plan to regenerate the area and create a vibrant, mixed community by transferring all of the properties into our mainstream letting stock. The reduction in temporary accommodation capacity has been factored into the Plan - see Appendix 4.</p> | <p><b>Priority - 7</b><br/>Phasing - TBC</p> | <p><b>£21,585 per annum</b></p> <p>Costs to be based on loss of rental income due to the proposed reduction in the number of units through combining properties and creating maisonettes.</p> <p>Cost assumes that it will be bedsit units that will be lost.</p> |



## Appendix 6: Furnishing Package Overview

| Furnishing Package | Target Group                              | What's Included                                                                                                                                                                                                     | Unit Cost                                                                                                            | Number Required | Total Cost     |
|--------------------|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|-----------------|----------------|
| Basic              | Single people or couples without children | <ul style="list-style-type: none"> <li>● Kettle</li> <li>● Toaster</li> <li>● Microwave</li> <li>● Dishes/Cutlery</li> </ul>                                                                                        | £63.50                                                                                                               | 130             | £8,255         |
| Standard           | Single people, couples without children   | <p>Basic package as above plus;</p> <ul style="list-style-type: none"> <li>● Sofa bed and bedding</li> <li>● Fridge-freezer</li> <li>● Rug</li> </ul>                                                               | £513.50                                                                                                              | 70              | £35,945        |
| Enhanced           | Families with children                    | <p>Standard Package as above plus;</p> <ul style="list-style-type: none"> <li>● Additional beds as required</li> <li>● Cooker</li> <li>● Washing machine</li> <li>● Storage (chest of drawers, wardrobe)</li> </ul> | <p>£1,300 (assuming 2 additional beds for children required)</p> <p>Each additional single bed + bedding is £150</p> | 30              | £39,000        |
|                    |                                           |                                                                                                                                                                                                                     |                                                                                                                      |                 | <b>£83,200</b> |



## Appendix 7: Glossary

|              |                                                                                                                                                                                                                                                                                                                                                 |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ADP          | Alcohol and Drugs Partnership                                                                                                                                                                                                                                                                                                                   |
| B&B          | Bed and Breakfast<br><i>Used as temporary accommodation.</i>                                                                                                                                                                                                                                                                                    |
| CAP          | Common Allocation Policy<br><i>One policy that is used by the three main housing providers in Perth and Kinross.</i>                                                                                                                                                                                                                            |
| CHR          | Common Housing Register<br><i>One register where people register for housing with the three main housing providers.</i>                                                                                                                                                                                                                         |
| HA           | Housing Association                                                                                                                                                                                                                                                                                                                             |
| HL1/2/3      | Data sets collected by Local Authorities on homeless applications (including demographics and reasons for homelessness) as well as the use of temporary accommodation. Reports are published by the Scottish Government.                                                                                                                        |
| HRSAG/HARSAG | Homelessness and Rough Sleeping Action Group<br><i>Established by the Scottish Government in September 2017 to make recommendations by Spring 2018 on reducing rough sleeping in the short term and ending it in the longer term, transforming the use of temporary accommodation and the actions required to end homelessness in Scotland.</i> |
| LA           | Local Authority<br><i>Responsible for a wide range of public services including housing, social work and tackling inequalities.</i>                                                                                                                                                                                                             |
| LHA          | Local Housing Allowance                                                                                                                                                                                                                                                                                                                         |
| LHS          | Local Housing Strategy<br><i>A Local Authority's sole strategic document for housing in their area, which will include a focus on homelessness.</i>                                                                                                                                                                                             |
| PRS          | Private Rented Sector<br><i>Housing available to rent from private landlords.</i>                                                                                                                                                                                                                                                               |
| PRT          | Private Residential Tenancy<br><i>This is the new standard tenancy for the private-rented sector in Scotland which was introduced in December 2017.</i>                                                                                                                                                                                         |
| RBGS         | Rent Bond Guarantee Scheme                                                                                                                                                                                                                                                                                                                      |
| RRTP         | Rapid Rehousing Transitional Plan                                                                                                                                                                                                                                                                                                               |
| RSL          | Registered Social Landlords<br><i>Provider of housing available to rent.</i>                                                                                                                                                                                                                                                                    |
| SHIP         | Strategic Housing Investment Plan<br><i>An operational plan to deliver the housing needed in an area.</i>                                                                                                                                                                                                                                       |
| SMD          | Severe and Multiple Disadvantage<br><i>Clusters of problems that appear together in the lives of people facing disadvantage (eg homelessness, addictions, mental ill health, domestic abuse, criminal or anti-social behaviour).</i>                                                                                                            |



### Tenure Neutral

This means that services are available/provided to everyone regardless of what type of housing they live in.

### Third Sector

Voluntary Sector Provider

### Trauma Informed Environment

Services and accommodation that are designed and delivered in a way that takes account of the psychological and emotional needs of the people using them.

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

إن احتجت أنت أو أي شخص تعرفه نسخة من هذه الوثيقة بلغة أخرى أو تصميم آخر فيمكن الحصول عليها (أو على نسخة معدلة لمملخص هذه الوثيقة مترجمة بلغة أخرى) بالاتصال ب: الاسم: Customer Service Centre رقم هاتف للاتصال المباشر: 01738 475000

اگر آپ کو یا آپ کے کسی جاننے والے کو اس دستاویز کی نقل دوسری زبان یا فارمیٹ (بعض دفعہ اس دستاویز کے خلاصہ کا ترجمہ فراہم کیا جائے گا) میں درکار ہے تو اس کا بندوبست سروس ڈیولپمنٹ Customer Service Centre سے فون نمبر 01738 475000 پر رابطہ کر کے کیا جاسکتا ہے۔

如果你或你的朋友希望得到這文件的其他語言版本或形式 (某些時候，這些文件只會是概要式的翻譯)，請聯絡 Customer Service Centre 01738 475000 來替你安排。

Jeżeli chciałbyś lub ktoś chciałby uzyskać kopię owego dokumentu w innym języku niż język angielski lub w innym formacie (istnieje możliwość uzyskania streszczenia owego dokumentu w innym języku niż język angielski), Proszę kontaktować się z Customer Service Centre 01738 475000

P ejete-li si Vy, anebo n kdo, koho znáte, kopii této listiny v jiném jazyce anebo jiném formátu (v n kterých p ípadech bude p eložen pouze stru ný obsah listiny) Kontaktujte prosím Customer Service Centre 01738 475000 na vy ízení této požadavky.

Если вам или кому либо кого вы знаете необходима копия этого документа на другом языке или в другом формате, вы можете запросить сокращенную копию документа обратившись Customer Service Centre 01738 475000

Nam bu mhath leat fhèin no neach eile as aithne dhut lethbhreac den phàipear seo ann an cànan no ann an cruth eile (uaireannan cha bhi ach gearr-iomradh den phàipear ri fhaotainn ann an eadar-theangachadh), gabhaidh seo a dhèanamh le fios a chur gu Ionad Sheirbheis Theachdaichean air 01738 475000.

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

All Council Services can offer a telephone translation facility.

# RAPID REHOUSING TRANSITION PLAN

Monitoring Report- funding and activity  
(RRTP funding - part of the Ending  
Homelessness Together Fund)



## **Scottish Government Ending Homelessness Fund Monitoring of Implementation of Rapid Rehousing Transition Plans**

As part of the Scottish Government's Ending Homelessness Together Fund, funding was agreed with COSLA for 2019/20 and provided to all local authorities to support the implementation of Rapid Rehousing Transition Plans (RRTPs). We are now asking all local authorities to provide a written report on how they have spent their allocation of funding and progress to date.

We would ask that all local authorities complete this report and include it with their amended RRTP for 2020/21, which should be submitted to the Scottish Government by **30 June 2020**. We realise this may be subject to final accounts being cleared by Audit.

Included is a template to provide detail on specific activities which should be replicated for each activity you have taken forward in implementing your Rapid Rehousing Transition Plan. For example we are looking for information on specific activities such as recruiting new members of staff; shared tenancies; Housing First; or mediation.

We have also included a template for reporting on RRTP funding which has not been spent during 2019/20 and how local authorities plan to spend it during 2020/21.

Please submit this report, RRTP and any accompanying documents to:

[RapidRehousingTransitionPlansMailbox@gov.scot](mailto:RapidRehousingTransitionPlansMailbox@gov.scot)

If there are any questions then please send them to the mailbox and a member of the team will contact you to discuss.

**Local Engagement and Rapid Rehousing Team**

## Details of funding recipient

|                                   |                                          |    |            |
|-----------------------------------|------------------------------------------|----|------------|
| Local Authority                   | Perth and Kinross Council                |    |            |
| Reporting Period                  | 01/04/2019                               | to | 31/03/2020 |
| Reporting Officer                 | <b>Martin Smith</b>                      |    |            |
| Position                          | <b>Team Leader – Specialist Services</b> |    |            |
| Date Completed                    |                                          |    |            |
| RRTP Funding Received for 2019/20 | <b>£203,000</b>                          |    |            |

### Introduction

Perth and Kinross Council continued to deliver its innovative Home First model during 2019/20. This model of service delivery pre-dates the Rapid Rehousing Transition Plan (RRTP) but is enhanced by the further developments outlined in the Resource Plan within the RRTP. An update on each of these elements is provided in this Monitoring Report.

Perth and Kinross Council has invested significantly in homelessness services in recent years as outlined on page 31 of our RRTP. The local authority funding amounts included in this report are specific to the activity or initiative being described and are not an indication of the overall investment in homelessness.

Our RRTP sets out how we will further develop our Home First approach in a way that recognised the importance of achieving a balance between homelessness prevention, rapid rehousing and tenancy sustainment. All the activity outlined in the Plan is linked to one of these areas.

In 2019/20, we achieved a 19% reduction in homeless presentations. This reduction can be attributed to a range of effective prevention interventions and some changes to our Common Allocations Policy that were introduced in April 2019.

These changes were designed to prevent homelessness by giving additional priority to applicants who may be threatened with homelessness in the future and enabled us to make them a 'mainstream' offer of housing before homelessness occurred. These changes to our Common Allocations Policy were made possible by the work we have done in the last few years to reduce our backlog of homeless cases by around 85%.

In the RRTP, we set locally agreed targets for key areas of activity that would demonstrate progress with the further development of our Home first model (see page 27 of the RRTP). The table below shows progress against each of these targets.

|                                                               | RRTP Baseline (2017/18) | 2019/20 Performance | Target (by end of Year 5 of the RRTP – 2023/24) |
|---------------------------------------------------------------|-------------------------|---------------------|-------------------------------------------------|
| No. homeless households waiting for an offer of accommodation | 129 households          | 96 households       | 100 households                                  |
| Average length of stay in temporary accommodation             | 86 days                 | 71 days             | 70 days                                         |
| Case duration – decision to discharge of duty                 | 145 days                | 80 days             | 70 days                                         |

## 2019/20 Activity

|                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                           |                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-----------------------------------|
| <b>Activity Name:</b>                                                                                                                           | Property Ready Fund                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                           |                                   |
| <b>Activity Description:</b><br><br>Provide a short overview of the aims and the transformative nature of this activity.                        | The Property Ready Fund is designed to make properties 'ready to occupy' rather than just ready to let. Basic furnishing and white goods are provided to enable someone to move into a property quickly, avoiding the need for temporary accommodation in many cases. We also believe that the provision of these items makes the property feel more like a home and will increase the likelihood of a tenancy being sustained.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                           |                                   |
| <b>Allocation Spent on activity:</b>                                                                                                            | £                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | SG RRTP funding<br>74,972 | Local Authority funding<br>25,000 |
| <b>Overview of progress made to date:</b><br><br>Provide a short summary of the work undertaken in the past year, progress made and challenges. | <p>The Property Ready Fund was fully implemented from August 2019 following the confirmation of RRTP funding for Year 1. The Property Ready Fund compliments our pre-existing Prevention Fund and we assisted 121 households from August 2019 to March 2020 through the provision of furnishings, white goods and removals.</p> <p>A further 78 households were assisted through our Prevention Fund which is a personalised budget initiative introduced in April 2018. This fund focusses on financial interventions to prevent homelessness occurring including;</p> <ul style="list-style-type: none"> <li>• Making a contribution towards rent arrears to prevent an eviction</li> <li>• Travel costs to another area where requested including repatriation flights to another country</li> <li>• Emergency top-ups of gas/electric</li> </ul> <p>This initiative has been successful and popular. The main challenges are in relation to managing expectations around the fact that we are not providing furnished tenancies and that this initiative is not intended to replace Community Care Grants (CCG's). We submitted a proposal to the Scottish Government which suggested a way in which this scheme could work in</p> |                           |                                   |

|                                                                                                                                             | tandem with the CCG's administered by the Scottish Welfare Fund Team. Unfortunately, this proposal was rejected.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                 |                         |       |  |         |                                                           |     |                     |    |                              |                 |
|---------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------|-------|--|---------|-----------------------------------------------------------|-----|---------------------|----|------------------------------|-----------------|
| <b>Future spend planned on this activity in 2020/21:</b>                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | SG RRTP Funding | Local Authority funding | Other |  |         |                                                           |     |                     |    |                              |                 |
|                                                                                                                                             | £                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 83,000          | 25,000                  |       |  |         |                                                           |     |                     |    |                              |                 |
| <b>Implementation in 2020/21:</b><br><br>Provide a short summary of the aims and targets for this activity during 2020/21.                  | <p>We will continue to deliver the Property Ready Fund and Prevention Fund during 2020/21. As the assistance is based on individual needs, the cost per person can vary significantly so we do not feel it would be meaningful to set a target number of people to assist. Working in conjunction with the Scottish Welfare Fund Team, the objective is to assist everyone who requires goods to enable them to settle into their new home.</p> <p>In terms of the intended benefits of the Property Ready Fund, we expect to see an increase in the tenancy sustainment rate for previously homeless applicants, and reductions in abandonments and repeat homelessness cases against the baseline figures from 2019/20 which are detailed below.</p> <table border="1"> <thead> <tr> <th></th> <th>2019/20</th> </tr> </thead> <tbody> <tr> <td>Tenancy Sustainment Rate (previously homeless applicants)</td> <td>83%</td> </tr> <tr> <td>No. of Abandonments</td> <td>58</td> </tr> <tr> <td>Level of repeat homelessness</td> <td>2.4% (18 cases)</td> </tr> </tbody> </table> |                 |                         |       |  | 2019/20 | Tenancy Sustainment Rate (previously homeless applicants) | 83% | No. of Abandonments | 58 | Level of repeat homelessness | 2.4% (18 cases) |
|                                                                                                                                             | 2019/20                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                 |                         |       |  |         |                                                           |     |                     |    |                              |                 |
| Tenancy Sustainment Rate (previously homeless applicants)                                                                                   | 83%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                 |                         |       |  |         |                                                           |     |                     |    |                              |                 |
| No. of Abandonments                                                                                                                         | 58                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                 |                         |       |  |         |                                                           |     |                     |    |                              |                 |
| Level of repeat homelessness                                                                                                                | 2.4% (18 cases)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                 |                         |       |  |         |                                                           |     |                     |    |                              |                 |
| <b>Plans for mainstreaming this activity:</b><br><br>Provide detail of the timescale and plans to mainstream / when this activity will end: | <p>It is envisaged that the Property Ready Fund will continue to be part of our response to homelessness but no detailed discussions about mainstreaming have taken place yet.</p> <p>The budget of £25,000 per annum for the Prevention Fund is a recurring and permanent part of the Council's budget so this will continue to be available moving forward.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                 |                         |       |  |         |                                                           |     |                     |    |                              |                 |

| <b>2019/20 Activity</b>      |                                                                                                                                                                                           |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Name:</b>        | Home First Officer                                                                                                                                                                        |
| <b>Activity Description:</b> | An additional Housing Options Officer post was created to provide extra capacity to deliver key elements of the RRTP. The additional post was deployed to undertake the generic functions |

| <p>Provide a short overview of the aims and the transformative nature of this activity.</p>                                                            | <p>of the Team enabling other more experienced Officers to focus on the following areas;</p> <ul style="list-style-type: none"> <li>• Have oversight of all new/existing applications and vacancies to ensure rehousing timescales are met avoiding the need for temporary accommodation</li> <li>• Act as a link between the Housing Options Team and other teams including the Private Sector Team, Locality Housing Teams, Housing Association partners etc.</li> <li>• Be responsible for liaising with the Housing Repairs Service to identify properties in good condition and ensure opportunities to reuse carpets and furnishings are maximised</li> <li>• Liaise with Voids Schedulers to arrange fast-tracking of properties</li> <li>• Link with central and locality-based Support Officers to ensure appropriate support is available to enable applicants to move into settled accommodation quickly</li> <li>• Have oversight of the Homelessness Prevention and Tenancy Ready Fund</li> <li>• Have oversight of the development/testing/implementation of any new initiatives that arise from the development of the RRTP</li> </ul> |                                                                                                                                                                                                                                                                                                                                                                                             |                 |                         |       |   |        |  |  |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------|-------|---|--------|--|--|--|
| <p><b>Allocation Spent on activity:</b></p>                                                                                                            | <p>£</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <table border="1"> <thead> <tr> <th data-bbox="665 1055 935 1104">SG RRTP funding</th> <th data-bbox="940 1055 1209 1104">Local Authority funding</th> <th data-bbox="1214 1055 1479 1104">Other</th> </tr> </thead> <tbody> <tr> <td data-bbox="665 1111 935 1216">0</td> <td data-bbox="940 1111 1209 1216">30,813</td> <td data-bbox="1214 1111 1479 1216"></td> </tr> </tbody> </table> | SG RRTP funding | Local Authority funding | Other | 0 | 30,813 |  |  |  |
| SG RRTP funding                                                                                                                                        | Local Authority funding                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Other                                                                                                                                                                                                                                                                                                                                                                                       |                 |                         |       |   |        |  |  |  |
| 0                                                                                                                                                      | 30,813                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                             |                 |                         |       |   |        |  |  |  |
| <p><b>Overview of progress made to date:</b></p> <p>Provide a short summary of the work undertaken in the past year, progress made and challenges.</p> | <p>An additional Housing Options Officer was recruited on a fixed-term contract from 01.04.2019 to 31.03.2020 to provide additional capacity as detailed above.</p> <p>This post helped contribute to the reduction in homeless presentations, homelessness case duration and the length of time people spent in temporary accommodation.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                             |                 |                         |       |   |        |  |  |  |
| <p><b>Future spend planned on this activity in 2020/21:</b></p>                                                                                        | <p>£</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <table border="1"> <thead> <tr> <th data-bbox="665 1581 935 1630">SG RRTP Funding</th> <th data-bbox="940 1581 1209 1630">Local Authority funding</th> <th data-bbox="1214 1581 1479 1630">Other</th> </tr> </thead> <tbody> <tr> <td data-bbox="665 1637 935 1756">0</td> <td data-bbox="940 1637 1209 1756">0</td> <td data-bbox="1214 1637 1479 1756"></td> </tr> </tbody> </table>      | SG RRTP Funding | Local Authority funding | Other | 0 | 0      |  |  |  |
| SG RRTP Funding                                                                                                                                        | Local Authority funding                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Other                                                                                                                                                                                                                                                                                                                                                                                       |                 |                         |       |   |        |  |  |  |
| 0                                                                                                                                                      | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                             |                 |                         |       |   |        |  |  |  |
| <p><b>Implementation in 2020/21:</b></p> <p>Provide a short summary of the aims and targets for this activity during 2020/21.</p>                      | <p>This additional post has not been extended into 2020/21.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                             |                 |                         |       |   |        |  |  |  |
| <p><b>Plans for mainstreaming this activity:</b></p>                                                                                                   | <p>The areas of work detailed above have already been mainstreamed and form part of the range of duties undertaken</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                             |                 |                         |       |   |        |  |  |  |

|                                                                                        |                                                                                                                                                                                                                                                                                    |
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| Provide detail of the timescale and plans to mainstream / when this activity will end: | by the Housing Options Team and the new Senior Housing Options Officer. In addition, the implementation of NPS Online, mentioned later in this report, and other electronic solutions will free-up capacity within the wider Team to enable Officers to undertake these functions. |
|----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## 2019/20 Activity

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| <b>Activity Name:</b>                                                                                                                           | <b>Homelessness Prevention Officers</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                          |                              |       |
| <b>Activity Description:</b><br><br>Provide a short overview of the aims and the transformative nature of this activity.                        | <p>In our RRTP, we included a proposal for two Homelessness Prevention Officers. These posts were intended to provide additional capacity for prevention activity which is a key component of our response to homelessness.</p> <p>Taking account of our pre-existing capacity and prevention activity, the recruitment of these additional posts was considered as a lower priority than some of the other initiatives included in our Resource Plan. As our Year 1 funding award was substantially lower than the amount requested, we have been unable to progress with the recruitment of two additional posts.</p>                                                                                                                                                                                                  |                          |                              |       |
| <b>Allocation Spent on activity:</b>                                                                                                            | <b>£</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | SG RRTP funding<br>5,230 | Local Authority funding<br>0 | Other |
| <b>Overview of progress made to date:</b><br><br>Provide a short summary of the work undertaken in the past year, progress made and challenges. | <p>An additional Housing Options Officer was appointed on 01<sup>st</sup> February 2020 on a 12-month, fixed-term contract. This Officer will provide additional capacity to focus on both the prevention of homelessness, tenancy sustainment and the remit of the discontinued Home First Officer post outlined above.</p> <p>In more general terms, we have made significant progress around the prevention of homelessness during 2019 including;</p> <ul style="list-style-type: none"> <li>A 19% reduction in homeless presentations compared to the previous year</li> <li>The commissioning and introduction of specialist services to support people to sustain their tenancies</li> <li>Continuing the secondment of one of our Support Officers to work with RSL partners to support their tenants</li> </ul> |                          |                              |       |

|                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                        |                                |              |
|---------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------------------------------|--------------|
|                                                                                                                                             | <ul style="list-style-type: none"> <li>The assignment of one of our Support Officers to focus exclusively on supporting homeless applicants with the move-on to their secure tenancy</li> <li>Continuing to deliver an integrated Schools Education Programme on Homelessness and related topics including wellbeing, mental health, alcohol and substance abuse etc.</li> </ul>                                                                                                                                                                                                                                                                                                                                                              |                        |                                |              |
| <b>Future spend planned on this activity in 2020/21:</b>                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>SG RRTP Funding</b> | <b>Local Authority funding</b> | <b>Other</b> |
|                                                                                                                                             | £                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 28,163                 | 0                              |              |
| <b>Implementation in 2020/21:</b><br><br>Provide a short summary of the aims and targets for this activity during 2020/21.                  | There are no specific objectives or targets attached to the single additional Officer that has been recruited. However, it is expected that the additional capacity will contribute to successful delivery of our Home First approach and the objectives outlined in the RRTP.                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                        |                                |              |
| <b>Plans for mainstreaming this activity:</b><br><br>Provide detail of the timescale and plans to mainstream / when this activity will end: | <p>We have just recruited to a new Senior Housing Options Officer post which has a remit of managing the Housing Options Team and associated functions. In addition, we are developing a Recovery Plan which takes account of the challenges and opportunities presented by the COVID-19 pandemic and sets out how our Services may be delivered differently in the future with a greater focus on prevention.</p> <p>In view of the above, it is unclear whether this additional post will be required moving forward or conversely, whether more additional posts may be required. The mainstreaming of this post will therefore be considered as part of the recovery planning process and no decisions on this have been made as yet.</p> |                        |                                |              |

| <b>2019/20 Activity</b>                                                                                                  |                                                                                                                                                                                                                                                                 |
|--------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Name:</b>                                                                                                    | <b>Intensive Tenancy Sustainment Support</b>                                                                                                                                                                                                                    |
| <b>Activity Description:</b><br><br>Provide a short overview of the aims and the transformative nature of this activity. | In 2019/20, we recommissioned our Floating Housing Support Service. This contract consists of 1,020 hours of support per week and to support the delivery of our Home First model, we incorporated 160 hours of 'intensive' support per week into the contract. |

|                                                                                                                                                        | <p>The intensive, wraparound support service is designed to help people with multiple and complex needs who may struggle to engage with support services delivered in a more traditional way. The support is flexible, responsive and available outside of normal working hours if required. The primary focus is on supporting people to move onto secure accommodation and to sustain their tenancies.</p>                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                              |                 |                         |       |   |         |  |  |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------|-------|---|---------|--|--|--|
| <p><b>Allocation Spent on activity:</b></p>                                                                                                            | <p>£</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <table border="1"> <thead> <tr> <th data-bbox="660 535 936 591">SG RRTP funding</th> <th data-bbox="936 535 1209 591">Local Authority funding</th> <th data-bbox="1209 535 1482 591">Other</th> </tr> </thead> <tbody> <tr> <td data-bbox="660 591 936 703">0</td> <td data-bbox="936 591 1209 703">72,192</td> <td data-bbox="1209 591 1482 703"></td> </tr> </tbody> </table>              | SG RRTP funding | Local Authority funding | Other | 0 | 72,192  |  |  |  |
| SG RRTP funding                                                                                                                                        | Local Authority funding                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Other                                                                                                                                                                                                                                                                                                                                                                                        |                 |                         |       |   |         |  |  |  |
| 0                                                                                                                                                      | 72,192                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                              |                 |                         |       |   |         |  |  |  |
| <p><b>Overview of progress made to date:</b></p> <p>Provide a short summary of the work undertaken in the past year, progress made and challenges.</p> | <p>The recommissioning exercise resulted in Turning Point Scotland, Simon Community Scotland and Churches Action for the Homeless (CATH) being awarded the contracts. The new service commenced on 14<sup>th</sup> October 2019. A total of 337 people were supported by the new Providers between the commencement of the contract and 31<sup>st</sup> March 2020.</p>                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                              |                 |                         |       |   |         |  |  |  |
| <p><b>Future spend planned on this activity in 2020/21:</b></p>                                                                                        | <p>£</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <table border="1"> <thead> <tr> <th data-bbox="660 1055 936 1111">SG RRTP Funding</th> <th data-bbox="936 1055 1209 1111">Local Authority funding</th> <th data-bbox="1209 1055 1482 1111">Other</th> </tr> </thead> <tbody> <tr> <td data-bbox="660 1111 936 1238">0</td> <td data-bbox="936 1111 1209 1238">156,420</td> <td data-bbox="1209 1111 1482 1238"></td> </tr> </tbody> </table> | SG RRTP Funding | Local Authority funding | Other | 0 | 156,420 |  |  |  |
| SG RRTP Funding                                                                                                                                        | Local Authority funding                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Other                                                                                                                                                                                                                                                                                                                                                                                        |                 |                         |       |   |         |  |  |  |
| 0                                                                                                                                                      | 156,420                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                              |                 |                         |       |   |         |  |  |  |
| <p><b>Implementation in 2020/21:</b></p> <p>Provide a short summary of the aims and targets for this activity during 2020/21.</p>                      | <p>The Floating Housing Support Service will continue to be delivered by the three providers detailed above during 2020/21. The contract allows flexibility to tailor the support provided to the needs of the individual. The 160 hours per week is not a fixed or maximum amount for the intensive support element and this can be varied as required. We intent to pilot a Housing First style project for a small number of people with multiple and complex needs. This will involve the allocation of permanent tenancies with intensive support provided through this contract. We also plan to work with the three providers to also meet the three main Pillars within the "Everyone Home Plan" within Perth &amp; Kinross.</p> |                                                                                                                                                                                                                                                                                                                                                                                              |                 |                         |       |   |         |  |  |  |
| <p><b>Plans for mainstreaming this activity:</b></p> <p>Provide detail of the timescale and plans to mainstream / when this activity will end:</p>     | <p>This activity has already been mainstreamed and is not dependent on funding from the Scottish Government. The current contract is for 6 years and will be in place until 2025.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                              |                 |                         |       |   |         |  |  |  |

## 2019/20 Activity

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|-------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------|-------|
| <b>Activity Name:</b>                                                                                                                           | <b>Private Sector Access Initiatives</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                 |                         |       |
| <b>Activity Description:</b><br><br>Provide a short overview of the aims and the transformative nature of this activity.                        | We have a well-established programme of private sector initiatives covering all of the areas suggested in the RRTP guidance and have assisted more than 1,500 households to access good quality accommodation in the private-rented sector since 2009/10. Continuing to build on this success will be important for the successful delivery of the RRTP.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                 |                         |       |
| <b>Allocation Spent on activity:</b>                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | SG RRTP funding | Local Authority funding | Other |
|                                                                                                                                                 | £                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 86,609          | 296,570                 |       |
| <b>Overview of progress made to date:</b><br><br>Provide a short summary of the work undertaken in the past year, progress made and challenges. | <p>Our portfolio of private sector access initiatives has been in place since 2009/10 and include a Rent Bond Guarantee Scheme, PKC Lets Social Letting Agency, Empty Homes Initiative and Landlord Advice and Assistance Service.</p> <p>A number of enhancements to existing programme have been implemented as follows:</p> <ul style="list-style-type: none"> <li>• Preventing households from becoming homeless from the PRS (accounts for about 10% of presentations) <ul style="list-style-type: none"> <li>○ Specialist Support/Prevention Officer available to assist the Private Sector Team with a focus on homeless prevention and tenancy sustainability</li> <li>○ Use of the Homelessness Prevention fund to clear/reduce rent arrears for PRS tenants to prevent homelessness</li> </ul> </li> <li>• Assisting more households to access the PRS through existing initiatives</li> <li>• Discharging homelessness duty into the PRS for homeless households</li> <li>• Using the PRS to provide temporary furnished flatted accommodation where required. The PRT provides sufficient</li> </ul> |                 |                         |       |

|                                                                                                                                   | <p>flexibility for this and we have considerable experience of creating bespoke deals to incentivise landlords.</p> <p>During 2019/20, we assisted 160 households to access private-sector accommodation through our Rent Bond Guarantee Scheme. Many of these households would otherwise have become homeless and would have been reliant on social-rented accommodation.</p> <p>We also expanded our portfolio of properties managed through our social letting agency initiative and we now provide full property/tenancy management services for 182 properties.</p> <p>Through our Empty Homes Initiative, we provided grants totalling £296,570 to bring a total of 27 properties back into use.</p>                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                 |                         |       |               |                                                                |  |  |
|-----------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------|-------|---------------|----------------------------------------------------------------|--|--|
| <p><b>Future spend planned on this activity in 2020/21:</b></p>                                                                   | <p>£</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <table border="1"> <thead> <tr> <th data-bbox="667 875 933 925">SG RRTP Funding</th> <th data-bbox="938 875 1209 925">Local Authority funding</th> <th data-bbox="1209 875 1481 925">Other</th> </tr> </thead> <tbody> <tr> <td data-bbox="667 925 933 1137" style="text-align: center;"> <p>93,000</p> </td> <td data-bbox="938 925 1209 1137"> <p>233,000<br/>(33,000 staff costs and 200,000 EHI budget)</p> </td> <td data-bbox="1209 925 1481 1137"></td> </tr> </tbody> </table> | SG RRTP Funding | Local Authority funding | Other | <p>93,000</p> | <p>233,000<br/>(33,000 staff costs and 200,000 EHI budget)</p> |  |  |
| SG RRTP Funding                                                                                                                   | Local Authority funding                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Other                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                 |                         |       |               |                                                                |  |  |
| <p>93,000</p>                                                                                                                     | <p>233,000<br/>(33,000 staff costs and 200,000 EHI budget)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                 |                         |       |               |                                                                |  |  |
| <p><b>Implementation in 2020/21:</b></p> <p>Provide a short summary of the aims and targets for this activity during 2020/21.</p> | <p>We plan to continue to operate the range of private sector access initiatives outlined above during 2020/21.</p> <p>The target for the number of new tenancies created through our Rent Bond Guarantee Scheme is 180 tenancies for 2020/21. In addition, we will look to continue to;</p> <ul style="list-style-type: none"> <li>• Expand the portfolio of properties managed through our PKC Lets social letting agency</li> <li>• Promote the private-rented sector as a viable housing option</li> <li>• Bring as many empty properties back into use as affordable housing as possible through the provision of advice, assistance and Empty Homes Initiative grants</li> <li>• Support private sector tenants to sustain their tenancies using the Floating Housing Support Service, Property Ready Fund, Prevention Fund etc</li> </ul> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                 |                         |       |               |                                                                |  |  |

|                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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|                                                                                                                                                    | <ul style="list-style-type: none"> <li>• Build relationships and work in partnership with private landlords and letting agents</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p><b>Plans for mainstreaming this activity:</b></p> <p>Provide detail of the timescale and plans to mainstream / when this activity will end:</p> | <p>The private sector access initiatives have been a key element of our approach for the last 10 years so in that sense, they are already mainstreamed.</p> <p>The Private Sector Team has expanded significantly since its inception in 2009/10 from 2.0FTE Officer posts to the current position of 5.5FTE Officer posts. Securing permanent funding for this Team has been a challenge and we have been reliant on various temporary funding sources in recent years to support the expansion of the Team.</p> <p>Moving forward, we have agreement that the Team will be funded through a combination of Council Tax Second Homes Levy monies and income generated by our social letting agency management fees. It is not anticipated that the longer-term continuation of this service would be dependent on funding from the Scottish Government.</p> |

| <b>2019/20 Activity</b>                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Name:</b>                                                                                                           | <b>System Developments</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p><b>Activity Description:</b></p> <p>Provide a short overview of the aims and the transformative nature of this activity.</p> | <p>Perth and Kinross Council uses the 'Northgate Housing' system to manage our Housing Options, Allocations and Homelessness services. We purchased an additional module called 'NPS Online' to compliment our existing system and deliver the following additional functionality;</p> <ul style="list-style-type: none"> <li>• Online applications and self-serve housing options and application management</li> <li>• Mobile working solutions</li> <li>• The ability for staff to key application information directly into the system, avoiding the need for paper forms, re-keying of information and associated duplication</li> </ul> |

|                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                 |                         |       |
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|                                                                                                                                                 | The additional functionality described above will enhance the accessibility of our services, improve the customer experience and deliver efficiencies which will release staff capacity to focus on other key areas including prevention and tenancy sustainment.                                                                                                                                                                                                                                                                        |                 |                         |       |
| <b>Allocation Spent on activity:</b>                                                                                                            | £                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | SG RRTP funding | Local Authority funding | Other |
|                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 0               | 36,750                  |       |
| <b>Overview of progress made to date:</b><br><br>Provide a short summary of the work undertaken in the past year, progress made and challenges. | The development, build and integration of NPS Online with our existing system is ongoing. We aim to have this work complete by the end of September 2020, but we are currently behind schedule primarily due to the impact of the COVID-19 pandemic. The impact of the pandemic in this area is two-fold. Firstly, we have had to prioritise the delivery of key homelessness services and secondly, the inability to carry out face to face meetings with the Northgate consultants has disrupted the progress of the development work. |                 |                         |       |
| <b>Future spend planned on this activity in 2020/21:</b>                                                                                        | £                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | SG RRTP Funding | Local Authority funding | Other |
|                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 5,750           |                         |       |
| <b>Implementation in 2020/21:</b><br><br>Provide a short summary of the aims and targets for this activity during 2020/21.                      | The key objectives for 2020/21 are to; <ul style="list-style-type: none"> <li>• Complete the development and integration of NPS Online</li> <li>• Undertake testing of the new system involving both staff and customers</li> <li>• Deliver a training programme for staff</li> <li>• Promote the new system, particularly in terms of supporting and encouraging customers to self-serve and manage their applications online where appropriate</li> </ul>                                                                              |                 |                         |       |
| <b>Plans for mainstreaming this activity:</b><br><br>Provide detail of the timescale and plans to mainstream / when this activity will end:     | Once the integration is complete, NPS Online will be a key part of our IT infrastructure moving forward so it will effectively be mainstreamed at that point.<br><br>Most of the costs associated with NPS Online are one-off, upfront costs which were paid during 2019/20. There is a recurring support and maintenance cost which is currently £5,750 per annum.                                                                                                                                                                      |                 |                         |       |

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## 2019/20 Activity

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| <b>Activity Name:</b>                                                                                                                           | <b>Youth Homeless Support Services</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                         |                                                                 |
| <b>Activity Description:</b><br><br>Provide a short overview of the aims and the transformative nature of this activity.                        | <p>Perth and Kinross Council commissioned this service by inviting bids from suppliers who have experience in providing innovative solutions to supporting young people (16-25 years) who are threatened with or experiencing homelessness.</p> <p>The contract requires the successful supplier to provide a fully inclusive, innovative service to support a specific cohort with a key focus on homelessness prevention, supporting the transition into secure accommodation and tenancy sustainment.</p> <p>The contract will be for 12 months from the agreed start date and is being funded using the salary costs from a vacant Support Officer post with a top-up from our RRTP Year 2 allocation.</p> |                         |                                                                 |
| <b>Allocation Spent on activity:</b>                                                                                                            | £                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 0                       | 0                                                               |
|                                                                                                                                                 | SG RRTP funding                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Local Authority funding | Other                                                           |
| <b>Overview of progress made to date:</b><br><br>Provide a short summary of the work undertaken in the past year, progress made and challenges. | <p>The Rock Trust were successful in winning this contract. However, the service only commenced on 01 April 2020, so it is not possible to provide a progress update at this point.</p> <p>Implementing the new service during the COVID-19 pandemic has presented some challenges but we felt that this was a time when young people would be particularly in need of additional support.</p>                                                                                                                                                                                                                                                                                                                 |                         |                                                                 |
| <b>Future spend planned on this activity in 2020/21:</b>                                                                                        | £                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 2,087                   | 38,227                                                          |
|                                                                                                                                                 | SG RRTP Funding                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Local Authority funding | Other                                                           |
|                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                         | 9,686 (SG RRTP Funding underspend carried forward from 2019/20) |
| <b>Implementation in 2020/21:</b><br><br>Provide a short summary of the aims and targets for this activity during 2020/21.                      | <p>The aims and objectives of the Service are as follows;</p> <ul style="list-style-type: none"> <li>A reduction in homeless presentations from young single people (16-25 years)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                         |                                                                 |

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|                                                                                                                                                    | <ul style="list-style-type: none"> <li>• Successful support of young people transitioning from homelessness into settled accommodation, enabling them to move on quickly in line with the principles of our Home First approach</li> <li>• An increase in tenancy sustainment for this cohort compared with the baseline position (Scottish Housing Regulator definition)</li> </ul>                                                                                                  |
| <p><b>Plans for mainstreaming this activity:</b></p> <p>Provide detail of the timescale and plans to mainstream / when this activity will end:</p> | <p>We will evaluate the success of the Service against the objectives outlined above. The evaluation will inform whether we extend the contract for an additional period or reinstate the Support Officer vacancy and recruit into that vacancy. For 2020/21, we are using a small amount of RRTP funding to support this service, but we do not envisage that the longer-term continuation of the service would be dependent on additional funding from the Scottish Government.</p> |

Please duplicate the above table for each activity you have undertaken in your RRTP for example: RRTP co-ordinator and other costs (Housing First; flipping tenancies; mediation, etc.).

| Unspent 2019/20 RRTP Funding                                                                                                                                                                                 |                               |                                                                                                                                                                                                                                         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Please provide the total of 2019/20 funding provided by the Scottish Government for the implementation of the Rapid Rehousing Transition Plan in your area that has <u>not</u> been spent in 2019/20.</p> | £                             | <p><b>£36,189</b></p> <p>The above underspend is due to delays in receiving monies from the Scottish Government, RRTP funding not confirmed until August 2019, and extended timescales for the procurement and recruitment process.</p> |
| <p>Provide detail of how this funding will be spent on implementing the Rapid Rehousing Transition Plan in 2020/21 detailing the area that it will be used in. Please make clear the individual amounts</p>  |                               |                                                                                                                                                                                                                                         |
| ACTIVITY                                                                                                                                                                                                     | FUNDING TO BE CARRIED FORWARD |                                                                                                                                                                                                                                         |
| <p>We have used part of the carried-forward underspend to extend the contact of one of our Housing Options Assistants for a further 12 months to 31.03.21. This post provides additional capacity to</p>     | £                             | <b>26,503</b>                                                                                                                                                                                                                           |

|                                                                                            |          |                     |
|--------------------------------------------------------------------------------------------|----------|---------------------|
| <p>deliver our Home First approach and the associated aims and objectives in the RRTP.</p> |          |                     |
| <p>Contribution towards the Youth Homelessness Support Service detailed above.</p>         | <p>£</p> | <p><b>9,686</b></p> |



**PERTH AND KINROSS COUNCIL**

**Housing & Communities Committee – 3 February 2021**

**Strategic Housing Investment Plan**

**Report by Depute Director (Communities) (Report No. 21/17)**

This report seeks Committee approval of the Perth and Kinross Council Strategic Housing Investment Plan (SHIP) for the period 2021/22 to 2025/26.

**1. BACKGROUND**

- 1.1 The Strategic Housing Investment Plan (SHIP) sets out how Scottish Government funding for the development of affordable housing will be invested to support the delivery of the Local Housing Strategy (LHS) 2016-2021 outcomes.
- 1.2 The LHS (2016-21), approved by Housing and Health Committee in May 2016 (Report No.16/234), identified a number of key priorities, including:-
- more affordable homes and well managed stock to ensure homes are of the right size and type and in suitable locations, with access to services and facilities
  - safe and secure communities for residents of Perth and Kinross with access to good quality, affordable accommodation with the necessary support in place to sustain them in their homes and prevent them from becoming homeless
  - people living independently at home for as long as possible with help from the community and local support networks
  - warm, energy efficient and low carbon homes for Perth and Kinross residents which they can afford to heat.
- 1.3 An up-date on this strategy is reported to Housing and Communities Committee annually. The latest update on progress on actions in the Local Housing Strategy was reported to Committee on 11 November 2020 (Report No. 20/215).
- 1.4 There is a high demand for housing in Perth and Kinross, which is set to continue given the projected increase in population over the next 20 years, including a significant increase in the older population. It is therefore, essential that more new homes are built to meet these needs.
- 1.5 The target for social housing completions in the Local Housing Strategy is 150 affordable homes per year. During 2019/20, a total of 320 affordable homes were completed between the Council and Registered Social Landlord (RSL) partners (These figures are recorded at the time completion certificates were received by the developer at time of handover). This figure includes 35 buybacks (ex Council stock) that were purchased by Perth and Kinross Council.

## **2. PROPOSALS**

- 2.1 The Scottish Government requires Strategic Housing Investment Plans to be submitted annually.
- 2.2 The SHIP sets out how Perth and Kinross Council and its partner RSLs use the Scottish Government's subsidy to invest in the programme of affordable housing.
- 2.3 Investing in housing developments which meet the needs of the most vulnerable people within our community is a central aim of the SHIP. The SHIP reinforces the position of the Council as the strategic housing authority, along with the importance of the outcomes and targets set in the LHS.
- 2.4 The Council and partners identify and prioritise new build and development projects in the SHIP using the following criteria:-
- contribution to meeting housing need
  - inclusion, equality and meeting particular needs
  - impact on communities and regeneration
  - contribution to meeting wider strategic priorities
  - project deliverability
- 2.5 Due to a number of factors and influences, such as land acquisition and planning processes, it is necessary to review and re-prioritise the SHIP on an ongoing basis. As part of the SHIP approval process, the Scottish Government advises that local authority officials should, where possible, seek delegated authority to assign other projects into the programme, replacing those which fail to progress within the anticipated timescale. Any potential replacement projects are prioritised under the system set out in the SHIP and agreed through the New Build Project Board.
- 2.6 The Strategic Housing Investment Plan 2021/22 – 2025/26 is attached as Appendix 1.
- 2.7 The Scottish Government has yet to confirm the full Resource Planning Assumptions (RPAs) for the next five years (councils had previously been given provisional information for planning purposes). The RPA are anticipated to be announced to Local Authorities towards the end of January 2021. Estimated programming has taken place in order to submit a draft SHIP (subject to Committee approval) to the Scottish Government.
- 2.8 We have continued to liaise with the Scottish Government and plans reflect the level of funding understood to be available during 2020/21. Projects in the programme have been prioritised and the scale of the programme can be adjusted when the level of funding available is known.

- 2.9 While some projects in earlier years will undoubtedly experience slippage, work is ongoing to identify additional developments to be included into later years in the programme.
- 2.10 A list of projects which may be brought into the programme if slippage occurs, sometimes termed a 'shadow programme' has been developed. For a variety of reasons specific to the sites on this list, it is currently not possible to anticipate the timescale for the development of these projects. This means that these projects may be slotted into the programme at a later stage when deliverability of the project is more certain. Any projects brought into the programme will be prioritised using the methodology outlined above in paragraph 2.3.
- 2.11 As set out in the Local Housing Strategy, Perth and Kinross Council aims to build 80 affordable homes per year over the 5 year period (2021/22 – 2025/26). Sites for many of these houses have been identified but the search for additional sites continues to ensure that the target is met.
- 2.12 In addition, Perth and Kinross Council intends to continue its programme of buying back former Council properties to increase its stock. It is anticipated that subsidy from the Scottish Government will support at least 24 properties to be bought back each year.

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

- 3.1 The Council and its partners have made good progress in recent years in meeting demand for affordable housing in the area. Through continued investment, as outlined in the Perth and Kinross Strategic Housing Investment Plan 2021/22 – 2025/26 (Appendix 1), we will make an ongoing and invaluable contribution to meeting the need for affordable housing throughout the area.
- 3.2 It is recommended that the Committee:-
- (i) approves the Strategic Housing Investment Plan 2021/22 – 2025/26
  - (ii) gives delegated authority to the Executive Director (Communities) to ensure that where projects fall out of the plan, alternative projects, prioritised in the same way, are substituted for them.

**Author**

| <b>Name</b>  | <b>Designation</b>               | <b>Contact details</b>                                                                             |
|--------------|----------------------------------|----------------------------------------------------------------------------------------------------|
| Clare Mailer | Depute Director<br>(Communities) | <a href="mailto:TESCommitteeReports@pkc.gov.uk">TESCommitteeReports@pkc.gov.uk</a><br>01738 475000 |

**Approved**

| <b>Name</b>  | <b>Designation</b>               | <b>Date</b>     |
|--------------|----------------------------------|-----------------|
| Clare Mailer | Depute Director<br>(Communities) | 21 January 2021 |

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All Council Services can offer a telephone translation facility.

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

### 1. Strategic Implications

#### Community Plan

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

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

### 2. Resource Implications

#### Financial

2.1 Resource implications arising directly from this report emanate from the proposed local authority new build housing programme (as detailed in the SHIP appended). In addition to the Scottish Government Grant, the second home Council Tax fund and developer's contributions for affordable housing will be used to support the delivery of the programme. Detailed resource assumptions on the use of these funds will be reported to respective Council Committees when final details are known.

- 2.2 The Head of Finance was consulted on these proposals as part of the Capital Budget and HRA Capital Plan budget setting process.

#### Workforce

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

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

- 2.4 There are no asset management implications arising from this report.

### **3. Assessments**

#### Equality Impact Assessment

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

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

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

#### Strategic Environmental Assessment

- 3.3 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals. However, no action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

#### Sustainability

- 3.4 These proposals meet the following sustainability criteria:-
- Where possible, using materials from sustainable sources
  - Energy conservation through improved insulation measures
  - More efficient heating systems
  - More efficient lighting systems.

#### Legal and Governance

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

## Risk

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

## **4. Consultation**

### Internal

- 4.1 The Head of Finance and the Head of Legal and Governance were consulted on this report.

### External

- 4.2 The SHIP has been developed through joint work with individual Registered Social Landlords and the Scottish Government. They have been consulted on this report.
- 4.3 The Tenant Committee Report Panel are pleased to support this paper, especially noting the development of social housing in rural areas across Perth and Kinross.

## **5. Communication**

- 5.1 There are no direct communication issues with regard to this report.

## **2. BACKGROUND PAPERS**

- 2.1 None.

## **3. APPENDICES**

- 3.1 The appendices to this report is the Strategic Housing Investment Plan (SHIP) which sets out affordable housing investment priorities to achieve the outcomes set out in the Local Housing Strategy.





# Perth and Kinross Council

## Strategic Housing Investment Plan

**2021/22 – 2025/26**

***‘Making Perth and Kinross a place where people have access to good quality, energy efficient housing, that they can afford, that is in a safe and pleasant environment’***

December 2020

## 1. Introduction

- 1.1 Good quality homes and placemaking make a significant contribution to Perth and Kinross Council's (PKCs) wider aims of creating safe and sustainable communities where people aspire to live.
- 1.2 The Strategic Housing Investment Plan (SHIP) 2021/22 – 2025/26 sets out investment priorities for affordable housing consistent with aims & objectives of the Local Housing Strategy (LHS).
- 1.3 Demand for housing across all tenures within Perth and Kinross is high. The SHIP seeks to address housing need generated through a very significant projected population increase over the next 5-year period and beyond and takes account of predicted demographic changes.
- 1.4 The SHIP proposes to deliver 1265 affordable homes over the next 5-year period. Resource Programming Assumptions (RPA) have not been confirmed by the Scottish Government at the time the SHIP has been submitted however our programme confirms the commitment to continue to exceed the LHS target of 150 affordable homes per year. Indications are that the RPA will be known early 2021.
- 1.5 [Appendix 1](#) details all projects approved and a breakdown of site starts and completions during the term of the SHIP.

## 2. Local Housing Strategy (LHS) Vision

- 2.1 The LHS provides the strategic framework and sets out our vision where we will:

*'make Perth and Kinross a place where people have access to good quality, energy efficient housing that they can afford, and is in a safe and pleasant environment.*

- 2.2 The SHIP is aligned with key aims and objectives outlined in the LHS that reflect national and local policy objectives, the four principle themes being:

- 1 supply of housing and sustainable communities
- 2 housing and homelessness
- 3 independent living
- 4 house condition, fuel poverty and climate change

## 3. SHIP Prioritisation Framework

- 3.1 PKC's SHIP Prioritisation Framework is a tool for prioritising investment that assesses potential affordable housing proposals across PKC's strategic aims and objectives, deliverability, and community benefits. All proposals are assessed against the prioritisation framework and recommendations are

made to the New Build Project Board (NBPB) for a decision to include in the SHIP.

- 3.2 [Appendix 2](#) provides a list of the Members of the NBPB.
- 3.3 PKC balances investment decisions for all affordable housing proposals to be delivered by PKC (as developer), Registered Social Landlords (RSL's) and Private Developers (PDs) via a range of affordable housing tenures across all the Housing Market Areas (HMA's) within Perth and Kinross. [Appendix 3 provides a list of HMAs](#)

#### **4. Review Mechanism – Response & Resolution of Constraints**

- 4.1 PKC regularly reviews SHIP affordable housing projects, both internally and with RSL Partners to ascertain progress through monthly meetings. Tripartite meetings with officers from PKC, RSLs and the Scottish Government take place every 2 months.
- 4.2 Frequent, formal review process assists identification of constraints and potential slippage in the programme at an early stage. Early contact and liaison with internal stakeholders such as Planning or external stakeholders such as Scottish Water has assisted PKC in resolving constraints and achieving effective programme management outcomes.

#### **5 Affordable Housing Supply Programme – Progress towards Completions**

- 5.1 As indicated in Section 4, PKC regularly reviews SHIP affordable housing projects, both internally and with RSLs and the Scottish Government More Homes Team, to ascertain progress towards delivery by completions.
- 5.2 According to Scottish Government records, during 2019/20 a total of 320 affordable homes were completed within Perth and Kinross (Completion Certificates received). The breakdown included 308 Social Rent (69 Affordable homes for PKC, and 239 affordable homes for our RSL partners) and 12 RSL Mid-Market Rent Homes.
- 5.3 [Appendix 4](#) confirms the affordable homes completed in Perth and Kinross from 2016/17 according to Scottish Government records.

#### **6. Rapid Rehousing Transition Plan Priorities (RRTP)**

- 6.1 Addressing the key Homelessness and Rough Sleeping Action Group (HARSAG) recommendation, PKC aligns strategic housing priorities consistent with the RRTP, and ensures new supply of affordable housing is fully integrated with the Perth and Kinross Home First model.

#### **7. Child Poverty Action Report**

- 7.1 Alignment with PKC's Child Poverty Action Report is evidenced by progress relative to:

- increasing the supply of new affordable homes within Perth and Kinross all achieving the Building Technical Silver Standard (Aspects 1 & 2) as a minimum to help address fuel poverty
- building on the success of Home First to reduce the potential impact of homelessness on families

## **8. Local Plans to Support Wheelchair Accessible Housing**

- 8.1 PKC is committed to increasing the supply of wheelchair accessible homes in accordance with requirements set out in the Guidance note (MHDGN 2019/02) issued by the Scottish Government. PKC is currently consulting internally and with our RSL partners, with a view to agreeing a robust and flexible approach to delivering wheelchair accessible homes across urban and rural Perth & Kinross. For the 2021/22 financial year a target of 6 wheelchair accessible homes has been set for Perth and Kinross.
- 8.2 We have included this indicative target for the supply of new affordable wheelchair accessible housing within a target for the supply of houses to meet the needs of people with limited mobility (ambulant disabled standard) in the Action Plan of the latest Local Housing Strategy (LHS) up-date. This target will be reviewed as part of the full redraft of the LHS to be submitted April 2022.

## **9. Affordable Homes Projects for Gypsy/Travellers**

- 9.1 There are no plans in the current SHIP for affordable homes for Gypsy/Travellers. There is ongoing consultation with the Gypsy Traveller community and a survey of Council accommodation for Gypsy Travellers will take place as part of the Local House Condition Survey. The information from this survey will be used to plan future investment and maintenance of the existing sites.

## **10. Affordable Housing Supply Programme (AHSP)**

- 10.1 To date, no future funding assumptions have been provided by the Scottish Government on what funding will be available from the Scottish Government to assist with the Affordable Housing Supply programme. It is expected that the announcement of funding for the year 2021/22 onwards will be announced January 2021.
- 10.2 The focus of the SHIP is not only the use of the AHSP resources, but other funding streams that can be used to support the LHS priorities for affordable housing.

## **11. Funding Resources, Housing Revenue Account, Developer Contributions and Council Tax (Second Homes)**

Funding Resources to support delivery of SHIP priorities are summarised:

- **Housing Revenue Account (HRA)**

11.1 Prudential borrowing via the HRA is the key funding component used in addition to Scottish Government Housing Subsidy to support the delivery of new affordable homes for PKC affordable housing.

- **Developer Contributions**

11.2 Applications that meet published criteria can be made to PKC to support the delivery of affordable homes from Developer Contributions (DCs). Information on applications received over the past year in respect of supporting the delivery of affordable homes are detailed below:

| <b>Developer</b>        | <b>Project</b>                        | <b>Affordable Homes</b> | <b>Year</b> | <b>Amount of DCs used</b> |
|-------------------------|---------------------------------------|-------------------------|-------------|---------------------------|
| Caledonia HA            | Crieff Road, Perth (Perth HMA)        | 6 nr                    | 2019        | £70,000.00                |
| Caledonia HA            | Atholl Road, Pitlochry (Highland HMA) | 12 nr                   | 2020        | £158,916.00               |
| Perth & Kinross Council | Milne Street, Perth (Perth HMA)       | 8 nr                    | 2020        | £188,000.00               |
| Hillcrest Homes         | Muirton OTS Purchase 1 (Perth HMA)    | 10 nr                   | 2020        | £150,000.00               |
| Hillcrest Homes         | Muirton OTS Purchase 2 (Perth HMA)    | 12 nr                   | 2020        | £180,000.00               |

11.4 As at 31 March 2020 there is £2.9m available within Developer Contributions to assist in bringing forward affordable housing developments throughout Perth and Kinross. Policy requires these funds to be invested in the same market area they were collected.

- **Council Tax Reserve Income from the Reduction of Discount for Empty and Second Homes**

11.5 PKC have funding available through income raised each financial year from Council Tax (Empty Homes and 2<sup>nd</sup> Homes). This funding assists in supporting the delivery of affordable homes within Perth and Kinross.

Between 2015/16 and 2019/20 this has assisted PKC in delivering 717 affordable homes using £2.76m of funds from Council Tax.

- 11.6 These funds have also been used to support the Vacant Property Development Team bring empty homes back into use for housing. The following empty properties have been brought back into use as housing through assistance of these funds:

| Financial Year | Empty Homes Brought Back into Use |
|----------------|-----------------------------------|
| 2015/16        | 149                               |
| 2016/17        | 138                               |
| 2017/18        | 146                               |
| 2018/19        | 145                               |
| 2019/20        | 139                               |
| <b>TOTAL</b>   | <b>717</b>                        |

- 11.7 As at 31 March 2020 the balance of funds remaining from Council Tax for the delivery of affordable housing was £5.8m.

## 12. Empty Homes

- 12.1 The Vacant Property Development Team provide advice and assistance to owners of long-term empty properties. The Vacant Property Feasibility Grant enables match funding of professional fees for owners to undertake feasibility studies into repairing or re-purposing their empty properties. In addition Empty Homes Initiative grants enable owners to upgrade or repair their properties in return for the properties being let through our Rent Bond Guarantee Scheme for a period of 5 years at current Local Housing Allowance rent levels. The aim is to bring 150 privately owned empty properties back into use each year. They also work closely with Perth & Kinross Heritage Trust who administer the Perth City Heritage Fund which can grant fund tenement properties in need of common repairs..

## 13 Housing Infrastructure Fund (HIF) Projects

- 13.1 Perth and Kinross Council will continue to consider where the Infrastructure Fund could be useful in assisting with delivery of affordable housing. Since the announcement of this fund, PKC have not been successful in obtaining grant funding from this source.

## 14 Consultation and Collaboration

- **Registered Social Landlords (RSLs)**

- 14.1 Meetings are held monthly with RSLs to review progress of affordable housing projects and they are invited to submit potential development proposals which are prioritised according to the agreed prioritisation framework. On some larger projects PKC have worked in partnership with an RSL developing a

Mixed Tenure development. Blackthorn Place, Blairgowrie was a successful partnership arrangement between PKC and Hillcrest Homes to deliver a mixed tenure development consisting of Social Rent, Mid-Market Rent and Shared Equity properties.

- **Developers**

14.2 PKC have frequent meetings with developers to discuss development sites and how housing developments can contribute to LHS priorities through inclusion of their proposed developments in the SHIP. PKC have procured housing through the Scottish Procurement Framework as well as through Section 75 agreements being made with Developers in fulfilling the requirements of the Affordable Housing Policy.

- **Communities**

14.3 In taking forward the LHS and the SHIP, workshop events are organised to consult on the objectives of the strategy and thoughts on how objectives can best be met are invited from a wide audience of partners and community representatives.

- **All Stakeholders and Partner Agencies**

14.4 The SHIP document is widely circulated, and comments are invited ahead of finalisation.

## **15. Equalities**

15.1 PKC is fully committed to equalities and diversity. The General Equality Duty has three main aspects: -

- eliminate discrimination
- advance equality of opportunity
- foster good relations between communities

15.2 PKC will respond to the different needs and service requirements of people regardless of sex, race, colour, disability, age, nationality, marital status, ethnic origin, religion or belief, sexual orientation or gender re-assignment. The planning and delivery of good quality housing and appropriate information, advice and support services in Perth and Kinross embraces the principle of equal opportunities and the equality outcomes.

## **16. Strategic Environmental Assessment**

16.1 The Strategic Environmental Assessment (Scotland) Act 2005 requires that all qualifying plans, programmes and strategies, including policies, are screened to assess the potential environmental impact of the plan. A Strategic

Environmental Assessment (SEA) ensures that environmental issues are considered by decision makers alongside social and economic issues.

- 16.2 The SHIP, as part of the LHS, was considered under the Environmental Assessment (Scotland) Act 2005 and pre-screening identified that the plan will have no, or minimal, environmental effects. It is, therefore, exempt and the SEA Gateway has been notified.

## **17 Monitoring**

- 17.1 The SHIP is closely monitored, and funding is claimed as promptly as possible to promote and maximize the funding invested within Perth and Kinross. Annual reviews of progress in increasing the supply of housing is reported to the Council's Housing and Communities Committee, as part of the review of progress in implementing the LHS.

## APPENDIX 1 - Strategic Housing Investment Plan

## Affordable Housing Site Starts

| AH Site Start Breakdown | 2021/22    | %   | 2022/23    | %   | 2023/24    | %   | 2024/25    | %   | 2025/26   | %   | TOTAL | %age of Programme Site Starts |
|-------------------------|------------|-----|------------|-----|------------|-----|------------|-----|-----------|-----|-------|-------------------------------|
| PKC                     | 54         | 30% | 203        | 59% | 79         | 38% | 172        | 68% | 66        | 88% | 574   | 54%                           |
| KHA                     | 68         | 37% | 34         | 10% | 88         | 42% | 60         | 24% | 9         | 12% | 259   | 24%                           |
| HH                      | 30         | 16% | 106        | 31% | 0          | 0%  | 0          | 0%  | 0         | 0%  | 136   | 13%                           |
| CHA                     | 30         | 16% | 0          | 0%  | 43         | 20% | 21         | 8%  | 0         | 0%  | 94    | 9%                            |
|                         |            |     |            |     |            |     |            |     |           |     |       |                               |
| <b>TOTAL</b>            | <b>182</b> |     | <b>343</b> |     | <b>210</b> |     | <b>253</b> |     | <b>75</b> |     |       | <b>1063</b>                   |

## Affordable Housing Completions

| AH Completion Breakdown | 2021/22    | %   | 2022/23    | %   | 2023/24    | %   | 2024/25    | %   | 2025/26    | %   | TOTAL | %age of Programme Completions |
|-------------------------|------------|-----|------------|-----|------------|-----|------------|-----|------------|-----|-------|-------------------------------|
| PKC                     | 108        | 33% | 40         | 23% | 203        | 66% | 64         | 33% | 184        | 69% | 599   | 47%                           |
| KHA                     | 76         | 23% | 68         | 39% | 34         | 11% | 88         | 45% | 60         | 23% | 326   | 26%                           |
| HH                      | 69         | 21% | 55         | 32% | 69         | 23% | 0          | 0%  | 0          | 0%  | 193   | 15%                           |
| CHA                     | 73         | 22% | 10         | 6%  | 0          | 0%  | 43         | 22% | 21         | 8%  | 147   | 12%                           |
|                         |            |     |            |     |            |     |            |     |            |     |       |                               |
| <b>TOTAL</b>            | <b>326</b> |     | <b>173</b> |     | <b>306</b> |     | <b>195</b> |     | <b>265</b> |     |       | <b>1265</b>                   |

## Pre 2021/22 site starts with completions 2021/22+

| Project Address       | Area      | Developer | General Needs | Specialist | Wheelchair | Total Units | Site Start Pre 2021/22 | Completions pre 2021/22 | Completions 2021/22 | Completions 2022/23 |
|-----------------------|-----------|-----------|---------------|------------|------------|-------------|------------------------|-------------------------|---------------------|---------------------|
| Milne Street,         | Perth     | PKC       | 8             | 0          | 0          | 8           | 8                      | 0                       | 8                   | 0                   |
| Huntingtower          | Perth     | PKC       | 70            | 0          | 0          | 70          | 70                     | 40                      | 30                  | 0                   |
| Newburgh Road (Ph1)   | Abernethy | PKC       | 10            | 0          | 0          | 10          | 10                     | 0                       | 0                   | 10                  |
| 149-151 Dunkeld Road  | Perth     | PKC       | 0             | 4          | 0          | 4           | 4                      | 0                       | 4                   | 0                   |
| Former FCC            | Perth     | PKC       | 16            | 0          | 2          | 18          | 18                     | 0                       | 18                  | 0                   |
| Lynedoch Road         | Methven   | PKC       | 20            | 0          | 4          | 24          | 24                     | 0                       | 24                  | 0                   |
| Broich Road (Ph1)     | Crieff    | KHA       | 20            | 0          | 0          | 20          | 20                     | 0                       | 20                  | 0                   |
| Glenalmond Road (Ph3) | Ratray    | KHA       | 20            | 0          | 0          | 20          | 20                     | 0                       | 20                  | 0                   |
| Bertha Park (Ph2A)    | Perth     | KHA       | 28            | 0          | 0          | 28          | 28                     | 0                       | 28                  | 0                   |
| Bertha Park (Ph2B)    | Perth     | KHA       | 6             | 0          | 2          | 8           | 8                      | 0                       | 8                   | 0                   |
| GoodlyBurn            | Perth     | HH        | 39            | 0          | 0          | 39          | 39                     | 0                       | 39                  | 0                   |
| Old Causeway          | Kinross   | HH        | 8             | 0          | 0          | 8           | 8                      | 0                       | 0                   | 8                   |
| Abbeyfield            | Crieff    | HH        | 0             | 10         | 0          | 10          | 10                     | 0                       | 0                   | 10                  |
| Burrelton             | Burrelton | CHA       | 11            | 1          | 0          | 12          | 12                     | 0                       | 12                  | 0                   |
| Guildtown (SR)        | Guildtown | CHA       | 32            | 0          | 0          | 32          | 32                     | 0                       | 32                  | 0                   |
| Guildtown (SE)        | Guildtown | CHA       | 9             | 0          | 0          | 9           | 9                      | 0                       | 9                   | 0                   |
| <b>TOTAL</b>          |           |           |               |            |            | <b>320</b>  | <b>320</b>             | <b>40</b>               | <b>252</b>          | <b>28</b>           |

**2021/22 site starts with completions 2021/22+**

| Project Address   | Area        | Developer | General Needs | Specialist | Wheelchair | Total Units | Site Start 2021/22 | Completions 2021/22 | Completions 2022/23 | Completions 2023/24 |
|-------------------|-------------|-----------|---------------|------------|------------|-------------|--------------------|---------------------|---------------------|---------------------|
| Buybacks          | Various     | PKC       | 24            | 0          | 0          | 24          | 24                 | 24                  | 0                   | 0                   |
| Newburgh Rd (Ph2) | Abernethy   | PKC       | 6             | 0          | 0          | 6           | 6                  | 6                   | 0                   | 0                   |
| Luncarty          | Luncarty    | CHA       | 20            | 0          | 0          | 20          | 20                 | 20                  | 0                   | 0                   |
| Scone North       | Scone       | CHA       | 10            | 0          | 0          | 10          | 10                 | 0                   | 10                  | 0                   |
| Bertha Park (Ph3) | Perth       | KHA       | 54            | 0          | 0          | 54          | 54                 | 0                   | 54                  | 0                   |
| Broich Rd (Ph2)   | Crieff      | KHA       | 14            | 0          | 0          | 14          | 14                 | 0                   | 14                  | 0                   |
| Westpark*         | Blairgowrie | HH        | 63            | 4          | 0          | 67          | 67                 | 30                  | 37                  | 0                   |
| <b>TOTALS</b>     |             |           |               |            |            | <b>195</b>  | <b>195</b>         | <b>80</b>           | <b>115</b>          | <b>0</b>            |

\*Westpark – 30 AH Site start 21/22, with 37 site start in 22/23. (Recorded as per HARP)

## 2022/23 site starts with completions 2022/23+

| Project Address   | Area           | Developer | General Needs | Specialist | Wheelchair | Total Units | Site Start 2022/23 | Completions 2022/23 | Completions 2023/24 | Completions 2024/25 |
|-------------------|----------------|-----------|---------------|------------|------------|-------------|--------------------|---------------------|---------------------|---------------------|
| Buybacks          | Various        | PKC       | 24            | 0          | 0          | 24          | 24                 | 24                  | 0                   | 0                   |
| Bertha Park (Ph4) | Perth          | PKC       | 54            | 4          | 2          | 60          | 60                 | 0                   | 60                  | 0                   |
| Rossie Pl (Ph1+2) | Auchterarder   | PKC       | 40            | 0          | 0          | 40          | 40                 | 0                   | 40                  | 0                   |
| Grewar Farm       | Coupar Angus   | PKC       | 38            | 0          | 2          | 40          | 40                 | 0                   | 40                  | 0                   |
| Inchture          | Inchture       | PKC       | 35            | 4          | 0          | 39          | 39                 | 0                   | 39                  | 0                   |
| Oudenarde         | Bridge of Earn | HH        | 30            | 0          | 0          | 30          | 30                 | 0                   | 30                  | 0                   |
| St Andrews St     | Perth          | HH        | 39            | 0          | 0          | 39          | 39                 | 0                   | 39                  | 0                   |
| Broich Rd (Ph3)   | Crieff         | KHA       | 16            | 0          | 2          | 18          | 18                 | 0                   | 18                  | 0                   |
| Milnathort        | Milnathort     | KHA       | 16            | 0          | 0          | 16          | 16                 | 0                   | 16                  | 0                   |
| <b>TOTALS</b>     |                |           |               |            |            | <b>306</b>  | <b>306</b>         | <b>24</b>           | <b>282</b>          | <b>0</b>            |

**2023/24 site starts with completions 2023/24+**

| Project Address   | Area         | Developer | General Needs | Specialist | Wheelchair | Total Units | Site Start 2023/24 | Completions 2023/24 | Completions 2024/25 | Completions 2025/26 |
|-------------------|--------------|-----------|---------------|------------|------------|-------------|--------------------|---------------------|---------------------|---------------------|
| Buybacks          | Various      | PKC       | 24            | 0          | 0          | 24          | 24                 | 24                  | 0                   | 0                   |
| Rosie Place (Ph3) | Auchterarder | PKC       | 16            | 4          | 0          | 20          | 20                 | 0                   | 20                  | 0                   |
| Central Perth     | Perth        | PKC       | 35            | 0          | 0          | 35          | 35                 | 0                   | 0                   | 35                  |
| Broich Rd (Ph4)   | Crieff       | KHA       | 12            | 0          | 0          | 12          | 12                 | 0                   | 12                  | 0                   |
| Bertha Park (Ph5) | Perth        | KHA       | 52            | 4          | 4          | 60          | 60                 | 0                   | 60                  | 0                   |
| Stanley PhA       | Stanley      | KHA       | 16            | 0          | 0          | 16          | 16                 | 0                   | 16                  | 0                   |
| Strathmore        | Alyth        | CHA       | 41            | 2          | 0          | 43          | 43                 | 0                   | 43                  | 0                   |
| <b>TOTALS</b>     |              |           |               |            |            | <b>210</b>  | <b>210</b>         | <b>24</b>           | <b>151</b>          | <b>35</b>           |

**2024/25 site starts with completions 2024/25+**

| Project Address    | Area         | Developer | General Needs | Specialist | Wheelchair | Total Units | Site Start 2024/25 | Completions 2024/25 | Completions 2025/26 | Completions 2026/27 |
|--------------------|--------------|-----------|---------------|------------|------------|-------------|--------------------|---------------------|---------------------|---------------------|
| Buybacks           | Various      | PKC       | 24            | 0          | 0          | 24          | 24                 | 24                  | 0                   | 0                   |
| Rossie Place (Ph4) | Auchterarder | PKC       | 16            | 2          | 2          | 20          | 20                 | 0                   | 20                  | 0                   |
| Borlick            | Aberfeldy    | PKC       | 63            | 0          | 0          | 63          | 63                 | 20                  | 20                  | 23                  |
| Perth West         | Perth        | PKC       | 65            | 0          | 0          | 65          | 65                 | 0                   | 65                  | 0                   |
| Pitlochry          | Pitlochry    | CHA       | 21            | 0          | 0          | 21          | 21                 | 0                   | 21                  | 0                   |
| Bertha Park (Ph6)  | Perth        | KHA       | 60            | 0          | 0          | 60          | 60                 | 0                   | 60                  | 0                   |
| <b>TOTALS</b>      |              |           |               |            |            | <b>253</b>  | <b>253</b>         | <b>44</b>           | <b>186</b>          | <b>23</b>           |

**2025/26 site starts with completions 2025/26+**

| Project Address    | Area         | Developer | General Needs | Specialist | Wheelchair | Total Units | Site Start 2025/26 | Completions 2025/26 | Completions 2026/27 | Completions 2027/28 |
|--------------------|--------------|-----------|---------------|------------|------------|-------------|--------------------|---------------------|---------------------|---------------------|
| Buybacks           | Various      | PKC       | 24            | 0          | 0          | 24          | 24                 | 24                  | 0                   | 0                   |
| Rossie Place (Ph5) | Auchterarder | PKC       | 20            | 0          | 0          | 20          | 20                 | 20                  | 0                   | 0                   |
| Stanley Ph2        | Stanley      | PKC       | 20            | 0          | 2          | 22          | 22                 | 0                   | 22                  | 0                   |
| Stanley Ph2        | Stanley      | KHA       | 9             | 0          | 0          | 9           | 9                  | 0                   | 9                   | 0                   |
| <b>TOTALS</b>      |              |           |               |            |            | <b>75</b>   | <b>75</b>          | <b>44</b>           | <b>31</b>           | <b>0</b>            |

Appendix 2 –  
List of New Build Project Board Members

| Name              | Position within PKC                             |
|-------------------|-------------------------------------------------|
| Clare Mailer      | Depute Director Communities                     |
| Peter Marshall    | Service Manager – Planning and Housing Strategy |
| Nicola Lennon     | Service Manager - Housing                       |
| Norma Robson      | Team Leader – Planning and Policy               |
| Steven Coyle      | Finance and Governance Team Leader              |
| Norman Ballantine | Capital Programme Manager                       |

**Appendix 3  
List of HMAs**

**Perth and Kinross Settlements by HMA**

| HMA                                                       | PKC Settlements                                                                                                                                                                                                                              |
|-----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Greater Perth</b>                                      | Abernethy, Abernyte, Almondbank, Balbeggie, Bankfoot, Bridge of Earn, Dunning, Errol, Forgandenny, Glencarse, Glenfarg, Guildtown, Inchtute, Invergowrie, Longforgan, Luncarty, Methven, Murthly, Perth, Scone, Stanley, St Madoes, Wolfhill |
| <b>Highland</b>                                           | Aberfeldy, Ballinluig, Blair Atholl, Dunkeld, Fearnan, Kenmore, Kinloch Rannoch, Pitlochry                                                                                                                                                   |
| <b>Kinross</b>                                            | Blairingone, Crook of Devon, Glendevon, Keltybridge, Kinnesswood, Kinross, Milnathort, Powmill, Scotlandwell                                                                                                                                 |
| <b>Strathearn</b>                                         | Aberuthven, Auchterarder, Blackford, Braco, Comrie, Crieff, Gilmerton, Gleneagles, Greenloaning, Muthill, St Fillans                                                                                                                         |
| <b>Strathmore and Glens (formerly Eastern Perthshire)</b> | Alyth, Ardler, Blairgowrie, Bridge of Cally, Burrelton, Caputh, Coupar Angus, Kettins, Kirkmichael, Meigle, Meikleour, New Alyth, Spittalfield, Woodside                                                                                     |

**Appendix 4**  
**2016/17 to Present.**  
**Affordable Housing Completions\* (2020/21 not known until 31 March 2021)**

| Financial Year | PKC        | Hillcrest Homes | Kingdom Housing Association | Caledonia Housing Association | Fairfield Housing Association | TOTAL      |
|----------------|------------|-----------------|-----------------------------|-------------------------------|-------------------------------|------------|
| 2016/17        | 45         | 16              | 0                           | 0                             | 25                            | 86         |
| 2017/18        | 66         | 38              | 0                           | 98                            | 32                            | 234        |
| 2018/19        | 93         | 24              | 0                           | 52                            | 30                            | 199        |
| 2019/20        | 69         | 102             | 137                         | 12                            | 0                             | 320        |
| <b>TOTAL</b>   | <b>273</b> | <b>180</b>      | <b>137</b>                  | <b>162</b>                    | <b>87</b>                     | <b>839</b> |

Target is 150 Affordable Homes per year. Currently PKC and its Partners are averaging 210 Affordable Homes per year (40% over target).

\*Completion figures in this table are Scottish Government records on completions.



**PERTH AND KINROSS COUNCIL****Housing & Communities Committee****3 February 2021****JUSTICE UPDATE REPORT for 2019-20****Report by Chief Social Work Officer (Report No. 21/18)****PURPOSE OF REPORT**

This report provides an update for Committee on the work of Council services and partners to meet local and national outcomes for Community Justice. It provides an update on the effectiveness of arrangements for the supervision of serious offenders and approaches to help people make positive changes in their lives and tackle the underlying causes of their offending. This report includes highlights for the period 1 April 2019 to 31 March 2020 within the Perth and Kinross Community Justice Partnership Annual Report which shows the progress the Partnership has made in meeting both the national Community Justice outcomes and local priorities. It also sets out an update in relation to Multi Agency Public Protection Arrangements (MAPPA) from the Annual Report for 2019-20 prepared by the Tayside Strategic Oversight Group.

**1. BACKGROUND/MAIN ISSUES****The Perth and Kinross Community Justice Partnership**

- 1.1 The Community Justice (Scotland) Act 2016 (the Act) was passed by the Scottish Parliament in 2017 and established a new model for the governance and delivery of Community Justice in Scotland. The Act established Community Justice Partnerships in each of the 32 local authority areas in Scotland. The partnerships comprise statutory community justice partners with representation from the third sector. The statutory partners are: Police Scotland; Scottish Prison Service (SPS); Scottish Fire and Rescue Service (SFRS); Skills Development Scotland (SDS); NHS Scotland; Health and Social Care Integration Joint Board; Scottish Courts and Tribunals Service and the Local Authority.
- 1.2 The Scottish Government's national strategy for Community Justice was published in 2017. It takes a holistic approach to help people make positive changes in their lives and tackle the underlying causes of their offending. The strategy promotes the use of effective, evidence-based community interventions to support the rehabilitation of those who offend. This approach reflects the evidence that the use of short-term prison sentences has the propensity to exacerbate rather than reduce offending and re-offending.
- 1.3 There is a requirement in the Act for the statutory partners to work together to deliver a Community Justice Outcomes Improvement Plan (CJOIP) for their area.

The partnership is required to report on progress in delivering the outcomes in the CJOIP to Community Justice Scotland (CJS) via an annual report. The Perth and Kinross Community Justice Partnership was formed in 2017, comprising representatives from the eight statutory partners and the third sector, via the Perth and Kinross Community Justice Third Sector Forum, of which Perth and Kinross Association of Voluntary Service (PKAVS) is their representative.

- 1.4 The Perth and Kinross Community Justice Partnership launched its first CJOIP on 1 April 2017. This three-year plan incorporates seven national outcomes and has a focus on seven local priorities. These are:
- Employment;
  - Housing;
  - Health (including mental health and substance misuse);
  - Victims;
  - Women who offend;
  - Family relationships; and
  - Males who offend.
- 1.5 The first Partnership Annual Report was submitted to CJS in September 2018 using a template provided by CJS and commented on progress in delivering the national outcomes contained in the CJOIP. The report noted that the Partnership had made good progress under all seven of the national outcomes and several of the local priorities which meet these outcomes. Examples of good progress included work in the areas of women who offend and employment.
- 1.6 Following a review of the annual reporting process, CJS concluded that a simpler, focussed annual reporting methodology was required. To assist with this, a revised Annual Report template was designed which all Partnerships were instructed to use for both 2018-19 and 2019-20 Annual Reports.
- 1.7 The second Partnership Annual Report was submitted to CJS in September 2019. The report noted that the Partnership continued to make good progress under the national outcomes and several specific local priorities which meet these outcomes. The report highlighted the excellent work taking place in the One-Stop Women's Learning Service (OWLS) and at the Westbank Project, where the Unpaid Work (UPW) team are based.
- 1.8 The report also noted other areas of work where Council teams have made a significant positive contribution towards achieving the Partnership's outcomes. These included the continued high rate of compliance for offenders involved in MAPPA across Tayside and the development of a data sharing protocol with the SPS which has allowed the sharing of details of those coming in and out of custody.
- 1.9 Since the publication of the second Partnership Annual Report, the Community Justice Partnership has continued to monitor progress of the Perth and Kinross CJOIP.

In preparing the 2019-20 Annual Report, evidence of this progress was gathered from a range of sources including statutory partners and third sector stakeholders. In addition, there were regular updates of progress reported at quarterly partnership meetings.

## **2. The Perth and Kinross Community Justice Partnership Annual Report 2019-2020**

- 2.1 The Perth and Kinross Community Justice Partnership Annual Report 2019-20 is attached as Appendix 1. A glossary of terms used in the report is attached as Appendix 2. The report contains contributions from three statutory partners and two members of the Third Sector Forum. These contributions highlight the excellent work undertaken by both statutory and third sector organisations, often in partnership, in a variety of settings across Perth and Kinross.
- 2.2 From a Perth and Kinross Council perspective, the report highlights examples of very positive work that is being carried out in the area of justice by a range of Council teams, often in partnership with other justice stakeholders. Key examples that highlight this multi-agency approach are the prisoner health and social care test of change, and, the implementation of the Caledonian System for perpetrators and victims of domestic abuse.

### **2.3 Prisoner Health and Social Care Test of Change**

- 2.3.1 In 2019, a report by the University of Dundee 'A new vision for social care in prisons' reviewed existing arrangements for delivering health and social care in Scottish prisons, in order to provide a clear basis for developing new approaches. Admission to prison, moving across the prison estate and release from prison are all significant events and points of transition that can present a risk for people with support needs (particularly those that are not physical) if these needs are not identified early on and where continuity of care and support is jeopardised.
- 2.3.2 In response to the recommendations in the University of Dundee report, the Health and Social Care Integration in Prisons Workstream, of the Scottish Government's Health and Social Care in Prisons Programme, led a range of work to develop a model of integrated health and social care provision which could be delivered in Scotland's prisons.
- 2.3.3 Seven individual prison sites, across five health and social care partnerships, sought to undertake tests of change for six months, working with the SPS, Scottish Government, Social Work Scotland and other stakeholders to provide evidence and learning about what is required for the future. HMP Perth and HMP Castle Huntly were chosen to be one of the tests of change sites with the healthcare service for the prisons hosted by the Perth and Kinross Integrated Joint Board and provided by the Perth and Kinross Health and Social Care Partnership.
- 2.3.4 The test of change teams, which included colleagues from the SPS and health and social work, sought to deliver an integrated service across not only health and social care but the prison service and justice social work.

They did this within a six-month timeframe as designated within the test of change timeframe. The positive findings highlighted the strength of partnerships and collaborative working. For example, co-locating the test of change team within the Health Suite at HMP Perth afforded the team access to all relevant information regarding the people they were working with and the most up-to-date information due to the regular contact NHS staff had with people and their daily communication with SPS staff.

- 2.3.5 While there is still some data outstanding, owing to the impact of the COVID-19 pandemic, the main recommendation to date is that a whole system approach to transitions in and out of prison should be adopted. This includes a throughcare approach that is based on a release plan for each person in prison, in line with the Sustainable Housing on Release for Everyone (SHORE) standards, to ensure that basic needs are met on their return to the community and the responsibility for reintegration is shared across a range of partners, including housing. Providing this approach thereby reduces the crisis that often results in a return into the justice system following release and helps build a safer more inclusive community for all.

## **2.4 The Caledonian System**

- 2.4.1 The Caledonian System is an integrated way of working to address men's domestic abuse and improve the lives of women and children. It is delivered by Perth and Kinross in partnership with Dundee City Council and has been operational in both areas since April 2019.
- 2.4.2 The partnership approach with Dundee colleagues is evident throughout the process. For example, each man has been screened for their suitability for inclusion in the Caledonian Programme in conjunction with the Caledonian Groupwork Delivery Team. Pre-sentence assessments are jointly prepared and there is joint delivery of 2:1 work with male perpetrators enabling a productive exchange of vital information, assessment of risk and decision making. This is particularly beneficial given that the women's worker, who is employed by Perthshire Women's Aid (PWA), is now based in the Criminal Justice Social Work office.
- 2.4.3 The Caledonian System offers a direct service to the women who are cited as victims of domestic offences and are offered not only support, but the opportunity to give their views at the pre-sentence stage of the perpetrator. This service is a new development for Perth and Kinross as it is the first-time social workers have had the opportunity to work directly with victims of crime. Up until 31 March 2020, over 70 women have engaged with the Caledonian Women's Service whether their partner's charges have led to a conviction or they have not been accepted on the programme. This has been an important source of support for women and a recognition that they have been heard and are not isolated.
- 2.4.4 Relevant information sharing protocols are also in place and have allowed Police Scotland to share perpetrator information when a man has been convicted of a domestic offence. This is crucial when social workers are assessing levels of risk of re-offending and harm as well as ascertaining suitability for inclusion in the Caledonian Programme.

2.4.5 Where domestic abuse has been a concern, Criminal Justice Social Work has been able to offer some non-court mandated input to children and families social work teams. Criminal Justice Social Work is keen to expand this area and are aware that there are currently pilot projects in three local authority areas which are looking to deliver non-court mandated work jointly between Criminal Justice Social Work and children and families services.

## 2.5 Other Highlights

2.5.1 The report highlights other areas of work where Council teams have made a significant positive contribution towards achieving the Partnership's outcomes.

These include:

- The work of the Housing Service in ensuring that appropriate accommodation and support is identified and provided on release from prison for MAPPA clients and other high-risk offenders. The Housing Service, through their Home First model, also works closely with the Criminal Justice Social Work Service to rehouse, where appropriate, the perpetrator of domestic abuse to avoid the need to rehouse the family affected by the abuse.
- OWLS, the one-stop shop for women in the justice system, has worked in partnership with Perth Citizen's Advice Bureau to participate in the Community Advice Project (CAP). This provides holistic advice and support to people who are experiencing poverty, financial hardship or poor mental and/or physical health concerning benefits and support to all aspects of the claiming process.
- The Westbank Project, where the Unpaid Work Team are based, has received accreditation to deliver internationally recognised forklift and telehandler training. This is available to those furthest from the workplace via a variety of partnerships which include HMP Castle Huntly, Employability Network and the Hub (Outreach) DWP.
- The continued success of the Diversion from Prosecution Scheme offered by the Criminal Justice Social Work Service. This sees one to one support provided to the individual that is tailored to their specific needs and will seek to address any issues that may put them at risk of committing further offences.
- The development of a Men's Service. This will provide a one-stop shop approach where agencies can co-ordinate and support men more effectively in one dedicated location. It aims to provide a sustainable alternative to males who offend in order that they can reduce or cease their offending through not only challenging their offending behaviour but improving their self-confidence, health and wellbeing. The approach also aims to assist men to recognise that they have something valuable to contribute, not only in their own families and significant relationships but their communities.

- The continued success of the Right Track service (Structured Deferred Sentence) which provides a service for young people aged 16 to 26 years old where the persistence and/or seriousness of their offending places them at risk of custody.

### **3. Multi Agency Public Protection Arrangements (MAPPA)**

- 3.1 MAPPA are a set of statutory partnership working arrangements as set out in Sections 10 and 11 of The Management of Offenders etc. (Scotland) Act 2005 (the 2005 Act). This places a statutory duty on the responsible authorities in a local authority area to jointly establish arrangements for assessing and managing the risk posed by certain categories of offenders. The responsible authorities are legally charged with monitoring the operation of MAPPA and making changes to improve effectiveness where required. The responsible authorities across Tayside are Perth and Kinross Council, Dundee City Council, Angus Council, Police Scotland, Scottish Prison Service and NHS Tayside.
- 3.2 The Tayside MAPPA Strategic Oversight Group (MAPPA SOG) provides local leadership and is responsible for performance monitoring and quality assurance of MAPPA. This includes business planning, resource allocation and the coordination and submission of an annual report.
- 3.3 The Perth and Kinross Chief Officers Group (COG) reviewed its Terms of Reference in October 2020 and strengthened the reporting and governance for MAPPA in Perth and Kinross thereby ensuring a clear strategic link between the Independent Chair of the MAPPA SOG and the MAPPA Coordinator with the COG. In addition, the COG agreed to establish a new Protecting People Coordinating Group for Perth and Kinross from January 2021 and has included MAPPA within its remit.
- 3.4 The Tayside MAPPA SOG published its annual report for 2019-20 on 13 November 2020 and the report is attached at Appendix 3. This annual report provides information on the progress made against a plan for the year, data on the numbers of offenders being managed via MAPPA across Tayside and highlights the findings of two Significant Case Reviews which were completed and published within the year.
- 3.5 As of 31 March 2020, there were 407 Registered Sex Offenders managed in the community in Tayside, an increase of 27 offenders on the previous year and just over one third were subject to a statutory supervision requirement with Criminal Justice Social Work and managed jointly with Police Scotland Offender Management officers. Within Perth and Kinross, the number stood at 124 which represented an increase of 2 from 31 March 2019.
- 3.6 In 2019-20, the Tayside MAPPA SOG oversaw the completion of two Significant Case Reviews (SCR):
- A report of the SCR into Person X was published in May 2019 and made five recommendations for improvement for the MAPPA SOG as well as other recommendations for Police Scotland and NHS Tayside.

This resulted in a review of MAPPA Level 1 processes and training for staff who chair these risk management meetings. This report can be found on the Dundee public protection website [www.dundeeprotects.co.uk](http://www.dundeeprotects.co.uk).

- A report of the SCR into Prisoner Z was published in November 2019 which made one recommendation for the MAPPA SOG alongside nine others of both national and local importance. Notably, the Scottish Prison Service has implemented new guidance for the Risk Management of prisoners progressing through the service together with Temporary Release Guidance which includes a revised community access risk assessment. This is particularly important for Perth and Kinross which has two prisons within its geographical boundary and provides the social work service to both HMP Perth and HMP Castle Huntly. This report can be found on the Angus Council website [www.angus.gov.uk](http://www.angus.gov.uk).

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

- 4.1 The Perth and Kinross Community Justice Partnership Annual Report 2019-20 illustrates the positive work being undertaken by both the statutory partners and third sector organisations. This is the third annual report and it evidences partners' collaborative approach and the strength of the working relationships that have been developed. Partners and third sector organisations are committed to the shared aim, echoed in the CJOIP, to work in partnership to reduce re-offending and support those who have committed offences. It is the intention of the partnership to build on this progress, thereby ensuring the communities in Perth and Kinross remain safe places to live.
- 4.2 The annual report of the Tayside MAPPA SOG serves to demonstrate that the protection of people within our communities remains the highest of priorities. Responsible authorities continue to work together proactively, seeking to continuously improve the arrangements for the management of serious offenders and the protection of people. A new independent Chair of the MAPPA SOG has been appointed and Alan Small brings significant leadership experience to this work. He took up post at the end of 2020 and is committed to working closely within the new and strengthened public protection arrangements within Perth and Kinross.
- 4.3 It is recommended that the Committee:
- (i) Approves the approach being undertaken by Perth and Kinross Council in respect of the Perth and Kinross Community Justice Partnership and the content of the 2019-20 Annual Report; and
  - (ii) Approves the annual report for 2019-2020 prepared by the Tayside Strategic Oversight Group for Multi Agency Public Protection Arrangements (MAPPA).

**Authors**

| <b>Name</b>     | <b>Designation</b>                           | <b>Contact Details</b>                                                                 |
|-----------------|----------------------------------------------|----------------------------------------------------------------------------------------|
| Charlie Cranmer | Community Justice Partnership Co-ordinator   | <a href="mailto:ECSCCommittee@pkc.gov.uk">ECSCCommittee@pkc.gov.uk</a><br>01738 475000 |
| Nicola Rogerson | Service Manager<br>Criminal Justice Services |                                                                                        |

**Approved**

| <b>Name</b>           | <b>Designation</b>               | <b>Date</b>            |
|-----------------------|----------------------------------|------------------------|
| <b>Jacquie Pepper</b> | <b>Chief Social Work Officer</b> | <b>20 January 2021</b> |

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

### 1. Strategic Implications

#### Community Plan/Single Outcome Agreement

1.1 This section sets out how the proposals relate to the delivery of the Perth and Kinross Community Plan/Single Outcome Agreement in terms of the following priorities:

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

This report relates to Objective No. ii, iii, iv and v.

#### Corporate Plan

1.2 This section sets out how the proposals relate to the achievement of the Council's Corporate Plan Objectives.

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

This report relates to Objective No. ii, iii, iv and v.

1.3 The report also links to the Education & Children's Services Policy Framework in respect of the following key policy area:

- Learning: Developing Communities

## 2. Resource Implications

### Financial

2.1 This report contains no proposals which would have a financial impact on the Council. All relevant areas of work pertinent to Criminal Justice Social Work will be taken forward within budget.

### Workforce

2.2 There are no workforce implications arising from this report.

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

2.3 There are no asset management implications arising from this report.

## 3. Assessments

### Equality Impact Assessment

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

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

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

### Strategic Environmental Assessment

3.2 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals. However, no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

### Sustainability

3.3 There are no issues in respect of sustainability from the proposals in this report.

Legal and Governance

3.4 This report contains no proposals which would have a legal or governance impact on the Council.

3.5 N/A

Risk

3.6 There are no issues in respect of risk from the proposals in this report.

**4. Consultation**Internal

4.1 None.

External

4.2 None.

**5. Communication**

5.1 There are no communication issues in respect of the proposals in this report.

**2. BACKGROUND PAPERS**

2.1 None.

**3. APPENDICES**

3.1 Appendix 1 - Perth and Kinross Community Justice Partnership Annual Report 2019-20

Appendix 2 - Glossary of Terms

Appendix 3 – MAPPA Annual Report 2019-2020





**Community Justice Scotland**  
Ceartas Coimhearsnachd Alba

**Community Justice Outcome Activity Across Scotland**  
**Local Area Annual Return Template**  
**2019-20**



## 1. Background

The introduction of the Community Justice (Scotland) Act 2016 triggered the formal implementation of the new model of Community Justice in Scotland. A number of key documents are associated with the Act including the National Strategy, Justice in Scotland: Vision & Priorities and the Framework for Outcome, Performance & Improvement.

The 2016 Act places a duty on community justice statutory partners to produce a Community Justice Outcome Improvement Plan (CJOIP) which outlines key local needs & priorities and the plans & actions to address these against a backdrop of the documents noted above. Beyond this, the partners are also tasked with reporting, on an annual basis, the community justice outcomes and improvements in their area – again with reference to the associated strategy and framework documents and, when complete, submit those annual reports to Community Justice Scotland.

This guidance, which underpins the reporting template, was produced as a response to views and opinions gathered by the Community Justice Scotland Improvement Team following the publication of the 2017-18 annual report.

Community Justice Scotland is committed to working in partnership with community justice partners and have designed the template and guidance to support local areas in reporting on their annual outcomes and improvements in a meaningful way that captures necessary data in an effective and efficient manner.

## 2. Statement of Assurance

The information submitted to Community Justice Scotland using this template is for the purpose of fulfilling the requirement under s27 of the Community Justice (Scotland) Act 2016 for Community Justice Scotland to produce a report on performance in relation to community justice outcomes across Scotland.

The data submitted using this template will be used for this reporting purpose only. In the report, local authority areas will not be specifically identified. However, Community Justice Partnerships should be aware that any information held by Community Justice Scotland is subject to statutory Freedom of Information obligations.



### 3. General principles of the template

The template is designed to capture a range of important data in a way that allows local partners to highlight key aspects of community justice activities, outcomes and improvements over the specified period without it being onerous or time/resource demanding.

Most of the template is self-explanatory and, where this is the case, there is little guidance required. In the sections that require more direction for completion, the text (in blue) will outline what is expected in terms of reporting.

It would be helpful if responses in each of the “evidence and data” boxes within section 4 of the template (“performance reporting”) is held to a maximum of 300 words to ensure the main points are captured. This allows for an efficient analysis by Community Justice Scotland on return. The use of bullet points in your answers is acceptable.

Where the template asks for evidence, a written response will suffice and there is no expectation that you send additional supporting documentation – if there are any aspects Community Justice Scotland is unclear on it will be our responsibility to request clarification where necessary.

If any response or evidence requires details about people with lived experience (e.g. evidence in respect of someone’s life story) please **NO NOT** include any personal sensitive information (as outlined in Schedules 2 & 3 of the Data Protection Act 1998) as Community Justice Scotland does not require such information. If this is unavoidable then please ensure that the data is fully anonymised.

This is the second iteration of the template and guidance. It is anticipated that this template will remain largely unchanged for the reporting periods 2018-2019 and 2019-2020.



#### 4. Template Completion Guide

##### 1. Community Justice Partnership / Group Details

|                                                                        |                            |
|------------------------------------------------------------------------|----------------------------|
| Community Justice Partnership / Group                                  | Perth and Kinross          |
| Community Justice Partnership Group Chair                              | Councillor Chris Ahern     |
| Community Justice Partnership / Group Co-ordinator                     | Charlie Cranmer            |
| Publication date of Community Justice Outcome Improvement Plan (CJOIP) | 1 <sup>st</sup> April 2017 |

##### 2. Template Sign-off

The content of this annual report on community justice outcomes and improvements in our area has been agreed as accurate by the Community Justice Partnership / Group and has been shared with our Community Planning Partnership through our local accountability arrangements.

Signature of Community Justice Partnership / Group Chair :

Date :

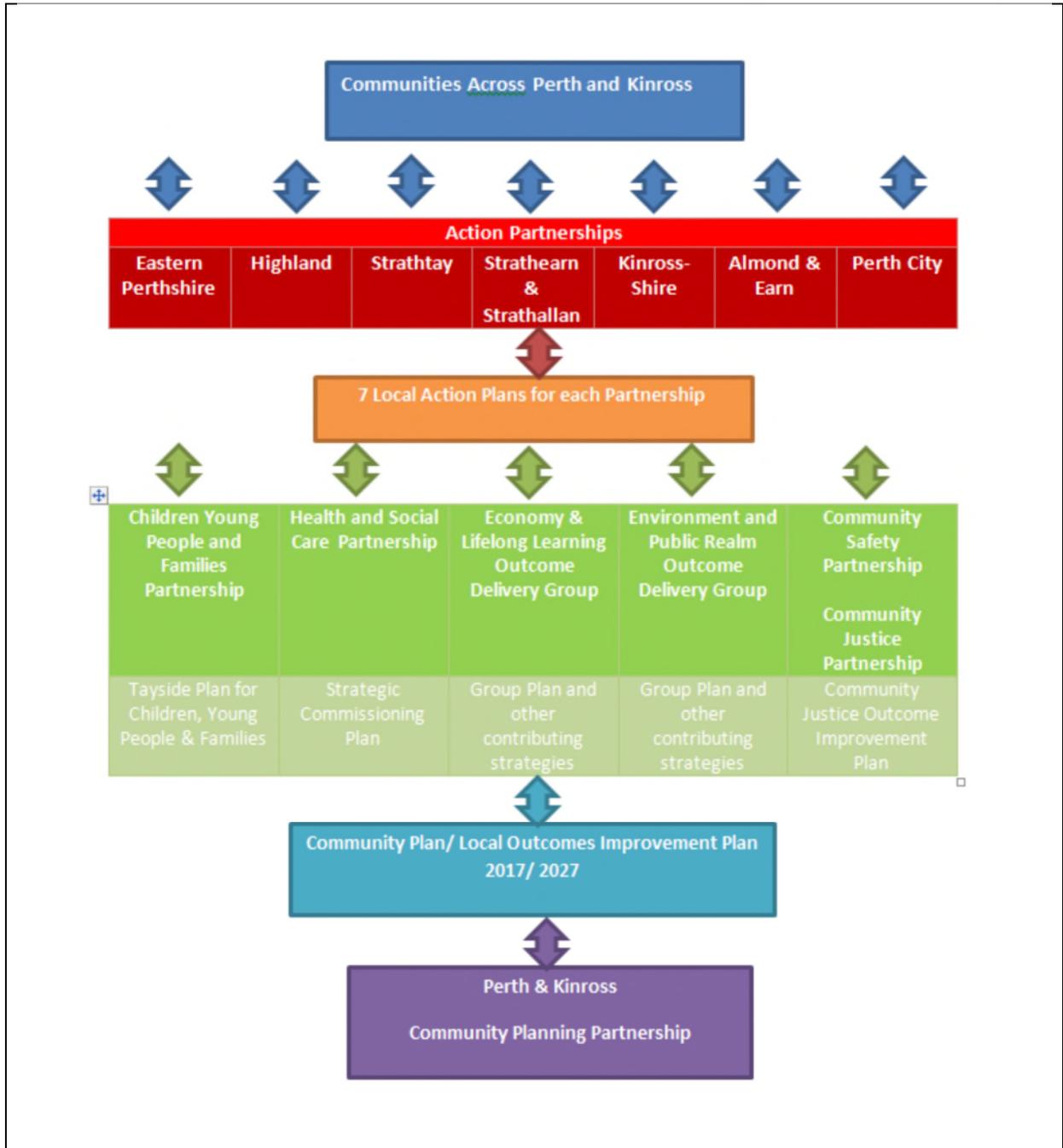


24/09/2020

##### 3. Governance Arrangements

Please outline below your current governance structure for the community justice arrangements in your area :





#### 4. Performance Reporting – National Outcomes

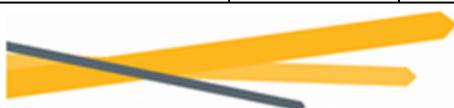
##### NATIONAL OUTCOME ONE

Communities improve their understanding and participation in community justice

| Indicator                                                                                    | Reported? | Useful? | Evidence and Data (max 300 words per indicator)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| Activities carried out to engage with 'communities' as well as other relevant constituencies | Yes       | Yes     | <p>Two significant activities highlight the work of Perth and Kinross CJP in engaging with communities both across Perth and Kinross and nationally.</p> <p>1. Perth and Kinross Council's Criminal Justice Service Unpaid Work (UPW) Team has developed several media channels to publicise the work of the team and encourage local communities to engage with them. These include:</p> <ul style="list-style-type: none"> <li>• News from Westbank – This monthly e-newsletter provides updates on all four projects that form part of the Westbank Hub: Community Payback; Westbank Project; Perth Community Farm and Community Greenspace. The newsletter contains short news stories and pictures that highlight the work of the teams that operate from Westbank and offers readers the opportunity to volunteer with the projects.</li> <li>• The Westbank Project Facebook page – The page contains short news stories and photographs of pieces of work undertaken by the teams based at the Hub.</li> <li>• Unpaid Work Website page - As part of the Perth and Kinross website, the Unpaid Work Team's page includes a function that allows members of the community to submit requests for pieces of work to be undertaken by the Unpaid Work Team.</li> </ul> <p>The success of these media channels in highlighting the work of the team is evidenced by the fact that the team received 355 requests for work to be undertaken during 2019-20. At one point during the year, the team had so many requests, they had to stop accepting new ones in order to try and clear the backlog that had built up.</p> <p>2. Perth and Kinross Council's Criminal Justice Social Work women's service, the One-Stop Women's Learning Service (OWLS) has actively participated in a range of community activities during 2019-20. These have included:</p> |



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|                                                                                           |     |     | <ul style="list-style-type: none"> <li>• MacMillan Coffee Morning: OWLS hosted its first MacMillan Coffee Morning and raised nearly £200. The event was extremely well attended by members of the local community. Women and staff worked extremely hard in both the planning and running of the event to ensure it was a great success.</li> <li>• Perth and Kinross Home Safety Partnership Scheme: OWLS women and staff participated in a voluntary information scheme. The scheme provides emergency services staff with vital details of any illness or allergy that a person may have. It also provides contact details of the person's emergency contact should the emergency services be called to their home as a result of sudden illness or personal accident. The key information about the person is stored in a plastic container, which is kept in their fridge. Two small stickers, unique to the scheme are attached within the house – one to the fridge door and one on an inside door or panel within the hallway. The women collected the containers and filled 3000 of them with the information required. They then delivered these to colleagues from the local Scottish Fire and Rescue Service (SFRS), who distributed these throughout the community.</li> </ul> |
| Consultation with communities as part of community justice planning and service provision | Yes | Yes | <p>Perth and Kinross Council's UPW Team received 355 requests for work to be carried out during 2019-20. The requests were received from communities across Perth and Kinross and required a wide range of activities to be carried out. These included:</p> <ul style="list-style-type: none"> <li>• Gardening;</li> <li>• Graffiti removal;</li> <li>• Fencing;</li> <li>• Brickwork;</li> <li>• Home, Community Hub and Church refurbishment and decoration;</li> <li>• Land clearance.</li> </ul> <p><b>Perth Congregational Church</b></p> <p>Worshipping on the site of Perth Congregational Church, located on Kinnoull Street in Perth (opposite Pullar House), can be traced back to 1794.</p> <p>The current church on the site (was built in the</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |



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|                                                                              |     |     | <p>period of Scots Gothic, using sandstone, with a slate roof and opened to the public in 1899.</p> <p>It is a listed building and still contains the original decorative wooden pulpit, wooden organ case (<i>pictured below</i>) and wood pews. It has cast iron columns and carvings of foliage at the gallery level.</p> <p>The pews badly needed renovating so the Church asked for the help of the Community Payback Unpaid Work Team to clean and varnish the Church's pews and other woodwork.</p> <p>The team spent around 500 hours in total, over 3 weeks, renovating the woodwork.</p> <p>The job had to be undertaken in stages so that there was no disruption to the Congregation's service schedule.</p> <p>All of the woodwork, including the pews, are now renovated to last so that many more generations of the Congregation can enjoy this listed place of worship.</p>  |
| Participation in community justice, such as co-production and joint delivery | Yes | Yes | <p>Much of the work of the Perth and Kinross CJP centres on working with those in the justice system to ensure that services are developed and delivered to secure the best outcomes for clients, their families and communities.</p> <p>Two examples from different partners highlight this work.</p> <p>Period Poverty – clients from OWLS were asked to attend a working group regarding period poverty.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |



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|                                                                                      |     |     | <p>The working group was part of a consultation concerning the Period Products (Scotland) Bill which is seeking to determine how local services can access products for women and girls who potentially may have difficulty buying or accessing products. Feedback was presented to the Local Government and Communities Committee.</p> <p>Employability – Skills Development Scotland (SDS) have, to date, received a number of referrals to work with offenders. In order to enhance these opportunities to engage with the appropriate people, a subgroup has been established to agree an approach for awareness raising of the community justice and employability landscape between relevant partners. A plan to host a networking event for partners in March 2020 had to be postponed due to Covid-19. However, it is planned to deliver a virtual event later in the year. Having greater understanding between partners will facilitate agreed and appropriate referral routes so that individuals receive the appropriate support to meet their needs. Following the event, it is anticipated that the level of appropriate referrals between agencies will rise.</p> |
| Level of community awareness of / satisfaction with work undertaken as part of a CPO | Yes | Yes | <p>Concerning levels of satisfaction with work undertaken as part of a CPO, the UPW Team regularly receives extremely positive feedback from community members who have requested work to be carried out. Two examples highlight this:</p> <ul style="list-style-type: none"> <li>Community Payback Team clients helped a group in Perth to prepare for a community event. Then, a few days later, the Team were emailed a thank-you: <p><i>“I just wanted to say thank you to Ian and the team for all their help on Friday and Saturday. Ian and the team performed above and beyond on both days and I was extremely impressed to have them come back and take the tables and chairs to Letham St Marks after the event. I hope that we can work with you all in the future.”</i></p> </li> <li>Community Payback Team clients re-decorated the main room in Ardoch Parish Church Hall over three days. The paint was peeling off the walls and a refreshed colour scheme was needed. Following completion of the work, the Team received the following feedback: <p><i>“On behalf of Ardoch Church congregation I</i></p> </li> </ul>                                        |



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|                                                                                  |    |    | <p><i>wish to express our grateful thanks to the Community Payback Team for the excellent painting work they have done at the Church premises. We are delighted with the new look and it has brightened the whole place.</i></p> <p><i>John and his team have been exceptionally tidy and at the end of each day have always cleared up so that the hall can be used with no problem. Thank you so much for your assistance.”</i></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Evidence from questions to be used in local surveys / citizens' panels and so on | No | No | No evidence available.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Perceptions of the local crime rate                                              | No | No | <p>The most recently published Scottish Government data highlights that since 2008-09, the crime rate in Perth and Kinross has consistently fallen. It has fallen from 6820 crimes in 2008-09 to 4039 crimes in 2018-19. This is in contrast with data for Scotland which, following consistent falls since 2008-09, has seen an increase in the crime rate since 2016-17, from 238,921 crimes to 246,480 crimes in 2018-19.</p> <p>Data from the most recent Scottish Crime and Justice Survey 2016-18 highlights that there has been little in change in the perception of local crime since 2014-15 for Tayside Division with the majority of respondents (68%) indicating that their perception of the local crime rate over the past 2 years has not changed. The only significant change has been a fall in the perception of drug dealing and drug abuse.</p> <p>As noted in last year's Annual Report, there has been a change in approach from all the Community Safety Partners in Perth and Kinross with a growing focus on 'protecting those most vulnerable in society from those most likely to harm them' and a consequent emphasis on risk management, inclusion, reducing inequality, engagement and most importantly, prevention.</p> <p>Police Scotland and Community Wardens continue to actively engage with local elected members and Local Action Partnerships to help communities understand the realities of crime.</p> <p>This work is complimented by the work of the Safer</p> |



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|                                                           |  |  | <p>Communities Hub. This resource is staffed by Police Officers and has become a key part of the multi-agency problem solving approach in Perth and Kinross.</p> <p>Issues and concerns are raised from the Police Tasking Meeting each day and these are allocated to the Hub for action. These include.</p> <ul style="list-style-type: none"> <li>• High risk repeat missing people</li> <li>• Vulnerable people</li> <li>• Dangerous people</li> <li>• Trends in anti-social behavior and crime</li> <li>• Environmental issues</li> <li>• Updates on current complex cases</li> </ul> <p>Emerging trends are identified and tracked through a fortnightly multi-agency tasking meeting and ownership of issues is passed to Short Life Working Groups led by whichever of the partners is most appropriate. These groups develop multi agency action plans which share skills and resources to tackle issues as early as possible to improve efficiency and effectiveness of response and promote public confidence and trust.</p> |
| <b>Other information relevant to National Outcome One</b> |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| <b>NATIONAL OUTCOME TWO</b><br>Partners plan and deliver services in a more strategic and collaborative way |                  |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| <b>Indicator</b>                                                                                            | <b>Reported?</b> | <b>Useful?</b> | <b>Evidence and Data (max 300 words per indicator)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Services are planned for and delivered in a strategic and collaborative way                                 | Yes              | Yes            | <p>Much of the work of the Partners involves strategic and collaborative service planning and delivery across a range of partners. The following example highlights this approach.</p> <p>Admission to prison, moving across the prison estate and liberation are all significant events that currently carry a risk that people with support needs (particularly those that are not physical) are not identified early on and that continuity of care and support is jeopardised. The current system of Voluntary Throughcare requires the person in prison to understand the services available and choose whether to engage or not. People in prison may have a range of difficulties engaging with services, remembering appointments, developing relationships and may have had little opportunity</p> |



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|  |  |  | <p>to control their daily life whilst in prison.</p> <p>In 2019 a report by the University of Dundee 'A new vision for social care in prisons' reviewed existing arrangements for delivering social care in Scottish prisons, in order to provide a clear basis for developing new approaches.</p> <p>In response to the recommendations in the Dundee report, the Health and Social Care Integration in Prisons Workstream, of the Scottish Government's Health and Social Care in Prisons Programme, led a range of work to develop a model of integrated health and social care provision which can be delivered in Scotland's prisons.</p> <p>Seven individual prison sites across five health and social care partnerships undertook tests of change for six months, working with the Scottish Prison Service, Scottish Government, Social Work Scotland and other stakeholders to provide evidence and learning about what is required for the future. HMP Perth and HMP Castle Huntly were chosen to be one of the tests of change sites with the service hosted by the Perth &amp; Kinross Health and Social Care Partnership.</p> <p>The test of change teams which included people from the SPS, health and social work undertook a mammoth task in aiming to deliver an integrated service across not only health and social care but the prison service and justice social work. They did this within a six-month timeframe. All were affected by the COVID-19 pandemic and there is still some data outstanding that, once analysed, will offer further learning for the future.</p> <p>However, the main recommendation to date is that a whole system approach to transitions in and out of prison should be adopted. This includes a throughcare approach that is based on a release plan for each person in prison to ensure that basic needs are met on their return to the community and thereby reducing the crisis that often results in a return back into the justice system following liberation.</p> |
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|                                                         |    |    | <p>Amongst a number of positive findings were those that highlighted the strength of partnership working and collaborative working. For example, co-locating the test of change team within the Health Suite at HMP Perth afforded the team access to all relevant information regarding the people they were working with and the most up-to-date information due to the regular contact NHS staff had with people and their daily communication with SPS staff.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Partners have leveraged resources for community justice | No | No | <p>Sharing resources is crucial if partners are going to successfully plan and deliver services strategically and collaboratively. Two examples of successful resource sharing amongst partners and other stakeholders are:</p> <p>1. Caledonian Programme – joint bid: Perth and Kinross Council’s Criminal Justice Service was successful in a joint bid with Dundee City Council’s Criminal Justice Service to run the Caledonian System. This is an integrated approach to address men’s domestic abuse and to improve the lives of women, children and men through its Men’s Service, Women’s Service and Children’s Service.</p> <p>Assessments are carried out in conjunction with the Caledonian Groupwork Delivery Team which serves both Dundee City Council and Perth and Kinross. Two full time social workers from Perth and Kinross are co-located in the Groupwork Delivery Team in Dundee. As well as delivering groupwork, these workers are also involved in jointly delivering 2:1 work with men when required and attending client liaison meetings.</p> <p>2. Caledonian Programme – information sharing: Since the Caledonian Programme was implemented, Perth and Kinross Council have signed off two information sharing protocols which are central to the programme. There is now a protocol in place to allow Police Scotland to share perpetrator information when a man has been convicted of a domestic offence, for the purposes of risk assessment and ascertaining suitability for inclusion in the programme.</p> <p>A further information sharing protocol allows Perth and Kinross to input information to the</p> |



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|                                                                                                                                           |    |    | national Caledonian System database. The purpose of processing data through the database is to enable a long-term evaluation study of the effectiveness of the Caledonian System in facilitating positive outcomes for clients entitled to the service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Development of community justice workforce to work effectively across organisational/professional /geographical boundaries                | No | No | <p>Two examples of recently developed partnership working that cuts across a variety of boundaries are:</p> <ol style="list-style-type: none"> <li>1. Perth and Kinross Council's Housing Service joint working MAPPA cases and high-risk offenders. The Housing Service works proactively with the Criminal Justice Service to ensure that appropriate accommodation and support is identified and provided on release. This partnership approach ensures that the settled accommodation provided supports successful rehabilitation, the prevention of reoffending and also helps create safe and sustainable communities.</li> <li>2. Perth and Kinross Council's Housing Service works closely with the Criminal Justice Service to rehouse, where appropriate, the perpetrator of domestic abuse to avoid the need for rehousing a family and people affected by domestic abuse. The Housing Service also continues to work with other agencies through the Violence Against Women Partnership (VAWP) and participates in weekly meetings to discuss cases and take joint actions as required.</li> </ol> |
| Partners illustrate effective engagement and collaborative partnership working with the authorities responsible for the delivery of MAPPA | No | No | <p>The most recently published Tayside MAPPA Annual Report for 2018-19, indicates that the partnership process for assessing and managing high risk of harm offenders continues to work well within Tayside. This is evidenced by the high rate of offender compliance. There were 124 offenders managed in Perth and Kinross in 2018-19. This compares with 111 offenders in 2017-18. Across Tayside, there were 380 offenders in 2018-19. This is an increase of 16 when compared with the 364 offenders that were managed in 2017-18.</p> <p>Throughout 2018-19 the responsible authorities have continued to be involved in working together to strengthen the arrangements for managing offenders in the Tayside area. The</p>                                                                                                                                                                                                                                                                                                                                                                            |



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|  |  | <p>Tayside Strategic Oversight Group (SOG) identified 3 key priorities in 2018-19. These were:</p> <ul style="list-style-type: none"> <li>• Deliver an agreed programme of quality assurance audits</li> </ul> <p>A small working group of MAPPA Co-ordinators from across Scotland have developed an audit tool to examine the MAPPA process and to allow a national approach to MAPPA audits in Scotland. The MAPPA Operational Group (MOG) will undertake an audit of a representative sample of cases across Tayside and learning highlighted from the audit will be used to improve processes and practice across Tayside.</p> <ul style="list-style-type: none"> <li>• Examine and action any recommendations from reviews of practice and self-evaluation</li> </ul> <p>Throughout 2018-19 there have been ongoing investigations into 2 Tayside Significant Case Reviews (SCRs). The SOG and MOG await the publications of these SCRs and will directly implement or contribute towards the implementation of recommendations.</p> <ul style="list-style-type: none"> <li>• Continued effort to increase the usage of the ViSOR database by all relevant agencies</li> </ul> <p>The ViSOR database is the agreed system provided by the Home Office to facilitate the storage and exchange of secure information on the offenders managed through the MAPPA process.</p> <p>With the introduction of Category 3 individuals to MAPPA, Community Justice Services are the lead agency in respect of these offenders and are responsible for creating and maintaining the ViSOR record. Since March 2016, 16 Category 3 records have been created and maintained to the agreed standards. Community Justice Services also update the records of the registered sex offenders who are subject to statutory orders and who are jointly managed with the Police Scotland offender management unit.</p> <p>ViSOR is also used by the restricted patient team at Scottish Government and by the</p> |
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|                                                           |  |  | <p>Intelligence unit of the Scottish Prison Service to update records of the restricted patients managed under MAPPA and those offenders serving a custodial sentence.</p> <p>Whilst all key agencies use the ViSOR system, there is ongoing work to seek solutions to improve access to ViSOR by key staff which will continue in the coming year.</p> |
| <b>Other information relevant to National Outcome Two</b> |  |  |                                                                                                                                                                                                                                                                                                                                                         |
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| <b>NATIONAL OUTCOME THREE</b>                                                                                                   |                  |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| People have better access to the services that they require, including welfare, health and wellbeing, housing and employability |                  |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Indicator</b>                                                                                                                | <b>Reported?</b> | <b>Useful?</b> | <b>Evidence and Data (max 300 words per indicator)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Partners have identified and are overcoming structural barriers for people accessing services                                   | Yes              | Yes            | <p>The following example highlights the Partnership's work in lessening the structural barriers for people accessing services. In this case the solution has involved an integrated approach with other agencies.</p> <p>Perth Citizen's Advice Bureau received funding to work in partnership with 6 services within the Perth and Kinross area. OWLS was one of the 6 services to be selected to participate in the Community Advice Project (CAP). The purpose of the project is to provide holistic advice and support to people who are experiencing poverty, financial hardship or poor mental and physical health by providing face to face support primarily through partner organisations. The project has been funded until December 2021. The main focus of the project is to provide benefits advice and support to all aspects of the claiming procedure and includes support to challenge adverse decisions. The project can also help clients with related issues, particularly those which contribute to poverty and exclusion or hardship such as housing issue, problems at work or debt.</p> <p>The support that has been provided is very much tailored to the individual. For example, for individuals who have had their benefits stopped when they spent time in prison, support has been provided to help them access the benefits system on release. For those who have not been convicted, support has been provided to ensure that they are paid any benefit arrears for Contributory</p> |



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|                                                                                                                                |     |     | Employment and Support Allowance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Existence of joint-working arrangements such as processes / protocols to ensure access to services to address underlying needs | Yes | Yes | <p>Perth and Kinross Council's Criminal Justice Service offer a diversion scheme based on the waiver model (whereby the Procurator Fiscal "waives" prosecution once the decision to divert is taken). The support provided to those subject to diversion is always delivered on a one to one basis by an allocated Criminal Justice Assistant based within the Public Protection Team. On occasion where there are more complex needs or issues, a social worker may also work alongside.</p> <p>The nature of the support is to look at behaviour that may put the person at risk of committing further offences and to offer practical support and advice, usually by signposting people to appropriate services. Also, where existing services are in place, liaison will take place to ensure that the person is engaging with such services. Any client referred by the Procurator Fiscal (except clients accused of domestic offences, in line with a "zero tolerance" approach to domestic abuse) may be eligible to participate in the diversion scheme.</p> <p>In 2019-20, PKC Criminal Justice Service assessed 56 potential diversion cases. Of these, 35 were assessed as suitable for diversion, with 21 of these successfully completed and 9 not scheduled for completion yet. Of the remaining cases, 5 were not successfully completed and in the majority of these cases, this was because of a lack of engagement from the clients.</p> |
| Initiatives to facilitate access to services                                                                                   | Yes | Yes | <p>OWLS have worked with Tayside Substance Misuse Service (TSMS) for a number of years. In 2019-20, TSMS agreed to operate a clinic, based at OWLS. In the clinic a nurse from TSMS sees clients 1 to 1 one afternoon a week. This has enabled staff and women to access programmes and resources more readily. Collaborative work has ensured better communication, quicker response times to women engaging in substance misuse programmes, building more resilient partnership ways of working.</p> <p>In addition, staff from the Blood Borne Virus (BBV) clinic have delivered staff training and offer women Naloxone training. This enables women to access safe equipment to prevent further health risks and access treatments earlier to reduce cost to the NHS and improve the health outcomes for the women involved.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |



|                                                                                                                                                           |     |     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| Speed of access to mental health services                                                                                                                 | No  | No  | <p>Anchor House have created “a new multi-agency community-based service that is specifically aimed at people experiencing Mental Health crisis”.</p> <ul style="list-style-type: none"> <li>▪ Anchor House have secured a building within Perth city centre through Caledonian Housing with the view to create a new multi-agency community-based service that is specifically aimed at people experiencing mental health crisis.</li> <li>▪ The Independent Inquiry interim report into mental health services in Tayside published in May 2019 stated, “the centralisation of out of hours has had a detrimental effect on those patients in Angus and Perth and Kinross who are experiencing mental health crisis”.</li> <li>▪ They aim to provide five crisis beds for those who are assessed as in need, for a limited time (up to one week). The environment itself will be a therapeutic space in the community where people can feel secure and supported. Person centred assistance with their immediate mental health needs is at the centre of what they seek to offer.</li> </ul> |
| % of people released from a custodial sentence :<br>a) registered with a GP<br>b) have suitable accommodation<br>c) have had a benefits eligibility check | No  | No  | Data is currently not available to measure these indicators.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Targeted interventions have been tailored for and with an individual and had a successful impact on their risk of further offending                       | Yes | Yes | <p>Partners offer a range of person-centred targeted interventions which are then assessed for their impact on future offending. For example:</p> <p>Perth &amp; Kinross Council's Criminal Justice Service alongside the Children and Young Person's Service have collaboratively designed a Bail Supervision service for young people aged 16-21 (up to age 26 for care leavers) to build new and existing capacity</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |



|                                                                    |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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|                                                                    |  |  | <p>in the area.</p> <p>Bail Supervision can help ensure that remand is only used where necessary and appropriate. The Service gives young people the opportunity to engage in intensive support provided by a Bail Officer, prior to attending court for sentencing. The intensive service sees the young person work with their Bail Officer up to 3 times a week, including home visits where appropriate. The work carried out with the young person is specifically targeted to their needs and can involve a range of other service providers. These include:</p> <p>Drug &amp; Alcohol Team<br/> Streets Ahead<br/> Hillcrest Futures<br/> Skills Development Scotland<br/> 16+ team<br/> RASAC<br/> PKAVS<br/> Police Scotland<br/> Venture Trust<br/> Welfare Rights.</p> <p>In 2019-20, the service received 44 requests for Bail Supervision and of these, 15 cases commenced. Of these 15, 14 successfully completed. The remaining young person was remanded and later received a custodial sentence.</p> <p>A number of positive outcomes were noted throughout the year, including successful participation in a construction course run in partnership with Scott Street and Hadden's construction and the successful completion of a baby first aid course.</p> |
| <p><b>Other information relevant to National Outcome Three</b></p> |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |



**NATIONAL OUTCOME FOUR**

Effective interventions are delivered to prevent and reduce the risk of further offending

| Indicator                                      | Reported? | Useful? | Evidence and Data (max 300 words per indicator)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| Use of 'other activities requirements' in CPOs | Yes       | Yes     | <p>The Westbank Hub continues to provide opportunities for a range of community groups These include:</p> <ul style="list-style-type: none"> <li>• Young people who have disengaged at school will be able to come to the site and gain an insight to work, learn new skills and work towards qualifications in partnership with their parent school.</li> <li>• Offenders who have been involved in unpaid work will have opportunities to learn new skills, attain basic certificates of competence and learn how to ready themselves for the job market.</li> <li>• Older people who are isolated through illness, bereavement or other causes will have the opportunity to engage with other people, learn new skills, build their confidence and learn how to ready themselves for the job or volunteering market.</li> <li>• Women who have physical, mental-health, offending and addiction issues will have opportunities to engage with other people, learn new skills, build their confidence and learn how to ready themselves for the job or volunteering market.</li> </ul> <p>They do this through working with others at Westbank in:</p> <ul style="list-style-type: none"> <li>• Horticulture;</li> <li>• Plant maintenance and distribution;</li> <li>• Joinery and manufacturing;</li> <li>• Furniture renovation;</li> <li>• Bee-keeping;</li> <li>• Allotment cultivation;</li> <li>• Grounds maintenance;</li> <li>• Painting and decorating;</li> <li>• Firewood.</li> </ul> <p>And through working with other agencies to attend courses in:</p> <ul style="list-style-type: none"> <li>• First Aid;</li> </ul> |



|                                                 |     |     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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|                                                 |     |     | <ul style="list-style-type: none"> <li>• CV preparation;</li> <li>• Confidence and team building;</li> <li>• Health and Safety;</li> <li>• Ground maintenance;</li> <li>• Plant care.</li> </ul> <p>Westbank has now been fully accredited by the Road Traffic Industry Training Board (RTITB) and is delivering certificated internationally recognised Forklift and Telehandler training.</p> <p>This is available to those furthest from the workplace via partnerships with the Employability Network, The Hub (Outreach) DWP, SPS Castle Huntly, Education, Mental Health and Learning Disability Support Groups.</p> <p>In February 2020, the Justice Secretary Humza Yousaf visited Westbank and met with one of the first clients to successfully complete their forklift training. The client has since gone on to secure employment as a result of gaining the qualification.</p> <p>A Skills Academy for European Social Fund (ESF) Candidates is planned for 2020-21. This will provide 50 courses between 1<sup>st</sup> September 2020 until 31 December 2020.</p> <p>Other future plans for the Hub concern the installation of a fully fitted vehicle workshop where candidates can be trained in vehicle maintenance, servicing, inspection, tyre fitting, valeting, welding and metal fabrication. Structural changes to the area are continuing and it is expected the workshop will be operational early in 2021.</p> |
| Effective risk management for public protection | Yes | Yes | <p>In addition to the effective MAPPA arrangements already described, partners participate in other groups concerned with risk management for public protection. These include:</p> <p>1. HRARG (High Risk Adult Review Group)</p> <p>This multi-agency group only sits in Perth and Kinross and is a forum which follows the exact same template as the MAPPA process. Any agency with significant concerns regarding the risk of serious harm can refer an offender for multi-agency discussion.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |



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|                           |    |    | <p>2. Care Program Approach (CPA)</p> <p>These are multi-agency meetings chaired by Health held in respect of mental health patients who also have a level of criminality which has led them to be under the management of the health service. This is generally in relation to acts of violence perpetrated by the patient but could also include risks of harm through other activities such as fire-raising etc.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Quality of CPOs and DTTOs | No | No | <p>Since 2018-19, Perth and Kinross Council's Criminal Justice Social Work Service had implemented a revised programme of audits. This involved Senior Manager audits and peer audits of Criminal Justice Social Work Reports and case files, with a particular emphasis on clients with Community Payback Orders. Teams of auditors reviewed reports and cases throughout the year and fed back results to individual workers and the team as a whole. Examples of good practice were collated and disseminated to the team. Areas of improvement were identified and actioned either on an individual basis or in group practice improvement sessions.</p> <p>During 2019-20, the Criminal justice Social Work Service received notification from the Care Inspectorate that the Service would be inspected during the summer of 2020. In preparation for this, the Service has continued its programme of audits and increased the number of peer audits. However, as a result of the Covid-19 pandemic, the Service was informed in late March 2020 that the Inspection was suspended until further notice.</p> <p>CPO client feedback is also an important measure of the quality of CPOs delivered in Perth and Kinross. Client feedback was gathered following completion of their order. Feedback was generally positive. For example, clients commented:</p> <p>“Being out of work because of my mental health, being here gave me joy to be doing stuff for the local community.”</p> <p>“Upgrading people’s houses who were unable to do it themselves”</p> <p>“Very lonely person, it has got me back into what it is like to be in a place of work”</p> <p>“Learning new skill sets from the work and staff”.</p> |



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| <p>Reduced use of custodial sentences and remand :</p> <p>a) Balance between community sentences relative to short custodial sentences under one year</p> <p>b) Proportion of people appearing from custody who are remanded</p> | <p>Yes</p> | <p>Yes</p> | <p>Scottish Government data for 2018-19 highlights the following:</p> <p>The number of convictions for offenders from Perth and Kinross has continued to fall when compared with previous years. There were 1507 in 2016-17 compared with 1437 in 2017-18 and 1389 in 2018-19. When considering the type of sentence imposed, since 2016-17, the number of offenders receiving a custodial sentence has remained very similar whereas there has been a year on year decrease in offenders receiving a community sentence. The number of offenders receiving a financial penalty has fluctuated with a fall between 2016-17 and 2017-18 and a small increase between 2017-18 and 2018-19.</p> <p>Of those receiving a custodial sentence, the number of short-term sentences of between 0 and 6 months increased slightly in 2018-19, rising from 148 in 2017-18 to 158. In contrast, the number of sentences of 6 months to 1 year has decreased slightly in 2018-19, falling from 60 in 2017-18 to 50. However, the number of sentences of between 1 and 2 years continues to increase, rising from 15 in 2016-17 to 30 in 2018-19.</p> <p>Concerning remands, available data from SPS for 2018-19 shows that the average number of males on remand for a given month was 26. This is similar to the previous year when there was an average of 25 offenders on remand. For females, numbers each month were far fewer with an average of 2 per month.</p> |
| <p>The delivery of interventions targeted at problem drug and alcohol use [NHS Local Delivery Plan (LDP) Standard]</p>                                                                                                           | <p>No</p>  | <p>No</p>  | <p>Perth and Kinross Council's Criminal Justice Social Work Service, working in partnership with other agencies e.g. Tayside Council on Alcohol (TCA) have responsibility for delivering specialist drug and alcohol services.</p> <p>In addition, females that receive a CPO with a Drug/Alcohol Requirement can access support from NHS Services, from presenting at a Drop In Assessment Clinic on a Monday Morning which is also attended by the TCA locality manager, women are supported to engage with these services following assessment. They are triaged to the appropriate service to meet their</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |



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|                                                                                                                                                                |     |     | requirements.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Number of Police Recorded Warnings, police diversion, fiscal measures, fiscal diversion, supervised bail, community sentences (including CPOs, DTTOs and RLOs) | Yes | Yes | <p>Scottish Government data for 2018-19 highlights the following:</p> <p>The number of Police recorded warnings has shown a year on year increase since 2016-17, rising from 211 in 2016-17 to 285 in 2018-19. In contrast, there has been a continued decrease in Anti-Social Behaviour Fixed Penalty Notices. These have fallen from 288 in 2016-17 to 159 in 2018-19.</p> <p>Fiscal measures: Following an increase from 537 in 2016-17 to 591 in 2017-18, the number of COPFS disposals fell to 437 in 2018-19. Of these, Fiscal fines registered the largest decrease falling from 395 in 2017-18 to 213 in 2018-19. Fiscal compensation disposals also fell during the same time period. In contrast, there were increases in both Fiscal Fixed Penalties and Fiscal Combined Fines with Compensation.</p> <p>Criminal Justice Social Work data from 2019-20 highlights the following:</p> <p>Diversion: There were 35 diversion cases in 2019-20. This is similar to the two previous years when there were 35 new cases in both 2016-17 and 2017-18. In contrast, there was a decrease in the number of Fiscal Work Orders issued when compared with the previous year. There were only 4 issued in 2019-20, compared with 8 in 2018-19. This continues a trend of decreasing numbers as there were 13 new Fiscal Work orders made in 2017-18.</p> <p>Community Sentences: The number of Community Payback Orders issued remained similar to the previous year with 353 issued in 2019-20 and 346 issued in 2018-19. Both these figures represent a decrease from 2017-18 when there were 391 issued.</p> <p>DTTOs: There were 2 new DTTOs issued in 2019-20. This is similar to the previous years when there were 3 in 2018-19 and 4 in 2017-18.</p> |
| Number of short-term sentences under one year                                                                                                                  | Yes | Yes | <p>Scottish Government data for 2018-19 highlights the following:</p> <p>Of those receiving a custodial sentence, the</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |



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|                                                            |  |  | <p>number of short-term sentences of between 0 and 6 months increased slightly in 2018-19, rising from 148 in 2017-18 to 158. In contrast, the number of sentences of 6 months to 1 year has decreased slightly in 2018-19, falling from 60 in 2017-18 to 50. However, the number of sentences of between 1 and 2 years continues to increase, rising from 15 in 2016-17 to 30 in 2018-19.</p> <p>Concerning remands, available data from SPS for 2018-19 shows that the average number of males on remand for a given month was 26. This is similar to the previous year when there was an average of 25 offenders on remand. For females, numbers each month were far fewer with an average of 2 per month.</p> |
| <b>Other information relevant to National Outcome Four</b> |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                                                            |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |



**NATIONAL OUTCOME FIVE**

Life chances are improved through needs, including health, financial inclusion, housing and safety, being addressed

| Indicator                                           | Reported?  | Useful?         | Evidence and Data (max 300 words per indicator)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                        |            |                 |           |                                                     |    |   |   |                                                 |   |   |   |                               |    |   |   |                              |    |   |   |                                               |    |   |   |      |            |                 |           |                               |   |   |   |                              |   |   |   |                                     |   |   |   |                                               |   |   |   |
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| Individuals have made progress against the outcome  | Yes        | Yes             | <p>There is good evidence from partners that the range of activities that are undertaken to meet this outcome results in positive changes. Three examples highlight this:</p> <p>1. TCA's Perth Mentoring for Men service recorded an 84% level of engagement with the service during 2019-20. The majority of clients who engaged:</p> <p>Improved engagement with non-substance use services;<br/>Improved engagement with substance use services;<br/>Improved accommodation status;<br/>Improved financial situation;<br/>Improved physical and psychological wellbeing.</p> <table border="1"> <thead> <tr> <th>Mentoring for Men /16+</th> <th>Got Better</th> <th>Stayed the Same</th> <th>Got Worse</th> </tr> </thead> <tbody> <tr> <td>Improved engagement with non-substance use services</td> <td>14</td> <td>5</td> <td>0</td> </tr> <tr> <td>Improved engagement with substance use services</td> <td>6</td> <td>2</td> <td>0</td> </tr> <tr> <td>Improved accommodation status</td> <td>14</td> <td>6</td> <td>0</td> </tr> <tr> <td>Improved financial situation</td> <td>11</td> <td>8</td> <td>0</td> </tr> <tr> <td>Improved physical and psychological wellbeing</td> <td>15</td> <td>3</td> <td>0</td> </tr> </tbody> </table> <p>2. TCA's OWLS Mentoring Service recorded an 82% level of engagement with the service in 2019-20. The majority of clients who engaged:</p> <p>Improved accommodation status;<br/>Improved financial situation;<br/>Reduced impact of alcohol and drugs;<br/>Improved physical and psychological wellbeing.</p> <table border="1"> <thead> <tr> <th>OWLS</th> <th>Got Better</th> <th>Stayed the Same</th> <th>Got Worse</th> </tr> </thead> <tbody> <tr> <td>Improved accommodation status</td> <td>5</td> <td>1</td> <td>2</td> </tr> <tr> <td>Improved financial situation</td> <td>6</td> <td>1</td> <td>1</td> </tr> <tr> <td>Reduced impact of alcohol and drugs</td> <td>6</td> <td>1</td> <td>2</td> </tr> <tr> <td>Improved physical and psychological wellbeing</td> <td>9</td> <td>0</td> <td>2</td> </tr> </tbody> </table> | Mentoring for Men /16+ | Got Better | Stayed the Same | Got Worse | Improved engagement with non-substance use services | 14 | 5 | 0 | Improved engagement with substance use services | 6 | 2 | 0 | Improved accommodation status | 14 | 6 | 0 | Improved financial situation | 11 | 8 | 0 | Improved physical and psychological wellbeing | 15 | 3 | 0 | OWLS | Got Better | Stayed the Same | Got Worse | Improved accommodation status | 5 | 1 | 2 | Improved financial situation | 6 | 1 | 1 | Reduced impact of alcohol and drugs | 6 | 1 | 2 | Improved physical and psychological wellbeing | 9 | 0 | 2 |
| Mentoring for Men /16+                              | Got Better | Stayed the Same | Got Worse                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                        |            |                 |           |                                                     |    |   |   |                                                 |   |   |   |                               |    |   |   |                              |    |   |   |                                               |    |   |   |      |            |                 |           |                               |   |   |   |                              |   |   |   |                                     |   |   |   |                                               |   |   |   |
| Improved engagement with non-substance use services | 14         | 5               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                        |            |                 |           |                                                     |    |   |   |                                                 |   |   |   |                               |    |   |   |                              |    |   |   |                                               |    |   |   |      |            |                 |           |                               |   |   |   |                              |   |   |   |                                     |   |   |   |                                               |   |   |   |
| Improved engagement with substance use services     | 6          | 2               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                        |            |                 |           |                                                     |    |   |   |                                                 |   |   |   |                               |    |   |   |                              |    |   |   |                                               |    |   |   |      |            |                 |           |                               |   |   |   |                              |   |   |   |                                     |   |   |   |                                               |   |   |   |
| Improved accommodation status                       | 14         | 6               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                        |            |                 |           |                                                     |    |   |   |                                                 |   |   |   |                               |    |   |   |                              |    |   |   |                                               |    |   |   |      |            |                 |           |                               |   |   |   |                              |   |   |   |                                     |   |   |   |                                               |   |   |   |
| Improved financial situation                        | 11         | 8               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                        |            |                 |           |                                                     |    |   |   |                                                 |   |   |   |                               |    |   |   |                              |    |   |   |                                               |    |   |   |      |            |                 |           |                               |   |   |   |                              |   |   |   |                                     |   |   |   |                                               |   |   |   |
| Improved physical and psychological wellbeing       | 15         | 3               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                        |            |                 |           |                                                     |    |   |   |                                                 |   |   |   |                               |    |   |   |                              |    |   |   |                                               |    |   |   |      |            |                 |           |                               |   |   |   |                              |   |   |   |                                     |   |   |   |                                               |   |   |   |
| OWLS                                                | Got Better | Stayed the Same | Got Worse                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                        |            |                 |           |                                                     |    |   |   |                                                 |   |   |   |                               |    |   |   |                              |    |   |   |                                               |    |   |   |      |            |                 |           |                               |   |   |   |                              |   |   |   |                                     |   |   |   |                                               |   |   |   |
| Improved accommodation status                       | 5          | 1               | 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                        |            |                 |           |                                                     |    |   |   |                                                 |   |   |   |                               |    |   |   |                              |    |   |   |                                               |    |   |   |      |            |                 |           |                               |   |   |   |                              |   |   |   |                                     |   |   |   |                                               |   |   |   |
| Improved financial situation                        | 6          | 1               | 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                        |            |                 |           |                                                     |    |   |   |                                                 |   |   |   |                               |    |   |   |                              |    |   |   |                                               |    |   |   |      |            |                 |           |                               |   |   |   |                              |   |   |   |                                     |   |   |   |                                               |   |   |   |
| Reduced impact of alcohol and drugs                 | 6          | 1               | 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                        |            |                 |           |                                                     |    |   |   |                                                 |   |   |   |                               |    |   |   |                              |    |   |   |                                               |    |   |   |      |            |                 |           |                               |   |   |   |                              |   |   |   |                                     |   |   |   |                                               |   |   |   |
| Improved physical and psychological wellbeing       | 9          | 0               | 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                        |            |                 |           |                                                     |    |   |   |                                                 |   |   |   |                               |    |   |   |                              |    |   |   |                                               |    |   |   |      |            |                 |           |                               |   |   |   |                              |   |   |   |                                     |   |   |   |                                               |   |   |   |



|                                                            |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------------------------------|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                            |  |  | <p>3. Perth and Kinross Council's CJSW Public Protection Team developed and implemented a questionnaire designed to assess and measure client readiness to change and their support needs during the time that they were undertaking their Community Payback Order.</p> <p>Results indicate that the majority of clients demonstrated an improvement in a number of identifiable needs. The largest positive changes were found concerning mental health and finance. Smaller positive changes were found concerning accommodation and substance misuse.</p> |
| <b>Other information relevant to National Outcome Five</b> |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|                                                            |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

### NATIONAL OUTCOME SIX

People develop positive relationships and more opportunities to participate and contribute through education, employment and leisure activities

| Indicator                                            | Reported?  | Useful?         | Evidence and Data (max 300 words per indicator)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                        |            |                 |           |                                                      |   |    |   |                                        |    |   |   |      |            |                 |           |                                                      |   |   |   |                                        |   |   |   |
|------------------------------------------------------|------------|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------------|-----------------|-----------|------------------------------------------------------|---|----|---|----------------------------------------|----|---|---|------|------------|-----------------|-----------|------------------------------------------------------|---|---|---|----------------------------------------|---|---|---|
| Individuals have made progress against the outcome   | Yes        | Yes             | <p>There is good evidence from partners that the range of activities that are undertaken to meet this outcome results in positive changes. Three examples highlight this.</p> <p>1. TCA's Perth Mentoring for Men service reported the majority of clients recorded:</p> <p>Improved engagement with education, work or training<br/>Increased positive use of leisure time.</p> <table border="1"> <thead> <tr> <th>Mentoring for Men /16+</th> <th>Got Better</th> <th>Stayed the Same</th> <th>Got Worse</th> </tr> </thead> <tbody> <tr> <td>Improved Engagement with Education, Work or Training</td> <td>7</td> <td>10</td> <td>0</td> </tr> <tr> <td>Increased Positive Use of Leisure Time</td> <td>11</td> <td>6</td> <td>1</td> </tr> </tbody> </table> <p>2. TCA's OWLS Mentoring Service reported the majority of clients who engaged:</p> <p>Improved engagement with education, work or training<br/>Increased positive use of leisure time.</p> <table border="1"> <thead> <tr> <th>OWLS</th> <th>Got Better</th> <th>Stayed the Same</th> <th>Got Worse</th> </tr> </thead> <tbody> <tr> <td>Improved Engagement with Education, Work or Training</td> <td>5</td> <td>0</td> <td>1</td> </tr> <tr> <td>Increased Positive Use of Leisure Time</td> <td>8</td> <td>0</td> <td>1</td> </tr> </tbody> </table> | Mentoring for Men /16+ | Got Better | Stayed the Same | Got Worse | Improved Engagement with Education, Work or Training | 7 | 10 | 0 | Increased Positive Use of Leisure Time | 11 | 6 | 1 | OWLS | Got Better | Stayed the Same | Got Worse | Improved Engagement with Education, Work or Training | 5 | 0 | 1 | Increased Positive Use of Leisure Time | 8 | 0 | 1 |
| Mentoring for Men /16+                               | Got Better | Stayed the Same | Got Worse                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                        |            |                 |           |                                                      |   |    |   |                                        |    |   |   |      |            |                 |           |                                                      |   |   |   |                                        |   |   |   |
| Improved Engagement with Education, Work or Training | 7          | 10              | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                        |            |                 |           |                                                      |   |    |   |                                        |    |   |   |      |            |                 |           |                                                      |   |   |   |                                        |   |   |   |
| Increased Positive Use of Leisure Time               | 11         | 6               | 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                        |            |                 |           |                                                      |   |    |   |                                        |    |   |   |      |            |                 |           |                                                      |   |   |   |                                        |   |   |   |
| OWLS                                                 | Got Better | Stayed the Same | Got Worse                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                        |            |                 |           |                                                      |   |    |   |                                        |    |   |   |      |            |                 |           |                                                      |   |   |   |                                        |   |   |   |
| Improved Engagement with Education, Work or Training | 5          | 0               | 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                        |            |                 |           |                                                      |   |    |   |                                        |    |   |   |      |            |                 |           |                                                      |   |   |   |                                        |   |   |   |
| Increased Positive Use of Leisure Time               | 8          | 0               | 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                        |            |                 |           |                                                      |   |    |   |                                        |    |   |   |      |            |                 |           |                                                      |   |   |   |                                        |   |   |   |



|                                                           |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------------------------------------------------|--|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                           |  |  | <p>3. Perth and Kinross Council's CJSW Public Protection Team developed and implemented a questionnaire designed to assess and measure client readiness to change and their support needs during the time that they were undertaking their Community Payback Order.</p> <p>Results indicate that a number of clients demonstrated an improvement in their relationships and had more opportunities to participate and contribute through education, employment and training activities.</p> |
| <b>Other information relevant to National Outcome Six</b> |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|                                                           |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

| <b>NATIONAL OUTCOME SEVEN</b>                                                    |                  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                               |            |                 |           |                               |    |   |   |                                       |    |   |   |                                                          |    |   |   |                                             |    |   |   |                                             |    |   |   |                                           |    |   |   |
|----------------------------------------------------------------------------------|------------------|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|------------|-----------------|-----------|-------------------------------|----|---|---|---------------------------------------|----|---|---|----------------------------------------------------------|----|---|---|---------------------------------------------|----|---|---|---------------------------------------------|----|---|---|-------------------------------------------|----|---|---|
| Individuals' resilience and capacity for change and self-management are enhanced |                  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                               |            |                 |           |                               |    |   |   |                                       |    |   |   |                                                          |    |   |   |                                             |    |   |   |                                             |    |   |   |                                           |    |   |   |
| <b>Indicator</b>                                                                 | <b>Reported?</b> | <b>Useful?</b>  | <b>Evidence and Data (max 300 words per indicator)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                               |            |                 |           |                               |    |   |   |                                       |    |   |   |                                                          |    |   |   |                                             |    |   |   |                                             |    |   |   |                                           |    |   |   |
| Individuals have made progress against the outcome                               | Yes              | Yes             | <p>There is good evidence from partners that the range of activities that are undertaken to meet this outcome results in positive changes. Three examples highlight this.</p> <p>1. TCA's Perth Mentoring for Men service reported the majority of clients recorded:</p> <p>Increased readiness to change;<br/>           Increased belief in their ability to desist;<br/>           Improved prosocial attributes towards offending behaviour.<br/>           Improved ability to solve everyday problems;<br/>           Increased belief in their ability to change;<br/>           Reduced criminal activity (self-reported)</p> <table border="1"> <thead> <tr> <th><b>Mentoring for Men /16+</b></th> <th>Got Better</th> <th>Stayed the Same</th> <th>Got Worse</th> </tr> </thead> <tbody> <tr> <td>Increased Readiness to Change</td> <td>14</td> <td>5</td> <td>0</td> </tr> <tr> <td>Increased Belief in Ability to Desist</td> <td>15</td> <td>4</td> <td>0</td> </tr> <tr> <td>Improved prosocial attitudes towards offending behaviour</td> <td>15</td> <td>4</td> <td>0</td> </tr> <tr> <td>Improved ability to solve everyday problems</td> <td>11</td> <td>7</td> <td>0</td> </tr> <tr> <td>Increased belief in their ability to change</td> <td>10</td> <td>8</td> <td>0</td> </tr> <tr> <td>Reduced criminal activity (self-reported)</td> <td>17</td> <td>1</td> <td>0</td> </tr> </tbody> </table> | <b>Mentoring for Men /16+</b> | Got Better | Stayed the Same | Got Worse | Increased Readiness to Change | 14 | 5 | 0 | Increased Belief in Ability to Desist | 15 | 4 | 0 | Improved prosocial attitudes towards offending behaviour | 15 | 4 | 0 | Improved ability to solve everyday problems | 11 | 7 | 0 | Increased belief in their ability to change | 10 | 8 | 0 | Reduced criminal activity (self-reported) | 17 | 1 | 0 |
| <b>Mentoring for Men /16+</b>                                                    | Got Better       | Stayed the Same | Got Worse                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                               |            |                 |           |                               |    |   |   |                                       |    |   |   |                                                          |    |   |   |                                             |    |   |   |                                             |    |   |   |                                           |    |   |   |
| Increased Readiness to Change                                                    | 14               | 5               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                               |            |                 |           |                               |    |   |   |                                       |    |   |   |                                                          |    |   |   |                                             |    |   |   |                                             |    |   |   |                                           |    |   |   |
| Increased Belief in Ability to Desist                                            | 15               | 4               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                               |            |                 |           |                               |    |   |   |                                       |    |   |   |                                                          |    |   |   |                                             |    |   |   |                                             |    |   |   |                                           |    |   |   |
| Improved prosocial attitudes towards offending behaviour                         | 15               | 4               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                               |            |                 |           |                               |    |   |   |                                       |    |   |   |                                                          |    |   |   |                                             |    |   |   |                                             |    |   |   |                                           |    |   |   |
| Improved ability to solve everyday problems                                      | 11               | 7               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                               |            |                 |           |                               |    |   |   |                                       |    |   |   |                                                          |    |   |   |                                             |    |   |   |                                             |    |   |   |                                           |    |   |   |
| Increased belief in their ability to change                                      | 10               | 8               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                               |            |                 |           |                               |    |   |   |                                       |    |   |   |                                                          |    |   |   |                                             |    |   |   |                                             |    |   |   |                                           |    |   |   |
| Reduced criminal activity (self-reported)                                        | 17               | 1               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                               |            |                 |           |                               |    |   |   |                                       |    |   |   |                                                          |    |   |   |                                             |    |   |   |                                             |    |   |   |                                           |    |   |   |



|                                                             |            |                 | <p>2. TCA's OWLS Mentoring Service reported the majority of clients who engaged:</p> <p>Increased readiness to change;<br/> Increased belief in their ability to desist;<br/> Improved prosocial attributes towards offending behaviour.<br/> Improved ability to solve everyday problems;<br/> Increased belief in their ability to change;<br/> Reduced criminal activity (self-reported)</p> <table border="1" data-bbox="719 562 1436 960"> <thead> <tr> <th>OWLS</th> <th>Got Better</th> <th>Stayed the Same</th> <th>Got Worse</th> </tr> </thead> <tbody> <tr> <td>Increased Readiness to Change</td> <td>8</td> <td>1</td> <td>2</td> </tr> <tr> <td>Increased Belief in Ability to Desist</td> <td>6</td> <td>1</td> <td>2</td> </tr> <tr> <td>Improved prosocial attitudes towards offending behaviour</td> <td>8</td> <td>2</td> <td>1</td> </tr> <tr> <td>Improved ability to solve everyday problems</td> <td>8</td> <td>0</td> <td>2</td> </tr> <tr> <td>Increased belief in their ability to change</td> <td>9</td> <td>0</td> <td>2</td> </tr> <tr> <td>Reduced criminal activity (self-reported)</td> <td>9</td> <td>1</td> <td>1</td> </tr> </tbody> </table> <p>3. Perth and Kinross Council's CJSW Public Protection Team developed and implemented a questionnaire designed to assess and measure client readiness to change and their support needs during the time that they were undertaking their Community Payback Order.</p> <p>Results indicated that the majority of clients evidenced improvements in their attitudes to offending, engagement with services, confidence about the future and their ability to be think independently and not be influenced by others.</p> | OWLS | Got Better | Stayed the Same | Got Worse | Increased Readiness to Change | 8 | 1 | 2 | Increased Belief in Ability to Desist | 6 | 1 | 2 | Improved prosocial attitudes towards offending behaviour | 8 | 2 | 1 | Improved ability to solve everyday problems | 8 | 0 | 2 | Increased belief in their ability to change | 9 | 0 | 2 | Reduced criminal activity (self-reported) | 9 | 1 | 1 |
|-------------------------------------------------------------|------------|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------------|-----------------|-----------|-------------------------------|---|---|---|---------------------------------------|---|---|---|----------------------------------------------------------|---|---|---|---------------------------------------------|---|---|---|---------------------------------------------|---|---|---|-------------------------------------------|---|---|---|
| OWLS                                                        | Got Better | Stayed the Same | Got Worse                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |      |            |                 |           |                               |   |   |   |                                       |   |   |   |                                                          |   |   |   |                                             |   |   |   |                                             |   |   |   |                                           |   |   |   |
| Increased Readiness to Change                               | 8          | 1               | 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |      |            |                 |           |                               |   |   |   |                                       |   |   |   |                                                          |   |   |   |                                             |   |   |   |                                             |   |   |   |                                           |   |   |   |
| Increased Belief in Ability to Desist                       | 6          | 1               | 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |      |            |                 |           |                               |   |   |   |                                       |   |   |   |                                                          |   |   |   |                                             |   |   |   |                                             |   |   |   |                                           |   |   |   |
| Improved prosocial attitudes towards offending behaviour    | 8          | 2               | 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |      |            |                 |           |                               |   |   |   |                                       |   |   |   |                                                          |   |   |   |                                             |   |   |   |                                             |   |   |   |                                           |   |   |   |
| Improved ability to solve everyday problems                 | 8          | 0               | 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |      |            |                 |           |                               |   |   |   |                                       |   |   |   |                                                          |   |   |   |                                             |   |   |   |                                             |   |   |   |                                           |   |   |   |
| Increased belief in their ability to change                 | 9          | 0               | 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |      |            |                 |           |                               |   |   |   |                                       |   |   |   |                                                          |   |   |   |                                             |   |   |   |                                             |   |   |   |                                           |   |   |   |
| Reduced criminal activity (self-reported)                   | 9          | 1               | 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |      |            |                 |           |                               |   |   |   |                                       |   |   |   |                                                          |   |   |   |                                             |   |   |   |                                             |   |   |   |                                           |   |   |   |
| <b>Other information relevant to National Outcome Seven</b> |            |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |      |            |                 |           |                               |   |   |   |                                       |   |   |   |                                                          |   |   |   |                                             |   |   |   |                                             |   |   |   |                                           |   |   |   |
|                                                             |            |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |      |            |                 |           |                               |   |   |   |                                       |   |   |   |                                                          |   |   |   |                                             |   |   |   |                                             |   |   |   |                                           |   |   |   |



## 5. Priority Areas of Focus

### 1. Victims

The Perth and Kinross CJP Outcomes Improvement Plan identifies victims as a key priority area of focus. A key action in the plan is to work with victims and relevant organisations that support them to improve their journey through the criminal justice system.

The Caledonian Programme offers a direct service to the women who are cited as victims of domestic offences on Court Report requests. In line with the Caledonian Programme assessment, women are initially contacted by the Caledonian Women's Service and offered the opportunity to give their views and provide an input at the stage of preparing pre-sentencing reports. The Caledonian Women's Service is a new development for Perth and Kinross as it is the first time that the Criminal Justice team has had the opportunity to work directly with the victims of crime.

Following assessment, in cases where the man is not assessed as suitable for the Caledonian Programme, or the Court decides not to impose a Programme Requirement, the woman will be offered a further four support sessions to identify safety plans and signpost them on to other appropriate support services. If the man is placed on a Caledonian Programme Requirement, the woman will be offered support for the 2-year duration of the Order.

Support includes practical support and advice, a listening ear, emotional support, one to one support, advocacy, signposting to other services and safety planning.

While support through the Caledonian Women's Service is offered to all women who are cited as victims of domestic offences, whether they wish to participate in the process is entirely their decision. In the year until 31 March 2020, over 70 women engaged with the Caledonian Women's Service.

### 2. Family Relationships

The Perth and Kinross CJP Outcomes Improvement Plan identifies Family Relationships as a key priority area of focus. A key action in the plan is to develop links with providers of parenting services to enable people who are subject to the criminal justice system to build and develop strong, positive family relationships and engage with parenting support, both in the community and secure establishments. Families Outside is a member of the CJP Third Sector Forum.

During 2019-20, Families Outside received 33 direct 1-1 support referrals for adults. These were mainly self-referrals. This is highlighted in the case study below:

The Regional Families Support Co-ordinator (RFSC) received a call from a client via their helpline. The client was experiencing the criminal justice system for the first time and felt unable to be supported by friends and family. He was struggling to cope and felt he would benefit from emotional support.

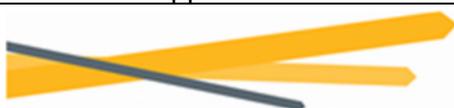
In order to help him, he received support in a number of areas:

RFSC explained legal jargon and CJS terminology;

Prisoner visits and differences between different establishments/ regimes once transfer had happened;

Handing in property;

Emotional support from someone who understands elements of CJS;



Issues concerning the client's mental health and information concerning who to talk to about this.

As a result of this support, the following outcomes were achieved:

The client was able to talk through their concerns and issues;

The client was able to feel included and engaged with regards to visits and understanding the processes within the prison system;

The client felt supported throughout and felt able to ask questions at each stage of the journey;

The client felt able to talk to the RFSC throughout, with particular support put in place around pre-sentencing and transfer of establishments.

### **3. Males who offend**

The Perth and Kinross CJP Outcomes Improvement Plan identifies Males who offend as a key priority area of focus. Following the production of the Review of Male Service Delivery in January 2019, funding was identified to create a part-time post to consider the results and consider the design of a new Male Offenders Service within the Criminal Justice Service, to incorporate the views and needs of the service user group and to consider ways of working with male offenders that can best reflect current research concerning reducing risk and aiding integration in the community.

The Men's Service will be a sustainable alternative for males who offend to find purpose, improve wellbeing and reintegrate; both within society and their own significant relationships. Whilst above all else, ensuring public protection and seeking to reduce reoffending.

It will provide a different way of working for both service users and staff that facilitates multi-agency, targeted approaches in a more efficient manner to ultimately improve outcomes.

The Men's Service will provide a blend of both structured and unstructured interventions. The structured interventions relate to men who are subject to statutory Court Orders and their risk and needs may be better managed under the context of the Men's Service due to the intense, targeted approach it can offer. Unstructured interventions such as when males present in crisis when not part of a statutory order are better served through the Men's Service due to its ability to be flexible and respond to the needs of the client base.

The objectives of the Men's Service are:

Create an environment that is non-threatening, trauma informed and fosters the idea of a safe environment which enhances men's engagement

Provide a structured modular programme of work that can and should be delivered in groups where possible but can be adapted to 1 to 1 delivery if/and when required

Place wellbeing at the heart of the work done with men, with both physical and mental health at the forefront.

Utilise an additional person-centred assessment process in conjunction with the standard risk assessment and case management process (LSCMI) to provide a more targeted approach through the time spent on an order which is regularly reviewed.

Provide a "one-stop shop" approach where agencies can coordinate and support men more effectively under one roof.



Ensure trauma informed and adverse childhood experiences are more widely considered when responding to men on orders and provide appropriate support to these individuals.

As of March 2020, the final proposal for the project was nearly completed and further funding has now been secured for the next 2 years. It is therefore planned that the project will start on a pilot basis in the second half of 2020.

## 6. Case Studies

The Right Track service run by Criminal Justice Social Work aims to provide a service for young people aged between 16 and 26 years old where the persistence and/or seriousness of their offending places them in immediate risk of custody. Other criteria are that the young person has or is likely to fail to comply with a Community Payback Order, such is their current chaotic lifestyle.

The key objective of the Right Track service is to monitor and stabilise young people who are at risk of custody and /or failing to comply with Community disposals. This may be achieved by addressing aspects of their potentially chaotic lives whilst supporting and preparing them to subsequently go onto complete a community disposal.

Right Track has 5 Key Outcomes:

More positive engagement with Services

Reduced breach rate within target age group

Reduced use of custody

Reduced re-offending (frequency / seriousness)

Evidence that assessed criminogenic needs have stabilised or have been addressed: LSCSMI domains and wheel of life assessment

The following example highlights the work of the Right Track service and the positive effect it can have on its clients.

Client X began working with the Right Track service just after his 16<sup>th</sup> birthday. This was for a serious offence causing him to be excluded from school and prevented him from sitting any of his SQA school examinations. Without substances, Client X presented as a shy, nervous but compliant young man and despite his engagement remaining positive, continued to spend his time with peers who indulged in regular drug and alcohol use. Client X returned to court and due to the seriousness of his offence, was placed on a Community Payback Order.

Client X successfully completed his CPO, and despite finding employment, his behaviour in the community remained quite unpredictable. This impacted on his consequential thinking and behaviour, and after several months Client X, once again found himself unemployed. Client X thereafter started to suffer from low mood and anxiety, and he resorted to using substances as an escape.

Client X subsequently re-offended and the Court re-referred him back to Right Track as he was still only 18 years of age. Due to the working relationship already established, Client X accepted the intensive support offered during his period of deferment. This focused on working



with other services to address ongoing concerns with his medical, substance use and potential training/employment.

Following 13 months on the Programme Client X returned to court and was admonished and dismissed. He had worked on relevant offence focused work, accrued over 200 hours on the Right Track Work Project, completed a Joinery Course with the Employability Pipeline at Westbank, and been supported to medical and other relevant appointments with partner organisations and services. Client X had also been offered an apprenticeship with a local builder during his last month on the programme. Client X is still currently employed.

## 7. Challenges

The Partnership have identified the following 2 key challenges:

1. The Partnership's opportunities to engage with local Sheriffs have proved to be extremely limited to date. The opportunity to work in partnership with local Sheriffs would be welcomed as, amongst other issues, it would enable partners to engage in meaningful dialogue concerning sentencing decisions and concerns raised by local communities. It is hoped that some mechanism for regular liaison can be established in future. For example, briefing sessions or attendance at Partnership meetings.

2. The current lack of opportunities for prisoners leaving custody to access appropriate and timely mental health support.

## 8. Additional Information

The information in this report has been provided by the following Statutory Partners and Third Sector Forum members:

Families Outside;  
Perth and Kinross Council;  
Perth & Kinross Health and Social Care Partnership;  
Skills Development Scotland;  
Tayside Council on Alcohol.





## APPENDIX 2

## Glossary of Terms

|       |                                                    |
|-------|----------------------------------------------------|
| ACE   | Adverse Childhood Experiences                      |
| ADHD  | Attention Deficit Hyperactivity Disorder           |
| BBV   | Blood Borne Virus                                  |
| CAB   | Citizen Advice Bureau                              |
| CAP   | Community Advice Project                           |
| CJA   | Community Justice Authority                        |
| CJOIP | Community Justice Outcomes Improvement Plan        |
| CJP   | Community Justice Partnership                      |
| CJS   | Community Justice Scotland                         |
| CJSW  | Criminal Justice Social Work                       |
| COPFS | Crown Office and Procurator Fiscal Service         |
| COG   | Chief Officer's Group                              |
| CPA   | Care Program Approach                              |
| CPCC  | Child Protection Case Conference                   |
| CPO   | Community Payback Order                            |
| DTTO  | Drug Treatment and Testing Order                   |
| DWP   | Department of Work and Pensions                    |
| ECHR  | European Convention on Human Rights                |
| EDL   | Earliest Date of Liberation                        |
| EEI   | Early and Effective Intervention                   |
| FCO   | Family Contact Officer                             |
| GDPR  | General Data Protection Regulation                 |
| HMP   | Her Majesty's Prison                               |
| HRARG | High Risk Adult Review Group                       |
| ISP   | Information Sharing Protocol                       |
| MAPPA | Multi Agency Public Protection Arrangements        |
| MARAC | Multi Agency Risk Assessment Conference            |
| MATAC | Multi Agency Tasking and Coordination              |
| NHS   | National Health Service                            |
| OWLS  | One-stop Women's Learning Service                  |
| PBS   | Parole Board Scotland                              |
| PF    | Procurator Fiscal                                  |
| PKAVS | Perth and Kinross Association of Voluntary Service |
| PWA   | Perthshire Women's Aid                             |
| RASAC | Rape and Sexual Abuse Centre                       |
| RFSC  | Regional Family Support Co-ordinator               |
| SARN  | Sexual Assault Referral Network                    |
| SCRA  | Scottish Children's Reporter Administration        |
| SCTS  | Scottish Courts and Tribunal Service               |
| SDS   | Skills Development Scotland                        |
| SFRS  | Scottish Fire and Rescue Service                   |
| SHORE | Sustainable Housing on Release for Everyone        |
| SCR   | Significant Case Review                            |

|     |                             |
|-----|-----------------------------|
| SOG | Strategic Oversight Group   |
| SPS | Scottish Prison Service     |
| SWD | Social Work Department      |
| TCA | Tayside Council on Alcohol  |
| TSO | Throughcare Support Officer |
| UPW | Unpaid Work                 |
| YJA | Youth Justice Assessor      |

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# ANNUAL REPORT

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## 2019-2020



## ANNUAL REPORT 2019 -2020

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Welcome to the 2019/2020 annual report on Tayside's Multi Agency Public Protection Arrangements (MAPPAs). Protecting the most vulnerable in our communities is the priority of all agencies working in partnership within MAPPAs. The agencies are committed to working together to prevent people becoming victims of serious harm and to support and monitor offenders to manage the risk of further offending. Whilst it is never possible to totally eliminate risk entirely, all reasonable steps need to be taken to reduce the risk of serious harm to the public from known offenders.

This year has seen the publication of two Significant Case Reviews and a range of actions have been identified to improve MAPPAs processes at both national and local level and many of which these have already been implemented. This coming year a priority of the MAPPAs Strategic Oversight Group will be to ensure these are fully implemented and strengthen our local arrangements.

The agencies within Tayside have continued to work effectively together and place the protection of the public as their highest priority. This report sets out the work undertaken by MAPPAs and reflects the determination of all involved to ensure that this important area of work remains at the forefront. I acknowledge this and wish to thank all partner agencies for their continued support and commitment to the work of MAPPAs in Tayside.

Elaine Torrance  
Independent Chair  
Tayside MAPPAs Strategic Oversight Group (SOG)

## MAPPA In Tayside

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The foundation of MAPPA is the partnership work between a range of agencies. By sharing information, joint management, assessing risk and co-ordinated activity, we are in a better position to protect the public from harm.

In Tayside while Community Justice Social Work (CJSW), Police, Scottish Prison Service (SPS) and Health (NHS Tayside) hold the prime responsibility for the effectiveness of MAPPA they are actively supported by a diverse group of organisations and services which have a duty to co-operate, including Children's Services, Housing, third sector agencies and electronic monitoring providers. The aim is always to get the right agencies around the table for each individual case to assess risk and provide appropriate monitoring and support.

The MAPPA process often commences when the offender is still in prison or detained in hospital. When release/discharge conditions are being considered public safety is of the highest priority.

The MAPPA process becomes vitally important when the offender is released into the community and the management of risk is continually assessed and regularly reviewed at formal multiagency meetings.

It is recognised that no system can provide an absolute guarantee that an offender assessed as dangerous will not reoffend. However, last year more than 99% of MAPPA offenders who were being supported and monitored did not commit a serious further offence and we will continue our efforts to reduce the risk posed by high risk of serious harm offenders in Tayside.

The responsible authorities of Tayside are:

- [Dundee City Council](#)
- [Perth & Kinross Council](#)
- [Angus Council](#)
- [Police Scotland](#)
- [Scottish Prison Service](#)
- [NHS Tayside](#)



## Violent and Sex Offender Register (ViSOR)

The Violent and Sex Offender Register is a UK-wide IT system to assist the multi- agency management of people who pose a serious risk of harm to the public. Since

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implementation of ViSOR, the responsible authorities, Police, Social Work, Health and SPS, are able to share risk assessments, risk management plans and risk information on individuals in a timely way.

In Tayside ViSOR is used by Police, CJSW, Health and SPS. The system can be accessed 24/7 by Police Scotland so if a Police officer on patrol wishes to know anything about an offender all the information they require is at hand, for example licence conditions or Sexual Offences Prevention Order (SOPO) conditions.

Managing dangerous offenders is all about identifying risks, making decisions and putting plans together to deal with the risk. ViSOR is at the heart of this and contributes to the reduction of further offending and protection of the public.

## WHAT WE SAID WE WOULD DO in 2019/2020

In our last annual report the following priority action were agreed and a summary of progress is provided for each below

- Examine and action recommendations from the Significant Case Reviews that are currently on going
- Progress audits across the 3 local authorities
- Improve data collection and reporting to the Strategic Oversight Group
- Continue to deliver training across the Tayside Partnership with a focus on learning from audits and significant reviews to improve our practice
- Review and streamline the arrangements for undertaking Initial Case Reviews

### Examine and action recommendations from the Significant Case Reviews that are currently on going

Within this year we saw the publication of 2 Significant Case Reviews, both carried out by external reviewers who closely examined each case and the management of the



individuals involved to inform the reports, Person X and Prisoner Z. The actions from these reports have been regularly reviewed and scrutinised as part of the MAPPA SOG assurance processes.

1 May 2019 saw the publication date of SCR – Person X, which included 14 recommendations, with 5 for the MAPPA Strategic Oversight Group (SOG), 3 for NHS and 6 for Police Scotland. Since publication all agencies have accepted and reviewed the recommendations and progressed the agreed actions as required in the action plan. As a result of this SCR the practices of MAPPA Level 1 have been reviewed and additional MAPPA chair training has been carried out. Police Scotland has also ensured that training for newly appointed Offender Management Officers in Tayside is completed as soon as possible after appointment. Police Scotland ViSOR Unit has introduced a new information sharing process with Home Office Immigration in relation to foreign nationals' subject to Sex Offender Notification Requirements. The NHS now have alerts on all managed individuals and are progressing a Public Protection framework. 26 November 2019 saw the publication of SCR – Prisoner Z, which included 10 recommendations, with 5 for SPS, 2 for Scottish Government, 1 for Tayside MAPPA SOG, 1 for National SOG and 1 for Police Scotland. All the agencies have accepted and reviewed the recommendations and changes have been made to policy and practice at both local and national level.

SPS have implemented a new Risk Management Progression and Temporary Release Guidance which incorporates a revised Community Access Risk Assessment (CARA). The CARA provides details of risk factors, early warning signs, protective factors and the risk management plan. The SPS have also held an external review of the processes and the findings all of which will be shared with MAPPA partners. Scottish Government along with partner agencies are continuing with a review of national MAPPA Guidance which will be consulted on in the coming months.

Locally, in Tayside we have ensured that all MAPPA relevant prisoners, with community access, are subject to a MAPPA Level 2 meeting with all appropriate agencies attending. The minutes of these meetings are shared with the SPS Risk Management Team. An audit of MAPPA minutes for individuals currently in prison but with community access was undertaken as part of the assurance process for Prisoner Z SCR. The audit confirmed that MAPPA meetings were appropriately analysing risk relating to the offender in the community and clearly communicating their recommendations to the SPS Risk Management Team. The published reports and recommendations can be found on the local council websites. Person X can be found on [Dundeeprotects.co.uk](http://Dundeeprotects.co.uk) and Prisoner Z on Angus Council website.



## Progress audits across the 3 local authorities

In this year a national audit assessment tool was devised so that data collected in each

MAPPA area of Scotland can be scrutinised. We in Tayside have examined a number of cases examining relevant risk assessments and risk management plans and the multi-agency arrangements with each individual. In each case we also examined the impact of the MAPPA process and evidenced any positive outcome for the individual. This process highlighted the good information sharing between agencies and also proactive policing with new offences being discovered. Similar audits will be carried out 4 times a year and the findings will be reported to the SOG.

## Improve data collection and reporting to the SOG

Data collection has been improved with an enhanced range of statistical information being provided at each SOG meeting. This provides management information to help analyse trends and examine practice. Of particular interest to the SOG are further offending, warnings and breaches of orders, number of meetings held, prison releases and recalls to custody.

It should be noted that all sexual re-offending by a MAPPA managed individual requires an Initial Notification to be sent to the chair of the MAPPA SOG to determine if a fuller SCR is needed and a process is in place to review cases further where required. If a MAPPA SCR is judged not to be required and the individual is subject to a Community Justice Order, then an Initial Analysis of the circumstances must be compiled by a manager independent of the practice and submitted to the Care Inspectorate. This highlights that there are built-in mechanisms to continually examine practice, particularly in the small number of cases where re-offending has occurred.



## Continue to deliver training across the Tayside Partnership with a focus on learning from audits and significant reviews to improve our practice

During this year training has taken place for all MAPPAs Chairs with a particular focus of defensible decision making and preparation of risk management plans. This training is given to all persons who will chair a MAPPA meeting at Level 1, 2 or 3. This year 15 staff members were trained and continue to chair the MAPPA meetings. Training will continue to be a priority in the coming year and will need to be adapted due to the impact of the current restrictions on face to face meetings due to the pandemic.

## Review and streamline the arrangements for undertaking ICR's

A further key focus for the SOG this year was a review of the management of reported further offending and to clarify the process for submission of a notification for consideration by the SOG chair for progression to an Initial Case Review or Significant Case Review. A revised process has been agreed and implemented. When a notification is submitted to the SOG chair and if further information is required an ICR Panel will be called to consider the circumstances. This panel will be made up of a representative from CJSW, Police, NHS, the MAPPA Co-ordinator and SOG chair. This panel will then consider whether the case needs to progress to a SCR and if there are any areas of good practice or areas for learning, before making proposals to the chair.

## STATISTICAL INFORMATION

As of 31 March 2020, there were 407 Registered Sex Offenders managed in the community in Tayside, an increase of 27 offenders on the previous year. Of these, 144 (35%) were subject to a statutory supervision requirement with Community Justice Social Work and managed jointly with Police Scotland Offender Management officers.

The number of offenders managed in each area is detailed below;

**ANGUS** – 116 - an increase of 14 on the previous year

**DUNDEE** – 167 – an increase of 11 on the previous year

**PERTH & KINROSS** – 124 – an increase of 2 on the previous year

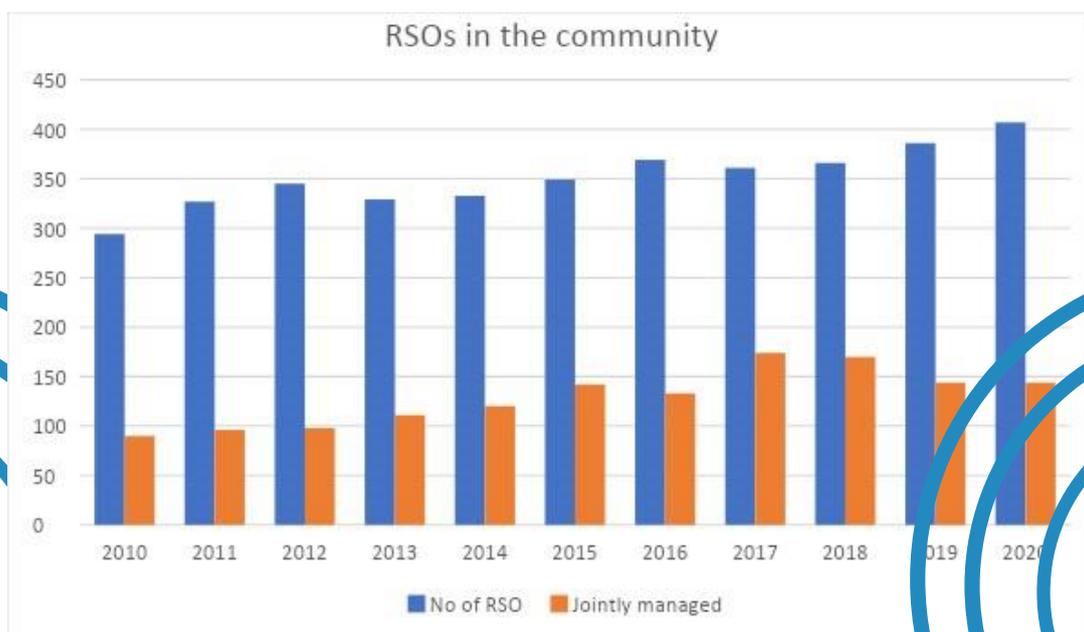


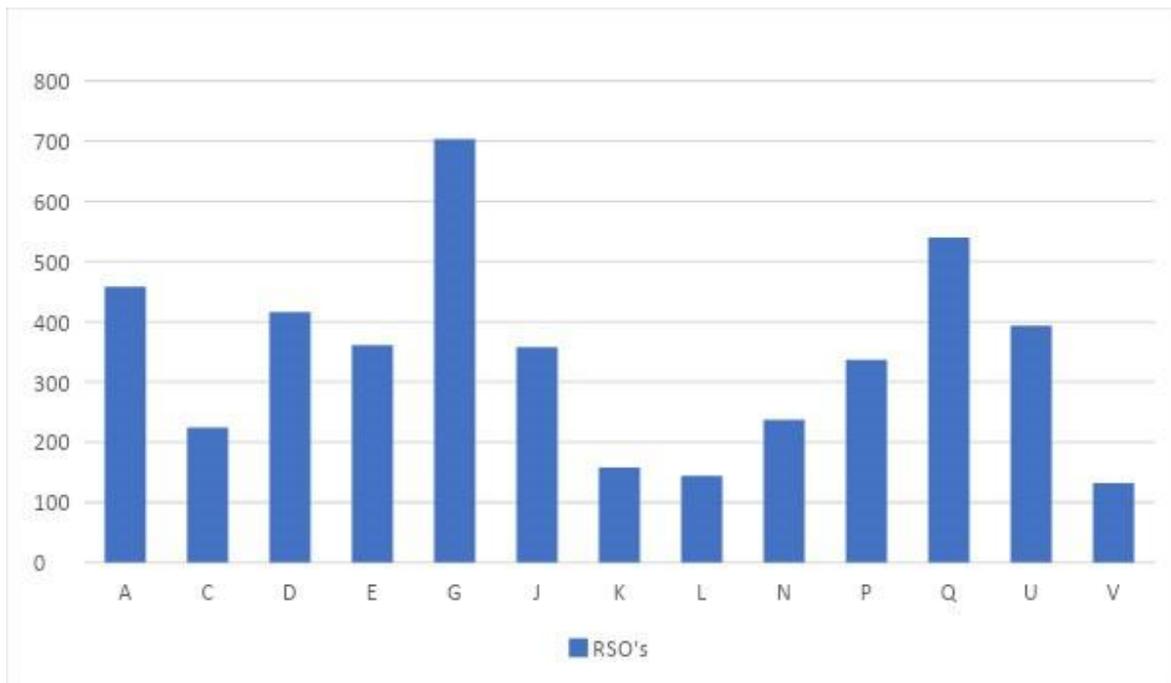
In March 2016 MAPPA was extended to include Category 3 offenders, who are certain high-risk individuals subject to a statutory order and require multi-agency management. This year 4 individuals have been considered under the Category 3 process.

If an offender is convicted of a sexual offence overseas and thereafter moves to the UK or is deported back to the UK then the police can apply to the courts for a Notification Order. This order then makes that individual a registered offender and subject to Sex Offender Notification Order requirements as if convicted in this country. At this time there are 6 offenders managed by such an order in Tayside.

Over the past 10 years there has been an increase of 113 offenders in the community and to accommodate this increase the Offender Management Units and Social Work Public Protection teams have added to their staff numbers. The following graph shows that increase and also included is the number of offenders who are jointly managed, by Community Justice Social Work by means of an order eg licence or Community Payback Order and are Registered Sex Offenders.

The following graph provides a comparison between the areas of Scotland. The information was drawn from ViSOR.





|                                          |                                       |                              |
|------------------------------------------|---------------------------------------|------------------------------|
| <b>A</b> Aberdeen, Aberdeenshire & Moray | <b>J</b> Lothians & Scottish Borders  | <b>Q</b> Lanarkshire         |
| <b>B</b> Forth Valley                    | <b>K</b> Renfrewshire & Inverclyde    | <b>U</b> Ayrshire            |
| <b>D</b> Tayside                         | <b>L</b> Argyll & West Dumbartonshire | <b>V</b> Dumfries & Galloway |
| <b>E</b> Edinburgh                       | <b>N</b> Highlands & Islands          |                              |
| <b>G</b> Glasgow                         | <b>P</b> Fife                         |                              |

## FORWARD PLANS

The following priorities have been identified for the coming year 2020/2021

- Further development of Risk Register for SOG following impact of Covid 19
- Implement the Strategic Plan including outstanding actions identified from Significant case Reviews
- Training plan to be developed and agreed



- Communication plan to be agreed and implemented
- 
- Further progress with data collection and analysis

As the year 2019/2020 ended, the Pandemic Covid 19 necessarily caused a change in the way we operated both as a MAPPA SOG and at an operational level. As we went into lock down all our MAPPA meetings at Level 1,2 and 3 changed from being face to face and are now conducted using teleconference technology. This has meant that all required MAPPA meetings have been held in required timescales with all partners able to engage in the meetings and contribute.

The Offender Management Unit and Community Justice Social Work workforce have continued to contact their clients by telephone and offer secure office appointments and home visits where required all acknowledging social distancing and the use of personal protective equipment. At HMP Castle Huntly home leave prisoners were unable to access the wider community and this restriction remains.

The MAPPA SOG has continued to meet by teleconference more regularly to monitor the arrangements and has made a priority of establishing a Risk Register to share information and analysis of the evolving risks as the management of the Pandemic progressed. MAPPA figures and analysis were also part of a wider Protecting People dataset managed by each Chief Officer's Group in Angus, Dundee and Perth & Kinross. Although the vast majority of these actions took place in the 20-21 reporting period it is important to explain the arrangements that were put in place in late March 2020 to respond to the Public Health crisis and will be further developed over the coming year.



MAPPA Co-ordinator  
Friarfield House  
Barrack Street  
Dundee, DD1 1PQ

Tel: 01382 435518  
Fax: 01382 435080



**MAPPA**  
Tayside Multi Agency  
Public Protection Arrangements



