

## **6.) Priority 4 - Providing housing and support to vulnerable groups**

### **Outcomes**

- The supply of accessible properties is increased
- Specialist housing advice is provided in partnership with the Housing Contribution Statement Group
- Older peoples' housing is reviewed by the Housing Contribution Statement Group (HCSG)
- Further analysis on the housing needs of vulnerable groups is carried out

### **Actions**

- We will work in partnership to agree standard specifications for specialist housing built through the SHIP
- We will increase the supply of specialist properties funded through the SHIP
- We will work in partnership to implement the findings of the Adapting for Change (AfC) pilot
- We will carry out awareness raising training for housing staff on dementia and mental health issues
- We will work with the HCSG to provide housing advice to people with specialist needs
- We will review Older People's housing
- We will carry out further needs analysis for specialist groups
- We will explore through the HCS how housing issues could lead to delayed discharge
- We will explore through the Lochview Hospital Working Group the accommodation needs of people currently living there
- We will explore through the HCS the accommodation needs of people with health and social care needs living out with the area
- We will carry out a design feasibility study on current Housing with Care developments to assess their potential to meet the needs of a range of older and disabled people
- Carry out research to identify which housing needs present greatest challenge to accommodate
- Review service delivery at the Council's travelling person's site

### **Partnership**

Progress on the above outcomes will be steered by the following group:

- The Housing Contribution Statement Group which includes representation from Falkirk Council Housing Services, RSLs (with specialist housing locally), Social Work Adult Services and NHS Forth Valley

### **Context**

#### **National Overview**

The following national legislation, policy and research are relevant to this priority:

- The Housing (Scotland) Act 2001 in relation to the assessment of the provision of housing and related services (known as the HNDA)
- The Public Bodies (Joint Working) (Scotland) Act 2014 which sets out the framework for integrating health and social care, requiring Local Authorities and Health Boards to establish Integrated Partnership arrangements and develop a Strategic Plan. As of April 2015 responsibility transferred to the partnership for disabled adaptations in both Local Authority and the Private Sector (but not RSLs). Also transferred to the partnership under this legislation is Garden Aid
- Initially Joint Commissioning Plans based on a Joint Strategic Needs Assessment (JSNA) including a HCS were required. The Public Bodies Act required the initial HCSC (2013) to be revised in 2015 to cover the three years of the Strategic Plan
- National health and well-being outcome 2 - “People , including those with disabilities or long term conditions, or who are frail , are able to live, as far as reasonably practical , independently and at home or in a homely setting in their community”
- Age, Home and Community: A Strategy for Housing for Scotland’s Older People 2012-2021
- Reshaping Care for Older People: A programme for change 2011-2021
- The Keys to Life: Improving the quality of life for people with learning disabilities

## **Local Overview**

The following local partnerships, plans and analysis are relevant to this priority:

- The integration of Health and Social Care led to the establishment of the Falkirk Health and Integration (HSCI) Partnership with an IJB developed by Falkirk Council and NHS Forth Valley
- The Falkirk Strategic Planning Group reports to the HSCI Partnership and developed the Falkirk Integrated Strategic Plan. Falkirk Council Housing Service and RSLs are represented on this group
- A draft Older Peoples’ Housing Plan was developed to set out proposals to progress Age, Home and Community locally
- The revised HCS was developed then discussed by the IJB in December 2016 and an update and action plan to progress discussed in June 2016
- The HNDA (chapter 5 specialist groups) as approved by Scottish Government in August 2016

## **Falkirk Integrated Strategic Plan 2016-2019**

The focus of the HSCI Partnership is prevention and early intervention. The key issues for the Falkirk area are:

- The ageing population
- Growing numbers of people living with long term, multiple conditions and complex needs
- The importance of early intervention and prevention can make a difference
- Carers and workforce support
- Deprivation, housing and employment

Three locality areas have been identified by the Falkirk HSCI Partnership for service planning purposes namely:

- Central -Falkirk
- West - Grangemouth/ Bo'ness and Braes<sup>20</sup>
- East -Denny/Bonnybridge/ Larbert and Stenhousemuir

## Falkirk HCS

The evidence base to support the HCS includes data analysis and consultation for the specialist chapter of the HNDA and the JSNA to the Falkirk Integrated Strategic Plan. A summary of proposals identified in the HCS include:

- Exploring the need for Extra Care housing
- Revising the current model of Housing with Care (HwC)
- Piloting dementia friendly design
- Exploring a joint register for specialist housing
- Carrying out dementia and mental health awareness training
- Exploring housing options advice to people with specific needs
- Streamlining the process for disabled adaptations

In addition to mandatory services, it is recognised through existing partnership working that some landlord functions will be more influenced than others by the priorities of the Falkirk Integrated Strategic Plan. These include HwC and housing support. Services which contribute to keeping people in their homes within a community setting and preventing more expensive crisis interventions will also relate to HSCI. These include housing maintenance and improvements, energy efficiency and debt advice.

In addition to this priority, which contributes to the success of the Falkirk Strategic Integrated Plan, other LHS outcomes and relevant which will impact on health and social care integration include the following:

Outcome	Action
The supply of housing is increased	Ensure housing supply is available to build 2,456 additional properties by 2021
	Provide new affordable housing options
	Make best use of existing stock to provide additional affordable housing
	Agree with partners specifications standard for new build housing
	Work in partnership to deliver housing through the Affordable Housing Policy
	Explore a range of models to increase affordable housing models locally
	Improve private rented sector housing options
Best use is made of stock across tenure	Develop area based regeneration strategies in partnership with RSLs and the local community
	Increase the number of empty homes brought back in to use

<sup>20</sup> Polmont Rural South

	Increase satisfaction levels for people within the local community
	Establish the potential for joint working on estate management and employability initiatives between Council/RSLs
Housing advice is provided to those at risk of homelessness	Develop a Younger Peoples' Housing Plan
	Explore the potential for providing a Common Housing Register with social landlords
	Ensure information on housing options is accessible and informative
	Improve customer satisfaction and service delivery with homeless services
People can access temporary and supported accommodation as required	Ensure temporary accommodation provides best value fitting the current profile of homeless households
Tenancy sustainment is improved	Use a range of methods to improve tenancy sustainment
	Provide a tenancy support service with an external provider
Fuel poverty is tackled, climate change improved and progress is made to meeting national climate change targets	Ensure compliance with Energy Efficiency in Scottish Social Housing by 2020
	Mitigate the impacts of climate change in relation to housing by improving the energy efficiency of the stock and consider risks such as flooding
	Reduce the numbers experiencing fuel poverty and extreme fuel poverty as far as reasonable possible
Social rented housing conditions are improved	Improve condition of social rented homes by targeting investment through capital programmes
Private sector housing conditions are improved	Review Scheme of Assistance (SOA)

## Key Issues

### Disabled Adaptations

The HNDA highlighted that 11,040 households (16%) had disabled adaptations with 1,380 households (2%) requiring adaptations<sup>21</sup>. The number of disabled adaptations has increased across all tenures over the period 2010-2015 by 9%.

Future projections on the need for disabled adaptations will be based on three factors; new building standards, the ageing population and the priority set out in the Strategic Plan for older people to remain in a homely setting.

Mandatory building standards from 2007 included enhanced accessibility and adaptability standards for all domestic new builds. The purpose was to enable flexible living accommodation for the general population which can be easily converted to ensure suitable accommodation for older people. Suitable older peoples housing would be through the provision of easily accessible housing with downstairs toilet/shower, doors wide enough for a wheelchair and easily accessible electrical sockets. The new standards mean that properties are capable of further adaptations if

<sup>21</sup> Scottish House Condition Survey 2012/2015 as quoted in the Falkirk Council (2016) Housing Need and Demand Assessment

required. It is anticipated that over time building standards will provide an increasing supply of mainstream properties that are suitable for people with mobility, dexterity and/or sensory disabilities.

However, the lower building rates since the recession have meant that the impact of the new regulations has been limited although it is now increasing. In the future it is anticipated that the new regulations will have an impact on the profile of the housing stock which may impact on the need for adaptations.

In relation to the ageing population, the numbers of households over 65 are projected to increase by 10% in the short term (2017-2022) and by 52% in the longer term (2017-2037).

Based on the above and the priority of older people remaining in their own homes, it is assumed there will continue to be increasing demand for disabled adaptations.

The Council identify adapted properties when a property becomes empty and will try to allocate to an applicant who needs the adaptation. Further adaptations will be undertaken to the property if needed.

When comparing all adaptations it is significant to note that the highest numbers of adaptations are for grab rails/hand rails. However, there is a significant difference by tenure. In Council properties the majority of adaptations are grab rails/hand rails whereas for RSL and Private Sector the majority are showers.

The budget for disabled adaptations is set out below:

- i) Council disabled adaptations – Budget for 2015-2016 - circa £1.169m
- ii) Private sector adaptations – Budget for 2015 -2016 - c£400k
- iii) RSL adaptations - c£200k (Scottish Government spend 2014/to 2015)

To date (January 2017), RSL disabled adaptations are not included in HSCI. It is therefore likely that the budget for disabled adaptations included under Health and Social Care integration is circa £1.5 million.

## **Care and Repair**

Care and Repair is delivered by Falkirk Council officers through the Scheme of Assistance (SOA) and aims to provide help and support to home owners and private tenants. This can help to adapt, maintain, repair or improve their homes. Over the period 2011-2016 the number of Disabled Adaptation grants awarded decreased from 118 to 94. However the amount spent on Disabled Grants over the same period increased from £321, 840 to £337,799. Despite this increase in spend, it is lower than neighbouring Councils and will be explored through the Adapting for Change Steering Group (as below). Over the course of the new LHS we will review the SOA with colleagues in Social Work Adult Care Services and NHS Forth Valley.

## **Adapting for Change Pilot**

Falkirk is one of the five pilots on-going nationally to streamline processes for disabled adaptations and reduce timescales. This is progressed locally through the Adapting for Change (AfC) Steering and Working Groups which are now (February 2017) led by Health and Council Housing Services. Social Work Adult Services and RSLs are also involved. A lead officer has recently been appointed to progress this project.

To date the pilot has completed the following:

- Mapped the pathways to adaptations
- Agreed definitions for minor, moderate and major and major complex adaptations
- Agreed to set up a complex cases panel to make decisions on major/complex adaptations
- A specification tool has been developed to streamline the assessment process for adaptations which is currently being tested. In addition, the complex cases panel is being tested with Care and Repair cases

It has been agreed that it is necessary to set up procedures to identify at an early stage whether housing adaptations are appropriate. Work is due to commence locally through the AfC Steering Group to develop procedures to make the necessary referrals for advice if adaptations are not appropriate. Ihub are also working to produce training and materials for the pilots.

Locally part of this will involve the Hints and Tips booklets developed with and by older people and the peer advice project both of which are actions in the HCS.

The AfC Steering Group has also been working on performance indicators for disabled adaptations and linking them to monitoring for the Strategic Plan.

## **Wheelchair Housing**

The lack of a Common Housing Register (CHR) makes it more difficult to estimate the need and demand locally for accessible and wheelchair housing. An estimate has been made in the HNDA by triangulating local and national data with research. Locally there are 313 Council applicants with medical priority. This has been triangulated with national research<sup>22</sup> undertaken for Horizon Housing Association and the Chartered Institute of Housing (CIH). This considered the number of wheelchair users and those with unmet housing need. This research was applied at a local level to estimate there is a need for 500 wheelchair accessible properties. If both local data and national research are taken into account, there is a current need for between 300 and 500 wheelchair accessible properties across all tenures.

It is projected that there will be increasing demand in future years for wheelchair accessible housing taking account of factors set out previously in relation to disabled adaptations. These factors include increasing numbers of older households. In addition, the lower new build rates since the recession has meant the impact of new building regulations for accessible and adaptability standards has been limited to date.

There is no agreed specification for wheelchair accessible properties locally, however, one of the actions in this LHS is to progress with partners minimum specifications for properties funded through the SHIP. In addition, we will aim (where viable) to provide 5-10% accessible properties on new build sites funded through the SHIP.

## **Care and Support Needs**

Supported provision considers needs for care homes and sheltered housing. Extra Care housing is also considered within this section. The definition for Extra Care housing used is between very sheltered housing and residential care. The accommodation types explored in this section are suitable for groups including older people and those with a physical disability.

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<sup>22</sup> Watson L. et al (2012) Mind the Step: an estimate of housing need among wheelchair users in Scotland (Horizon Housing and CIH Scotland) p31

The HNDA identified that across tenures there are 81 very sheltered, 676 sheltered and 772 “amenity” properties. However, as highlighted, in the HCS there is no standard definition for these properties between landlords. One of the actions from the HCS which is incorporated as an action in this LHS is to review current provision of housing for older people.

## **Care Homes**

It is highlighted in the HNDA that there are 1,130 registered care places of which 972 are for older adults with occupancy rates in older peoples’ care homes being 86%. This is similar to the national average. There is no identified need for additional care homes beyond the plans already set out in the HNDA. This involved a new care home in Larbert, additional beds in Bonnybridge and re-provisioning around Council developments at Summerford and Oakbank.

Extra Care housing is between very sheltered housing and residential care. This model is not available locally. However research for the HNDA<sup>23/24</sup> highlighted that a proxy to measure need is Attendance Allowance and population projections. This identified a need locally which will be explored through the HCSG which will consider how to provide such a model.

## **Independent Living**

A range of services are provided to assist people live independently in their own communities and are set out below.

## **Homecare**

Homecare services provide extra help to enable someone to live at home independently. This could range from help to get washed and dressed to help with shopping and housework. A care assessment is carried out to identify what services are required. Homecare services provided increased from 2,369 in 2011 to 2,524 in 2014<sup>25</sup>.

## **Mobile Emergency Care Services**

Mobile Emergency Care Service (MECS) can help someone live independently at home if they have:

- Confusion or dementia
- A physical disability or are frail
- A sensory impairment
- A predisposition to falls or other accidents at home
- Been in a violent or abusive relationship

This involves installing an alarm in their home which connects through their telephone line to the control centre. Alarm calls are made through a pull-cord system, an alarm unit with trigger device or telecare equipment, such as door sensors or pressure mats. Such services increased from 4,023 in 2011 to 4,366 in 2014.<sup>26</sup>

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<sup>23</sup> Bale, G, (2010) The impact of population ageing on housing in Scotland, , Edinburgh

<sup>24</sup> Fenton, A Markkanen, S (2009) Older people: modelling housing need and demand and supply of potentially suitable housing, care and support services, Centre for Housing and Planning Research, University of Cambridge (unpublished)

<sup>25</sup> Social Care Survey (2014) as quoted in the as quoted in the Falkirk Council (2016) Housing Need and Demand Assessment

<sup>26</sup> Social Care Survey (2014) as quoted in the as quoted in the Falkirk Council (2016) Housing Need and Demand Assessment

## **Equipment and Adaptations**

Supplying elderly or disabled people with the appropriate equipment and/ or aids can help them to live independently and safely at home. Equipment can also be of assistance to family or carers who care for someone who has, for example, difficulties with stairs or steps in their home.

Falkirk social care services provided a total of 6,052 items of Occupational Therapy equipment in the last financial year. This provision will continue and will be progressed through the AfC pilot and the Strategic Plan.

## **Small Repairs and Handypersons Service**

The Council provides a Small Repairs Handypersons Service which can help people with small jobs in and around the home. The criteria for this service and work undertaken are set out in the Council website<sup>27</sup>.

## **Care and Support**

The Housing Need and Demand Assessment provides evidence to support strategy and delivery. The majority of people locally with mental health issues who use services live in mainstream housing<sup>28</sup>. As indicated in the HNDA, there is no specialist housing advice for people with mental health issues. Over the course of this LHS, we will carry out mental health awareness training and explore specialist housing advice through the HCSG.

## **Dementia**

There are 1,304 people locally with a diagnosis of dementia<sup>29</sup>. Most people with dementia live in the community<sup>30</sup>, initially with the help of relatives and friends. Latterly they receive support from Health and Social Care. Therefore, people with dementia live in all types of housing. The design of their home will mean that many people will struggle. If housing is designed well it can extend the amount of time a person can remain at home. It can also reduce the sort of adverse incidents that lead to hospital admissions which can often result in a move to residential care. This is a progression that most people want to avoid, or at least delay as long as possible. In addition to improving housing design, housing providers can now train their staff to support people who live at home with dementia.

This LHS includes actions to carry out dementia awareness training and explore the option of incorporating dementia friendly design into new build properties funded by the SHIP.

## **Learning Disabilities**

According to the social care survey 2014, there were 990 people with learning disabilities known to Falkirk Council. This is an increase of 17% since 2011. Most are aged between 31 and 59 and live in mainstream accommodation<sup>31</sup>.

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<sup>27</sup> <http://www.falkirk.gov.uk/services/homes-property/housing-support/repairs-maintenance/small-repair.aspx>  
accessed 6/2/17

<sup>28</sup> Social care survey 2014 as quoted in the HNDA

<sup>29</sup> Information Services Division Primary Care – Quality and Outcomes Framework 2013/14

<sup>30</sup> The Dementia Services Development Centre (2013) Improving the design of housing to assist people with Dementia University of Stirling

<sup>31</sup> Social care survey 2014 as quoted in the HNDA



Recent research<sup>32</sup> highlighted the following in relation to people with learning disabilities:

- They can feel socially isolated and deprived which can manifest itself as poor health
- Poverty, poor housing, lack of employment and discrimination can be experienced
- A lack of choice, opportunity and the barriers some people with learning disabilities experience can leave them feeling excluded from society
- In order to feel valued and integrated into society, people with learning disabilities must live their lives to the full in the right type of home in the right place

Information from Social Work Adult Services highlighted that there were 36 people with learning disabilities who currently live out with the Falkirk Council area but require housing and support locally.

Locally Loch View Hospital provides care for people who require specialist or complex health assessment and treatment which cannot be met in the community. Currently, there are people living in Loch View some requiring housing locally.

There is no specialist housing advice for people with Learning Disabilities.

This LHS includes the following actions. Firstly to explore through the Lochview Working Group the accommodation needs of people currently living there. Secondly to explore through the HCSG, the accommodation requirements of people with health and social care needs currently living out with the Falkirk Council area. Finally there is an action in this LHS to work with the HCSG to provide specialist advice to people with learning disabilities.

## **Young People**

The HNDA highlighted that there is no need for student accommodation locally. However, it is noted that young people have lower incomes and difficulties raising capital for a deposit for a mortgage or private rented accommodation. Consultation with young people highlighted a lack of awareness of options open to them. This LHS includes an action to develop a Younger Peoples' Housing Plan. It is also an action in this LHS to carry out further analysis for specialist groups for example young people with disabilities.

## **Looked After Children**

The HNDA highlighted there was no evidence to suggest specialist accommodation was required. This is due to the low numbers of looked after children and looked after children with additional support needs locally compared to nationally. The current allocation model of awarding priority status to those who are leaving their care placements allows a more pro-active approach. This ensures an effective transition to independent living via support rather than the options of the homeless route although this route is always available if required.

## **Homeless**

The majority of temporary accommodation is from Falkirk Council's mainstream housing stock. Falkirk Council also provides temporary supported accommodation from their housing stock. This is available for applicants who require additional housing support. The HNDA

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<sup>32</sup> The Keys to Life: Improving Quality of Life for people with Learning Disabilities (SG, 2013)

demonstrates that there is no need for providing additional temporary accommodation while the Temporary Accommodation Strategy continues to ensure that our existing temporary accommodation remains effective and fits the changing profile of our households presenting as homeless.

### **Domestic Abuse**

Following research for the HNDA there is no evidence to suggest there is a specific requirement for additional specialist accommodation. Provision for suitable temporary accommodation remains accessible via Woman's Aid and Falkirk Council's Access to Housing Service as and when required.

### **Ethnic Minorities**

The HNDA highlighted that there was no evidence available which suggested a need for specific house types but it remains important to provide information in a range of languages. This was confirmed through LHS consultation.

The Minority Ethnic communities remain younger as the population as a whole. As highlighted above it is an action of this LHS to undertake a Younger Peoples' Housing Plan where it is important to take account of the views of young people from ethnic minorities.

### **Asylum Seeker/Refugees**

The HNDA states that over the period 2011 -2014 only two asylum seekers were recorded as being in receipt of section 95 supports in the Council area. In addition, Falkirk Council is participating in the Syrian Vulnerable Persons Relocation Scheme. At this time there is no specific requirement for additional housing as all housing need is met within the current stock. Providing good quality housing advice will ensure refugees and asylum seekers are aware of the opportunities available to them when given the right to remain.

### **Gypsy Travellers**

The following information was reported in the HNDA in relation to Gypsy Travellers.

Falkirk Council has one purpose built site with fifteen hard standing pitches. Each pitch has access to a chalet with shower/toilet and washing facilities with one of the chalets adapted for wheelchair use. Each caravan can be connected to an electricity supply and the site has a CCTV system in operation. Facilities on site include access to a communal room with a computer and internet provision.

In May 2016, all residents were transferred onto new tenancy agreements giving them the same rights as tenants and adhering to the Scottish Government's Guidance: Improving Gypsy/Traveller Sites - Guidance on Minimum Sites Standards and Site Tenants' published in May 2015.

In addition, the site is currently in the process of a full upgrade with each chalet receiving a full kitchen replacement, floor renewal, bathroom replacement, painted throughout, replacement lights and heaters. This refurbishment will mean that on completion of the work the site will be compliant to the standards expected to be delivered against the Scottish Housing Charter by June 2018. This work is due to be completed by Autumn 2017.

Other services available on site include welfare benefit advice, health visitors, midwives, Social Work; liaising with the local schools and classes on healthy living. For any service required enquiries are made to try and accommodate the residents through the Travelling Person Officer who is onsite to provide assistance and liaise with the residents.

The site offers all year round accommodation and tenants are permitted a 'leave of absence' for up to 12 weeks per year. The main reasons for this leave of absence can be work related, visiting family, attending family occasions and vacations. There is no RSL site provision for Gypsy Travellers in the Falkirk Council area.

It was further identified in the HNDA that:

- There were 145 Gypsy Travellers locally (0.09% of the population)
- There are 4 privately owned sites
- Over the last 5 years there have been 4 subsequent applications for sites with one established

Over the last 5 years there has been a relatively low number of unauthorised encampments with the majority staying for particularly short periods either visiting family members or passing through with no intention of residing within the area.

In general, unauthorised encampments tend not to be a problem but when they do arise the Gypsy Travelling Person Site Officer liaises with the land owners, Police and other Council services ensuring the situation is handled in accordance with Council procedures and provides the necessary advice and assistance.

Consultation was carried out at the Travelling Person Site where residents were invited to a focus group in the communal room. This was an opportunity for residents to provide views on current site provision, current standards and future improvements/upgrades the residents would like to see carried out on the site. The following table highlights the issues raised by the focus group and the work undertaken since then to address the issues.

<b>Issues Raised at Focus Group</b>	<b>Work Undertaken to Address Issues Raised</b>
Re-introduce the road sweeper	Road sweeper re-introduced To increase responsibility around the site the children were involved in a litter picking project to encourage residents to keep the site tidy. The children won an award for the project.
Upgrade and reconfigure the chalets to provide separate bathroom and kitchen, increase the size of the kitchen and add more storage units by converting the storage hut into a bathroom.	Upgrades to chalets are carried out prior to moving in a new tenant. Repairs are carried out on a regular basis as site officer organises own repairs and follows them through to completion.
Make better use of the site office to encourage better integration between families on site and provide monthly courses on cooking, health, IT and literacy.	Various services have been invited up to use the communal room providing learning and development for residents.
Regular consultation with the residents so they can air views and keep updated on any progress with works.	Informal tenant consultation group set up which meets at least once a month and chaired by one of the residents.

Residents suggested a letting standard similar to mainstream tenancies and tenant packs.	A new welcome interview/pack for new residents introduced to explain the rights and responsibilities of tenant and landlord with tenants being made aware of the repairs process and timescales.
	New occupancy agreement rolling out to residents with an opportunity to incorporate new legislation and includes a pro-forma about the standard of the chalet with new tenants move in and any damaged will be re-charged.
Remove the play park or turn it into a football pitch as the children no longer use the park.	

The consultation allowed the opportunity to build positive relations with the residents and to identify issues to be highlighted and incorporated into the LHS. Taking the above into account, the HNDA highlighted there is no need to increase current site provision at present.

While there are no proposals to establish additional Council run sites, the Local Development Plan (LDP) contains policy support for the establishment of private Gypsy/Traveller sites and highlights that they will be permitted subject to satisfying relevant policies in the plan. Planning permission is required for such sites and the proposal will be assessed against LDP policies as well as other considerations.

### **Travelling Show People**

As reported in the HNDA, Travelling Show people are a distinct group from Gypsy Travellers and not classed as an ethnic group. They tend to be self-employed with their own distinctive culture, traditions and accommodation requirements. The Scottish Showman's Guild advised that Travelling Show People travel throughout the country attending fairs, traditionally throughout the summer months and settle on more permanent sites during the winter.

Research highlights that Travelling Show peoples' lives are changing with the pattern being more continuous to include Christmas Fair and more localised events. This demonstrates the Travelling Show people community is becoming increasingly settled and looking towards more permanent sites instead of temporary sites solely for 'winter quarters'.<sup>33</sup>

Falkirk Council does not have an official permanent site for Travelling Show People; however, Travelling Show people do pass through the Falkirk Council area attending various fairs and events throughout the year.

A Travelling Show people's site is temporarily gained through the Licence process for the purpose of fairs throughout the summer months and appears to meet the level of current need required. To date there has been no planning applications received from Travelling Show people for a private site.

Contact was made with the Travelling Showmen's Guild<sup>34</sup> for information and comment. The Guild responded with useful information on the numbers and needs of Travelling Show People across Scotland and that Travelling Show people are not looking for permanent sites in the Falkirk Council area.

<sup>33</sup> <http://www.lknowsley.gov.uk/pdf/PG12> accessed 17/04/15

<sup>34</sup> Rodgers (e-mail communication) November 5<sup>th</sup> 2015

## **Consultation**

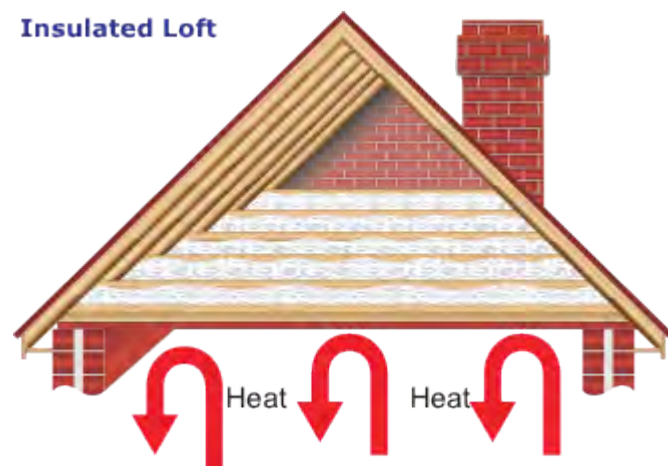
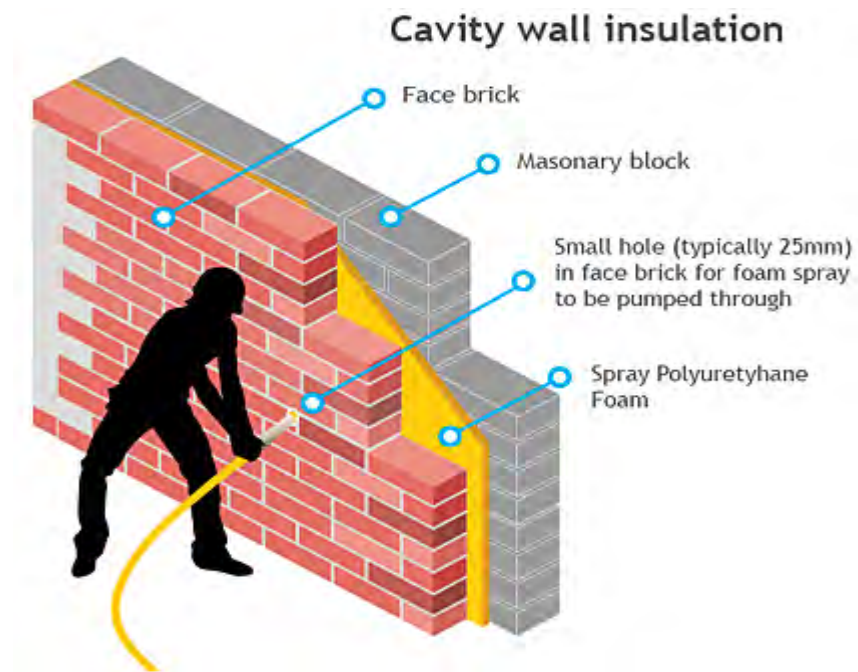
As part of LHS consultation, a number of questions on providing housing and support to vulnerable groups were incorporated into consultation surveys. In addition we drew on the annual Older Persons' Event; previous consultation carried out for the Older Peoples' Housing Plan and carried out a focus group with Gypsy Travellers. Full analysis can be found in appendix 5.

## **Summary**

This LHS sets out the importance of more accessible housing, reviewing current models of specialist housing, specialist housing advice and the importance of awareness on dementia and mental health issues. In relation to Gypsy Travellers ongoing communication and reviewing service delivery at the 'Travelling Persons' site is regarded as vital and reflection in the actions for this LHS.



## Priority 5 – Tackling fuel poverty, energy efficiency and climate change







## **7.) Priority 5 – Tackling fuel poverty, energy efficiency and climate change**

### **Outcome**

- Fuel poverty is tackled and progress is made to meeting national climate change targets

### **Actions**

- Ensure compliance with the Energy Efficiency Standard for Social Housing (EESH) by 2020
- Develop with RSL partners a HEEPS: ABS programme to improve the energy efficiency of private sector homes in mixed tenure estates
- Develop a Communication Strategy to promote new initiatives, energy advice and funding information to all residents
- Develop a District Heating Strategy
- Utilise the Scotland Heat Map to identify potential energy sources
- Mitigate the impacts of climate change in relation to housing by improving the energy efficiency of the stock and consider risks such as flooding
- Reduce the numbers experiencing fuel poverty and extreme fuel poverty as far as reasonably practicable

### **Partnership**

- Central Fuel Forum – quarterly forum between Falkirk, Stirling and Clackmannanshire Council officers to update money advice and welfare benefits officers on issues relating to energy
- The Council works in partnerships with local RSLs in developing and running current Scottish Government projects
- Home Energy Service (HES) and Energy Savings Trust (EST)- support winter energy campaigns and provide training for front line staff and advise clients

### **Context**

#### **National Overview**

- Scottish Fuel Poverty Statement 2002
- Climate Change (Scotland) Act 2009
- SHQS
- EESH 2014

#### **Local Overview**

- Falkirk Council Sustainable Development and Climate Change Strategy for Falkirk 2012-2017

### **Climate Change**

The Climate Change (Scotland) Act 2009 commits Scotland to reduce greenhouse gas emissions by 42% by 2020 and 80% by 2050 from the 1990 baseline figures. Research has shown that

Housing is responsible for approximately 25% of Scotland's greenhouse gas emissions. Falkirk Council is committed to improving the energy efficiency of the housing stock in order to mitigate the effects of Climate Change and to help towards the challenging carbon reduction targets set by Government.

According to the Scottish Government's "Energy in Scotland 2015" report, Falkirk Council is the highest energy user of all Councils in Scotland with energy consumption reaching 13% of the final Scotland total. This figure is rather misleading as domestic energy consumption only accounts for 3% of total domestic consumption in Scotland. The high figure is in fact due to the presence of the petro-chemical and refinery sites in Grangemouth.

In June 2015 the Scottish Government issued a Heat Policy Statement setting out plans to have 40,000 homes in Scotland connected to district or communal heating by 2020. This will provide a strategic appraisal of opportunities for district heating schemes. Falkirk Council is currently developing its District Heating Strategy which will be included within the LDP2.

The local impacts of Climate Change to the Falkirk Council area are issues such as heavy rainfall, flooding and high winds. According to Scottish Environment Protection Agency - Flood Risk Management Strategy Forth Estuary 2016 report Falkirk:

- Has the highest proportion of homes exposed to all types of flooding
- Is one of four Councils in Scotland with the highest number of extremely/acutely flood disadvantaged data zones in relation to coastal and river flooding
- Is the 5<sup>th</sup> highest to be affected by surface water flooding

The report estimates flooding may affect 2,000 homes and 330 non-residential properties in the area which could result in annual damages with an average cost of £3.8 million.

Falkirk Council's Flood Team has produced a strategic assessment of the areas most at risk to enable Housing to make plans to mitigate the impacts of flooding to properties.

## **Fuel Poverty**

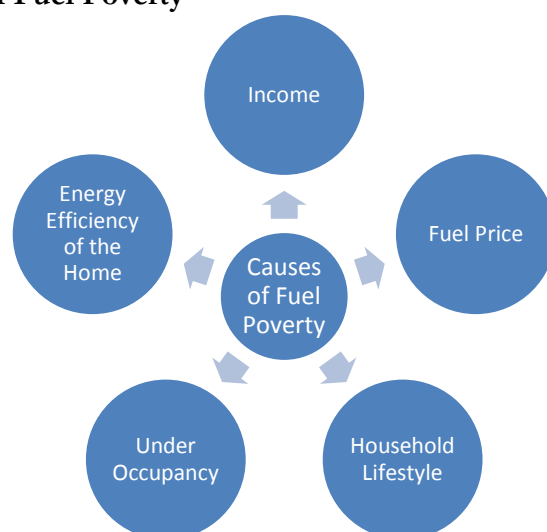
A household is in fuel poverty if, in order to maintain a satisfactory heating regime, it would be required to spend more than 10% of its income (including Housing Benefit or Income Support for Mortgage Interest) on all household fuel use. Extreme fuel poverty is where a household spends more than 20% of their income on fuel costs. The Housing Scotland Act 2001 set a Statutory Duty on the Scottish Government to eradicate fuel poverty, as far as reasonably practical, by 2016.

The Chair of the Independent Scottish Fuel Poverty Strategic Working Group issued a statement in June 2016 informing the Scottish Government that eradicating fuel poverty would not be met this year. The Working Group has now carried out a review of fuel poverty and has published a report with recommendations for a 'new fuel poverty strategy'. The report suggests a new approach be taken based around 4 high level recommendations, one of which is to review the definition of fuel poverty.

It is widely accepted that the major factors contributing to fuel poverty are income; fuel costs and poor energy efficiency of the home but other factors such as household lifestyle and under occupancy also contribute to fuel poverty. These factors are the same for Falkirk Council residents including those who live in properties that are below the tolerable standard (BTS). Poor

property condition, for example, could be exacerbated by a household's inability to heat their home. Households can also move in and out of fuel poverty at different times depending on their current circumstances.

**Figure 16: Causes of Fuel Poverty**



### Fuel Poverty Issues for Falkirk Council

One of the main causes of fuel poverty is living in an energy inefficient home. The most recent Scottish House Condition Survey (SHCS) 2013-2015 shows that, nationally and locally, the energy efficiency of the housing stock is improving, yet fuel poverty remains high mainly due to high fuel prices.

Table 18 shows information from the SHQS 2012-2014 and 2013-2015 and highlights that fuel poverty figures are falling in both Scotland and Falkirk Council.

**Table 18: Percentage of Households in Fuel Poverty in Falkirk and Scotland**

	<b>Falkirk 2012-2014</b>	<b>Scotland 2012-2014</b>	<b>Falkirk 2013-2015</b>	<b>Scotland 2013-2015</b>
Fuel Poverty (overall)	28%	35%	25%	34%
Owner Occupied	23%	33%	18%	32%
Social Housing	42%	38%	40%	37%
Extreme Fuel Poverty	7%	10%	6%	9%
Owner Occupied	7%	10%	5%	10%
Social Housing	8%	7%	9%	7%

Source: Scottish House Condition Survey 2012-2014 and 2013-2015

Table 19 highlights those in fuel and extreme fuel poverty. It shows that more pensioners suffer from fuel poverty and extreme fuel poverty than any other household group.

**Table 19: Household Attributes of those in Fuel Poverty in Falkirk and Scotland**

	<b>Falkirk 2012-2014</b>	<b>Scotland 2012-2014</b>	<b>Falkirk 2013-2015</b>	<b>Scotland 2013-2015</b>
<b>Fuel Poor</b>				
Families	13%	21%	16%	20%
Pensioners	42%	51%	38%	49%
Adult only	28%	31%	23%	32%
<b>Extreme Fuel Poor</b>				
Families	3%	4%	3%	4%
Pensioners	8%	15%	11%	14%
Adult Only	8%	9%	6%	9%

Source: Scottish House Condition Survey 2012-2014 and 2013-2015

Under occupancy is a contributing factor in fuel poverty. Table 20 indicates that overall Falkirk is similar to the national average. However, locally this issue is more prevalent within the social sector and pensioner households. The former relates to welfare reform and the latter relating to household choice.

**Table 20: Tenure and Household Type of those under occupying in Falkirk and Scotland**

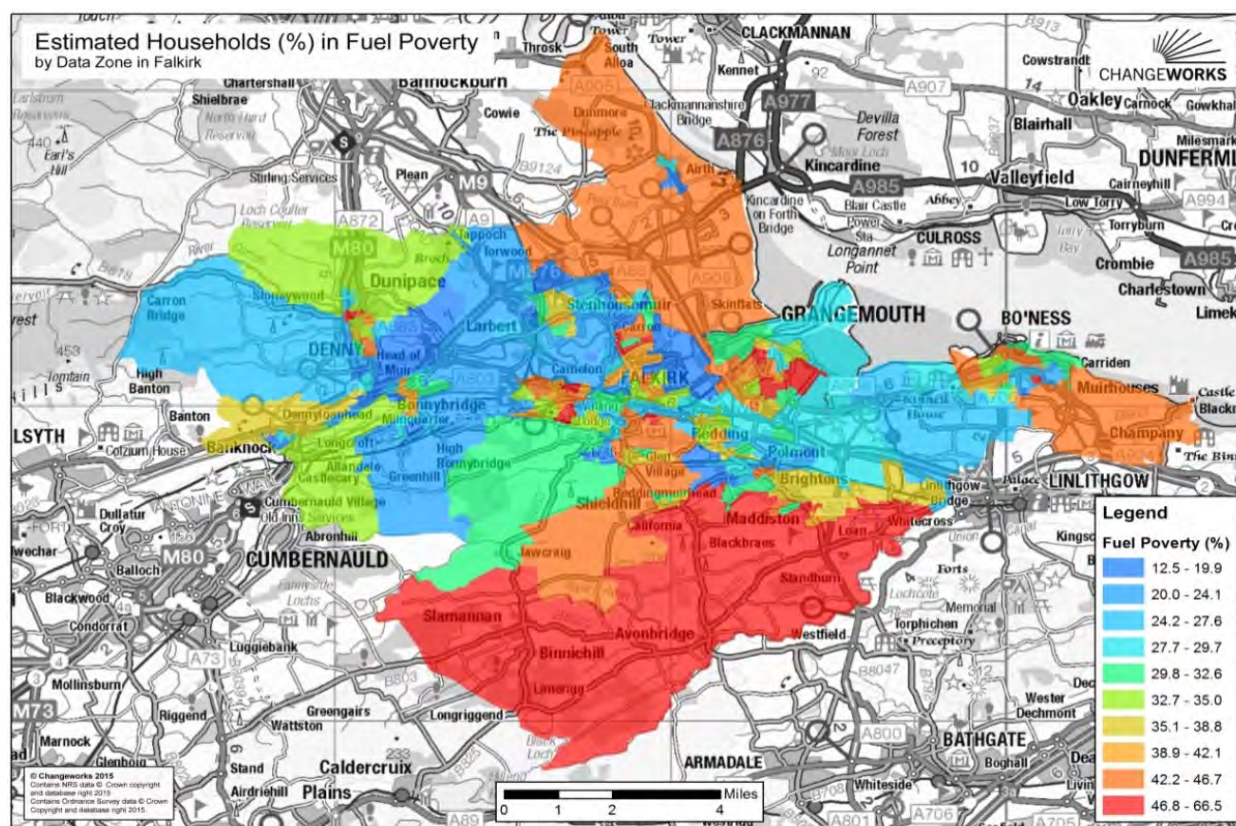
<b>Variable</b>	<b>Number of households</b>	<b>% households in Falkirk</b>	<b>Scottish Average</b>
Under occupying by 2 or more bedrooms	24,000	34%	29%
<b>Under occupying by tenure</b>			
Owner occupied dwellings	20,000	45%	42%
Social rented dwellings	3,000	15%	7%
Private rented households	*	*	12%
<b>Under occupying by household type</b>			
Pensioner dwellings	10,000	50%	41%
Family dwellings	5,000	24%	17%
Adult only dwellings	9,000	30%	29%

Source: SHCS 2013-2015\* Sample too small for reliable estimate

### **How Fuel Poverty Identified?**

The following map identifies areas most at risk of fuel poverty. Areas most at risk were the outlying off gas areas and pockets within the settlements of Bo'ness, Grangemouth, Camelon and Denny. This information helps the Council to plan future investment programmes to improve the energy efficiency of its homes and help reduce fuel poverty.

Figure 17: Changeworks Fuel Poverty Map 2014



Another source of information used to identify areas of need is the Scottish Index of Multiple Deprivation (SIMD). In 2012 Falkirk Council had 18 datazones in the worst 15%. By 2016 this figure had increased to 24 but this is mainly due to the total number of datazones having increased from 6,505 to 6,976.

Table 21: Datazones in the worst 5% in Falkirk

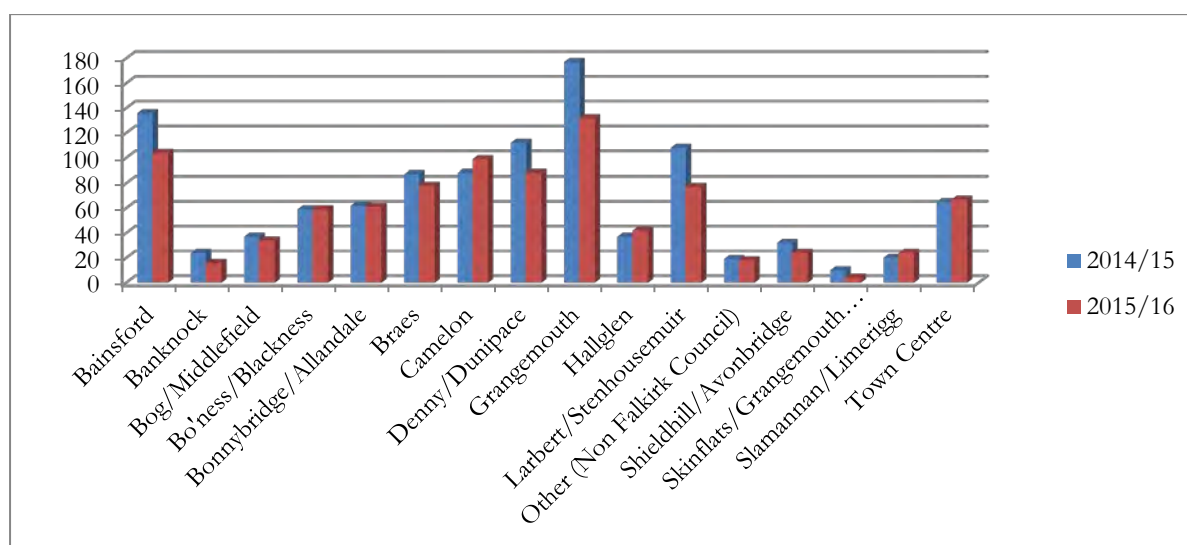
Datazone 2012	Area	2012 Rank	Datazone 2016	Area	2016 Rank
S01002543	Denny Bridge Crescent	200	S01009126	Bainsford, Langlees, Seaforth Rd	80
S01002519	Bainsford, Langlees, Carronside St	223	S01009240	Grangemouth Bowhouse	179
S01002483	Grangemouth Bowhouse	250	S01009053	Denny Bridge Crescent	230
S01002520	Bainsford, Langlees, Seaforth Rd	253	S01009159	Camelon Carmuir Avenue East	232

Source: 2012/16 Scottish Index of Multiple Deprivation

These areas correlate to the earlier Changeworks map. They also relate to the areas which officers from Citizens Advice and Community Advice report as receiving the highest number of referrals of households seeking advice. This is confirmed in Figure 18. These enquiries cover a variety of debt related issues including utility arrears. Figure 18 illustrate that over a 2 year period the number of referrals has reduced with the exception of Camelon. The exact reasons for this

are unclear. However, we believe that it is due to the combination of energy efficiency improvements and income maximisation advice having a positive impact.

**Figure 18: Community Advice Referrals by Area**



Source: Falkirk Council Community Advice Team

The above areas have been included in the Housing Investment Programmes for extending the gas mains, replacement boilers, cavity wall and loft insulation in order to improve the energy efficiency of the stock. However tackling fuel poverty is more than improving the thermal efficiency of the home. The biggest issues relate to poverty and the costs of fuel which means that many households are unable to afford to heat their homes properly.

A workshop on Energy Efficiency was arranged as part for the LHS consultation and the high turnover of tenancies in these areas was highlighted. In some cases tenants accept a home, larger than they require and end up leaving the property as they are unable to afford the fuel costs. Developing a Communication Strategy which includes providing tenants with more information about the cost of heating a property and the efficient use of their heating system is a key action to be taken forward in the LHS.

## EESHS

The EESHS launched by the Scottish Government in March 2014 replaced C35: Energy Efficiency Rating element of the SHQS. It aims to improve the energy efficiency of homes (owned by Councils and RSLs) in Scotland by 2020. It will contribute towards the CO2 reduction targets set by the Climate Change (Scotland) Act 2009.

### The key aims of EESHS are to:

- Ensure that housing helps to meet its share of the carbon emission targets set in the Climate Change Scotland Act 2009
- Tackle fuel poverty by improving the energy efficiency of homes and making them more affordable to heat
- Lead the way in retrofitting Scotland's housing stock so that this can influence any future regulation for improving the energy efficiency of private sector housing

Since 2011 Falkirk Council has invested approximately £24,141,500 in the energy efficiency of its stock. These details are set out in the Resources chapter. This investment has led to 96.4% of properties meeting the energy efficiency criterion (Element 35) of the SHQS<sup>35</sup> compared to 46% in 2009. The Energy Performance Certificate (EPC) rating of Falkirk Council's stock has also improved with the average EPC Band for tenanted properties now being C. Falkirk Council currently has 79% of stock meeting the EESSH<sup>36</sup>. Of the 21% of properties failing 30% fail by only a few points and plans are in place to bring these properties up to standard.

Link Group Ltd<sup>37</sup> has confirmed that 86% of their stock meets EESSH. In terms of funding, Link advises that they will be looking to incorporate the work needed to ensure their stock meets the EESSH within their existing investment plans. In addition, Link will explore external funding sources such as Energy Company Obligation (ECO) and any other new schemes introduced by the Scottish Government.

Paragon Housing Association confirms 77.1% of their stock meets the standard with 189 failures relating to heating. The average EPC rating is a C. Paragon advises that their investment plan was recast in 2015-2016 to take account of EESSH and tenant aspiration. They further advise that budget provision has been provided through their own finances to meet EESSH by 2020. Their plans to meet EESSH will be funded via rental income, ECO and Scottish Government grants where available.

Weslo Housing Management<sup>38</sup> has confirmed that 40.3% of their stock currently meets EESSH. At present EPCs are not in place for all properties. However a contract is in place to produce EPCs which will also now be delivered in-house. During 2015-2016 a total of 19 properties were identified which were brought up to standard by the installation of External Wall Insulation (EWI). A further 5 properties were brought up to standard by extracting existing Cavity Wall Insulation material and refilling. The anticipated number of properties projected to meet the standard was also not achieved due expected grant funding not being forthcoming.

In order to meet the EESSH targets the Council included a number of projects in the future Housing Investment Programme (2017-2020). These are set out in the Risks and Impacts chapter under the Financial Resources section. Other projects being considered are the installation of renewable technologies, such as solar photo voltaic panels, where it represents best value and meets our energy efficiency targets.

## **Energy Efficiency in the Private Sector**

Presently there is no minimum standard for energy efficiency in the private sector. However the Scottish Government is proposing to issue a consultation on setting a standard in order to address this issue. Figures from the SHCS report the most common EPC band for Owner Occupied dwellings is D at 46% of dwellings. The private rented sector is Band C at 38% of dwellings.<sup>39</sup>

There are a number of energy efficiency grant funded programmes which are available to assist Owners. These have been in operation over the last few years and include Energy Company schemes and Scottish Government funded schemes such as Home Energy Efficiency Programme for Scotland: Area Based Schemes (HEEPS:ABS).

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<sup>35</sup> Element 35 is "An energy efficiency rating of EITHER NHER 5 or SAP 2001 of 50 (gas systems) or 60(oil, electric, solid fuel and biomass systems)"

<sup>36</sup> 2015/16 Scottish Housing Network

<sup>37</sup> E-mail correspondence 03.11.16

<sup>38</sup> E-mail correspondence 10.1.17

<sup>39</sup> Scottish House Condition Survey: Key Findings Report 2015



Combining Scottish Government, Energy Company and Council Funding has allowed Falkirk Council to enhance its Capital Programme by including owners in mixed tenure blocks and estates. The use of these funding streams has improved the energy efficiency of homes in all tenures in areas of the bottom SIMD/Council Tax band A-C and insulating non-traditional construction types. The Council has worked in partnership with Paragon which has ensured that mixed tenure estates have improved both aesthetically and in energy efficiency terms. Paragon advises that the majority of their stock is now at Band C. Details on the HEEPS: ABS is provided in the Resources chapter.

The Scottish Government has announced that energy efficiency is to be designated as a National Infrastructure Priority and is developing the new Scottish Energy Efficiency Programme (SEEP). This will provide the Council with a long term opportunity to develop new programmes within its own mixed tenure estates. It has also enabled the Council to work with other RSLs and Commercial Organisations to improve the energy efficiency of the housing and commercial stock. Data from internal sources, EST Home Analytics, Changeworks' fuel poverty mapping and the SIMD will all contribute to the identification, prioritisation and development of these projects.

### **Partnership Working**

As stated in the previous section the Council will continue to work in partnerships, such as those with the RSLs in developing and running current Scottish Government projects such as HEEPS: ABS. We will continue to explore further opportunities for future projects to co-ordinate and improve the efficiency of homes.

For a number of years good relations have been formed and maintained with organisations such as Home Energy Service (HES) and EST supporting winter energy campaigns and referring clients from all tenures to HES. HES can offer free impartial advice to clients on a range of subjects including energy advice and information regarding the various loans and grants available. Over the period 2015-2016, 1617 clients from the Falkirk Council area contacted HES for help and advice. It is the aim of the Council to continue working with and signposting clients to HES.

In 2015 fuel poverty training sessions were delivered by HES to front line staff and again in 2016 to Community Advice and Call Centre Staff. Direct referrals are now made in order for HES to make contact with the client to offer help and advice.

Every quarter Energy Staff from within Falkirk, Stirling and Clackmannanshire Council host a Central Fuel Forum. The aim is to update money advice; welfare benefits staff etc. on issues relating to energy that will benefit their clients. Comments made at the LHS consultation event highlighted that this Forum is very worthwhile. However, it would also be beneficial to set up a local Forum.

This new Local Forum will include Community Advice, Citizens Advice, HES, NHS and Staff from the main Registered Social Landlords (RSLs) in the area. This will allow income maximisation schemes to be developed which include promotion of such schemes as Warmer Homes Scotland, the Warm Homes Discount and Winter Fuel Payments.



## **Consultation**

As part of LHS consultation a number of questions on fuel poverty, energy efficiency and climate change were incorporated into consultation surveys. In addition a stakeholder event was carried out with public and private sector partners to explore a range of key questions. Full analysis can be found in appendix 5.

## **Summary**

Tackling the effects of climate change, the high levels of fuel poverty and improving the energy efficiency of the stock are all key priorities for the Council. Although each has its own specific challenges they should not be tackled in isolation but dealt with together as tackling one helps to alleviate the other.



## Priority 6 – Improving housing conditions





## **8.) Priority 6 – Improving housing conditions**

### **Outcomes**

- Social rented housing conditions are improved
- Private sector housing conditions are improved

### **Actions**

- Improve condition of social rented homes by targeting investment through capital programme
- Ensure continued compliance with SHQS, meeting EESSH and reduce SHQS abeyances
- Review Scheme of Assistance
- Explore proposals for the Council to lead on a property management service

### **Partnership**

Progress on this outcome will be steered by the following groups:

- Falkirk Council Tenant and Resident Forum
- Falkirk Council's Asset Management Group
- The SHG which steers the LHS
- Private Landlord Forum

### **Context**

#### **National Overview**

The following national legislation, policy and research are relevant to this priority:

- Housing (Scotland) Act 2001
- Housing (Scotland) Act 2006
- Private Rented Housing (Scotland) Act 2011
- Housing (Scotland) Act 2014

#### **Local Overview**

Locally the Housing (Scotland) Act 2006 is taken forward through the following policies, strategies and legislative requirements:

- Housing Renewal Area
- Below Tolerable Standard
- Scheme of Assistance
- Scottish Housing Quality Standard
- Energy Efficiency Standard for Social Housing

## All Tenure Overview

The Scottish House Conditions Survey (SHCS) provides details on local and national house conditions across tenures. Table 22 highlights where local conditions are similar, better or worse than the national average in relation to disrepair, tolerable standard, provision of central heating and dampness. Generally, Falkirk is similar or better than the national average.

**Table 22: Overview on housing conditions**

Variable	Local comparison to national average	Comment
Disrepair	SIMILAR	Around 74% of all dwellings in Falkirk show evidence of some degree of disrepair, which is <b>not statistically different</b> to the proportion of all dwellings in SCOTLAND (75%).
Tolerable Standard	SAME	Around 2% of all dwellings in Falkirk are BTS, which <b>not statistically different</b> to the proportion of all dwellings in SCOTLAND (2%).
Central heating	BETTER	Around 98% of all dwellings in Falkirk have full central heating, which is <b>GREATER THAN</b> the proportion of all dwellings in SCOTLAND (96%).
Damp	SAME	Around 3% of all dwellings in Falkirk have some evidence of damp, which is <b>not statistically different</b> to the proportion of all dwellings in SCOTLAND (3%).

Source SHCS 2013-15

## Private Sector

In relation to the private sector, the SHCS 2013-2015 has been used to compare property conditions locally and nationally. Due to the sample size, reliable information for the PRS was unavailable therefore the Council's own analysis has been used to estimate condition. The analysis looked at the ratio between the national all tenure figure and the national PRS figure. This ratio is then applied to the Falkirk figure in order to estimate a current Falkirk PRS figure. In the absence of an up to date Local House Condition Survey this method will be used to track future changes in private sector property condition.

Table 23 demonstrates that the percentage of BTS properties locally is similar across all tenures. Also, locally, BTS figures are better than the national average. However extensive and urgent disrepair is worse locally than nationally. Locally, the PRS (81%) experiences more disrepair than owner occupation (OO) (72%) in relation to all elements of disrepair. This is similar to the national picture.

**Table 23: Stock condition in the private sector**

Survey Element	Falkirk			Scotland figures		
	All tenure	Owner Occupied Sector (OOS)	Private Rented Sector (PRS)	All tenure	Owner Occupied Sector (OOS)	Private Rented Sector (PRS)
BTS	2%	1%	4%	2%	1%	4%
Disrepair (any)	74%	72%	81%	75%	71%	82%
Disrepair (critical elements)	53%	49%	63%	54%	52%	62%
Disrepair (extensive)	9%	6%	10%	7%	6%	8%
Disrepair (urgent)	35%	35%	43%	34%	32%	42%
Central heating	98%	99%	95%	96%	97%	93%
Dampness	3%	2%	5%	3%	2%	5%

Source: SHCS 2013-15 additional analysis by Falkirk Council

The Local House Condition Survey 2009 found that housing stock condition rates are above average in the ex-right-to-buy sector and for pre-war housing. It also highlighted above average rate of BTS housing in the Denny and Bonnybridge and Polmont and Rural South housing sub-market areas.

While a broad range of defects was apparent in BTS dwellings, the most common reasons for failure related specifically to Safe and Adequate Electrical installation<sup>40</sup> at nearly 74%. Elderly households comprised 45% of all households in BTS housing and also 37% of all households living in dwellings requiring extensive repairs. Almost 50% of all households living in BTS dwellings are in receipt of means tested benefits.

### Housing Renewal Areas (HRA)

HRA designation is a power which enables a Council to enforce housing standards. The HRA Policy was developed as part of the LHS 2011-2016 and outlines the approach the Council will take in deciding when to designate an HRA. This is an enforcement option within the Council's wider Scheme of Enforcement.

An HRA designation will only be considered where:

- Problems within the wider area have been highlighted and evidenced
- Agreed outcomes to improve the area have not been met
- Identified work, affecting multiple properties has not been completed following on-going officer assistance
- All other available options have been used and or discounted

The Enforcement Panel considers investigation of a possible HRA Designation. If supported, draft designation evidence will be collected this will inform possible changes to the SOA. A findings report will be submitted to the Enforcement Panel. If the draft designation is considered the best option this will be escalated for consideration by members.

<sup>40</sup> S11, Housing (Scotland) Act 2006, amended the BTS standard (implement 1/4/09)

Currently Falkirk Council has not designated any HRAs. However, annual monitoring includes reviewing a range of information sources to identify potential HRAs. These information sources include the following:

- Scottish House Conditions Survey information
- Building Standards Register
- Repairing Standard Enforcement Orders received
- The Corporate complaints database

Presently, the Council attempts to resolve housing condition issues through early engagement and will only consider a HRA as a last resort because other powers are available to ensure works are enforced and carried out as necessary.

### **Below Tolerable Standard**

A BTS Strategy was developed for the LHS 2011-2016; this is delivered through the SOA.

The PST (Private Sector Team) works alongside Environment Health to reduce and prevent BTS or serious disrepair through a combination of engagement, information and advice. In some instances this may include financial assistance. We intend to work with landlords and owners in the first instance with enforcement as a last resort.

Enforcement action will be considered where voluntary action has failed and is covered under Falkirk Council's Scheme of Enforcement for Owner Occupiers and the PRS. Where enforcement incurs a financial cost to the Council, available options will be reviewed and future actions agreed. These may include:

- Further assistance
- Enforcement
- Recovery of costs
- Consideration of an HRA
- Compulsory Purchases

Analysis of Work Notices shows that a total of 31 notices were issued between 2010-2012. Of these, 29 (94%) were for Private Sector Housing, with only 4 cases relating to BTS failure. The majority of BTS related work links to structure and weather tightness elements. Early intervention and the assistance offered by Officers under the Scheme of Assistance, have successfully improved property conditions on a voluntary basis: no Work Notices have been issued since 2012 as a result.

The following locations are known hotspots to both Environmental Health and the Private Sector Team:

- Stewart Road
- Firs Street
- Birnam Place
- Atholl Place
- Victoria Road



## **Scheme of Assistance**

Falkirk Council approved its SOA in 2011. This offers advice and help to people who need to carry out repair and improvement work to their homes. The scheme aims to help people keep their homes in good condition, by offering a wider range of services. It also aims to encourage home owners to take more responsibility for the condition of their homes and ensures that private housing is kept in a decent state of repair. Rather than focusing solely on financial help, the SOA also refers to advice and practical assistance. Although grants for repairs and improvements are still available these are only offered in fairly limited circumstances.

Since 2011, the SOA<sup>41</sup> has led to the provision of:

- Information and advice, provided through information leaflets, telephone advice, signposting and hits to our website, to over 90,000 requests
- Practical assistance to over 9,000 individuals, provided through pro-active Empty Homes visits and direct assistance through our Small Repair and Handyperson Service
- Financial assistance for 150 cases – representing grants of over £449,500
- Brought 2 properties up to the tolerable standard

Falkirk Council's SOA has concentrated on the delivery of a Care and Repair Service. This service helps people over 60 years of age and disabled owner occupiers and private tenants with repairs, improvements and adaptations. Care and Repair work closely with Occupational Therapists who assess clients for disabled adaptations.

The SOA also offers a Small Repairs and Handyperson Service (SRHP) providing electrical, plumbing and joinery support. The SRHP service is also available to both Council and RSL tenants.

## **First-tier Tribunal for Scotland (Housing and Property Chamber)**

The First-tier Tribunal was created to carry out functions under the Housing (Scotland) Act 2006 which created a mechanism allowing tenants to apply to have repair issues determined that were not being resolved by their private landlord.

Landlords must make sure a tenant's home reach a standard level of repair called the 'Repairing Standard'. This is contained in the Housing (Scotland) Act 2006 and covers the legal and contractual obligations on private landlords to ensure that their property meets a minimum standard.

Landlords also have a duty to repair and maintain their property from the tenancy start date and throughout the tenancy. This includes a duty to make good any damage caused by completing repairs. On becoming aware of a defect, landlords must complete the work within a reasonable time period.

If, after a landlord has been notified of any problem, it is not attended to satisfactorily or if there is disagreement about whether or not there is a problem, tenants have the right to refer the matter to the First-tier Tribunal. The First-tier Tribunal has power to require a landlord to carry out work necessary to meet the standard.

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<sup>41</sup> All SOA figures including Adaptations

Between 2010 and 2016 there were 36 applications received locally by the First-tier Tribunal. Of these applications, 16 (44%) resulted in a Repairing Standard Enforcement Order. In relation to orders issued, the vast majority involved multiple standard failings, for example not wind and watertight, structural and exterior repairs as well as the supply or proper working order of mains services (water, gas electricity, sanitation, space and water heating).

The Housing (Scotland) Act 2014 proposes to allow relevant third parties, such as the local authority, the right, where appropriate, to refer a matter to the First-tier Tribunal without direct involvement of the tenant. It is hoped that by allowing a referral to the First-tier Tribunal by the local authority, it will assist the local authority in dealing with disrepair in the local community.

## **Social Rented Sector**

The SHQS is the Scottish Government's principal measure of housing quality. This sets out the broad criteria which must be met if the property is to pass the SHQS. The purpose of introducing a minimum housing standard is essentially to provide a 'level' below which a property should ideally not fall. Initially the Scottish Government required landlords to report on properties within scope of the SHQS.

The SHQS guidance recognises there will inevitably be situations where homes cannot be brought up to the SHQS due to a range of technical and social reasons including factors out with the direct control of social landlords. Technical reasons are referred to as 'Exemptions' and social reasons as 'Abeyances'. These factors include no access, tenant refusals and technical issues associated with installing energy efficiency measures in specific property types and areas.

## **Council stock**

In 31 March 2016, 91% of Council stock met the SHQS. The rest of the stock that did not meet the SHQS is classed as exemptions or abeyances. Table 24 indicates improvement in SHQS compliance over the previous 2 years.

**Table 24: Percentage of Council Properties complying with SHQS from 2014-2016**

	<b>% Pass 2014-2015</b>	<b>% Pass 2015-2016</b>
Compliant with the current Tolerable Standard	99.99%	100%
Free from Serious Repair	100%	100%
Energy Efficient	83.90%	92.15%
Modern Facilities and Services	99.99%	99.99%
Health, Safe and Secure	98.95%	98.97%

Source: Falkirk Council ARC return

Table 25 indicates the number of abeyances over the previous 2 years and demonstrates the Council's progress in tackling such issues.

**Table 25: Number of Council properties in abeyance or exempt from SHQS from 2014-2016**

	<b>No. of Properties 2014-2015</b>	<b>No. of Properties 2015-2016</b>
Compliant with the current Tolerable Standard	11	0
Free from Serious Repair	0	0
Energy Efficient	2627	1286
Modern Facilities and Services	1	1
Health, Safe and Secure	171	170
	2810	1457

Source: Falkirk Council ARC return

The Council will continue to try and reduce the number of exemptions and abeyances in the following ways:

- Work closely with Development Services Customer Care Team
- Tenant leaflets highlighting benefits of new heating systems and insulation measures
- Implement a procedure to rectify abeyances when a property is void
- Print information in Council publications to encourage tenants to advise if their circumstances change to allow work to be completed
- Continue to investigate solutions to deal with technical exemptions

To continue to maintain the Council's housing stock to the SHQS, a budget of £48,750m has been allocated for years 2016-2019 which will carry out the following:

- External fabric improvements
- Replacement heating
- Kitchen and bathroom renewals
- Electrical upgrading
- Estate improvements
- Health and safety measures

### **Registered Social Landlords**

The SHR reported in 2015-2016 that RSL properties are within 91% to 99% of the SHQS. All the RSLs in the area fully meet the SHQS apart from Paragon Housing Association and Weslo Housing Management.

Paragon advises that 85% of their stock meets all elements of the SHQS. The following failures were identified:

- 6 failures due to energy efficiency which relate to no access or refusal to have new heating
- A further 19 failures due to security relating to lack of door entry systems in mixed owner occupied blocks

Paragon will continue to contact owners annually to establish if circumstances have changed and, if so, they will be incorporated into the following years' programme. They envisage that these properties will be renewed through natural life expectancy and incorporated into their

investment plan. A consultation exercise with owners and tenants has been carried out to develop a strategy on Door Entry Systems which is published online.

Weslo have 93.29% of its stock meeting all elements of the SHQS. There are 15 properties of their total stock identified, deemed not energy efficient, which are primarily of non-standard construction. These include timber framed/ timber clad and steel panel properties. They are assessing what works will be necessary to achieve the appropriate energy efficiency ratings.

Weslo have 117 abeyances which relate to the lack of suitable controlled entry systems. A contract for the installation of controlled entry systems to 28 of these properties is nearing completion following some delays. The remaining 89 properties are in mixed tenure blocks and the owners have received correspondence regarding Weslo's proposal to install controlled entry systems but their agreement to meet a share of the costs is not yet forthcoming.

### **Consultation**

As part of LHS consultation, a number of questions on housing conditions, information for tenants/ landlords and enforcement action in the private sector were included into surveys. In addition, a specific survey was carried out on the SOA to gather views on service standards, priorities, preferred approach as well as the different types of assistance provided for adaptation applicants, property condition and enforcement. Full analysis can be found in appendix 5.

### **Summary**

We will ensure that social rented housing continue to meet the SHQS and also EESSH standards. The Council will also work with owners and private rented sector landlords to ensure private sector house conditions are improved and maintained. The SOA will be reviewed and enforcement action increased.

## **Risks and Impacts**



## 9.) Risks and Impacts

### Financial Resources

#### 1. Strategic Housing Investment Plan

**Table 26: Scottish Government Affordable Housing Supply Programme Grant**

Year	Scottish Government Affordable Housing Grant	Estimated Funding Bid	Annual Variance	Cumulative Variance
2016-2017	£7,015,000	£9,307,229	£2,292,229	
2017-2018	£5,612,000	£10,534,000	£4,922,000	£7,214,229
2018-2019	£4,209,000	£8,231,000	£4,022,000	£11,236,229
2019-2020	£2,806,000	£5,925,000	£3,119,000	£14,355,229

Source: Falkirk Council (2016) SHIP

#### 2. Affordable Housing Programme

Two developers have agreed to pay commuted sums of £463,425 for a site in Bo'ness and £115,500 for a site in Bonnybridge.

#### 3. Falkirk Council Housing Investment Plan

**Table 27: Falkirk Council Housing Investment Programme -Proposed Expenditure Profile**

	2017-2018	2018-2019	2019-2020
<i>Housing Quality Standard (HQS)/ EESSH</i>			
Housing Improvement Works	12.900	12.900	12.900
Energy Efficiency Works	2.200	2.200	2.200
Estate Improvements	1.500	1.500	1.500
Priority Areas	0.200	0.200	0.200
Health and Safety	0.350	0.350	0.350
<b>Total HQS</b>	<b>17.150</b>	<b>17.150</b>	<b>17.150</b>
<i>Non HQS</i>			
New Build Council Housing	5.195	16.154	12.082
Property Buy Backs	6.000	6.000	6.000
LHS Initiatives*	3.700	3.700	3.700
Window Leasing Buy Backs	0.00	0.000	0.000
<b>Total Non HQS</b>	<b>14.895</b>	<b>25.854</b>	<b>21.782</b>
<b>Total Expenditure</b>	<b>32.045</b>	<b>43.004</b>	<b>38.932</b>

Source: Falkirk Council (2016) Housing Investment Programme

\*The budget LHS initiatives relate to plans to remodel Council properties, acquisitions and the tenant incentive scheme.

## 4. Energy funding

**Table 28: Falkirk Council Energy Resources 2011-2016**

Number of Homes	Measure	Investment
1,804	Loft Insulation	£541,200
1,093	Cavity Wall Insulation	£546,500
715	External Wall Insulation	£1,573,000
8,104	Gas heating systems	£17,828,800
908	Electric wet heating (off gas areas)	£3,450,400
56	Connection to CHP (401 connected in total)	£201,600

Source: Falkirk Council Energy Team

**Table 29: Local projects -Home Energy Efficiency Programmes for Scotland Area Based Scheme (HEEPS: ABS)**

Partners	Measure Installed	Financial year	Grant Claimed	Owners Assisted
Falkirk Council Scottish & Southern Energy Energy Savings Trust Paragon HA	Cavity Wall, External Wall Loft Insulation. Replacement Boilers Electric Storage	2013-2014	£1,781,476	391
As above	As above	2014-2015	£1,749,300	217
Falkirk Council Paragon Housing Association	External Wall Insulation CHP Heating	2015-2016	£1,321,925	157
Falkirk Council Paragon Housing Association Weslo Housing Management	External Wall Insulation	2016-2017	£717,315 awarded	88
Falkirk Council Paragon Housing Association	External Wall Insulation	2017-2018	£732,840 awarded	91

Source: Falkirk Council Asset and Investment

## 5. Mandatory functions under health and social care integration

### *(1) Disabled adaptations*

**Table 30: Private sector adaptations 2011-2016**

Year	Amount
2011-2012	£321,840
2012-2013	£305,114
2013-2014	£381,270
2014-2015	£359,835
2015-2016	£337,799
% change 2011-2012 to 2015-2016	5%

Source: Housing Statistical Annual Return to Scottish Government



**Table 31: Council adaptations 2011-2016**

Year	Amount
2011-2012	£988,300
2012-2013	£948,004
2013-2014	£1,280,993
2014-2015	£1,208,899
2015-2016	£1,095,715
% change 2011-12 to 2015-16	11%

Source: Falkirk Council Revenues Department

## *(2) Garden Aid*

The budget for garden aid in 2015-2016 was £500k of which £250k came from the HRA and £250k came from general fund.

## **RSL adaptations**

RSL adaptations are not included under health and social care integration. Scottish Government advises that these were circa £200k in 2014-2015.

## **Small Repairs Handypersons Scheme**

The budget for the above in 2015-2016 was £26k.

## **6. Integrated Care Funding**

To progress the HCS the IJB has awarded £8k for the next “hint and tips” booklet to be designed for and by older people called “Home from Hospital”. A bid for peer advice circa £24k will be discussed by the IJB in January.

## **Risks**

## **British Exit from the European Union (BREXIT)**

The CIH submitted written evidence<sup>42</sup> to the Scottish Parliament on Scotland’s relationship with the European Union (EU) based on a members’ survey. This indicated that the majority had not experienced immediate impacts however highlighted concerns and issues which are set out below:

- Increasing housing supply –members had existing concerns around capacity and skills in the construction industry following the economic downturn and indicated that withdrawal from the EU could restrict movement of skilled workers
- Funding for new affordable homes –members had concerns there may be future economic uncertainty creating a risk the cost of borrowing could go up or access to finance could be more difficult. It was indicated that this could have a negative impact on building new homes, investing in maintaining and improving existing homes and keeping rent levels affordable

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<sup>42</sup> CIH (2016) Written call for Evidence: Scotland’s relationship with the EU 1<sup>st</sup> September 2016

<http://www.cih.org/resources/PDF/Scotland%20Policy%20Pdfs/Brexit/02%2009%2016%20CIH%20Scotland%20response%20EU%20FIN AL.pdf> – accessed 19/12/16

- Community cohesion – members had concerns around community integration quoting the “divisive” nature of the debate
- Risk of minority groups being excluded from housing - the CIH Scotland had raised concerns with the UK Government’s Right to Rent Scheme. This placed a duty on landlords to check the immigration status of their tenants with the possibility of financial penalties and prison sentences for those who did not comply. Although this scheme only applies in England, the CIH believe that it may be rolled out across the UK. An evaluation<sup>43</sup> of the pilot indicated the potential for discrimination and or delay in a tenancy start, particularly if the prospective tenant cannot easily provide documentation such as a passport. The CIH believe further risk of discrimination against minority groups if the status of EU nationals change and landlords are unsure about individuals’ right to access housing
- Delivery of housing related services –concerns were expressed around being able to access workers to support and care for people in their own home
- Opportunities – members highlighted there could be an opportunity for positive changes in relation to procurement regulation which is set out by the EU and is “complex, restrictive and time-consuming”

## Universal Credit

Universal Credit (UC)<sup>44</sup> is a new single payment for working age people introduced by the UK Government. UC remains reserved to the UK Government, however the Scottish Government have some administrative powers to change payment arrangements and to vary the calculation of the housing element.

Most people will apply online for UC and manage their claim through an online account. Claimants will usually receive one single monthly payment per household which is paid into a bank account. Support with housing costs (rent) will go directly to the claimant as part of their monthly payment.

The Scotland Act 2016 provides Scottish Ministers with some flexibility over the way UC is calculated and paid. These include changing the frequency of payments, splitting payments between members of a household instead of a single payment and paying landlords direct for housing costs in Scotland.

The Scottish Government are committed to enabling people to have the option of the rent element being paid direct to social landlords and the option of the frequency of their UC payments being twice monthly instead of calendar monthly. However recipients do not need to take these options up which could lead to cases where UC is paid to the claimant but they fail to pass the rent on to their landlords.

The Scottish Government is mitigating the impact of the bedroom tax through Discretionary Housing Payments.

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<sup>43</sup> Joint Council for the Welfare of Immigrants and Home Office evaluation

<sup>44</sup> <http://www.gov.scot/Resource/0050/00503794.pdf> accessed 21/12/17

## Options Appraisal

When setting actions and targets for the LHS, consideration was given to the HNDA, consultation, agreed priorities (including the HCS and the MIR) and Government guidance. Key issues and actions were drafted and consultation carried out with lead officers. Actions were then revised and consideration given to financial resources above. More detailed discussion then took place with Senior Managers around actions and resources to deliver the LHS. Resources are defined as finance, land and staff. Land supply is set out in the MIR which takes account of need for housing set out in the HNDA.

There are increasing numbers of sites coming through the AHP and Scottish Government encourages housing providers to land bank. Indeed the Scottish Government allows AHP Supply Programme grant to be drawn down to pay for land costs in the year(s) before a project commences.

The Scottish Government Budget and Council settlement 2017-2018 were reported to Council on 19 December 2016. This highlighted Falkirk's provisional revenue allocation is broadly consistent with the Council's estimated reduction in grant of £10 million and thus a budget gap of circa £20 million (subject to further checking and review). The key issue will be ensuring staffing resources to progress the significant capital allocation through the AHSP and the increasing number of sites coming under the AHP. It is also important to deliver the HCS and the IJB to give consideration in future to resources to provide housing advice and information to those in the private sector and particularly those with specialist needs.

The creation of sustainable communities requires consideration to be given to wider community engagement across tenures to be carried out in parallel with capital investment in property.



# **Local Housing Strategy Action Plan**



## 10) Local Housing Strategy Action Plan

<b>PRIORITY ONE - INCREASE HOUSING SUPPLY</b>				
<b>Outcome</b>	<b>Action</b>	<b>Milestone</b>	<b>Timescale</b>	<b>Co-ordinator</b>
The supply of housing is increased	Ensure housing land supply is available to build 2,456 properties by 2021	Land availability is reported in the annual Housing Land Audit	Annual	Strategy & Development Co-ordinator Development Plan Co-ordinator
	Provide new build affordable housing (1)	The number of units delivered annually through the Strategic Housing Investment Plan (SHIP) is reported on	Annual	Strategy & Development Co-ordinator
	Make best use of existing stock to provide additional affordable housing	Council buy back programme is delivered and reported in the SHIP	Annual	Senior Property Co-ordinator (Housing)
	We will agree with partners specifications standard for new build housing	Working group set up	2017/18	Strategy & Development Co-ordinator
		Proposals scoped out	2017/18	Strategy & Development Co-ordinator
		Other Councils and RSL standards explored	2017/18	Strategy & Development Co-ordinator
		Specification Guide developed	2018/19	Strategy & Development Co-ordinator
More affordable housing is provided through joint working between the public and private sector	Work in partnership to deliver housing through the Affordable Housing Policy	AHP sites identified on the weekly planning list	Weekly	Strategy & Development Co-ordinator
		Discussions undertaken with planning	Ongoing	Strategy & Development Co-ordinator
		Options to deliver affordable housing as per AHP explored with Planning	Ongoing	Strategy & Development Co-ordinator
	Explore a range of models to increase affordable housing models used locally	Discussions with stakeholders undertaken	2017/18	Strategy & Development Co-ordinator
		Good practice identified	2017/18	Strategy & Development Co-ordinator

		Feasibility study carried out	2018/19	Strategy & Development Co-ordinator
		Reported in LHS Update	2019/20	Strategy & Development Co-ordinator
We have a sustainable private rented sector	Improve private rented sector housing options	Information available on the PRS on the Council website audited	2017/18	Senior Asset & Investment Co-ordinator
		Promote participation in landlord accreditation scheme increased	Ongoing	Senior Asset & Investment Co-ordinator
		Number of landlords attending landlord forum increased	Ongoing	Senior Asset & Investment Co-ordinator
		PRS Engagement Plan for landlords and tenants developed	2019/20	Senior Asset & Investment Co-ordinator
	Take action against private landlords who fail to comply with their responsibilities	Explore the number of unregistered landlords	2019/20	Senior Asset & Investment Co-ordinator
		Enforcement Policy for landlords who fail to comply with legislation developed	2019/20	Senior Asset & Investment Co-ordinator
		Existing policy on Rent Penalty Notices reviewed	2018/19	Senior Asset & Investment Co-ordinator
		Sample of landlord registration applications for Police Scotland checks introduced	2017/18	Senior Asset & Investment Co-ordinator



Priority 1 Indicators – Increasing Housing Supply					
Indicators	Target	Baseline 2015-2016	Frequency	Source	Service Partner
Number of social rented new build affordable units	123	104 <sup>45</sup>	Annual	SG Housing Statistics for Scotland	HS/DS/RSLs <sup>46</sup>
Number of affordable homes delivered	213	153	Annual	SHIP <sup>47</sup>	HS <sup>48</sup> /DS <sup>49</sup>
Number of private homes delivered	368	341 <sup>50</sup>	Annual	SG Housing Statistics for Scotland	HS/DS
Average number of landlords attending landlord forums	40	31	Annual	PST	HS
Number of landlords paying registration on time	Increase	1300 (estimate) <sup>51</sup>	Annual	PST civica	HS
Number of enforcement cases considered	Reduce	380 <sup>52</sup> (estimate)	Annual	PST civica	HS

<sup>45</sup> Annual average of the period of the previous LHS

<sup>46</sup> Housing Services, Development Services, Registered Social Landlords

<sup>47</sup> SHIP – Strategic Housing Investment Plan

<sup>48</sup> HS- Housing Services

<sup>49</sup> DS – Development Services

<sup>50</sup> Annual average of the period of the previous LHS

<sup>51</sup> Landlords register and deregister each financial year. Figure is based on an estimate of landlords registered within 2015/16 and the number of landlords who paid registration on time

<sup>52</sup> 380 is based on 80 cases in relation to property management with 300 to do with expired/ unregistered cases

<b>PRIORITY 2 - CREATING SUSTAINABLE COMMUNITIES</b>				
<b>Outcome</b>	<b>Action</b>	<b>Milestone</b>	<b>Timescale</b>	<b>Co-ordinator</b>
Best use is made of stock across tenure	Develop area based regeneration strategies in partnership with RSLs and the local community	Agreement reached by social rented landlords on how to measure demand for particular house types/ areas	2017/18	Strategy & Development Co-ordinator
		(1) Agreement reached by Council/ major RSLs on how to measure area satisfaction at a local level and report in LHS Update	2019/20	Strategy & Development Co-ordinator
	Explore the potential to use the Rural Housing fund to develop new affordable housing, refurbish empty homes and contribute to feasibility studies	Report drafted for LHS Update	2017/18	Strategy & Development Co-ordinator
	Increase the number of empty homes brought back into use	Advice and information to owners of long -term empty properties continues to be provided	Ongoing	Strategy & Development Co-ordinator
	Explore Loan to Sell for the Empty Homes Loan Fund	Legal Agreement, Leaflet and Application form in place	2017/18	Strategy & Development Co-ordinator
	Ensure actions from the Empty Homes Plan are implemented		2021/22	Strategy & Development Co-ordinator

Best use is made of community resources to create sustainable communities	Explore town centre sites to provide affordable housing	Town centre sites allocated in the LDP identified	2017/18	Strategy & Development Co-ordinator
		Area profiles for health and social care and SOLD linked to town centre sites	2018/19	Strategy & Development Co-ordinator
	Increase satisfaction levels for people within local communities	Co-production pilot with Council/ RSL tenants expanded	2017/18	Strategy & Development Co-ordinator
		Areas where social landlords can work together to share services explored	2018/19	Strategy & Development Co-ordinator
	Establish the potential for joint working on estate management and employability initiatives between Council/ RSLs	Working group between Council/ RSLs set up	2017/18	Strategy & Development Co-ordinator
		Report for LHS Update	2018/19	Strategy & Development Co-ordinator

(1) Charter returns are at Council level but RSLs report nationally

Priority 2 Indicators – Creating Sustainable Communities					
Indicator	Target	Baseline	Frequency	Source	Service Partner
Number of empty homes brought back into use	100	90	Annual	EHO <sup>53</sup>	HS/Finance
% of Council tenants satisfied with the management of the neighbourhood they live in	Increase	75.63%	Annual	National charter return	HS
Number of households in most deprived 15% Scottish Index of Multiple Deprivation (SIMD)	Reduce	7,181	Annual	S Gov.	HS

<sup>53</sup> EHO – Empty Homes Officer



<b>PRIORITY 3 - Improving Access to Housing</b>				
<b>Outcome</b>	<b>Action</b>	<b>Milestone</b>	<b>Timescale</b>	<b>Co-ordinator</b>
Housing advice is provided to those at risk of homelessness	We will develop a Younger Peoples' Housing Plan	Analysis of the housing needs of young people undertaken	2017/18	Strategy & Development Co-ordinator
		Youth profiles developed	2018/19	Strategy & Development Co-ordinator
		The option of flat sharing scheme explored	2019/20	Strategy & Development Co-ordinator
		Housing options for < 35s explored	2019/20	Strategy & Development Co-ordinator
	We will explore the potential for providing a Common Housing Register with social landlords	Interest in a CHR with Registered Social Landlords with stock locally explored	2018/19	Homeless Team Co-ordinator
		The style and scope for future working in this area with RSLs explored	2019/20	Homeless Team Co-ordinator
		The ICT feasibility explored	2020/21	Homeless Team Co-ordinator
		A local proposal piloted	2021/22	Homeless Team Co-ordinator
	We will ensure information on housing options is accessible and informative	Housing options leaflets/ information on all tenures reviewed	2017/18	Homeless Team Co-ordinator
		Homelessness housing options case reviews audited	2017/18	Homeless Team Co-ordinator
		Housing options covering all tenures reviewed and relaunched	2018/19	Homeless Team Co-ordinator
		Housing options tools officially launched	2018/19	Homeless Team Co-ordinator
		Training on housing options across all tenures carried out	2018/19	Homeless Team Co-ordinator
		Training in line with National Housing Options Training Programme for relevant staff carried out	2018/19	Homeless Team Co-ordinator

		Findings of SHR Thematic Audit implemented	2017/18	Homeless Team Co-ordinator
		Current practice to ensure exceeds Housing Options Guidance reviewed	2019/20	Homeless Team Co-ordinator
		Benchmarking undertaken with SHBVN and Housing Options Hubs	2019/20	Homeless Team Co-ordinator
		A wide range of services linked to Housing Options explored	2020/21	Homeless Team Co-ordinator
		Housing options services monitored	2021/22	Homeless Team Co-ordinator
	We will improve customer satisfaction and service delivery with homelessness services	Consultation strategy developed and implemented	2019/20	Homeless Team Co-ordinator
		Customer feedback gathered and analysed	2020/21	Homeless Team Co-ordinator
	People can access temporary and supported accommodation as required	Standards for temporary accommodation developed	2017/18	Housing Support Co-ordinator
		Temporary accommodation is effectively managed and financially monitored	2018/19	Housing Support Co-ordinator
		Rent charge policy ensuring temporary accommodation is affordable and best value is reviewed	2018/19	Housing Support Co-ordinator
		Daily lets for temporary accommodation is explored	2018/19	Housing Support Co-ordinator
		Review on how temporary accommodation will be impacted on by welfare reform is undertaken	2019/20	Housing Support Co-ordinator

	We will ensure supported accommodation and support services meet the needs of service users and provides best value	Consultation with stakeholders carried out	2017/18	Housing Support Co-ordinator
		3 supported accommodation models for Young People, Continuing Support and Complex Needs developed	2018/19	Housing Support Co-ordinator
		Gaps in provision explored	2019/20	Housing Support Co-ordinator
		Review on how supported accommodation will be impacted by welfare reform undertaken	2019/20	Housing Support Co-ordinator
Tenancy sustainment is improved	We will use a range of methods to improve tenancy sustainment	Procedures for housing support referrals when social rented properties are allocated developed	2017/18	Housing Support Co-ordinator
		Procedures for applying for Community Care Grants at tenancy sign up developed	2018/19	Housing Support Co-ordinator
		Tenancy sustainment issues explored at the newly convened tenancy sustainment group	2019/20	Housing Support Co-ordinator
		Options to address "fail to engage" support referrals explored	2020/21	Housing Support Co-ordinator
	We will provide a tenancy support service with an external provider		2020/21	Housing Support Co-ordinator

<b>Priority 3 Indicators – Access to Housing</b>					
<b>Indicator</b>	<b>Targets</b>	<b>Baseline 2015-2016</b>	<b>Frequency</b>	<b>Source</b>	<b>Service Partner</b>
Number of Housing Options interviews completed	Increase	2335	Annual	HL1	HS
Number of Housing Options leading to homeless application	Reduce	1172	Annual	HL1	HS
Number of homeless applications	Reduce	1069	Annual	HL1	HS
Number of people assessed as 'not homeless'	Reduce	105	Annual	HL1	HS
Number of people assessed as 'intentionally homeless'	Reduce	160	Annual	HL1	HS
Number of people who 'lost contact' before duty discharged	Reduce	10	Annual	HL1	HS
Number of repeat homeless applications	Reduce	30	Annual	HL1	HS
Number of people leaving institutions who become homeless	Reduce	4	Annual	HL1	HS
Number of households prevented from homelessness through Mortgage to Rent	Increase	0	Annual	Private Sector Team	HS
Number of households securing Deposit Guarantee Scheme	Maintain	5	Annual	Private Sector Team	HS
Number of referrals for housing support	Increase	693	Annual	ATH	HS
% of customers satisfied with the service provided by ATH	Increase	99.7% (return rate of 361)	Annual	ATH	HS
% of new tenancies sustained for more than a year (home seeker)	90%	86.62%	Annual	National charter return	HS
% new tenancies sustained for more than a year (home mover)	90%	92.89%	Annual	National charter return	HS
% new tenancies sustained for more than a year (home starter)	90%	87.16%	Annual	National charter return	HS



<b>PRIORITY FOUR - HOUSING AND SUPPORT FOR VULNERABLE GROUPS</b>				
<b>Outcome</b>	<b>Action</b>	<b>Milestone</b>	<b>Timescale</b>	<b>Co-ordinator</b>
The supply of accessible properties is increased	We will work in partnership to explore standard specifications for specialist housing built through the Strategic Housing Investment Plan	Review current specification for Council and RSL wheelchair accessible properties and consider development of standard specification to be co-produced with Housing, Development, Disabled People and RSL's	2019/20	Strategy & Development Co-ordinator
	We will increase the supply of specialist properties funded through the SHIP	Dementia friendly design features incorporated into new build properties through the SHIP	2020/21	Strategy & Development Co-ordinator
		5-10% accessible properties provided	2020/21	Strategy & Development Co-ordinator
	We will work in partnership to implement the findings of the Adapting for Change (AfC) pilot	Complex cases panel set up	2017/18	Strategy & Development Co-ordinator
		Partnership outcomes data agreed by AfC pilot to monitor adaptations timescales progressed	2018/19	Strategy & Development Co-ordinator
		Training on new procedures implemented through the AfC pilot carried out in partnership	2020/21	Strategy & Development Co-ordinator
	Specialist housing advice is provided in partnership	We will carry out awareness raising training for housing staff		
		Mental health awareness training for housing staff carried out	2018/19	Strategy & Private Sector Manager
		Awareness raising training on dementia for housing staff carried out	2018/19	Strategy & Private Sector Manager
		We will work with the Housing Contribution Statement Group (HCSG) to provide housing advice to people with specialist needs		
		Good practice in other areas explored	2017/18	Strategy & Development Co-ordinator
		How to proceed at the HCSG discussed	2018/19	Strategy & Development Co-ordinator
		A peer advice project where older people can provide housing advice to contemporaries explored	2017/18	Strategy & Development Co-ordinator

		The housing advice required for people in a hospital setting is explored		
	We will agree and implement protocols for young people leaving care		2017/18	Housing Support Co-ordinator
	We will make best use of the current housing stock to reduce delayed discharge		2017/18	Allocations Co-ordinator/ Strategy and Development Co-ordinator
Older peoples' housing is reviewed with the HCSG	We will review Older Peoples' housing	Work undertaken with stakeholders including older people on definitions for specialist housing (Housing with Care) locally	2018/19	Strategy & Development Co-ordinator
		Through the HCSG the need for Extra Care housing is explored	2019/20	Strategy & Development Co-ordinator
		The provision of Council sheltered housing is reviewed	2019/20	Strategy & Development Co-ordinator
		The potential for communal areas in older peoples' housing developments to provide low level support and health services for residents and older people in the community is explored	2020/21	Strategy & Development Co-ordinator
		The classification of Council HWC3 as amenity housing where bungalows/ ground floor flats close to amenities with less than 3 steps to the entrance and return the remaining properties to the lettings pool for special let is undertaken	2020/21	Strategy & Development Co-ordinator
		Grab rails and handrails in Council amenity ( HWC3) properties are installed	2021/22	Strategy & Development Co-ordinator
		The potential to redesign HwC bedsit accommodation as 1 bedrooms with wet floor showers is explored	2019/20	Strategy & Development Co-ordinator

		Housing and support contracts for older people's housing in sheltered and very sheltered accommodation is reviewed	2017/18	Strategy & Development Co-ordinator
		Council allocations policy for older peoples' housing based on medical and social need is explored	2020/21	Strategy & Development Co-ordinator
		A joint register for older peoples' housing is explored with RSL partners	2021/22	Strategy & Development Co-ordinator
Further analysis on the housing needs of vulnerable groups is carried out	We will carry out further needs analysis from for specialist groups		2018/19	Strategy & Development Co-ordinator
	We will explore through the HCS how housing issues could lead to delayed discharge		Ongoing	Strategy & Development Co-ordinator
	We will explore through the Lochview Working Group the accommodation needs of people currently living there		2018/19	Strategy & Development Co-ordinator
	We will explore through the HCS the accommodation needs of people with health and social care needs living out with area		2019/20	Strategy & Development Co-ordinator
	We will carry out a design feasibility study on current HwC developments to assess their potential to meet the needs of a range of older and disabled people		2020/21	Strategy & Development Co-ordinator
	Carry out research to identify which housing needs present greatest challenge to accommodate		2020/21	Strategy & Development Co-ordinator
	Review service delivery at the Council's travelling person's site		2018/19	Strategy & Development Co-ordinator

<b>Priority 4 Indicators - Providing housing and support to vulnerable groups</b>					
<b>Indicator</b>	<b>Target</b>	<b>Baseline 2015-2016</b>	<b>Frequency</b>	<b>Source</b>	<b>Service Partner</b>
% of new build properties built to wheelchair standard where viable	5-10%	2*	Annual	SHIP	HS/RSLs
Amount spent on disabled adaptations in the private sector	Increase	£337,799 (actual 2015/16)	Annual	HSAR	HS/SW
Amount spent on Council disabled adaptations	Maintain	£1,095,715 (actual 2015/16)	Annual		As above
Number of housing staff received mental health awareness training	30	0	Annual	HCS	HS/RSLs / SW/NHS Forth Valley
Number of dementia awareness training sessions carried out	30	0	Annual	HCS	As above
Good practise examples identified for specialist housing advice across all tenures	Increase	0	2017	HCS	As above
Number of staff providing specialist housing advice covering all tenures	Increase	0	2017	HCS	As above
Number of service users referred to local agencies such as solicitors for Older People	Increase	0	2017	HCS	As above
Number of peer advisors trained	Increase	0	2017	Outside the Box/Make it Happen	HS/SW/ NHS Forth Valley
Number of information sessions carried out	3 per month	0	2017	As above	As above
Number of people aged 65 and over in long term care	Reduce	970	Annual	Procurement	HS/SW/ NHS Forth Valley
Number of people with learning disabilities living out with Falkirk	Reduce	36	Annual	SW	HS/SW/ NHS Forth Valley
Number of people in Loch View requiring housing	0 by March 2017	8	Annual	Specialist Housing Team	As above

\*Average over the 5 year period of the previous LHS 2011-2016

<b>PRIORITY FIVE - SUSTAINABLE HOUSING: FUEL POVERTY AND CLIMATE CHANGE</b>				
<b>Outcome</b>	<b>Action</b>	<b>Milestone</b>	<b>Timescale</b>	<b>Co-ordinator</b>
Fuel poverty is tackled and progress is made to meeting national climate change targets	Ensure compliance with the Energy Efficiency Standard for Social Housing (EESH) by 2020	External wall insulation (EWI) is installed to all Council non-traditional properties where technically feasible in order to meet the EESH	2019/20	Asset & Performance Co-ordinator
		EWI and loft installation with RSL partners is explored	2019/20	Asset & Performance Co-ordinator
		Cavity wall and loft insulation is installed to remaining Council properties that have not taken up the measure.	2019/20	Asset & Performance Co-ordinator
		More efficient alternatives for Council properties with electric storage & solid fuel heating systems in off gas areas are investigated.	2019/20	Asset & Performance Co-ordinator
		The number of properties connected to the CHP (1) system is increased. Improvement the EU (2) Metering regulations (block meters)	Ongoing	Asset & Performance Co-ordinator
		Renewable technologies such as Solar PV (3) & heat/electric storage batteries for Council/RSL properties are investigated	2019/20	Asset & Performance Co-ordinator
		The take up of new efficient gas central heating and replacement boilers by Council tenants in order to meet the EESH is increased.	2019/20	Asset & Performance Co-ordinator

Develop with RSL Partners a HEEPS: ABS (4) programmes to improve the energy efficiency of private sector homes in mixed tenure estates.		Annual	Asset & Performance Co-ordinator
Develop Communication Strategy to promote new initiatives, energy advice and funding information to all residents		2019/20	Asset & Performance Co-ordinator
Develop a District Heating Strategy		2021/22	Asset & Performance Co-ordinator
Utilise the Scotland Heat Map to identify potential energy sources		Ongoing	Asset & Performance Co-ordinator
Mitigate the impacts of climate change in relation to housing by improving the energy efficiency of the stock and consider risks such as flooding		2019/20	Asset & Performance Co-ordinator
Reduce the numbers experiencing fuel poverty and extreme fuel poverty as far as reasonably practicable	Front line Council staff are trained to identify Fuel Poverty and can confidently signpost clients for further advice	Ongoing	Asset & Performance Co-ordinator
	A local Fuel Poverty Advisory Group to address local issues and develop projects that tackle fuel poverty across tenures is established	2017/18	Asset & Performance Co-ordinator
	A method to communicate fuel cost and energy advice for new Council tenants is developed	2017/18	Asset & Performance Co-ordinator

Priority 5 Indicators – Tackling Fuel Poverty, Energy Efficiency and Climate Change					
Indicator	Target	Baseline	Frequency	Source	Service Partner
% of stock meeting EESSH	100%	Council - 79.3%	2020	Council Charter Return	HS
		Link Group Ltd- 86%		Local information provided by RSL	RSL
		Paragon - 77.1%		as above	RSL
		Weslo - 40.3%		as above	RSL
		*Ark Housing Association Ltd - 72%		National charter return	
		*Barony Housing Association Ltd - 94%		National charter return	
		*Bield Housing & Care - 93%		National charter return	
		*Blackwood Homes and Care - 92%		National charter return	
		*Cairn Housing Association Ltd - 71%		National charter return	
		*Castle Rock Edinvar Housing Association Ltd - 85%		National charter return	
		*Key Housing Association Ltd - 96%		National charter return	
		*Kingdom Housing Association Ltd - 93%		National charter return	
		*Loretto Housing Association Ltd - 98%		National charter return	
		*Scottish Veterans Housing Association Ltd - 96%		National charter return	
		*Hanover (Scotland) Housing Association Ltd – 86.7%		National charter return	
		*Horizon Housing Association Ltd - 93%		National charter return	
Efficient alternatives provided for Council tenants with electric storage & sold fuel heating in off gas areas	Increase	77 properties with electric storage heating, 68 properties with solid fuel heating systems	Annual	HS	
Number of homes connected to the existing CHP system	Increase	79%	Annual	HS	HS/ private sector owners

HEEPS:ABS programme with RSLs/ private sector	Reduce	48% owner occupied dwellings EPC (D) (5)	Bi-annual	SHCS, EST Home Analytics, HEED	HS
		37% Private rented dwellings EPC (C)	Annual	SHCS, EST Home Analytics, HEED	
Numbers living in fuel poverty locally	Reduce	28%	Bi-annual	SHCS	HS
Numbers living in extreme fuel poverty locally	Reduce	7%	Bi-annual	SHCS	HS
Number of Council staff trained to identify fuel poverty who can signpost for further advice	Increase	55	Annual	Energy Team	HS



Priority 6 - TO IMPROVE HOUSE CONDITIONS				
Outcome	Action	Milestone	Timescale	Co-ordinator
Social rented housing conditions are improved	Improve condition of social rented homes by targeting investment through capital programmes		2021/22	Senior Asset & Investment Co-ordinator
	Ensure continued compliance with Scottish Housing Quality Standards, meeting EESSH and reduce SHQS abeyances		2019/20	Senior Asset & Investment Co-ordinator
Private sector housing conditions are improved	Review Scheme of Assistance (SOA)	The spend and cases assisted over the 5 years is explored	2017/18	Senior Asset & Investment Co-ordinator
		Best practise with other local authorities SOA is reviewed	2017/18	Senior Asset & Investment Co-ordinator
		A new SOA is developed in partnership	2017/18	Senior Asset & Investment Co-ordinator
		An enforcement policy for property condition in the private sector is developed for 3rd party referrals	2018/19	Senior Asset & Investment Co-ordinator
		Consultation is undertaken on an enforcement policy with stakeholders and committee approval gained	2019/20	Senior Asset & Investment Co-ordinator
		A system for recording BTS in private sector properties is investigated	2017/18	Senior Asset & Investment Co-ordinator
		A procedure for 3rd party reporting to the Private Rented Housing Panel is developed and implemented	2019/20	Senior Asset & Investment Co-ordinator
	Explore and review the possibility of extending factoring		2018/19	Senior Asset & Investment Co-ordinator

Priority 6 Indicators – Improving Housing Conditions					
Indicator	Target	Baseline	Frequency/ Timescale	Source	Service Partner
Number of properties meeting the SHQS (1)	100%	Council - 91%	Annual Increase	National charter return	HS (2)
	100%	Weslo – 93%	Annual Increase	RSL	HS/RSL
	100%	Paragon - 85%	Annual Increase	RSL	HS/RSL
Number of owners assisted through Scheme of Assistance					
Grants (repair)	Maintain	10	Annual	HSAR (2)	HS
Grants (adaptation)	Increase	94	Annual	HSAR	HS/SW (3)
Non Financial Assistance	Increase	24, 804	Annual	HSAR	HS/SW
% stock in disrepair as per SHCS (4)					
Owner occupied	Reduce	73%	Biannual	SHCS	HS
Private Rented	Reduce	84%	Biannual	SHCS	HS
BTS stock					
Owner occupied	Reduce	1%	Biannual	SHCS	HS
Private rented	Reduce	1%	Biannual	SHCS	HS
Number of Third Party Referrals	Increase	0	Annual	PST (5)	HS
Number of referrals from H&PC (6)	Maintain	7	Annual	PST	HS

1. All other RSL properties compliant with SHQS as per charter returns2. HSAR - Housing Statistical Annual Return

3. SW - Social Work/ HS - Housing Service

4. Scottish House Condition Survey definition proportion of households locally with any evidence of disrepair private rented figure locally not available due to sample size but national figure is used

5. PST – Private Sector Team

6. First-tier Tribunal for Scotland (Housing and Property Chamber)



## Glossary



## **11.) Glossary of commonly used abbreviations**

ATH	Access to Housing
AfC	Adapting for Change
AHP	Affordable Housing Policy
ABS	Area Based Schemes
BREXIT	British Exit from the European Union
BTS	Below Tolerable Standard
CHMA	Centre for Housing Market Analysis
CIH	Chartered Institute of Housing
CHP	Combined Heat and Power
CHR	Common Housing Register
DWP	Department of Work and Pensions
EESSH	Energy Efficiency Standard for Social Housing
EPC	Energy Performance Certificate
EQIA	Equalities Impact Assessment
EST	Energy Savings Trust
EU	European Union
EWI	External Wall Installation
HARP	Housing and Regeneration Programme
HCS	Housing Contribution Statement
HCSWG	Housing Contribution Statement Working Group
HEEP	Home Energy Efficiency Programmes
HES	Home Energy Scotland
HNDA	Housing Need Demand Assessment
HSCI	Health and Social Care Integration
HMO	Houses in Multiple Occupation
HRA	Housing Renewal Area
HST	Housing Supply Target
HwC	Housing with Care
Ihub	Improvement hub, new improvement resource for health and social care through
IJB	Healthcare Improvement Scotland
	Integrated Joint Board
JSNA	Joint Strategic Needs Assessment
LDP	Local Development Plan
LHS	Local Housing Strategy
MIR	Main Issues Report
NHS	National Health Service
OOS	Owner Occupied Sector
PRS	Private Rented Sector
PST	Private Sector Team
RPA	Resource Planning Assumptions
RSL	Registered Social Landlord
RTB	Right to Buy
SEA	Strategic Environmental Assessment

SEEP	Scottish Energy Efficiency Programme
SG	Scottish Government
SHCS	Scottish House Conditions Survey
SHG	Strategic Housing Group
SHIP	Strategic Housing Investment Plan
SHR	Scottish Housing Regulator
SHQS	Scottish Housing Quality Standard
SIMD	Scottish Index of Multiple Deprivation
SOA	Scheme of Assistance
SOLD	Single Outcome & Local Delivery Plan
SPP	Scottish Planning Policy
SRHS	Small Repair & Handyperson Service
THI	Townscape Heritage Initiative
UC	Universal Credit

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