

The background of the slide features a large, light blue watermark of the City of Vancouver's coat of arms. The crest includes a crown with four maple leaves, a shield divided into four quadrants (top-left: a ship, top-right: a stag, bottom-left: a ship, bottom-right: a grizzly bear), and a banner at the bottom with the motto 'A NE FOR A'.

## **Agenda Item 9**

### **Local Housing Strategy 2017-2022 Annual Review**

Falkirk Council

**Title:** Local Housing Strategy 2017-2022 Annual Review  
**Meeting:** Executive  
**Date:** 18 June 2019  
**Submitted by:** Director of Corporate and Housing Services

**1. Purpose of Report**

- 1.1 The purpose of this report is to update Members on progress with the actions detailed in the Local Housing Strategy 2017-2022 (LHS).

**2. Recommendations**

**2.1 The Executive is asked to:-**

**(1) Note the progress to date in delivering the Local Housing Strategy 2017-2022.**

**(2) Approve the updated Scheme of Assistance set out in Appendix 2.**

**(3) Approve the LHS Update to be forwarded to Scottish Government.**

**3. Background**

- 3.1 Under the Housing (Scotland) Act 2001, Local Authorities are required to develop a LHS and keep it under review. Falkirk Council's LHS was approved by Executive in August 2017 for submission to the Scottish Government. The Scottish Government formally approved the LHS in March 2018.

- 3.2 The LHS is outlined in Appendix 1 to this report. It contains six key priorities, with 43 actions supporting each priority in the early years of the LHS. The following table indicates good progress with all LHS priorities. The data sources to update the LHS come from national and local information. National information from the Scottish Government is not published until the third quarter of the financial year therefore this update is for 2017/18. Numerical information is from 2017/18 however contextual information may be later.

Actions in 1 <sup>st</sup> review		All actions in the early years of the LHS
On track		28
Ahead of target		3
Complete		5
Revised		5
Delayed		2
All actions in first review		43

- 3.3 Key headline actions are detailed below.

#### **4. LHS Priorities**

##### HS Priority 1 - The supply of housing is increased

- 4.1 An additional 120 affordable properties have been provided through a combination of buy backs, new builds and properties for mid-market rent in 2017/18. This will be set out in the Strategic Housing Investment Plan which will be reported to members in the third quarter of the 2019/20.

##### LHS Priority 2 - Creating sustainable communities

- 4.2 A working group has been set up, consisting of Falkirk Council and the three largest Registered Social Landlords in the area (Link, Paragon and Weslo). As the RSLs work across multiple local authority areas we agreed quantitative and qualitative information sources to collect, compare and measure demand for social rented housing in the Falkirk Council area. The measures include reasons for terminations, refusals, number of offers, void/ turnover frequency and number of bids on Choice Based Letting systems. It was also agreed that 4 questions from the Scottish Household Survey would be included in the Council's and the 3 RSLs' Tenant Satisfaction Survey and settling in visits, if appropriate. The 4 questions that will be used going forward are:

- What were your reasons for moving to this property?
- What kind of property would you most like to live in?
- What has stopped you moving to a property you would most like to live in?
- Would you like to move from this property within the next few years? If so when would you like to move?

- 4.3 The group are also taking forward a small estate management project.
- 4.4 The Council's Empty Homes Officers have been successful in bringing 50 empty privately owned properties back into use in 2017/18. This also assisted recovering around £25k in outstanding Council Tax for 2017/18 for empty private properties.

##### LHS Priority 3 - Improve access to housing

- 4.5 We are developing a Young Persons' Plan (YPP). The plan recognises the challenges facing young people accessing housing, particularly deposits required to obtain a mortgage and affordability in the private rented sector.
- 4.6 The YPP will align with the "Integrated Children's Services Plan", which is currently being reviewed. The final version of the YPP will be reported to Executive following the finalisation of the Integrated Children's Services Plan.

- 4.7 The YPP also aligns with Scottish Government commitments in relation to tackling homelessness, ending rough sleeping and transforming temporary accommodation. In 2018, the Government required all Local Authorities, along with Health and Social Care Partnerships and housing providers, to work collaboratively to develop Rapid Rehousing Transition Plans (RRTP), to meet these commitments. This includes developing a Housing First model, for those with complex and multiple needs. The RRTP and Housing First model will be submitted to Executive later in the year for approval and will also form part of the updated Housing Contribution Statement to the new Falkirk Health and Social Care Partnership Strategic Plan 2019-2022.

#### LHS Priority 4 – Housing and Support for Vulnerable Groups

- 4.8 An integral part of this priority is the Housing Contribution Statement, as part of the Falkirk Health and Social Care Partnership Strategic Plan. The Strategic Plan vision is “to enable people to live full and positive lives in supportive communities”, with the home as the starting point.
- 4.9 Work is ongoing to streamline the processes for disabled adaptations to ensure that they are fit for purpose. This will also be outlined in the new Housing Contribution Statement.
- 4.10 The Housing Contribution Statement Steering Group, chaired by Housing Services, involves senior managers from the Health and Social Care Partnership and Registered Social Landlords with specialist housing provision. This group has identified opportunities to improve the process and information available to older people around types of accommodation available and how to apply for them. Also, our Tenants’ Scrutiny Panel highlighted the need to review some of our Housing with Care Level 3 properties for older people, particularly upper flats and properties with external stairs. This work is reported on in Appendix 1.
- 4.11 A draft updated Housing Contribution Statement will be presented to the IJB in September 2019, with a final report submitted in December 2019. The revised Housing Contribution Statement will set out the level and type of support services required for a range of client groups, including homeless people through the RRTP.

#### LHS Priority 5 Sustainable housing: fuel poverty and climate change

- 4.12 91.13% of our properties met the Energy Efficiency Standard for Scottish Social Housing (ESSH), as reported in our annual return on the Scottish Social Housing Charter for 2017/18.

#### LHS Priority 6 – Improving housing conditions

- 4.13 We are continuing to improve the condition of our stock, with c £280m planned investment over the next five years. The percentage of our properties meeting the Scottish Housing Quality Standard (SHQS), as reported in our

annual return on the Scottish Social Housing Charter for 2017/18, was 97.28%

- 4.14 In line with the Housing (Scotland) Act 2006 and the LHS we have reviewed our Scheme of Assistance which promotes good housing conditions within the Falkirk Council area for homeowners and private tenants. This scheme sets out the circumstances in which we will provide advice, support and financial assistance to repair, maintain and adapt homes.
- 4.15 Residents and Tenants on our Editorial Panel have reviewed our updated scheme. The revised Scheme of Assistance is user friendly and written in Plain English. Contact details have been included to direct customers to the right person who can provide the support and advice required. Other changes include simplifying processes such as the repair grant application and offering assistance in line with the Tenements (Scotland) Act 2004. The revised document is attached at appendix 2.

## **5. Consultation**

- 5.1 Findings from our Tenants Scrutiny Panel, in relation to housing for older people, have informed progress with Priority 4. Consultation with young people has helped to inform development of the draft Young Persons' Plan.

## **6. Implications**

### **Financial**

- 6.1 Funding to deliver the LHS actions is from a combination of the Council's HRA; General Fund Housing and Housing Investment Programme budgets.

### **Resources**

- 6.2 The delivery of the LHS is managed from existing resources.

### **Legal**

- 6.3 There are no legal implications anticipated.

### **Risk**

- 6.4 Unforeseen development and potential funding constraints may restrict the numbers of affordable housing units delivered, consequently having an impact on meeting housing need.

### **Equalities**

- 6.5 A full Equalities & Poverty Impact Assessment (EPIA) was carried out for the LHS 2017-2022 and no significant issues were identified from this.

### **Sustainability/Environmental Impact**

- 6.6 A Strategic Environmental Assessment screening report was submitted to the Scottish Government Strategic Environmental Assessment Gateway. Feedback indicated that the LHS is not likely to have significant environmental effects.

## **7. Conclusions**

- 7.1 The LHS sets out priorities and the strategic direction for housing over the five year period 2017-2022. This report highlights that good progress is being made to progress LHS actions and further updates will be provided annually.

---

Director of Corporate and Housing Services

**Author – Kenny Gillespie, Head of Housing, 01324  
590856, [kenny.gillespie@falkirk.gov.uk](mailto:kenny.gillespie@falkirk.gov.uk)  
6 June 2019**

## **APPENDICES**

### **List of Background Papers:**

Appendix 1 Local Housing Strategy Review  
Appendix 2 Scheme of Assistance

**The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act 1973:**

- None



**Falkirk Council**  
*Corporate & Housing Services*

# Local Housing Strategy 2017-2022

---

**FIRST UPDATE**

## **Falkirk Council Local Housing Strategy First Update**

Falkirk Council's Local Housing Strategy (LHS) was approved by Council Executive for submission to Scottish Government in 2017. The LHS was then reviewed by Scottish Government who gave final approval in March 2018.

The data sources to update the LHS come from national and local information. National information from the Scottish Government is not published until the third quarter of the financial year therefore this update is for 2017/18. Numerical information in Indicators is from 2017/18 however contextual information may be later.

The 6 priorities in the LHS are as follows:

1. Increasing housing supply
2. Creating sustainable communities
3. Improving access to housing
4. Housing and support is provided to vulnerable groups
5. Tackling fuel poverty, energy efficiency and climate change
6. Improving housing conditions

Progress for the 43 actions in the early years of the LHS is as set out in the table below.

LHS priority actions 1 <sup>st</sup> review		Priority 1	Priority 2	Priority 3	Priority 4	Priority 5	Priority 6	All
On track		6	4	1	6	7	4	28
Ahead of target		2	0	0	1			3
Complete			1	2	2			5
Revised				3	2			5
Delayed			2					2
<b>All actions in first review</b>		<b>8</b>	<b>7</b>	<b>6</b>	<b>11</b>	<b>7</b>	<b>4</b>	<b>43</b>



Priority 1 – Increasing Housing Supply - Priority Lead - STRATEGY & DEVELOPMENT CO-ORDINATOR									
Outcome	Action	Milestone	Timescale	Facilitator	Lead	Manager	Progress	Group	Overview
1. The supply of housing is increased	1. Ensure housing land supply is available to build 2, 456 properties by 2021	Land availability is reported in the Housing Land audit	Annual	Partnership Officer (PO)	Senior Planning Officer	Strategy & Development (S&D) Co-ordinator/ Development Services	The Housing Land Audit 2017/18 indicates potential to deliver 2365 units to mid-2021. In addition windfall developments (non Local Development Plan LDP) sites which do not have consent) will be likely deliver units in this period.	Housing Planning Liaison (HPL) meeting	On track
	2. Provide new build affordable housing	The number of units delivered annually through Strategic Housing Investment Plan (SHIP) is reported on	Annual		PO	S&D	The Strategic Housing Investment Plan agreed at Executive in October 2018 aims to deliver 1371 properties over the period 2019/20 to 2023/24.	Tripartite meetings Scottish Government Falkirk Council, Registered Social Landlords (RSL's)	On track
	3. Best use of existing stock to provide affordable housing	Council buy back scheme reported on in the SHIP	Annual		Empty Homes /Buy Back Officers (EHBB)	S&D	95 buy backs were purchased in 2017/18.	Tripartite meeting	Above target in 2017/18
	4. We will agree with partners specifications standard for new build housing	Proposals scoped out	2017/18		PO	S&D	Scope of design guide widened to include specialist housing. (See priority 4 action 22). Document circulated to RSL and Council new build for comments. Final draft being discussed at Strategic Housing Group in June 2019.	HPL	Above target re actions 4&21
		Other Councils & RSL standards explored	2017/18		PO	S&D	Specification of other RSLs to be explored as per specialist guide.	HPL	Above target
		Specification	2018/19		PO	S&D	As above	HPL	Above

		Guide developed							target
2. More affordable housing is provided through joint working between the public and private sector	5. Work in partnership to deliver housing through the Affordable Housing Policy	Affordable Housing Policy (AHP) sites identified on the weekly planning list	Ongoing		PO	S&D	Planning weekly bulletin checked and informal discussions between PO and case officer on AHP sites. Electronic records updated.	HPL	On track
		Discussions undertaken with planning	Ongoing		PO	S&D	Amendments to SG12 agreed at Executive on 16/10/18. Consultation period for amendments covered from 9/11/18 to 21/12/18 with no comments being received. Document submitted to Scottish Government on 5/2/19. No comments received. Updated SG12 now agreed and advertised on Falkirk Council website. No further amendments can be made until new LDP in 2020.	HPL	On track
		Options to deliver affordable housing as per AHP explored with planning	Ongoing		PO	S&D	Housing Planning Liaison meeting held quarterly to discuss all sites under AHP (37 sites at May 2019).	HPL	On track
	6. Explore a range of models to increase affordable housing models used locally	Discussions with stakeholders undertaken	Ongoing		PO	S&D	Options to deliver affordable housing: 1. Acquisition 17 existing tenancies by Weslo converted to mid-market from private rent. 2. Exploring options for buying units	HPL	On track

							off shelf from developers 3. Model developed for discounted sale.		
		Good practice identified	Ongoing		PO	S&D	<u>Discounted sale</u> - involvement of legal services to ensure properties will be sold in <u>perpetuity</u> at discounted price. Involvement of District Valuer allowed <u>financial comparison</u> between discounted sale and AHP commuted sum. Evidenced discounted sale better value <u>Scottish Housing Network LHS sub group quarterly</u> enables networking with other councils on delivery of affordable housing.	HPL	On track
		Feasibility study carried out	2018/19		PO	S&D	Discounted sale –positive feedback to date.	HPL	On track
3. We have a sustainable private rented sector	7.Improve private rented sector options	Information on the PRS on the Council website audited	2017/18		Private sector team (PST)	Senior Private Sector Officer (SPSO) Community Support Co-ordinator (CSC)	Information Audit ongoing.	Private Landlord Forum	Achieved
		Promote participation in landlord accreditation scheme increased	Ongoing		PST	SPSO/ CSC	Promoted through the local Private Sector Landlord Forum as Landlord Accreditation Scotland, national scheme contribute.	Private Landlord Forum	Achieved
		Number of landlords attending the forum increased	Ongoing		PST	SPSO/ CSC	Number of attendees fluctuate depending on the agenda/speakers however on average increased numbers attending the Forum.	Private Landlord Forum	Achieved
		PRS engagement plan for landlords and tenants	2019/20		PST	SPSO/ CSC	PST team will progress over the next year	Private Landlord Forum	On track

		developed							
	8. Take action against private landlords who fail to comply with their responsibilities	Explore the number of unregistered landlords	2019/20		PST	SPO/ CSC	PST team will progress over the next year	Private Landlord Forum	On track
		Enforcement Policy for landlords who fail to comply with their responsibilities	2019/20		PST	SPO/ CSC	Enforcement Plan drafted and agreed with Legal	Private Landlord Forum	Above target
		Existing policy on Rent Penalty Notices reviewed	2018/19		PST	SPO	PST team reviewed In September 2018 and working to new policy	Private Landlord Forum	Achieved
		Sample of landlord registration applications for Police Scotland checks introduced	2017/18		PST	SPO	Discussing with Legal and Police Scotland to ensure meets Civic Licensing Standards	Group already established Private Landlord Forum	On track

#### **Priority 1 Indicators**

Indicator	Baseline 2015-16	2017-18	Frequency	Source	Target
Number of social rented new build affordable units	104	8	Annual	SHIP	123
Number of affordable homes delivered	153	120	Annual	Empty Homes project	213
Number of private homes delivered	341	382	Annual	Development Services	368
Number of Landlord Forums	2	2	Bi-annual	Private Sector team (PST)	Maintain
Number of unregistered Landlord cases resolved through intervention/ enforcement	4	4	Annual	PST	

Number of Landlord fit and proper cases taken to Licensing committee for decision	1	1	Annual	PST	Increase
Contact made with all Deposit Guarantee applicants received from Housing Needs team	3 days	3 days	Annual	PST	Maintain

Priority 2 – Creating Sustainable Communities – Priority Lead - COMMUNITY ENGAGEMENT CO-ORDINATOR (CEC)									
Outcome	Action	Milestone	Timescale	Facilitator	Lead Officer	Co-ordinator	Progress	Group	Overview
4. Best use is made of stock across tenure	9. Develop area based regeneration strategies in partnership with RSLs and local community	Agreement reached by local social rented landlords on how to measure demand for particular house types/area	2017/18	Senior Strategy Officer (SSO)	CEC	S&D	1. Working Group (WG) set up Council & 3 largest RSLs 2. Group agreed demand measures (Tenant Satisfaction Survey, annual & settling in visits) 3. WG agreed including questions from Scottish Household Survey in above for local & national comparison 4. WG carried out visits and identified a pilot project 5. Initial finding from measures. 6. Action plan 2019 will be informed by above	Council/ RSL working group	On track
	10. 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	SSO	CEC	S&D	Report drafted and discussed at Strategic Housing Group. Consulted on with Tenants & Residents Groups. Met with communications units on publicising.	Part of existing work stream	Action complete
	11. Increase the number of empty homes brought back into use	Advice & information to owners of long- term empty properties	Ongoing	SSO	Empty Homes/ Buy Backs (EHBB)	S&D	Target 100. 2017/18 - actual 50, council tax £34,338 recovered. Current caseload – 176. Survey sent 14/1/19 to 594 empty home owners, 160 surveys returned. Reminders	National Empty Homes Officers Group	Delayed staffing shortage, review LHS Update 2

		continues to be provided					were sent out in Apr 19 to owners who did not respond to survey.		
	12.Explore the Loan to Sell for the Empty Homes Loan Fund	Legal agreement, leaflet and application form in place	2017/18	SSO	SPO	S&D	Scottish Government reviewing Loan Fund with no date for finalising.	As above	Delayed awaiting SG. Viability of action will be reviewed for LHS Update 2.
5. Best use is made of community resources to create sustainable communities	13.Explore town centre sites to provide affordable housing	Town centre sites allocated in LDP identified	2017/18	SSO	PO	S&D	One town centre site submitted & included in SHIP 2019-23 by Link Group Ltd at Williamson Street for 36 properties. Ongoing concerns expressed by developing landlords around developer contributions.	HPL	On track
		Area profiles for health and social care and SOLD linked to town centre sites	2018/19	SSO	PO	S&D	Analysis carried out annual needs assessments and work will be carried out for the new housing contribution statement over the summer 2019	Council/ RSL working group	On track
	14.Increase satisfaction levels for people within local communities	Co-production pilot with Council/RSL tenants expanded	2017/18	SSO	CEC	CEC	Agreed how to measure low demand between Councils and RSLs	Council/ RSL working group	On track
		Areas where social landlords can work together to share		SSO	CEC/ SSO	CEC	Areas of joint work agreed between Council and RSLs	Council/ RSL working group	Complete

		services explored							
	15. Establish the potential for joint working on estate management and employability initiatives between Council and RSLs.	Working group between Council and RSL set up	2017/18	SSO	CEC/ SSO	CEC	Small pilot identified to improve landscaping in area of Grangemouth where Council and 2 RSLs have stock. Also exploring common questions in 4 application forms (Council and 3 RSLs) so applicants could fill in one form.	Council/ RSL working group	On track
		Report for LHS Update	2018/19	SSO		CEC	Information on demand for different areas will be collated on an ongoing basis and will be used to inform the next LHS.	Council/ RSL working group	On track

## Priority 2 Indicators

Indicator	Baseline	2017-18	Frequency	Source	Target
Number of empty homes brought back into use	90	50	Annual	Empty Homes Project	100
% of Council tenants satisfied with the management of the neighbourhood they live in	75.63%	92.31%	Annual	Tenant Satisfaction Survey	Increase
Number of Occupied Dwellings in most deprived 15% Scottish Index of Multiple Deprivation (SIMD)	8973	9007	Annual	SIMD	Reduce



Priority 3 – Improving Access to Housing - Priority Leads – Housing Needs Co-ordinator, Housing Needs Support Co-ordinator									
Outcome	Action	Milestone	Timescale	Facilitator	Lead	Co-ordinator	Progress	Group	Overview
6. Housing advice is provided to those at risk of homelessness	16. We will develop a Younger Peoples Housing Plan	Analysis of the housing needs of young people undertaken	2017/18	Policy Planning Officer (PPO)	S&D	S&D	Housing needs analysis complete. Consultation with age group completed with 240 responses recorded. Stakeholder meeting has been held with Children's Services. Integrated Children Services Plan being reviewed. Young Persons' Housing Plan (YPP) will link to ICSP and Rapid Rehousing Plan Transition (RRTP). YPP is currently in draft form and will be finalised with an action plan developed after ICSP and YPP finalised to keep strategic documents aligned.	HCSSG	Milestone on track
		Youth profiles developed	2018/19	PPO	S&D	S&D		HCSSG	Milestone on track
	17. We will explore the potential for providing a Common Housing Register with social landlords	Interest in a CHR with RSLs with stock locally explored	2018/19	PPO	Housing Needs Co-ordinator (HNC)	HNC	Ongoing meetings and annual proformas explored CHR with RSLs and there is no interest in this.		Action complete
	18. We will ensure information on housing options is accessible and informative	Housing options leaflets / information on all tenures reviewed	2017/18	PPO	HNC	HNC	New Housing Options Leaflets designed and issued to local offices and external agencies/groups		Action complete
		Homelessness housing options case	2017/18	PPO	HNC	HNC	Complete and amendments underway. To note, future consideration to be given for further		Action complete

		reviews audited					audits		
		Findings of SHR Thematic Audit implemented	2017/18	PPO	HNC	HNC	Audit complete. Amended our processes for case closures and homeless cases as per recommendations from thematic report.		Action complete
		Housing options covering all tenures reviewed and relaunched	2018/19	PPO	HNC	HNC	Scottish Government (SG) delayed roll out of national housing options		External delay SG national housing options
		Housing options tools officially relaunched	2018/19	PPO	HNC	HNC			As above
		Training on housing options across all tenures carried out	2018/19	PPO	HNC	HNC			As above
		Training in line with National Housing Options Training Programme for relevant staff carried out	2018/19	PPO	HNC	HNC			As above
	<b>Note – future LHS updates will report on RRTP outcome</b>		2023/24	PPO	HNC	HNC	The RRTP includes actions around partner agencies, Council staff, & the public having information on services which give advice on preventing homelessness, accessing housing and	HCSSG	Revised to take into account RRTP

	<b>all agencies in the area have access to housing advice and information</b>						support including national housing options model and training.		
7. People can access temporary and supported accommodation as required	19. We will ensure temporary accommodation provides best value fitting the current profile of homeless households	Standards for temporary accommodation developed	2017/18	PPO	Housing Needs Support Co-ordinator	HNSC	New temporary accommodation booklet developed with clear information about standards and rights and responsibilities within temporary accommodation. Void standard reviewed and recommendations implemented	HCSSG	Action complete
	20. 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	PPO	HNSC	HNSC	Consultation with young people in Grangemouth completed.		Action complete
		3 supported accommodation models for Young People, Continuing Support and Complex	2018/19	PPO	HNSC	HNSC	Models set up and running with contract awarded to Loretto.	HCSSG	Action complete

		Needs carried out							
8. People can access temporary accommodation and/ or support services	<b>Note future LHS Updates will report on RRTP priority 4- Fit for the future temporary accommodation</b>		2023/24	PPO	HNSC	HNSC	RRTP actions -reviewing temporary accommodation costs, storage arrangements, letting standards, prioritising rapid rehousing for families with children	HCSSG	Revised to take account of RRTP
	<b>Note future LHS Update report will report on RRTP priority 3 – clear housing support pathways for at risk or who have experienced homelessness</b>		2023/24	PPO	HNSC	HNSC	RRTP actions - develop a Housing First model, peer mentoring service, protocols for rough sleepers, resources around rough sleeping, support needs assessment, information sharing re mental health services, section 5/ nominations, recovery model substance abuse, review & develop personal housing plans and housing options support	HCSSG	Revised to take account of RRTP
9. Tenancy sustainment is improved	21. We will use a range of methods to improve tenancy sustainment <b>Note future LHS Updates will report on RRTP priority 1 homelessness</b>	Procedures for housing support referrals when social rented properties are allocated developed	2017/18	PPO	HNSC	HNSC	RRTP actions - implementing SSST linked to support as an alternative to eviction, eviction panel, closer working with revenues	HCSSG	Revised to take account of RRTP

	<b>is prevented</b>								
	<b>Note future LHS Updates will report on RRTP priority 1 homelessness is prevented</b>	Procedures for applying for community care grants at tenancy sign-up	2018/19	PPO	HNSC	HNSC	As above	HCSSG	Revised to take account of RRTP

### Priority 3 Indicators

Indicator	Baseline	2017/18	Frequency	Source	Target
Number of Housing Options interviews completed	1830	1754	Annual	Prevent 1	Increase
Number of Housing Options leading to homeless applications	1119	672	Annual	Prevent 1	Reduce
Number of homeless applications	1069	1124	Annual	HL1	Reduce
Number of people assessed as 'not homeless'	105	81	Annual	HL1	Reduce
Number of people assessed as 'Intentionally homeless'	154	114	Annual	HL1	Reduce
Number of people who 'Lost Contact' before duty discharged	10	20	Annual	HL1	Reduce
Number of repeat homeless applications	30	42	Annual	HL1	Reduce
Number of people leaving institutions who become homeless	4	0	Annual	HL1	Reduce
Number of households prevented from homelessness through Mortgage to Rent	3	0	Annual	Prevent 1	0
Number of households securing Deposit Guarantee Scheme	5	0	Annual	RDGS	5
Number of referrals for housing support	693	687	Annual	HL1	Increase
% of customers satisfied with the service provided by ATH	99.7%	95%	Annual	Citizen Space	Increase
% of tenancies sustained for more than a year (Home seeker)	86.62%	89.12%	Annual	IHMS	90%
% of tenancies sustained for more than a year (Home mover)	92.89%	91.85%	Annual	IHMS	90%
% of tenancies sustained for more than a year (Home starter)	87.16%	86.28%	Annual	IHMS	90%

Priority 4 – Housing and Support for Vulnerable Groups – Priority Leads - Strategy & Development Co-ordinator, Project Manager Adapting for Change PMAfC*									
Outcome	Action	Milestone	Timescale	Facilitator	Lead	Co-ordinator	Progress	Group	Overview
10. The supply of accessible properties is increased	22. We will work in partnership to explore standard specifications for specialist housing built through the SHIP	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 RSLs	2019/20	PO	PO	S&D	As per action 4 -Scope of design guide widened to include specialist housing. Final amendments made to draft design guide covering units supported by grant. Circulated to RSL and Council new build for comments. To be circulated to the Strategic Housing Group in June 2019.	Housing Planning Liaison Group (HPL) Strategic Housing Group (SHG)	Above target
	23 We will increase the supply of accessible properties		Ongoing	PO	PO	S&D	The report to Executive in October 2018 highlighted proposals that new build properties funded using grant would be 56% older ambulant and 15% accessible.	Housing Contribution Statement Steering Group (HCSSG)	On track
<b>Note future LHS Updates will report on progress re adaptations Disabled Adaptations (DA)*service</b>	24. We will work in partnership to implement the findings of the Adapting for Change (AfC) pilot	Complex cases panel	2017/18	PMAfC	PMAfC	PMAfC/S&D	Project Manager (PM) AfC drafted a proposal for an adaptations service. General proposal agreed AfC Steering Group. Proposal discussed meeting Heads of Service (Housing & Social Work Adult Services) agreed that the first step would be a scoping paper for minor adaptations	Adapting for Change Steering Group (AfCSG)	Revise following discussions on Disabled Adaptations service
		Partnership outcomes data agreed by AfC pilot to monitor	2018/19	PMAfC	PMAfC	S&D	Outcomes agreed, information will be collected with new version of Social	AfCSG	Achieved

		adaptations timescales progressed					Work Information System (SWIS)		
11. Specialist housing advice is provided in partnership	25. Carry out awareness raising training for housing staff	Mental health awareness training for housing staff carried out	2018/19	PO	Hsg Training Co-ord	S&D	Included in housing training plan which also staff must complete as part of implementation of new housing services structure	HCSSG	On track
		Dementia awareness training for housing staff carried out	2018/19	PO	HTC	S&D	Included in housing training plan. All courses have been carried out & 44 housing staff attended (Nov 2018). Positive feedback -staff more confident identifying signs/symptoms of dementia.	HCSSG	On track
	26. 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	PPO	PPO	S&D	Report drafted on the following: Wheatley Group Glasgow, Disabled Persons Housing Service Fife, Disabled Persons Housing Service Aberdeen, Aberdeen City Council Hospital Discharge with DPHS, Housing Options Scotland. Also explored online tools – Elderly Accommodation Council, Make Life Easier North Lanarkshire.	HCSSG	Milestone achieved
		How to proceed discussed at HCSG	2018/19	PO		S&D	To follow on from action 29.	HSCSG	Revise following action 29
		A peer advice project where older people can provide housing advice to contemporaries explored	2017/18	PO		S&D	Project progressed by Outside the Box (OtB) with Make It Happen Forum (MiHF) however MiHF folded. Project not meeting outcomes and for 2018/19. OtB worked with	HCSSG	Revise end of funding re Peer Advice project as not meeting outcomes

							Citizens' Advice Bureaux. Still not meeting outcomes. Recommended by ICF partnership group not to continue into 2019/20. OtB advised. Potential for a new project to be scoped up		
		The housing advice for people in a hospital setting explored	2019/20			HNCS/S&D	See action 28 also part of action 29	HCSSG	Part of 28 and 29
	27. We will agree and implement protocols for young people leaving care		2017/18			Housing Needs Support Co-ordinator (HNSC)	Executive report 13/3/18 covering protocol between housing and social work children's services. This provides guidance on FC's responsibility for care leavers and describes strategic & operational agreements & liaison between agencies.	Ongoing meetings	Action completed
	28. We will make best use of the current housing stock to reduce delayed discharge		2017/18			Housing Needs Co-ordinator (HNC)	Specialist housing team review weekly list of patients delayed in hospital, advising on properties on home spot, placing bids if required. Housing OT visits void properties to assess if they could be adapted to meet needs of patients delayed. See also action 32.	HCSG	On track
12. Older peoples' housing is reviewed with HCSG	29. We will review older peoples' housing	Work undertaken with stakeholders including older people on definitions for specialist housing	2018/2019		PO	S&D	Agreed with RSLs as part of HCS sub group to use definitions template used by Trust Housing Association.	HCSSG	On track
		Through the HCSG the	2019/20				Housing Contribution	HCSSG	Above target



		need for extra care housing is explored					Statement sub group explored model developed by Hanover Housing Association and included within a report to the Integration Joint Board. Further consideration will be given to this and potential for Housing with Care 1 within each locality.		
		The provision of Council sheltered housing is reviewed	2019/20				Older Peoples Housing Plan (Executive Report April 2016) highlighted low demand current model housing with care, over provision of sheltered housing. HCS sub group exploring current need along with tenant and stakeholder opinions.		On track
		HwC3 classified in LHS 2017-22 as *amenity if bungalows/ ground floor flats near amenities no more than 3 steps to the main entrance. Properties not meeting definition returned to the letting pool when vacant and subject to special let by local office	2020/21		PO	S&D	Tenant scrutiny panel and consultation highlighted that definition of Housing with Care 3 not suitable for all dwellings. Technical Officers visited and confirmed. Properties matching definition in LHS 2017-22*will be classed as amenity (or adapted).	HCSSG	Above target
		Housing and support contracts for older people's housing in sheltered and very	2017/18	S&D	S&D	S&D	Report drafted for HCSSG on 12/2/19 agreed to end from 1 <sup>st</sup> July 2019	HCSSG	Milestone achieved

		sheltered accommodation is reviewed							
13. Further analysis on the housing needs of vulnerable groups is carried out	30. We will carry out further needs analysis from specialist groups	.	2018/19			S&D	Housing information updated for Joint Strategic Needs Assessment to Strategy Plan taking account of RRTP. Further consideration to be given in 2019 to quantitative information to inform new HCS.	HCSSG	On track
	31. We will explore through the Lochview Working Group the housing needs of people currently living there		2018/19			HNC	2 groups which housing OT represented on - Delayed Discharge for Learning Disabilities and Delayed Discharge for Mental Health. Latter require supported housing/ residential care.	HCSSG	On track
	32. Review service delivery at the Council's travelling persons' site		2018/19			As above	Full refurbishment of the chalets (in line with the standards guidance from) completed October 2017. Obtained funding for the site e.g. digital inclusion re IT equipment, Wi-Fi within the community block. Residents supported to apply for Make a Difference funding to provide aesthetic improvements e.g. hanging baskets and play equipment. Recently developed a multi agency		Action completed

							work-stream to address continuing inequalities within the Gypsy/Traveller community which will provide opportunities for residents to participate and influence policy.		
--	--	--	--	--	--	--	---	--	--

#### Priority 4 Indicators

Indicator	Baseline 2015-16	2017-18	Frequency	Source	Target
% of new build properties built to wheelchair standard where viable	2	50%	Annual	SHIP	5-10%
Amount spent on disabled adaptations in the private sector	£337,799	£255,704	Annual	PST	Increase
Amount spent on Council disabled adaptations	£1,095,715		Annual	PST	Maintain
Number of staff received mental health awareness training	0	9	Annual	Training	30
Number of dementia awareness training sessions carried out	0	7 Sessions (71 Staff Attended)	Annual	Training	Maintain
Number of peer advisors trained	0	8	Annual	Training	Increase
Number of information sessions carried out	0	21 (in total)	Annual	Training	3 Per Month
Number of people aged 65 and over in long term care (Long term residents of care homes)	980	1002	Annual	Scottish Adult Care Home Census	Reduce
Number of people with learning disabilities living out with Falkirk	36	92*	Annual	Falkirk Health & Social care Partnership	Reduce
Number of people in Loch View requiring housing	8	3	Annual	Falkirk Health & Social care Partnership	0

\*4 people rehoused 2018/19.

Priority 5 – Sustainable housing: Fuel poverty and climate change – Priority Lead - ASSET & INVESTMENT CO-ORDINATOR									
Outcome	Action	Milestone	Timescale	Facilitator	Lead Officer	Co-ordinator	Progress	Group	Overview
14. Fuel poverty is tackled and progress made to meeting national climate change targets	33. Ensure compliance with the Energy Efficiency Standard for Scottish Social Housing (EESH) by 2020	External wall installation (EWI) is installed to all Council non-traditional properties where technically feasible in order to meet the EESH	Ongoing	HESO	Home Energy Strategy Officers (HESO)	Asset & Investment	EWI projects continue in order to meet the EESH 2020 targets. Internal Wall Insulation (IWI) installed in properties where EWI unsuitable.		Ongoing
		EWI and loft installation (LI) with RSL partners is explored		HESO	HESOs	A&I	Paragon non-traditional stock locally completed. Falkirk Council (FC) now working with Link to install CWI & LI to 7 owners in a mixed tenure block.		Ongoing
		Cavity wall and loft insulation is installed in remaining Council properties that have not taken up the measure		HESO	HESOs	A&I	Infrared surveys carried out, identified that all properties had cavity wall insulation. Letters sent to 1167 tenants without loft insulation, 156 accepted & 75 refused. Development Services (DS) putting together contract for work.		Ongoing

		More efficient alternatives for Council properties with electric storage & solid fuel heating systems in off gas areas is investigated		HESO	HESOs	A&I	Development Services (DS) have completed a feasibility study to identify an alternative heating system for Glenfuir, Glenbrae and Parkfoot Court. A project to install an Air Source Pump heating system will now be developed. Gas infill nearly all explored however Torwood Village is now being considered		Ongoing
		The number of properties connected to the CHP (1) system is increased. Improvement the EU (2) Metering regulations (block meters)		HESO	HESOs	A&I	DS now evaluating the tender returns to procure a Contractor to extend the CHP into 3 further blocks. This work will take place during 2019/20.		Ongoing
		Renewable technologies such as Solar PV (3) & heat/ electric storage batteries for Council/RSL properties are investigated		HESO	HESOs	A&I	Development services have now confirmed the specification for this project. Solar PV to go ahead but Heat batteries not to be installed as high cost. Solar PV		Ongoing

							installations begin to be rolled out to mainstream stock off gas areas.		
		The take up of new efficient gas central heating and replacement boilers by Council tenants in order to meet the EESSH is increased.		HESO	HESOs	A&I	Letters sent out to 674 tenants to offer new or replacement gas central heating. 78 acceptances/142 refusals. Dev Services now installing to those that accepted. Tenants in off gas areas offered electric wet. 128 tenants contacted, 10 acceptances & 55 refusals.		Achieved
	34. Develop with RSL Partners a HEEPS: ABS programme to improve the energy efficiency of private sector homes in mixed tenure estates		Annual	HESO	HESOs	A&I	All RSLs contacted regarding HEEPS: ABS 2018/19 funding. Link applied to install CWI/LI to 7 owned properties in a mixed tenure block. These are now complete.		Ongoing
	35. Develop Communication Strategy to promote new initiatives, energy advice and funding			HESO	HESOs	A&I	Info on Council website kept up to date. New advice added & promoted through Twitter e.g. Big Energy		Ongoing

	information to all residents						Savings week. Further advice leaflets & room stats printed for dissemination to residents. 500 of these added to Xmas food packs.		
	36. Develop a District Heating Strategy			HESO	HESOs	Development Services	SG incorporated into Local Heat and Energy efficiency Strategy (LHEES). DS are the lead on this & secured funding from SG to progress.		Ongoing
	37. Utilise the Scotland Heat Map to identify potential energy sources		Ongoing	HESO	Development Services	Development Services	As above		Ongoing
	38. Mitigate the impacts of climate change in relation to housing by improving the energy efficiency of the stock and consider risks such as flooding			HESO	HESOs	A&I	Feed in to contract specification when required.		Ongoing
	39. Reduce the numbers experiencing fuel poverty and extreme fuel poverty as far as	Front line Council staff are trained to identify Fuel Poverty and can confidently signpost clients for further advice	Ongoing	HESOs	HESOs	A&I	Training sessions for front line Staff e.g. Technical Staff, PSO's and new staff to be arranged. Continue to work		Ongoing

	reasonably practical						with Home Energy Scotland (HES) to give advice on fuel switching, benefit checks and to support events such as Energy Savings Week.		
		Local Fuel Poverty Advisory Group re local issues & develop projects tackling fuel poverty across tenures set up	2017/18	HESO	HESOs	A&I	Meetings held over 2018 response Positive.	Local group set up	Milestone achieved
		A method to communicate fuel costs and energy advice for new Council tenants is developed	2017/18	HESO	HESOs	A&I	Work has started on this by an analysis of current info available. Advice leaflets for tenants to have EWI or Solar PV Installed are in their draft stage.		Ongoing



## Priority 5 Indicators

Indicator	Baseline	2017-18	Frequency	Source	Target
% of Stock meeting EESH	Council – 79.3%	91.13%	Annual	RSL proformas	100%
	Link Group Ltd – 86%	93.5%	Annual	RSL proformas	100%
	Paragon – 77.1%	78.3%	Annual	RSL proformas	100%
	Weslo – 40.3%	67.6%	Annual	RSL proformas	100%
	Ark Housing – 72%	96.8%	Annual	RSL proformas	100%
	Barony Housing – 94%	94.2%	Annual	RSL proformas	100%
	Beild Housing & Care – 93%	96.6%	Annual	RSL proformas	100%
	Blackwood Homes & Care – 92%	97.5%	Annual	RSL proformas	100%
	Cairn Housing – 71%	80.4%	Annual	RSL proformas	100%
	Castle Rock Edinvar Housing – 85%	89.5%	Annual	RSL proformas	100%
	Key Housing – 96%	97.7%	Annual	RSL proformas	100%
	Kingdom Housing – 93%	98.1%	Annual	RSL proformas	100%
	Loretto Housing – 98%	100%	Annual	RSL proformas	100%
	Scottish Veterans Housing – 96%	97.3%	Annual	RSL proformas	100%
	Hanover Housing – 86.7%	93.2%	Annual	RSL proformas	100%
	Horizon Housing – 93%	98.4%	Annual	RSL proformas	100%
Number of homes connected to the existing CHP system	79%	373 tenants 43 Owners 80%	Annual	Energy team	Increase
Numbers living in fuel poverty locally	28%	24%	Bi-annual	SHCS	Reduce
Numbers living in extreme fuel poverty locally	7%	6%	Bi-annual	SHCS	Reduce
Number of Council staff trained to identify fuel poverty who can signpost for further advice	55	17	Annual	Energy team	Increase

Priority 6 – To improve house conditions – Priority Leads – ASSET & INVESTMENT CO-ORDINATOR, SENIOR PRIVATE SECTOR OFFICER									
Outcome	Action	Milestone	Timescale	Facilitator	Lead Officer	Co-ordinator	Progress	Group	Overview
15. Social rented house conditions are improved	40. Improve condition of social rented homes by targeting investment through capital programme		2021/22	EHBB	A&I	A&I	Falkirk Council is continuing to improve the condition of their stock and will invest £280m in the Housing Investment Programme over the 5 year Housing Investment Programmes from 2019-2020 to 2023/4.	Asset Management Group Part of existing work stream annual RSL proformas	Ongoing
	41. To ensure continued compliance with Scottish Housing Quality Standards, meeting EESSH and reduce SHQS abeyances		2019/20	GY EHBB	A&I RSL pro formas PPO	A&I	During the last financial year (2017-2018) Falkirk Council has improved their Scottish Housing Quality Standard from 93.43% to 97.28%. Similar improvements have been achieved in the EESSH for Falkirk Council which has risen from 86.22% to 91.13. The numbers of properties in abeyance have reduced from 913 to 420.	Asset Management Group Part of existing work stream annual RSL proformas	Update

16. Private sector house conditions are improved	42. Review Scheme of Assistance (SOA)	The spend/cases assisted over previous 5 years is explored	2017/18	EHBB	SPSO	SPSO/Community Support Co-ordinator	Complete	Private landlord forum	Milestone complete
		Best practice with other local authorities SOA is reviewed	2017/18	EHBB	SPSO	SPSO/CSC	Complete	Private landlord forum	Milestone complete
		A new SOA is developed in partnership	2017/18	EHBB	SPSO	SPSO/CSC	SOA drafted and complete	Private landlord forum	Milestone complete
		An enforcement policy for property condition in the private sector is developed for 3 <sup>rd</sup> party referrals	2018/19	EHBB	SPSO	SPSO/CSC	The development of an overarching property condition enforcement policy will follow agreement of the SOA developed	Enforcement Panel	Mile stone complete
		A system for recording Below Tolerable Standard (BTS) in private sector properties is investigated	2017/18	EHBB	SPSO/EH&BB	SPSO/CSC/S&D	PRT work with environmental health to explore BTS in the private rented sector. EH/ BB carry out a similar role in empty private properties.	Enforcement Panel	Ongoing

	43. Explore and review the possibility of extending factoring		2018/19	EHBB	SPSO	SPSO/CSC	Following owners' consultation now have clear understanding of factoring in high rise flats & exploring appropriateness of extending factoring services provided by FC	Private landlord forum/ Strategic Housing Group	Ongoing
--	---	--	---------	------	------	----------	--	---	---------

## Priority 6 Indicators

Indicator	Baseline	2017-18	Frequency	Source	Target
Number of properties meeting SHQS	Council – 91%	97.28%	Annual	Asset & Investment team	100%
	Weslo – 93%	96%	Annual	RSL proformas	100%
	Paragon – 85%	91%	Annual	RSL proformas	100%
Number of intervention cases completed successfully through action plans	25	25	Annual	PST	Increase
Number of third party referrals to first –tier tribunal for Scotland, Housing and Property Chambers submitted where action plans are not adhered to for Repairing Standards	Increase	1	Annual	PST	Increase
Where First-tier tribunal for Scotland, Housing and Property chamber register a repairing standard enforcement order	0	3	Annual	PST	100%
Number of owners assisted through SOA. Grants (Repair) Grants (Adaptation) Non-Financial Assistance	10	4	Annual	PST	Maintain
	94	67	Annual	PST	Increase
	24804	15632	Annual	PST	Increase
% of properties in disrepair	74%	76%	Annual	SHCS	Reduce
% of BTS Properties	2%	3%*	Annual	SHCS	Reduce

\*Due to sample size this figure is not provided at Falkirk Council level therefore national figure is used

# Appendix 2

FALKIRK COUNCIL

Scheme of Assistance

May 2019

<b>Contents</b>	<b>Page</b>
1. Purpose of the Scheme of Assistance	1
2. Background	1
3. Strategy	1
4. Consultation	1
5. Equalities	2
6. Privacy Statement	2
7. Service Delivery	2
8. Assistance Available	2
9. Adaptations for People with Disabilities	3
10. The Assessment	3
11. Mandatory Adaptation Grants for people with disabilities – Financial Assistance Criteria	3
12. Conditions of Grant placed on your title deeds	5
13. The Grant Application Form	5
14. Finding a contractor	5
15. Supporting you through the process	5
16. The Grants process	6
17. Adaptations for Private Tenants	6
18. Discretionary Adaptation Reinstatement Grants	6
19. Approximate Timescales	6
20. Non-Financial Assistance	7
21. Property Condition	7
22. Discretionary – Financial Assistance	8
23. Other Sources of Financial Assistance	9
24. Property Condition – Non-Financial Assistance	10
25. Property Condition – Enforcement Powers	11
26. Work Notice	11
27. Maintenance Order	11
28. Housing Renewal Area	12
29. Demolition Notice	12
30. Repayment Charge	12
31. Other Enforcement Powers	12
32. Complaints	13
33. Appendices:	14
1) Contacts – Service Delivery Partners	15
2) Contacts – Help and Support	16
3) Below Tolerable Standard	17

## **1. Purpose of the Scheme of Assistance**

- 1.1 Section 72 of the Housing (Scotland) Act 2006 requires all Local Authorities to produce a statement of assistance for Homeowners and Private Tenants. This Scheme of Assistance meets that requirement setting out the circumstances in which Falkirk Council will provide information, advice, practical support and in some circumstances financial assistance to repair, maintain or adapt their home.

## **2. Background**

- 2.1 The Scottish Government's Housing Improvement Task Force (HITF) was established in 2000 to review the national policy framework for housing improvement in private housing. The findings of the work from HITF are embodied on the Housing (Scotland) Act 2006. The aims of the Act are to improve the quality of private housing in Scotland.
- 2.2 The basic premise of the 2006 Act is that owners are primarily responsible for the repairs and maintenance of their own homes. The Private Sector represents 73% of properties within the Falkirk Area. Some of those houses are poorly maintained or prevent disabled people who live in them from maximising their independence.
- 2.3 In line with the legislation, assistance will be offered to all homeowners to help them to repair and maintain their homes.

## **3. Strategy**

- 3.1 The Scheme of Assistance reflects national policy priorities such as the repair of sub-standard housing, promoting the responsibility of owners to maintain their property and enabling older people and people with disabilities to live independently. This scheme also helps deliver two of the six Local Housing Strategy priorities:
- Priority 4 - Providing housing and support to vulnerable groups
  - Priority 6 - Improving housing conditions

## **4. Consultation**

- 4.1 The Scheme of Assistance has been informed primarily by the Local Housing Strategy Consultation carried out in September 2016, where residents were asked what they wanted from an updated Scheme of Assistance. Further information on this consultation is available from the Private Sector Team. The contact details can be found in appendix 1.



4.2 61% of respondents asked us to review repairs assistance and increase homeowner and landlord enforcement. In response, our revised Scheme of Assistance maintains levels of information, general advice and practical support, addresses property conditions, enforcement and continues to support the provision of Adaptations.

4.3 A review of the scheme of assistance was carried out in 2018. A draft Scheme of Assistance was issued to stakeholders, including other council services and service users. This collaborative approach contributed to the way in which the scheme was written. This included the document being reviewed by tenants and residents members of the Housing Service Editorial Panel who have feed back that it was easy to read.

## **5. Equalities**

5.1 The Council is committed to developing towards an inclusive Scotland: considering the needs of equality groups (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation and marriage and civil partnership) and eradicating discrimination. These principles have been incorporated within our Scheme of Assistance which will be reviewed, monitored and updated as required.

## **6. Privacy Statement**

6.1 The Council must comply with Data Protection Legislation as defined by the Data Protection Act 2018. If you supply personal information to us, it may have to be disclosed to the data subject, unless there are good reasons for withholding it. You can find out how we handle personal data at [www.falkirk.gov.uk/privacy](http://www.falkirk.gov.uk/privacy).

## **7. Service Delivery**

7.1 The Scheme of Assistance is co-ordinated by the Private Sector Team within Corporate and Housing Services.

7.2 Assistance and enforcement powers are delivered from various internal partners. Full contact details can be found in Appendix 1.

## **8. Assistance Available**

8.1 Funding to implement this Scheme of Assistance is a limited resource. Information and advice will always be provided in the first instance to enable owners to carry out the necessary repairs, maintenance and improvements themselves. Practical

assistance may be provided where this cannot be achieved. With the exception of mandatory grants to meet the needs of people with disabilities, financial assistance is dependant on resources and available funding.

## **9. Adaptations for People with Disabilities**

- 9.1 Falkirk Council has a statutory duty to provide mandatory grants for certain types of work to meet the assessed needs of residents with disabilities living in private housing. The assessment of need is carried out by Social Work Services, Children Services or in some instances, an Occupational Therapist from a Health Team.

## **10. The Assessment**

- 10.1 The assessment will identify whether you need any support, equipment or an adaptation to your home. Social Work Services or an Occupational Therapist will carry out your assessment and determine how urgently you need help.
- 10.2 Parents of a child with a disability should contact Falkirk Council's Children with Disabilities Team to request an assessment of need. If you are an adult you should contact your Social Work locality for an assessment. The contact details can be found in appendix 1.
- 10.3 If you are unhappy with the outcome of your assessment you can ask for your circumstances to be reviewed.

## **11. Mandatory Adaptation Grants for people with disabilities - Financial Assistance Criteria:**

- 11.1 If your home is suitable for an adaptation and the assessment determines that an adaptation is the best way to meet your need, Social Work Services, Children Services or your Health Occupational Therapist will tell you where you can access financial assistance.
- 11.2 Mandatory Adaptation Grants for people with disabilities can only be accessed to help pay for essential work which is suitable for your long term needs. If you are an adult your needs must be classified as either a **Critical** or **Substantial** priority. The needs of children must be classified as **Essential**. The Scheme of Assistance can only cover certain types of work as detailed below.
- 11.3 As set out in the Housing (Scotland) Act 2006, all local authorities must provide a minimum grant of 80% for the provision of a structural adaptation to meet the needs

of a disabled person. A Grant is not available to extend the original structure to create additional living accommodation but if assessed can be extended to provide a standard amenity. A standard amenity is:

- A fixed bath or shower and hand wash basin, each with satisfactory supply of both hot and cold running water suitably located within the house
- A sink with a satisfactory supply of hot and cold water within the house
- A water closet available for the exclusive use of the occupants of the house and suitably located within the house

11.4 Examples of work that may qualify for a mandatory 80% grant include:

- Provision of standard amenities such as toilet, wash hand basin, level/wet floor access shower
- Fixed Ramps
- Curved stair lifts
- Through floor lifts
- Widening doors to allow wheelchair access
- Lower kitchen unit to allow access for wheelchair users
- An extension to provide a level/wet access shower

11.5 If a relevant person is in receipt of one or more of the following benefits, grant will automatically be 100%:

- Income support
- Income-based jobseeker's allowance
- Pension credit (guarantee element)
- Income-related employment and support allowance
- Universal credit

11.6 A relevant person can be:

- The applicant
- The applicants spouse or civil partner
- Anyone who is ordinarily resident with the applicant
- Any person who the applicant is dependant on or who is dependant on the applicant

11.7 The Council will make a judgement as to the reasonable cost for the work associated with a Mandatory Adaptation Grant and will use that cost as the basis of their calculation of grant. In deciding what is reasonable the Council will generally

benchmark costs for comparison but will assess each application individually. Further details on The Grant process can be found in section 16.

- 11.8 If you wish to make additional improvements or upgrade the specification and this work is not included in the grant, these costs will be the responsibility of the applicant.

## **12. Conditions of Grant placed on your title deeds**

- 12.1 Certain conditions are attached to the Title Deeds of your property when a grant is paid (Notice of Payment of Grant). This means that:

- You have to use all or part of the house as a home
- If you or your family live in the house, you must live in it as your only or main residence
- You must take all reasonable steps to keep it in a good state of repair
- If asked by the council, you must show that these conditions continue to be met for 10 years after the work is completed

- 12.2 Please note that if you sell the property within the 10 years and are asked by the buyer to discharge the grant conditions, you will have to repay the grant to us.

## **13. The Grant Application Form**

- 13.1 Contact the Private Sector Team who will arrange a visit to help you complete the grant application form.

## **14. Finding a contractor**

- 14.1 Estimates submitted along with your grant application form can only be accepted from VAT registered contractors or contractors on the **Buy with Confidence Scheme**.
- 14.2 Further information is available at: [www.falkirk.gov.uk/buywithconfidence](http://www.falkirk.gov.uk/buywithconfidence) or by contacting Trading Standards. Contact details can be found in Appendix 1.

## **15. Supporting you through the process**

- 15.1 The Care and Repair Service can support you through the adaptation and grant application process. Section 20 gives you information on our Care & Repair Service.

## **16. The Grants process**

- 16.1 The Private Sector Team will review your application, estimated costs and confirm in writing the grant decision. If you are awarded a grant, we will confirm the approved grant amount and any costs you may need to pay. Any costs for additional work should be paid directly to the contractor in addition to any costs you need to pay for the adaptation.
- 16.2 When work is complete the Private Sector Team will visit your home to check that the work is completed to an acceptable standard. The grant will be released on receipt of the invoice. Where Professional Fees are required for the adaptation you need to pay these upfront. Where grant work does not go ahead, an application can be made to refund part or all of the professional fees. No refund is available for work which is put on hold or delayed. The ongoing servicing and maintenance of adaptations is your responsibility.
- 16.3 If you are unhappy with the grant decision, please contact the Private Sector Team for a review of your assessment.

## **17. Adaptations for Private Tenants**

- 17.1 Under the Housing (Scotland) Act 2006 a landlord cannot unreasonably refuse a structural adaptation request from a tenant to meet essential needs. The landlord does not have to pay towards the adaptation, depending on the household circumstances the person living in the property will be entitled to receive a 80% or 100% Mandatory Adaptation Grant if the work is supported by a Housing Needs Assessment. The landlord will need to provide authorisation for the adaptation to be carried out.

## **18. Discretionary Adaptation Reinstatement Grants**

- 18.1 Reinstatement Grants will only be considered where Falkirk Council has agreed to do so prior to the grant application being approved.

## **19. Approximate Timescales**

- 19.1 It is not possible to set a timescale to complete an adaptation. This is driven by the owner or tenant of the property and will depend on varying factors such as the complexity of the adaptation, the time taken by you to submit information and gain planning or building consents as well as the time taken by private contractors to complete the work.

## **20. Non Financial Assistance:**

### **Housing Options:**

- 20.1 If your home cannot be physically adapted to meet your assessed needs or if the cost of work identified is not covered by Mandatory Grant, Social Work Services, Children Services or your Health Occupational Therapist will refer you to Housing Services for a Housing Options Assessment – this may involve a further referral to Housing Options Scotland, an organisation providing specialist housing advice for people with disabilities.

### **Care and Repair:**

- 20.2 You do not need to be eligible for Mandatory Grant funding to be able to access help from the Care and Repair Services. You can choose to fund works privately, however, we recommended that an assessment is still carried out to ensure that the appropriate adaptation is being installed.
- 20.3 You decide how much support you want from our Care and Repair Service. Officers within the Private Sector Team do not hold a technical qualification therefore they can only provide general advice. If the work is a complex adaptation you may need to employ an Architect to draw plans and manage the project.

## **21. Property Condition**

- 21.1 The majority of homeowners are responsible for maintaining the condition of their properties. Advice and assistance for repairs and maintenance is available from the Private Sector Team - this includes:
- A range of information is available on our Private Sector Housing webpages at [www.falkirk.gov.uk/privatesector](http://www.falkirk.gov.uk/privatesector)
  - General advice and signposting to other services and organisations if necessary
  - Practical support, this can include face to face meetings. Where resources permit, priority will be given to vulnerable clients and works falling within the Property Condition Priorities 1 to 4 below
  - Financial Assistance may be accessed, where resources permit, for a limited range of work falling within the Property Condition Priorities 1 to 4 below

## 21.2 Types of Assistance:

Priority	Category	Non Financial Assistance	Financial Assistance
Priority 1	Below Tolerable Standard	✓	✓
Priority 2	Sub-standard properties	✓	✓
Priority 3	Lead Pipe Replacement	✓	✓
Priority 4	Tenemental Common Repairs - shared with Falkirk Council (>£10,000)	✓	✓

## 22. Discretionary - Financial Assistance:

22.1 Where resources permit, financial assistance may be offered to help address repairs in relation to Property Condition Priorities 1 to 4.

### Priority 1: Below Tolerable Standard (BTS) properties

22.2 The Tolerable Standard is a minimum standard that all homes in Scotland are expected to meet, by law. Housing that falls below this level is not considered fit for human habitation.

The Environmental Protection Unit will decide if a property is BTS and will advise what needs to be done to bring the property up to an acceptable standard. You may be entitled to 50% of the total cost of the works, up to a maximum repair grant of £500. Please contact the Private Sector Team to confirm if resources are available and to request a Repair Grant Application.

### Priority 2: Sub-Standard Properties

22.3 A property will be considered substandard where it does not meet the tolerable standard or is in a state of serious disrepair or is in need of repair and if nothing is done, could deteriorate into a state of serious disrepair or damage other properties<sup>1</sup>.

The Environmental Protection Unit will decide if a property is sub-standard and will advise what needs to be done to bring the property up to an acceptable standard. You may be entitled to 50% of the total cost of the works, up to a maximum repair grant of £500. Please contact the Private Sector Team to confirm if resources are available and to request a Repair Grant Application.

<sup>1</sup> S68(1) Housing (Scotland) Act 2006

### **Priority 3: Work to remove Lead Pipes**

- 22.4 The Environmental Protection Unit can arrange to test the drinking water in your home. Where a water test confirms that there is over 10 micrograms of lead per litre present, you may be entitled to 50% of the total cost of the works, up to a maximum repair grant of £500. Please contact the Private Sector Team to confirm if resources are available and to request a Repair Grant Application.
- 22.5 Where property conditions are not improved within a reasonable time, enforcement action will be considered.
- 22.6 If you are unhappy with the grant decision, please contact the Private Sector Team for a review of your assessment.

### **Priority 4: Tenemental Common Repairs - shared with Falkirk Council**

- 22.7 Assistance is available under this priority where the council proposes work under the terms of the Tenement (Scotland) Act 2004 and the proposed repair/maintenance work is to the common areas of a tenement.
- 22.8 Where the council proposes this type of work, the council will oversee the work and communicate to the other owners their share of the cost. If you have concerns about the proposed work or how you will meet your share of the cost you can contact your Council Housing Team who can arrange a visit to discuss this on a one to one basis.
- 22.9 Where the cost of the work to a homeowner is over £10,000 and you have concerns about either the work or how you will repay your share of the cost we can arrange a home visit to discuss this further. We cannot help you meet the cost of the proposed work but we can discuss available repayment options. You can contact your Local Housing Office who will arrange a visit. No interest will be applied to your share of costs.

### **Other Property Repairs**

- 22.10 If you require to carry out repair or maintenance work in a common area of your property you will be directed to Under One Roof which provides free and independent advice on your rights and responsibilities.

## **23. Other Sources of Financial Assistance:**

- 23.1 **Private Water Supply Grant** Scheme is available to provide or improve private water supplies. You may be eligible for a non means tested grant of up to £800 to improve water supplies. If you have concerns over a Private Water supply you can seek advice and apply for a Private Water Supplies Grant by contacting the Environmental Protection Unit. Contact details can be found in Appendix 1.



## 24. Property Condition - Non Financial Assistance

24.1 **Home Energy Scotland** is funded by the Scottish Government and provides free, impartial information on energy advice, changing fuel supplier, maximising income or information on grant and loans that will help to improve the energy efficiency of your home. The contact details can be found in Appendix 1.

24.2 **Care and Repair** is a free service available to homeowners and private tenants who are older (over 60 years of age) or who have a disability (of any age), providing help and support to carry out property repairs and improvements. Contact details can be found in Appendix 1.

24.3 The **Small Repair & Handyperson Service**, is a part of our Care and Repair Service and can be accessed by people who are aged 65 and over, with no able-bodied person living with them.

24.4 It is made up of two elements:

- The Small Repair element is available to home owners and covers small repairs (joinery, plumbing and electrical works) which take no more than two hours to complete
- The Handyperson element is available to home owners, council tenants and housing association tenants, covering health and safety related jobs which take no more than one hour to complete

24.5 The service can be accessed up to eight times a year, an hourly rate is charged along with the cost of the materials. Information is available online at <http://www.falkirk.gov.uk/srhs> or you can call us to discuss and book an appointment. Contact details can be found in Appendix 1.

24.6 Our **Empty Homes Service** is available to any owner to help find the best way to bring properties, which have been empty for six months or more, back into use. The service provides advice and practical support and aims to increase the number of available houses across the Council area. Contact details can be found in Appendix 1.

24.7 As detailed within 22.10, common parts of a building are those areas jointly owned. **Under One Roof** is a website which provides free and impartial information about common repairs and maintenance: helping private flat owners understand their rights and responsibilities to manage their building.

24.8 Our **Maintenance Plan** leaflet provides general advice on how to develop a Voluntary Maintenance Plan for your house. The plan reminds you to check different parts of your building at different times of the year. Looking at your house in this way, can help you spot and fix minor repairs; reducing the chances of them going unnoticed and deteriorating, which may cost you more money to put right.

## **25. Property Condition – Enforcement Powers**

- 25.1 The Council has powers to deal with sub-standard housing but it is not always required to use them. The Environmental Protection Unit will advise what needs to be done to bring the property up to an acceptable standard. If assistance does not resolve the situation, the Environmental Protection Unit may choose to issue a Work Notice or a Maintenance Order.

## **26. Work Notice**

- 26.1 Section 30 of the Housing (Scotland) Act 2006 gives the council the power to serve a Work Notice on the owner of a house that is substandard. The notice will specify the work to be carried out, the standard the house must meet and the date the work must be completed by. The Work Notice will be registered within the Building Standards Register and available for the public to view until the work is completed and the notice is revoked.
- 26.2 Owners can receive support and assistance to comply with the notice from the Environmental Protection Unit. If the owners fail to comply with the Work Notice the council can decide whether to enforce the works and re-claim work costs, administrative costs and notice fees, with interest, from the owners.

## **27. Maintenance Order**

- 27.1 Section 42 of the Housing (Scotland) Act 2006 gives the council the power to serve a Maintenance Order on the owner of a house where:
- A Work Notice has been served and no certificate has been issued confirming the works have been completed
  - The benefit from work carried out under a Work Notice or Repairing Standard Enforcement Order has been reduced or lost due to lack of maintenance
  - The house has not been or is unlikely to be maintained to a reasonable standard
- 27.2 Owners can receive support and assistance available to comply with the Order by the Environmental Protection Unit.
- 27.3 If the owner does not complete the work detailed in the Maintenance Plan the Environmental Protection Unit can arrange to enforce the work. The council can recover administrative expenses, interest and the expenses incurred for devising, varying and enforcing the Plan from the owner.

## **28. Housing Renewal Areas (HRA)**

- 28.1 The Housing (Scotland) Act 2006 introduced Housing Renewal Area to enforce property conditions across an area. The council may choose to use this power should a situation arise. Section 10 of the Housing (Scotland) Act 2006 requires the council to produce a Housing Renewal Area Policy outlining how we will identify and designate an HRA. Our Housing Renewal Area Policy 2017- 2022 can be viewed online at: [www.falkirk.gov.uk/lhs](http://www.falkirk.gov.uk/lhs), alternatively you can contact the Private Sector Team.

## **29. Demolition Notice**

- 29.1 Section 33 of the Housing (Scotland) Act 2006 allows the council to identify a house for demolition within an HRA where it is considered to be in a state of serious disrepair.

## **30. Repayment Charges**

- 30.1 Part 7 of the Housing (Scotland) Act 2006, gives the council the power to register a Repayment Charge on the title deeds of the property to recover money owed to the council in the following circumstances:
- Enforcing Work under a Work Notice
  - Enforcing work under a Demolition Notice
  - Devising a Maintenance Plan (*required under a Maintenance Order*)
  - Varying a Maintenance Plan (*required under a Maintenance Order*)
  - Enforcing maintenance or anything else required by a Maintenance Plan (*required under a Maintenance Order*)
  - Enforcing work advised by the First Tier Tribunal where the landlord is unable to comply with the Repairing Standard
  - Enforcing work detailed within a Repairing Standard Enforcement Order
  - Enforcing work under a Housing in Multiple Occupation: Amenity Notice

- 30.2 The repayable amount may include the cost of the works, an administration fee, interest and the cost of registering it in the appropriate land register.

## **31. Other Enforcement powers include:**

- 31.1 **Demolition Order:** Part 6 of the Housing (Scotland) Act 1987 allows the council to issue a Demolition Order on a property in certain circumstances. The Environmental Protection Unit will decide when to issue this order.

- 31.2 **Dangerous Buildings Notice:** Section 30 of the Buildings (Scotland) Act 2003 allows the council to issue a Dangerous Buildings Notice in order to protect the public where a building poses a risk. Building Standards will decide when to issue this Notice.

**Charging Orders:**

- 31.3 Part 5, Building (Scotland) Act 2003, gives the council the power to register a Charging Order on the title deeds of the property to recover money owed to the council for enforcing work in the following circumstances:

- Enforcing a Building Regulations Compliance Notice
- Enforcing a Continuing Requirement Enforcement Notice
- Enforcing a Building Warrant Enforcement Notice
- Enforcing a Defective Building Notice
- Enforcing a Dangerous Building Notice
- Carrying out work under section 29(3) without notice
- Carrying out work under section 87, Civic Government Act 1982

- 31.4 The repayable amount can include the cost of the works, an administration fee, interest and the cost of registering it in the appropriate land register.

**Notice of Potential Liability**

- 31.5 Where a scheme decision, involving properties owned by Falkirk Council, proposes to carry out work under the Tenements (Scotland) Act 2004, Falkirk Council can register a Notice of Potential Liability on an owner's title deed for their share of costs and any new purchaser. A notice of potential liability may be registered in addition to other repayment plans or in isolation. Registration cost may be passed on to the owner to recover.

**32. Complaints:**

- 32.1 Complaints can be made in line with Falkirk Council Corporate Complaints procedure:

**In person:** at any council office (a list of our offices is available at:  
[www.falkirk.gov.uk](http://www.falkirk.gov.uk) )

**By phone:** by contacting the officer you have been dealing with or by calling  
01324 506070

**By email:** [contactcentre@falkirk.gov.uk](mailto:contactcentre@falkirk.gov.uk)

**Online:** [www.falkirk.gov.uk/complaints](http://www.falkirk.gov.uk/complaints)

**33. Appendices:**

<b>Appendix 1</b>	Contacts – Service Delivery Partners
<b>Appendix 2</b>	Contacts – Help and Support
<b>Appendix 3</b>	Tolerable Standard

DRAFT

## Contacts

## Appendix 1

### Service Delivery

The Scheme of Assistance is co-ordinated by the Private Sector Team, Corporate and Housing Services, Falkirk Council.

#### The Private Sector Team

Falkirk Council  
Corporate & Housing Services  
Private Sector Team  
Suite 1, The Forum  
Callendar Business Park  
Falkirk, FK1 1XR

**Tel.:** 01324 590797 (option 2)  
**Email:** [privatesector.housing@falkirk.gov.uk](mailto:privatesector.housing@falkirk.gov.uk)  
**Website:** [www.falkirk.gov.uk/privatesector](http://www.falkirk.gov.uk/privatesector)

#### The following services and partners deliver assistance and enforcement actions:

Service Delivery Contacts	Delivery Partner	Contact Details
<b>Adaptations</b> <b>(Adult)</b> Health & Social Care Partnership East Locality West Locality Central Locality  <b>(Children)</b>  <b>Rehabilitation:</b> For people under 65 years old For people over 65 years old	Social Work Services  Children's Services  ReACH Team	01324 506070 (all localities) <a href="mailto:meadowbank.swk@falkirk.gov.uk">meadowbank.swk@falkirk.gov.uk</a> <a href="mailto:camelon.swk@falkirk.gov.uk">camelon.swk@falkirk.gov.uk</a> <a href="mailto:grahamston.swk@falkirk.gov.uk">grahamston.swk@falkirk.gov.uk</a>  01324 506070 <a href="mailto:cwdt@falkirk.gov.uk">cwdt@falkirk.gov.uk</a>  01324 673737 01324 673888
<b>Buy with Confidence Scheme</b>	Trading Standards	01324 506070 <a href="mailto:tradingstandards@falkirk.gov.uk">tradingstandards@falkirk.gov.uk</a>
<b>Care and Repair</b>	Private Sector Team	01324 590797 (option 2) <a href="mailto:privatesector.housing@falkirk.gov.uk">privatesector.housing@falkirk.gov.uk</a>
<b>Empty Homes</b>	Strategy Team	01324 590797 (option 2) <a href="mailto:eh@falkirk.gov.uk">eh@falkirk.gov.uk</a>
<b>Energy Advice</b>	Home Energy Scotland	0808 808 2282 <a href="http://www.energysavingtrust.org.uk">www.energysavingtrust.org.uk</a>
<b>Housing Options Advice</b>	Housing Options Scotland	0131 247 1400 <a href="http://www.housingoptionsscotland.org.uk">www.housingoptionsscotland.org.uk</a>
<b>Housing Teams</b>	Housing Services	01324 506070 <a href="http://www.falkirk.gov.uk/places/oss-ash/east-support-hub.aspx">www.falkirk.gov.uk/places/oss-ash/east-support-hub.aspx</a>
<b>Property Conditions</b>	Private Sector Team	01324 590797 (option 2) <a href="mailto:privatesector.housing@falkirk.gov.uk">privatesector.housing@falkirk.gov.uk</a>
<b>Property Condition (Enforcement)</b> Statutory Notices e.g. Work Notices (Repairs and, BTS)	Environmental Protection Unit	01324 504950 <a href="mailto:envhealth@falkirk.gov.uk">envhealth@falkirk.gov.uk</a>
<b>Small Repair &amp; Handyperson Service</b>	Customer & Business Support	01324 590797 (option 1) <a href="mailto:smallrepairservice@falkirk.gov.uk">smallrepairservice@falkirk.gov.uk</a>

<b>Organisation</b>	<b>Help and Support with...</b>	<b>Contact Details</b>
<b>Age Scotland</b>	Provide information and advice on a range of issues including Money Matters, Care, Support, Housing & Energy	0800 12 44 222 <a href="mailto:helpline@agescotland.org.uk">helpline@agescotland.org.uk</a> <a href="https://www.ageuk.org.uk/scotland/">https://www.ageuk.org.uk/scotland/</a>
<b>Solicitors for Older People Scotland</b>	Scottish Law firms providing legal services to older people in a caring and sensitive way	0800 152 2037 <a href="http://www.solicitorsforolderpeoplescotland.co.uk/">www.solicitorsforolderpeoplescotland.co.uk/</a>

Under the Housing (Scotland) Act 1987 as amended by the Housing (Scotland) Act 2006, a house meets the tolerable standard if it:

- is structurally stable;
- is substantially free from rising or penetrating damp;
- has satisfactory provision for natural and artificial lighting, for ventilation and for heating;
- has satisfactory thermal insulation;
- has an adequate piped supply of wholesome water available within the house;
- has a sink provided with a satisfactory supply of both hot and cold water within the house;
- has a water closet or waterless closet available for the exclusive use of the occupants of the house and suitably located within the house;
- has a fixed bath or shower and a wash-hand basin, each provided with a satisfactory supply of both hot and cold water and suitably located within the house;
- has an effective system for the drainage and disposal of foul and surface water;
- in the case of a house having a supply of electricity, complies with the relevant requirements in relation to the electrical installations for the purposes of that supply;
  - o “the electrical installation” is the electrical wiring and associated components and fittings, but excludes equipment and appliances;
  - o “the relevant requirements” are that the electrical installation is adequate and safe to use
- has satisfactory facilities for the cooking of food within the house; and
- has satisfactory access to all external doors and outbuildings.

Source: The Scottish Government, 2009, ‘Implementing the Housing (Scotland) Act 2006, Advisory & Statutory Guidance For Local Authorities: Volume 4 Tolerable Standard