Stirling's Local Housing Strategy
2012

DECEMBER 2012

Introduction
to Stirling's Local Housing Strategy 2012

1. Stirling's Local Housing Strategy 2012 provides a strategic housing framework for both Stirling Council and the Loch Lomond and Trossachs National Park Authority (NPA). The Council and its partners have identified the whole Stirling Council area as a separate Housing Market Area. For practical purposes, the Council and its partners have divided the Stirling Council area into three sub areas - Stirling Urban, Stirling Rural and National Park.

2. The Strategy, which is commonly referred to in this report as 'the LHS', covers the 5 year period from 2012 to 2017. The Council has developed the Strategy in close consultation with partners in Stirling's Strategic Housing Forum, which also performs the function of the area's Housing Market Partnership. During the Strategy's development, the Council has discussed issues relating to the LHS with a wide range of partners and representative groups.

3. Scottish Government requires every Strategic Housing Authority like Stirling Council to have a Local Housing Strategy. The Council has closely linked work on the Strategy with the development of the Council's Local Development Plan and the National Park Authority's Local Plan, all of which share a common assessment of housing needs (the Housing Need and Demand Assessment – HNDA).

4. The LHS is now the key strategy in relation to homelessness; housing support; fuel poverty and climate change, all of which have in the past required separate strategy documents.

5. Stirling's LHS has 5 Sections. A Consultation Report supports each of the five Sections and provides detailed background information and statistics:-

6. A companion to these reports is the LHS Area Profiles report, which provides detailed statistical information about 29 local areas covering the Council area. This information may assist in identifying more local housing needs.

7. All the reports mentioned here (and many others) can be accessed via the Council LHS web pages http://www.stirling.gov.uk/services/housing/local-housing-strategy. Detailed referencing is available in the Consultation Reports rather than in this document.

8. Appendix 1 of the LHS provides a 'jargon busting' clarification of what is meant by abbreviations that are used on occasions and certain 'technical' terms.

9. References to key Council and Scottish Government documents which have an impact on the LHS are made throughout the text including:-

    - National Performance Framework : The framework **underpins delivery against the government's agenda for Scotland.**
    - Stirling's Single Outcome Agreement (SOA) : The SOA draws on the National Performance Framework and contains a range of outcomes, which are relevant to each Section of this Strategy. It is presently under review.
    - Ad Hoc Scrutiny Panel on Homelessness produced a final report in 2012 with a number of recommendations which are referenced in Section 4 : Homelessness.
    - Scottish Social Housing Charter **:** The 2012 Charter identifies a range of outcomes that social housing landlords are required to address and on which their performance will be monitored by the Scottish Housing Regulator.
    - Serving Stirling: The priorities of the Council's partnership administration in 2012.

Partnership working

10. The Council works with a range of partners through the Community Planning Partnership (CPP). The CCP's partnerships, dealing with the Environment, Health, Learning, the Economy & Community Safety, are key to taking forward many Actions proposed in the LHS.

11. The Council also works with partners in the Strategic Housing Forum, the SHIP Review Group, the Housing & Social Services Strategy Group, the Homelessness Partnership, the Gypsy Travellers Working Group, the Private Rented Sector Forum, the OT Housing Group and various Community Planning Forums.

12. Key local partners of the Council in relation to housing are the National Park Authority (the planning authority for the National Park part of the Stirling Council area) and the three local Housing Associations (Forth HA, Rural Stirling HA and Paragon HA).

Consultation

13. Consultation on the issues contained in this LHS started in April 2010 when the Council published the LHS Housing Issues Report. The Council carried out consultation on the report over May and June 2010 in conjunction with consultation on the Local Development Plan Main Issues Report. The LDP/LHS Roadshow visited 14 communities and venues.

14. LHS consultation meetings have been held with a range of representative organisations including Stirling's Older People's Reference Group, Stirling Tenants' Assembly, Stirling's Multi Cultural Partnership, Youth Voices & Members of Scottish Youth Parliament, Stirling's Third Sector Providers Group and Community Planning Area Forums.

15. Issues relating to the LHS were the object of consultation at three annual Housing Services Open Days, enabling valuable engagement with many tenants, waiting list applicants and other interested parties. The issues highlighted were the LHS Housing Issues Report itself, homelessness and the shift in the balance of care.

16. The Council produced five Consultation Reports in 2011/12 to assist the development of the Strategy. The Council discussed drafts of the reports with partners in the groups mentioned above.

- The core of Section 1 (the Need & Demand for Housing) was developed over the Summer of 2011 in order to set housing supply targets for the Local Development Plan
- Section 4 (Homelessness) was drafted in October 2011, following the production and approval by the Homelessness Partnership of the draft Homelessness Strategy.
- Due to its complexity, Section 5 (Particular Housing Needs) took a long time to develop and consult upon with colleagues in Social Services, the Health Board and the Third Sector. The Council completed this Section in March 2012.
- Work had been underway for some time on Section 2 (House Condition, Energy Efficiency & Fuel Poverty) and Section 3 (Viable & Sustainable Communities). The Council completed these Sections in April and May 2012 respectively.
- On 4 July 2012, the Council posted the complete set of finalised LHS Consultation Reports on its website, along with the report containing the 29 LHS Area Profiles.
- The Consultation Draft of the LHS was approved by the Council's Executive Committee on 30 August 2012 and was posted on the website for consultation on 31 August.

17. Consultation on the Draft Strategy took place in September and October 2012. Meetings were held with 16 different groups including three of the Community Planning Area Forums and the Third Sector Older Persons' Services Forum supported by Stirling Voluntary Enterprise. The various phases of consultation on the LHS between 2010 and 2012 have helped to shape the strategy particularly in relation to Housing Need and Demand, Homelessness and Particular Needs.

Equalities

18. In April 2011, the Equality Act 2010 introduced a duty on public bodies to ensure that they consider the needs of all individuals in their day-to-day work – in shaping policy, in delivering services, and in relation to their own employees. The Council has equalities schemes for Disability, Race and Gender - all available on the Council website.

19. In order to ensure that it can meet its commitment to equalities in relation to Housing policy, the Council has carried out an Equalities Impact Assessment of the Strategy. The EqIA is available on the Council's LHS web page (see para 7 above).

Strategic Environmental Assessment

20. The Strategic Environmental Assessment for the LHS is part of the Strategic Environmental Assessment for the Local Development Plan.

Welfare Reform

21. The Westminster Government's welfare reforms are having and will continue to have a major impact on all aspects of this Strategy. The Council has drawn up a Welfare Reform Action Plan (WRAP) in order to minimise the impacts of the reforms. Particular concerns relating to accommodation are:- the single room rate now extended to people up to the age of 35, the reductions in housing benefit due to under-occupancy and the benefits cap.

22. The Council's key responses are to
- Ensure people are aware of the impacts of the reforms
- Ensure people have access to information and advice, and to provide staff training

- Seek to amend allocations policy to reflect the rules relating to under occupancy

- Review procedures, given that Universal Credit is to be paid monthly in arrears

- Promote Homeswapper to tenants affected by under-occupancy rules

- Examine the use of Discretionary Housing Payments

LHS Outcomes

23. The LHS Outcomes are as follows. Some may apply to more than one Section of the LHS.

Outcome 1 **Access and affordability** : An improved supply of houses of all types and tenures that are affordable, particularly to households on low and middle incomes, and meet the needs and aspirations of households and communities across Stirling.

Outcome 2 **Quality and condition :** Improvements in the condition and energy efficiency of the whole housing stock, and reductions in carbon emissions and fuel poverty.

Outcome 3 **Strengthened communities** : Communities that are safe, strong, sustainable and actively involved.

Outcome 4 **Homelessness** : Homelessness is minimised and those that are homeless or threatened with homelessness are treated with dignity and are actively involved in resolving their housing problems.

Outcome 5 **Particular housing needs** : Older people and those with particular housing needs are able to live as independently as possible in their own home.

24. The LHS Actions that the Council and its partners plan to take in order to achieve these Outcomes can be found at the end of each Section. The LHS Actions do not include actions that the Council and its partners are already undertaking and planning to continue taking.

Monitoring and Review

25. In order to assist the process of monitoring and review of the LHS, in line with Scottish Government guidance, the Council has developed a framework for recording LHS Outcomes. The framework, which is provided at Appendix 2, identifies indicators, data, timescales & the commitment of local partners.

The Local Housing Strategy - What Do You Think?

26. Your views are valuable to us. Please provide us with feedback by writing to or emailing us. If you would like to talk to someone about any aspect of this Strategy, please get in touch:

Write to Strategy & Development Section, Housing & Customer Service
Room 124 Viewforth, Stirling FK8 2ET

Phone 01786 442884 /443211

Email localhousingstrategy@stirling.gov.uk

1. The Need & Demand for Housing

Introduction

1.1   At the heart of the Local Housing Strategy is the aim of the Council and its partners to meet the need and demand for housing of the people who live in the Stirling Council area and those that want to live here.

1.2   Through the LHS, the Council addresses the needs of local people for housing of all types and tenures and at all levels of affordability in both the urban and the rural areas. There are particular concerns about meeting the need for affordable housing of those on lower and middle incomes. The Council and partners will pursue all types of affordable housing.

1.3   While the focus may be on building more homes, there is a need to look at the existing housing stock and to consider whether there is potential, for example, for bringing empty homes back into use or dividing larger houses to meet the needs of the increasing numbers of smaller households.

1.4   The Scottish Government guidance on Local Housing Strategies requires the LHS to set housing supply targets for the Local Development Plans (LDP) of both the Council and the National Park Authority. The housing supply targets derive from the Housing Need & Demand Assessment and enable the LDPs to identify their housing land requirement.

1.5   Scottish Government's National Performance Framework seeks to increase the rate of new house building and to ensure that we live in well-designed sustainable places.

1.6   Stirling's Single Outcome Agreement pointed to the need for 'a good range and choice of housing, including affordable'; 'an increase in the rate of new house building' and a longer term aspiration 'to increase the amount of affordable and social rented housing'.

1.7   In its report Serving Stirling 2012, the Council identified the need to increase the supply of social rented housing.

1.8   The Council works with a range of partners in the Strategic Housing Forum/ Housing Market Partnership (SHP/HMP); these include local RSLs, the National Park (and their Rural Housing Enabler), Raploch URC, Scottish Government, Scottish Water, Homes for Scotland and representatives of the Private Rented Sector.

1.9   For more detailed information in relation to the Need and Demand for Housing, please refer to the Consultation Document for this Section which can be found at http://www.stirling.gov.uk/services/housing/local-housing-strategy

Outcome

1.10   The LHS Outcome for the Need and Demand for Housing is:-
An improved supply of houses of all types and tenures that are affordable, particularly to households on low and middle incomes, and meet the needs and aspirations of households and communities across Stirling.

The Housing Need & Demand Assessment

1.11   In 2011, the Council and its partners undertook a Housing Need & Demand Assessment (HNDA) that Scottish Government has accepted as being 'robust and credible'. The HNDA provides a statistical framework that underpins this LHS and the Local Development Plans of the Council and the National Park Authority.

1.12   Registers of Scotland expect Stirling's population to increase from 90,800 people to 104,300 over the next 25 years (+16%) and the number of households to increase from 38,300 to 49,400.

Through the LHS and their Local Development Plans (LDPs), the Council and the National Park Authority will plan to increase the number of houses built in the Council area.

1.13　At present, Stirling has just over 39,000 houses - 67% are owner occupied, 19% social rented and 14% in the private rented sector. Over the last decade, the Council, housing associations and private developers have built on average 345 new houses each year.

1.14　One of the findings of the HNDA was that 47% of all Stirling's households and 71% of newly forming households were unable to purchase private housing at 'entry level' prices (ie less than £105k). This underlines the need for affordable rented housing in the Council area.

1.15　To assist people meeting their housing needs, the Council has adopted a Housing Options approach to the provision of housing advice. This will enable people to identify what sort of accommodation they want and are able to access in terms of supply, location and cost.

1.16　In response to the challenge of climate change, the Council will ensure that developers meet housing needs in a sustainable way by seeking to build houses on brownfield sites in existing settlements, close to facilities.

Setting housing supply targets

1.17　One of the roles of the LHS is to review the findings of the HNDA and to develop housing supply targets for private housing and for affordable housing that will inform the LDPs of the Council and of the National Park. The housing supply targets provided are for the two sub areas in the Council's LDP area - Stirling Core and Stirling Rural. The housing supply targets for the National Park will be subject to further study by the Council and the Park Authority.

1.18　**Housing supply target for private housing :** The HNDA suggests that the Council area needs up to 2,600 private houses over the next ten years; up to 260 a year. Taking the more optimistic assumptions about market recovery suggested by Homes for Scotland, the Council area needs an average of 380 private houses a year over the next ten years.

1.19　The Council estimates that better use of the housing stock (eg bring empty houses back into use and subdivide larger houses) could meet the private housing needs of 25 households a year. This means that there would be a balance of 355 private houses required each year.

1.20　Taking this higher figure but looking at price levels, the analysis suggests that there is no need for any houses priced over £222k in any part of the Council area. Indeed, in Stirling Rural and National Park, no additional private houses worth more than £145k are required in order to meet need and demand. This evidence suggests that the house construction industry should refocus development away from more expensive houses.

1.21　In contrast to the need for 355 new private homes a year across the Council area, private developers have built an average of 277 new homes a year over the last 10 years – an even spread between houses with two bedrooms, three bedrooms and four or more bedrooms.

1.22　To ensure that the targets set in the LHS and the housing land availability targets in the LDP do not stifle the recovery of private house construction, in October 2011 the Council set the housing supply target for private housing in the Stirling LDP area at 328 units a year - 288 in Stirling Core and 40 in Stirling Rural.

1.23　**Housing supply target for affordable housing** : The HNDA demonstrated that at present the Stirling Council area has an affordable housing shortfall of up to 660 units. Left unchecked, this shortfall will grow to up to 7,000 units over the next 10 years.

1.24　Based on this analysis, the Council has determined that the annual need for affordable housing is 700 units, reduced to 660 by assumed market interventions of 40 a year. This figure contrasts with

the HNDA estimate that housing providers will be able to deliver only 64 affordable units a year. In order to ensure the construction of at least 64 affordable units a year, the Council set a housing supply target for the Stirling Council LDP area of 88 affordable homes a year- 62 in Stirling Core and 26 in Stirling Rural.

Meeting the housing supply targets

1.25   To enable the Council, RSLs and developers to meet the targets for private and affordable housing, the LDPs of both the Council and the National Park will provide a generous supply of land to enable the development of new housing throughout the Council area. The Council's LDP seeks to focus development in or close to existing settlements, preferably on brownfield sites, and to strengthen existing, sustainable communities.

1.26   The Council's Housing Land Audit 2011 shows an established housing land supply for Stirling Core and Stirling Rural of 6,053 units and an effective land supply to 2018 of 1,715 units.

1.27   The National Park Authority's Local Plan sets a target of 75 houses a year. Given that the Stirling Council part of the Park is the most populated area, it seems likely that a large proportion of this development would be in Stirling. The Park's Housing Land Audit 2011 shows an effective land supply of 160 units in the Stirling area of the Park. In addition, there are two windfall sites with a capacity of 22 units, giving a total supply of 182 units.

1.28   Although the established land supply will contribute significantly to the supply targets, additional land allocations will be required through the LDPs of Stirling Council and the National Park. In setting these land allocations, the Council and the NPA will consider the relative need for affordable housing and the relative need & demand for private housing identified for each sub-area, and will require the size and type of housing provided to match more accurately the needs of the area.

1.29   **Delivery of Private Housing** The delivery of private housing that meets the housing supply target of 328 units a year in the Stirling LDP area will depend in part on market conditions that are not within the control of the Council, its public sector partners or the private housing developers. Given that private housing completions have averaged only 277 units a year over the last 10 years, the target is likely to prove challenging.

1.30   There are steps that the Council and its partners can take to minimise the barriers to development. Similarly, there are steps that the developers of private housing can take to address the needs that the HNDA has shown to exist locally.

1.31   Through the LHS and the LDP and working with its partners, the Council will ensure that:-

- It plays its part in meeting national targets for private housing and responds positively to affordable housing initiatives such as shared equity and mid market rents

- A 'generous' supply of housing land is provided to give the flexibility necessary for the continued delivery of new housing

- Initiatives are developed to improve use of the existing housing stock eg by bringing empty houses back into use and subdividing larger houses

- It addresses infrastructure problems through the Infrastructure Working Group

- A flexible approach is maintained to private developer affordable housing contributions

- Initiatives to assist first time buyers are supported eg mortgage indemnity & rent to buy

1.32   Evidence from the HNDA indicates that expensively priced houses (above £222k) are not required in any part of the Council area. In spite of this, the Council does acknowledge that if the

population of the Council area is to grow to support economic growth, there will be a need for more expensive houses to be developed to meet the requirements of in-migrants. The Council also acknowledges that in order to fund affordable housing contributions, developers may need to provide houses across the price range.

1.33 The Council meets regularly with private developers. The meetings tend to be well-attended, underlining the importance of the Stirling area to private developers and the relatively positive relationships that have developed.

1.34 The Council is seeking the cooperation of developers in addressing needs that exist locally, including the provision of smaller houses, houses that meet the needs of those on low incomes, houses that meet the needs of older people and houses that meet the varying needs standards.

1.35 Partly as a response to the number of older owner occupiers now seeking a council house in order to address their particular needs, the Council is in discussion with a private developer about a demonstration project. This would involve the developer offering older people living locally the opportunity of buying a new home which is appropriate to their needs. As part of the package, the developer would buy their existing home, upgrade it and sell it on.

1.36 **Delivery of Affordable Housing** : Given the high levels of outstanding need for affordable housing (660 units pa) and in order to meet the housing supply target of 88 units a year in the Stirling LDP area, the Council continues to require an affordable housing planning policy. To date the policy had secured more than 200 units of affordable houses across the Stirling Council area and £700k in commuted sums. A number of Section 75 agreements made under the policy are likely to result in further affordable housing in the coming years.

1.37 In 2011, the Council reviewed the application of its affordable housing planning policy and made some adjustments. These adjustments were required to ensure that the policy remained sufficiently flexible and took account of changing market conditions and the reductions in Scottish Government subsidies for affordable housing. The most important adjustments were a minimum 25% affordable housing contribution in all areas, a 50% contribution in highly pressured areas, an acknowledgement that lower priced private housing would contribute to the affordable housing requirement and the flexible use of the affordable housing contribution including the provision of unsubsidised affordable housing.

1.38 It will be important for the Council's Local Development Plan to review the affordable housing planning policy in order to address a number of inconsistencies in the policy such as the differential thresholds at which an affordable housing contribution begins to be required in urban and rural areas. The review will also need to consider whether the Council's method for calculating the affordable contribution continues to be 'fit for purpose' or whether a different approach may be required.

1.39 In the National Park, 50% affordable housing is required on all allocated and windfall sites of four or more units in all settlements with the exception of the Loch Lomondside settlements of Drymen and Croftamie where the requirement is 100%. The National Park Authority plans to review the affordable housing policy as part of the preparation of their LDP.

1.40 The priority locations for the development of affordable housing are the highly pressured areas, the pressured areas and the Council's three regeneration areas.

• The highly pressured areas are Stirling Rural, Dunblane & Bridge of Allan and the National Park where house prices are high and development opportunities few. In these areas, the affordable housing contribution will be 50%. This is to ensure that the level of contribution can help to meet the high levels of housing need.

- The balance of the pressured areas is in Stirling Core and includes popular areas like Cambusbarron, Riverside, Bannockburn and Whins of Milton. In these areas, the affordable housing contribution will be 25%. (NB the minimum affordable housing contribution across all areas is now 25%)

- There are several sites in Stirling's three regeneration areas of Cornton, Cultenhove and Raploch that the Council and its partners have yet to redevelop.

1.41   The Council plans to review the model of Pressured Area Status to see if it still fits our needs and, if appropriate, seek to extend it

1.42   Each year the Council submits to Scottish Government a Strategic Housing Investment Plan (SHIP) that identifies priorities for investment. In 2011/12, Stirling received funding for sites in Dunblane and Raploch 10 (Forth HA), Doune (Rural Stirling HA) and several sites for Council house building in Riverside, Cowie & Thornhill. The level of funding available in 2012/13 will permit a start on site at Raploch 4 and the construction of further units in Doune. The Council has also made successful bids for Scottish Government subsidy to build 127 new council houses.

1.43   The Council has embraced Scottish Government's initiatives in relation to affordable housing and has secured houses for mid market rents, through the National Housing Trust (more are planned via a Council initiative in Stirling) and shared equity housing. The Council remains committed to maximising the provision of affordable housing including shared equity and mid market rents.

1.44   Funding for the provision of affordable housing comes from a number of sources including the Affordable Housing Investment Programme (AHIP) made available by Scottish Government. Over the 3 years from 2012/13, AHIP funding is set to average £782k a year.

Figure 1.1: Scottish Government's Funding of Affordable Housing in Stirling
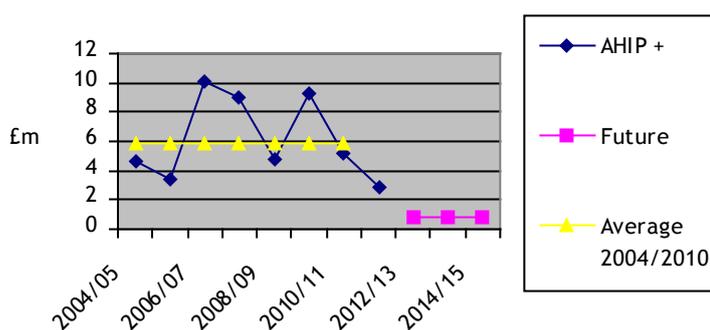
1.45   The other sources of funding for affordable housing are RSL borrowing, the Council's prudential borrowing and the Council's Strategic Housing Account (SHA). The SHA includes funds from the Council Tax second homes fund, which has an income of around £400k a year, S75 agreements with developers and income to the HRA from the sale of assets.

1.46   Achieving Affordable Housing on Private Sector Sites : In order to ensure that the Council meets its targets for the provision of affordable housing, it is necessary to look at a mix of funding opportunities for the provision of affordable housing on private sites. It is no longer possible to rely heavily on Scottish Government funding.

- Subsidised affordable housing : The Council negotiates S75 notices or another appropriate legal agreement with developers in relation to planned private housing sites. On priority sites, the S75 will allow the Council and/or their RSL partners up to 7 years in which to secure the subsidy required to provide the full 25% or 50% affordable housing. This could include social rented housing or a mix of social renting, shared equity and housing provided at mid market rents.

- Unsubsidised affordable housing : On sites where it is unlikely that Scottish Government subsidy will be made available within a reasonable timescale, the Council may negotiate with developers to provide unsubsidised affordable housing (social rented housing, shared equity housing or housing at mid market rents) or to provide a financial contribution which can be used on another site.

- On larger sites particularly those in non pressured areas, the Council may require developers to provide some unsubsidised affordable housing on site but also to provide an affordable housing contribution to be used to meet housing needs in pressured areas.

Tackling constraints to development

1.47 In seeking to meet the housing supply targets, a range of constraints, relating to infrastructure, schools, the environment and land ownership has to be addressed:-

- In some settlements and on some sites, there are key infrastructure issues to address relating to water and sewerage capacity, transport requirements and schools capacity. In response, the Council plans to establish an Infrastructure Working Group in which Council officers and representatives of the utilities can meet to address issues, particularly in relation to some of the larger sites identified in the LDP.

- Schools capacity is a significant constraint on meeting the future housing need and demand. The Council will need to consider what is required to enable development to go ahead and the most cost effective solutions to resolve future school provision.

- Housing development in Stirling has to address a range of environmental issues including risk of flooding and the sensitive landscape & historical settings of much of Stirling.

- Securing the release of land for housing is always problematic but even harder at present given the slump in land sale values and a resultant reluctance to sell.

- In order to understand the operation of the local housing market and identify both potential and constraints, there is a need for further research.

- To ensure that potential housing schemes are not lost, there is a need to review the methods of community consultation used in relation to new social housing developments.

1.48 Given the need for affordable housing, the Council, the National Park Authority and partner RSLs work closely with local landowners and public bodies with land holdings in rural areas (such as the Forestry Commission and Scottish Water); a recent example being the possibility of affordable housing being built on a Forestry Commission site in Balmaha.

The Contribution of the Private Rented Sector

1.49 The private rented sector in Stirling now provides 14% of the housing stock. The sector plays a significant role in meeting housing needs and seems likely to continue to do so as funding for

social housing continues to be at much reduced levels and access to mortgages, particularly for first time buyers, gets no easier. The Council will support the positive development of the sector.

1.50   Stirling was the first Council in Scotland to work with the private sector in order to develop homes for mid market rents through the National Housing Trust. The Council is now planning a programme of 150/170 further homes for mid market rent to be provided through new build and acquisition.

1.51   The Council meets regularly with representatives of the sector in a Private Rented Sector Forum that includes local landlords and agents, the Scottish Association of Landlords and National Association of Landlords (Scotland).

1.52   Poor living and tenancy conditions continue to exist and some landlords, particularly those with only one property (the vast majority) have little knowledge of the law or of good practice. Increasing regulation is welcome but stricter regulation requires enforcement and the resources to make enforcement effective (see Section 2). The Council supports Scottish Government in its initiatives to improve the sector by means of smarter, more targeted, regulation.

1.53   To improve the understanding of how the sector operates in Stirling and the range of roles that it now fulfils, Council services and partners have highlighted the need for research into the sector particularly in relation its role in meeting particular housing needs, its condition and energy efficiency and its tenancy conditions and management. It would also be useful to develop a clearer profile of the people that live in the sector.

Outcome and Key Actions

Outcome 1 : Access and affordability - An improved supply of houses of all types and tenures that are affordable, particularly to households on low and middle incomes, and meet the needs and aspirations of households and communities across Stirling

Key Actions

The Council will work with its partners to:-

1.1   Explore all means of procuring affordable housing, including social rented, shared equity, mid market rents and of increasing the supply

1.2   Provide choices in tenure types with a range from social rent to private ownership

1.3   Develop housing need & demand data for the National Park, as part of the Park's LDP process, in order to ensure that local people have access to houses they can afford

1.4   Meet the housing supply targets for affordable and private housing

1.5   Keep the affordable housing planning policy under review

1.6   Make best use of the existing housing stock by, for example, bringing empty houses back into use and encouraging the conversion of larger homes.

1.7   Meet housing needs in a way which ensures environmental sustainability

2. House Condition, Energy Efficiency & Fuel Poverty

Introduction

2.1 This Section looks at three clearly defined but linked issues; these are house condition, energy efficiency & fuel poverty:-

• Through private sector repair and improvement grants, and capital and revenue expenditure on its own housing stock, the Council has always sought to improve the condition of the housing stock in the Stirling Council area. The Scheme of Assistance has now replaced the private sector grants system and a major driver in relation to house condition in the social rented sector is the Scottish Housing Quality Standard.

• Scottish Government policy on climate change has set targets that the Council is required to assist in achieving. Through improvements to the energy efficiency of the housing stock in Stirling and the use of renewable technologies, the Council and the people of Stirling can reduce the harmful carbon emissions that housing can produce.

• Fuel poverty is affecting an increasing number of people in Stirling. While some contributing factors are beyond local control, there is a great deal that the Council and its partners can do, in terms of advice and information, improved insulation and energy efficiency, and debt and tariff counselling.

2.2 Scottish Government's National Performance Framework seeks to reduce the local and global environmental impact of our consumption and production.

2.3 Stirling's Single Outcome Agreement identifies a commitment to 'sustainable development in our communities and across all the partners' activities'; 'a reduced eco-footprint for the Stirling area'; 'a sustained reduction in local carbon emission'; 'high quality physical environments, both built and natural'; and 'maximised income and minimised poverty (including fuel poverty)'.

2.4 In its report Serving Stirling 2012, the Council identified the need to adopt a pragmatic approach to sustainability that protects and enhances the local environment.

2.5 In relation to house condition, the Scottish Social Housing Charter identifies the need to meet the Scottish Housing Quality Standard (SHQS) and to continue to meet it after 2015. The Charter also requires tenants' homes to well maintained, with repairs and improvements carried out when required, and tenants to receive reasonable choices about when the Council carries out work.

2.6 The Council works closely with partners in the Strategic Housing Forum and the Private Rented Sector Forum in order to improve housing conditions across the Council area. In relation to energy efficiency and fuel poverty, the Council works the Energy Savings Trust, the Energy Suppliers, the Central Fuel Forum and advice agencies across the Council area.

2.7 For more detailed information in relation to House Condition, Energy Efficiency & Fuel Poverty, please refer to the Consultation Document for this Section which can be found at http://www.stirling.gov.uk/services/housing/local-housing-strategy

Outcome

2.8 The LHS Outcome for House Condition, Energy Efficiency and Fuel Poverty is:-
Improvements in the condition and energy efficiency of the whole housing stock, and reductions in carbon emissions and fuel poverty.

House Condition

2.9 The condition of the housing stock has always been important to the Council in order to improve the health, welfare and happiness of the population. The major driving forces today, however, are climate change, the need to address fuel poverty and the need to improve conditions in the private rented sector.

2.10 Although the Council has not recently undertaken a housing stock survey, there is some information available about the condition of the stock. The main source is the Scottish House Condition Survey (SCHS), which is a rolling, sample survey of the Scottish housing stock. It provides a range of useful information for local authorities.

2.11 There is also the Scottish Housing Quality Standard (SHQS), which is a target set by Scottish Government to ensure that all Council and Housing Association houses should meet specific standards by 2015. The SHQS requires houses to be compliant with the tolerable standard, free from serious disrepair, energy efficient, provided with modern facilities and services, and healthy, safe and secure.

2.12 Generally, the available statistics provided in the Consultation Report do suggest a level of disrepair that requires the Council to take action but there are not major problems.

2.13 **Houses that are Below the Tolerable Standard** : Statistics quoted in the Consultation Report, suggested that, in 2007, 521 houses were Below the Tolerable Standard (BTS). Much of the information on which that figure was based is historical and not regularly updated. In order to establish the number of BTS houses today and their location, it would be necessary to carry out a stock condition survey. This is an Action that the Council will consider.

2.14 There are 257 houses that have closing or demolition orders on them. An external survey of these properties is underway to assess their present status and to identify those that require further investigation by enforcement officers and environmental health staff. It would appear that only a small proportion is inhabited.

2.15 Action on BTS houses will be undertaken through the Scheme of Assistance, by the declaration of Housing Renewal Areas or by means of enforcement. Due to the costs and complexity of taking enforcement action, this approach tends to be taken only where public health is at risk.

2.16 **The Social Rented Sector** : In 2011, 44% of the council housing stock in Stirling was estimated to meet the SHQS, although this is thought to be an underestimate. In 2012/13, the Council is undertaking further survey work to complete the Council's data base on stock condition.

2.17 If the Council can implement its planned capital investment programme, all its houses will meet the standard by 2015. In 2012/13, the capital investment programme is £8.7m. This will include £5.7m for internal works such as aids and adaptations, kitchens, bathrooms and central heating and £2.1m for windows, doors, render, roofs and loft insulation.

2.18 The Council has financial headroom to increase the capital investment in the housing stock over the next two years to address any shortfall in the currently planned programme. If necessary, the budget for this works could be achieved through further prudential borrowing within the current business plan.

2.19 Only 208 of the local housing associations' properties failed the SHQS in 2011. Each of the associations is on course to meet the SHQS by 2015.

2.20 **The Private Sector :** Scottish Government's policy in relation to the private sector is to make owners more aware of their repair and maintenance responsibilities, and more proactive in carrying them out. Public money will be available only where 'strictly necessary'.

2.21 The Council seeks to address disrepair in the private sector by working with private owners to improve and repair their properties and with private landlords to secure improvements in the private rented sector.

2.22   No figures are available locally but across Scotland, only 41% of owner occupied homes and 33% of private rented dwellings achieve the SHQS. Unlike the social rented sector, private sector properties are not 'required' to meet the SHQS. The Council does have a range of powers, however, that make it possible to encourage home owners to improve conditions through the Scheme of Assistance or, where home owners are not responding, to use enforcement powers.

2.23   The aim of the Scheme of Assistance is to improve the repair and maintenance of private sector homes by providing practical advice and assistance, and financial support. The Council offers a free information and advice service about a range of repair & improvement works, energy saving measures, the Council's statutory enforcement powers and options available to finance repairs & maintenance.

2.24   Although repair and improvement grants are no longer available, the Council can provide limited financial support for the following:-

  • Disabled adaptations : Financial assistance for major adaptations costing more than £1k

  • Care & Repair : Means tested financial assistance for home owners and private sector tenants aged 60+ for minor adaptations and risk prevention works up to £1k

  • Mixed tenure properties : Grant assistance can be made available to low income owners in mixed tenure properties where the Council needs to carry out works

  • The Council can provide discretionary grants for lead pipe replacement, to improve of private water supplies and for other works that meet the needs of disabled home owners.

2.25   The Council will keep the Scheme of Assistance under review to ensure the best use resources and will examine the possibility of developing packages of financial advice and assistance for home owners wanting to repair and improve their properties.

2.26   The Council has enforcement powers that it can use when private sector homes become sub standard and pose a risk. The Housing (Scotland) Act 2006 has supplemented these powers with new enforcement powers through the Scheme of Assistance. During 2012, the Council will consider a report that clarifies how it might use these new powers. The availability of the resources required to fund and organise any works will influence the approach taken. The new powers include Housing Renewal Areas, Work Notices and Maintenance Orders.

2.27   The Private Rented Sector : The private rented sector now plays an important role in meeting housing needs in Stirling. The Council is conscious, however, that the quality of repairs and maintenance in the sector is sometimes inadequate.

2.28   The introduction of the Repairing Standard for all registered landlords and the additional standards required of Houses in Multiple Occupation should lead to an improvement in conditions. In addition the Council plans to:-

  • Tighten the regulation of Houses of Multiple Occupation (HMOs) that deals with low standards and to reduce the number of HMOs in the town centre

  • Collate data about the physical condition of town centre tenements which cause concern

  • Promote the Landlord Accreditation Scheme

  • Keep landlords informed about grants and other incentives to improve energy-efficiency

  • Work with partners to organise / advertise training for landlords to help improve standards

Climate Change & Energy Efficiency

2.29   In recognition of Scottish Government policy on Climate Change, the Council will seek sustainable ways to assist householders to reduce harmful emissions from the existing housing stock and to ensure low-carbon emissions in new housing.

2.30   An estimated 25% of all carbon emissions derive from houses, therefore measures to improve domestic energy efficiency will be important in meeting climate change objectives, as well as making houses more comfortable and cheaper to heat, and helping to tackle fuel poverty. Housing landlords like Stirling Council and RSLs have a strong role to play in improving the energy efficiency of their housing stock.

2.31   In recent years, the Climate Change (Scotland) Act 2009 has created a statutory framework for reducing greenhouse gas emissions and set mandatory emissions reduction targets for 2020 and 2050. The legislation requires Scottish Ministers to set annual emissions and energy efficiency targets and places duties on public bodies to assist in achieving emission reduction targets in a sustainable way.

2.32   Measures that the Government has introduced in recent years in order to tackle climate change include the following:- Home Insulation Scheme, Universal Home Insulation Scheme, Energy Assistance Package , Carbon Emission Reduction Target funding, Community Energy Saving Programme, feed-in tariffs, community renewable schemes, Green Deal, Energy Company Obligation and Council Tax discount scheme.

2.33   Some statistics for Stirling:-

   • CO_2 emissions : Between 2005 and 2009 Stirling reduced per capita domestic CO_2 emissions by 13% from 3.0 tonnes to 2.6

   •   Energy efficiency : 11% of public sector homes and 34% private sector homes have an NHER energy efficiency rating of 1 to 5. 89% of public sector homes and 66% of private homes have an NHER energy efficiency rating of 6-10

   •   Energy rating : the current mean energy rating amongst the houses that have an Energy Performance Certificate is 60.7 and the potential is 64.7. In Stirling's rural areas, the mean energy rating is a full 10 points lower than the Council average

   •   Central heating : 95% of the housing stock has full central heating, 3% has partial central heating and 2% has other forms of heating

   •   Insulation : While the recommended level of loft insulation is 270mm (the Council's standard is 300mm), 77% of the housing stock has no insulation or less than 200m. This suggests that, while there are signs of progress, there is still a long way to go.

2.34   The Energy Savings Trust has made recommendations that could save £2.8m a year in the Stirling Council area including low energy lighting for over 6,000 households and the installation solar PV panels and condensing boilers.

2.35   Home Insulation : The Council has been proactive in improving energy efficiency and has attracted significant funding to the area. Through the Home Insulation Scheme, the Council has covered the whole housing stock providing information and carrying out insulation work to over 10,000 homes (including loft insulation and cavity wall insulation). This has led to a significant improvement in the energy efficiency of the housing stock across all tenures. The Universal Home Insulation Scheme is presently focussing on to the council's most deprived areas.

2.36   Gas Network Areas : 5,200 of the Council's houses now have gas or access to gas. A further 375 are in areas with no access to the national gas network. The Council is working to extend the gas network where this is feasible.

2.37   Council Tax discount scheme The Council provides council tax discounts for the installation of renewable energy or measures that improve energy efficiency. To date the Council has processed just one rebate. The Council will consider advertising the scheme more widely.

2.38   Climate Challenge Fund : The Fund has provided funding of over £1m to 12 community-based projects in Fintry, Strathblane, Raploch, Fallin, Callander, Dunblane, Killin and the National Park. Most of the projects were to reduce consumption and emissions but some were looking at power generation through wind turbines or hydro schemes.

2.39   **Action in all sectors**: In order to improve energy efficiency, the Council will:-

- Ensure the use of sustainable and renewable technology in new houses

- Provide free, impartial advice on energy saving measures and initiatives available

- Provide sign posting for a benefits check to maximise access to energy saving initiatives

- Carry out property inspections to offer advice on energy saving measures

- Consider organising training courses on 'saving money on domestic energy'.

2.40   The increased likelihood of flooding is one effect of climate change that the Council is addressing by working with partners to raise awareness of the risk from floods, promote measures to minimise the number of people affected by floods and the joint working that would be required in the event of a flood.

2.41   In developing its strategy, the Council will work with partners to review approaches to reducing emissions, looking at the factors, which influence domestic energy consumption such as the local climate in the rural areas and the characteristics of the housing stock.

2.42   **Action in social housing** : To achieve the SHQS, Council and RSL homes must have effective insulation and an energy efficient heating system that enables the house to reach an energy rating of at least NHER 5 where gas is available and NHER 6 where gas is unavailable.

2.43   £2.1m of the Council's housing capital expenditure in 2012/13 is to be spent on measures that will improve thermal efficiency ie windows, doors, render, roofs and loft insulation. Particularly difficult houses in which to improve thermal efficiency are those of a 'No Fines' construction, where the only feasible solution is external cladding which can be expensive.

2.44   Other works planned for the Council's houses include the following:-

- The Council will carry out cavity wall insulation to 299 houses and provide a loft insulation top up to 324 top floor flats; 503 others may require a top up

- 2012/13 sees the first phase of a three year investment of £2.5m on renewable technologies including a solar energy pilot scheme for 16 homes in Stirling

- There is an outstanding 375 council houses that are located in areas with no access to the national gas network. The Council will make an appraisal of the remaining houses to determine the renewable options (including district heating opportunities).

2.45   The Council has used air source heat pumps in the past but they have proved unattractive to tenants. With advances in technology, they may become an option once again.

2.46   While demolition has been a feature in the regeneration areas due to the low demand for some of the housing available, future demolition will only be an option following a detailed appraisal of emission reductions and lifetime energy consumption.

2.47 The three local RSLs have all taken measures to improve the thermal efficiency of their housing stock and to reduce consumption.

- Forth HA : The whole stock has received top up loft insulation to exceed the current minimum standards and a programme of cavity wall insulation is underway. There have been two fuel-switch contracts (from electric storage to gas) and the RSLs plan more.

- Paragon HA : There is an on-going programme of insulation involving all properties. The RSL has installed exhaust air systems in Aberfoyle.

- Rural Stirling HA : 25 new homes have been fitted with thermal solar panels and 16 existing homes have been fitted with photovoltaic panels. The RSL has put on hold its plans to fit PV panels to more homes due to the UK Government's decision to reduce feed-in tariffs. The Energy Savings Trust delivered 'advice at home' to 111 tenants (24%).

2.48 Stirling University : Through its major residences redevelopment project, the University hopes that its new accommodation will have a 'excellent' environmental performance rating and will cut carbon emissions by 15%.

2.49 **Action in private housing** : Across Scotland, 8% of dwellings in the private rented sector have a poor NHER rating (0 – 2) and 3% in the owner-occupier sector.

2.50 Although the SHQS and its standards relating to energy efficiency are not enforceable in the private sector, the Council will continue to encourage private owners to improve the energy efficiency of their homes and to reduce consumption with the Green Deal and the Energy Assistance Package.

2.51 The Council will:-

- Maximise uptake of grants which assist the improvement of energy efficiency

- Continue to maximise funding through national insulation and other schemes

- Encourage home owners to make use of the boiler scrappage scheme

- Consider making improved energy efficiency a condition of grant funding

- Include energy efficiency work in enforcement notices

- Encourage local communities to bid for Climate Challenge funding.

2.52 To encourage improvements in the Private Rented Sector, the Council will consider:-

- Carrying out improvements needed to achieve the Repairing Standard where landlord fails to do so (at the request of the Private Rented Housing Panel)

- Encourage tenants to request Energy Performance Certificates from their landlords

- Encouraging registered landlords to make use of the boiler scrappage scheme

- Through the Council's existing mailings and the Council website, provide energy efficiency information to landlords and those on welfare benefits.

Fuel Poverty

2.53 To be in 'fuel poverty' is to live in a home that the householder cannot keep warm at reasonable cost. The official definition is that a household is in 'fuel poverty' if, in order to maintain a satisfactory heating regime, it is required to spend more than 10% of income on fuel costs. It is Scottish Government's aim is to eradicate fuel poverty 'as far as reasonably practicable' by 2016 and improve energy efficiency across all tenures.

2.54   In 2008 in Stirling 8,000 households (27%) were fuel poor; the incidence of fuel poverty being higher in the rural areas than in urban areas. By 2010 that had increased to 10,000 households, of which 3,000 were extremely fuel poor.

2.55   The three main factors that influence the incidence of fuel poverty are fuel prices, the income of the household and the house's energy efficiency. Locally there is little control over fuel prices or income although, by providing advice and support in relation to tariffs, benefits and income maximisation, it is possible to assist people out of fuel poverty. The greatest impact locally, however, can be in relation to energy efficiency.

2.56   Households in dwellings with lower energy efficiency are more likely to be fuel poor, 58% of people living in dwellings rated 'poor' are living in fuel poverty compared with 40% of those in dwellings rated 'moderate' and 20% of those rated 'good'.

2.57   There are a number of reasons why fuel poverty is high in the Stirling Council area, particularly in Stirling Rural and the National Park:-

•   There is limited fuel choice

•   Fuel costs tend to be higher in rural areas and the climate here is harsher

•   In rural areas, incomes tend to be lower and the cost of living higher

•   Many houses are 'hard to heat / hard to treat' and improvement options are limited

•   High prevalence of types of households more at risk of fuel poverty.

2.58   The Council takes fuel poverty seriously - the Single Outcome Agreement seeks 'maximised income and minimised poverty (including fuel poverty)'. In 2004, the Council launched a Fuel Poverty Strategy that committed the Council to raising awareness of energy efficiency and fuel poverty, educating households in best practice regarding energy use and ensuring that the housing stock is capable of delivering affordable warmth.

2.59   The Council is a core member of the Central Fuel Forum that brings together the Councils, RSLs and advice agencies in Forth Valley with the Energy Saving Scotland advice network and power companies. The Council is seeking improvements in the fuel tariffs offered by suppliers.

2.60   The Council promotes the Energy Assistance Package that enables people to cut their fuel bills and make their homes warmer. The text earlier in this Section related to Energy Efficiency describes the many initiatives that the Council is taking to address fuel poverty by improving energy efficiency in order to reduce fuel bills.

2.61   Through the Care & Repair service, the Council identifies vulnerable households that might benefit from advice in order to improve energy efficiency and tackle fuel poverty.

2.62   The Council and partner advice agencies provide income maximisation and debt counselling services. They also provide advice and support on working with energy supply companies. This is because outstanding debts or a failure to claim benefits or by a lack of knowledge about tariffs can cause or exacerbate fuel poverty.

2.63   The Council works closely with the Energy Saving Scotland Advice Centre (ESSAC) that provides free advice on energy efficiency and helps people in fuel poverty to access grants. The Council is seeking to improve referral mechanisms to ensure that households at risk of fuel poverty are able to access energy efficiency advice and/or benefits advice.

Outcome and Key Actions

Outcome 2 : Quality and condition - Improvements in the condition and energy efficiency of the whole housing stock, and reductions in carbon emissions and fuel poverty

Key Actions

The Council and its partners will:-

2.1   Meet the Scottish Housing Quality Standard by 2015 and continue to meet it after 2015.

2.2   Keep the Scheme of Assistance under review and develop a Housing Renewal Areas policy.

2.3   Maximise the uptake of grants, which assist the improvement of energy efficiency.

2.4   Develop packages of financial advice and assistance for home owners wanting to repair and improve their properties.

2.5   Address disrepair in the private sector by working with owners and landlords.

2.6   Develop a training and advice programme for private landlords.

2.7   Promote benefits and home energy advice to increase the take up of benefits and grants.

2.8   Increase the use of sustainable and renewable technologies in new houses.

2.9   In the face of increasing fuel prices, seek to help people out of fuel poverty by improved energy efficiency, income maximisation and advice on tariffs.

2.10   Through Care and Repair, target households vulnerable to fuel poverty who might benefit from advice & assistance.

3. Viable & Sustainable Communities[1]

Introduction

3.1 Housing is not an isolated activity. Houses and the people who live in them create communities. The concerns of communities are important to the Council's Housing Service and all their partners both within and outwith the Council. There is a consensus about the importance of working with local communities and addressing the issues that concern them, in order to create viable and sustainable communities.

3.2 Scottish Government's National Performance Framework seeks to reduce poverty, address crime and to have strong, resilient communities.

3.3 Stirling's Single Outcome Agreement seeks Outcomes where:- 'Stirling's communities are safer, stronger and more resilient'; there are 'high quality physical environments, both built and natural'; there is 'effective, efficient and modernised service delivery'; and 'people are able to work together to engage in & influence the shape of communities'; and there is 'a commitment to sustainable development in communities & across all partner activities'.

3.4 In its report Serving Stirling 2012, the Council identified the need to

- Examine and deliver on more opportunities for improved models of service delivery.
- Regenerate our most in-need communities to deliver a full range of positive social, environmental and economic outcomes.
- Ensure enforcement action is taken across all areas of Council activity and make full use of Council policy to combat anti-social behaviour.

3.5 Much of the joint working that relates to the development of communities in Stirling takes place through the Community Planning Partnership and the partnerships established to pursue priorities identified in the Single Outcome Agreement. These include the More Choices, More Chances Partnership; the Community Safety Partnership; the Healthy Stirling Partnership and the Learning in the Community Partnership.

3.6 For more detailed information in relation to Viable & Sustainable Communities, please refer to the Consultation Document for this Section which can be found at http://www.stirling.gov.uk/services/housing/local-housing-strategy

Outcome

3.7 The LHS Outcome for Viable & Sustainable Communities are:-

Communities that are safe, strong, sustainable and actively involved.

Background

3.8 In developing housing policy and practice, there is a need to ensure that those involved in the provision and management of housing and their partners are doing all they can to ensure that our communities are mixed, viable & sustainable; that people are happy with the community in which they live and that the services they receive meet their needs.

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1 sustainable communities are also described as 'places which meet the diverse needs of existing and future residents, are sensitive to their environment, and contribute to a high quality of life; and places which are safe and inclusive, well planned, built and run, and offer equality of opportunity and good services for all'.

3.9 Over recent years, this has been a key agenda item of Scottish Government:-

- The 2007 report Firm Foundations suggested that in planning to meet housing needs Councils should seek to 'create mixed communities as a means of guarding the sustainability of their stock and preventing concentrations of deprivation'

- The 2011 report Homes Fit for the 21st Century talked about 'strengthening communities by addressing antisocial behavior, investing in regeneration and seeking to break the cycle of poverty'

- The 2012 Scottish Social Housing Charter sets the standards and outcomes for all social landlords and addresses issues that are important to the health of communities including access to social housing, participation, estate management and tenancy sustainment.

3.10 The Outcomes sought in the four other Sections of the LHS will all assist the development and improvement of our communities by addressing housing needs, the condition of the housing stock, climate change, fuel poverty, homelessness and particular housing needs.

3.11 Stirling's Sustainable Development Strategy provides a clear statement of what the Council is seeking to achieve in its communities – 'the sustainable development aim of the Council is to enable all people throughout the Stirling Council area to satisfy their basic needs and enjoy a good quality of life without compromising the quality of life of future generations'. The Strategy has a number of guiding principles:-

- Ensuring a strong, healthy & just society

- Living within environmental limits

- Achieving a sustainable economy

- Promoting good governance

- Evidence-based policy.

3.12 One of the Strategy's priorities for action relates to sustainable communities. The Strategy describes them as 'places where people want to live and work, now and in the future'[2]. It also recognises that people need 'public open space where they can relax and interact and the ability to have a say on the running of their neighbourhood'.

Assessing the viability and sustainability of our communities

3.13 Assessing the success or otherwise of our communities can be approached in many different ways, none of which will provide a complete picture. Each is simply an indicator that will assist our understanding. The indicators considered in this Section include people's views of their area, an assessment of the health of the population, the levels of deprivation and the incidence of crime and anti social behaviour.

3.14 Neighbourhood quality & management : National surveys are regularly undertaken of people's views of where they live. Stirling consistently scores better than Scotland as a whole. The surveys suggest that:-

- 95% of people in Stirling think that it is a very/ fairly good place in which to live

- 22% are concerned about rubbish lying around and 16% about rowdy behaviour

- 19% are concerned about animal nuisance such as noise or dog fouling

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2   sustainable communities are also described as 'places which meet the diverse needs of existing and future residents, are sensitive to their environment, and contribute to a high quality of life; and places which are safe and inclusive, well planned, built and run, and offer equality of opportunity and good services for all'.

- When it came to dissatisfaction with the extent to which agencies are tackling anti-social behaviour 9% are very /fairly dissatisfied with the Police & 11% with the Council
- When walking alone after dark 79% felt very /fairly safe and 15% a bit or very unsafe
- The more deprived areas tended to be more concerned about all of these issues.

3.15 Health : Whilst health in Stirling is generally better than in Scotland as a whole, the health indicators for some local communities in Stirling are significantly below the national average. The difference in life expectancy between communities ranges from 83 to 67 years for men and from 86 to 72 years for women.

3.16 Early deaths from heart disease for Stirling are two-thirds the level of the Scottish average but more than twice as high in Raploch. With a figure of 106, early death rates in Stirling from cancer are much lower than the Scottish average of 135 deaths per 100,000 population but for individual areas, the rate ranges from 39 to 239.

3.17 Social deprivation & inequality **:** Generally, communities in Stirling are more concentrated at the least deprived end of the distribution. The Stirling area remains one of the most polarised in Scotland, and indeed the UK, in terms of incomes - our communities range from among the most deprived in Scotland to amongst the least deprived. The areas of Stirling listed amongst the 15% most deprived in Scotland include parts of Raploch, St Ninians, Fallin and Cowie. It needs to be recognised, however, that most of Stirling's poor and excluded households will live outwith 'deprived areas', particularly in the Council's rural areas.

3.18 The Council will continue to work with its partners to maximise incomes, tackle debt problems and address fuel poverty.

3.19 Crime and Anti-social behaviour: The crime rate in Stirling tends to be lower than the Scotland average**.** In 2010/11, there were 5,138 reported crimes in Stirling. Of these, the Police cleared up 57%. This represents 572 crimes recorded by police per 10,000 population.

- Domestic abuse : In 2009/10, the rate of domestic abuse incidents recorded by the police stood at 940 per 100,000 population; this compares to 427 in 2000/01. Central Scotland Police suspect that increase has been due to changing attitudes to reporting domestic abuse and changes in recording methods and the approach to police investigations.
- Racist incidents : In 2009/10 there were 102 racist incidents which represent a rate of 11.5 per 10,000 population and compares to a rate of 8.1 per 10,000 population in 2000/01.The view of Central Scotland Police is that 'the increase is due to an increased confidence in reporting such offences and a rigorous, more robust recording system'.
- Anti-social behaviour : In 2010/11 the Council received 174 complaints about anti social behaviour; a reduction from 2009/10. The Noise Team received 612 complaints, of which 142 were for household music and 198 due to animals. **There is a team of Community Wardens** whose role is 'to tackle anti-social behaviour and improve local communities by developing closer links with young people and reducing the frequency of anti-social behaviour, the fear of and the incidence of crime'.

3.20 One of the Scottish Government's five anti social behaviour pilot projects was in Dunblane where 'there is a perception by adults that young people are a problem. For their part, the young people involved in the project 'do not feel part of the community'.

3.21   In order to address anti social behavior and the incidence of crime, the Council's housing teams, its anti social behavior team, its noise team and its private rented sector team will continue to work with local communities, the Police and other partners.

Planning policy and affordable housing policy

3.22   Both the Council's Local Development Plan (LDP) and the National Park's Local Plan seek to ensure that the planning process addresses the needs of local communities. Stirling's LDP seeks to ensure that:-

- New housing development is promoted in sustainable locations and encourages active travel and is supported by sustainable travel opportunities

- New homes are neither isolated nor lacking local facilities

- Existing and new residential environments reflect the sense of place, through high standards of maintenance, design, respect for historic and cultural assets, etc to ensure integration with existing communities.

3.23   The Council's affordable housing policy seeks to encourage private housing developers to build smaller, lower priced houses that will meet the needs of those presently unable to access market housing. The policy gives particular importance to providing houses that will help older households to downsize, thereby releasing larger homes.

Regeneration

3.24   Stirling's Community Planning Partnership (CPP) is delivering collaborative activity to support the regeneration of Stirling's most disadvantaged urban communities, underpinned by the Single Outcome Agreement's priority Outcome:- 'Making Stirling a place with jobs and opportunities for all'.

3.25   In Cornton and Cultenhove, community planning partners are working with local community planning groups to develop social and economic activity alongside the physical regeneration. The Tackling Poverty Working Group leads this work and activity to support regeneration in other disadvantage communities including Raploch, Cowie, Fallin and Plean.

3.26   The Working Group is also developing a partnership approach to the delivery of advice services, promoting financial capability including credit unions, collaborative work to ameliorate the impact of welfare reform and an employability and skills pipeline to ensure progression and joined-up routes to work.

3.27   The CPP contributes to regeneration in other ways, including:-

- More Choices, More Chances Partnership - delivering employment and training opportunities for young people

- Community Safety Partnership - tackling antisocial behaviour and drug and alcohol abuse

- Healthy Stirling Partnership, the Ageing Well subgroup and the Fallin Healthy Village project - all working to combat health inequalities

- Learning in the Community Partnership - delivering adult learning, family literacy and community capacity building.

Working with local communities

3.28 In order to improve service delivery, the Council and its community planning partners, work with local and area community planning groups, community councils, development trusts, tenants groups and other local organisations. Individual Council services also engage directly with their own client or customer groups to seek views on delivery, performance & review.

3.29 As an important contribution to regeneration activity, the Council and Stirling Voluntary Enterprise, also work together to develop social enterprises and co-production models.

3.30 Tenant participation : The Council, which approved its tenant participation strategy early in 2012, has a contract with the Tenant Participation Advisory Service to promote tenant participation in Stirling. The strategy ensures that tenants are involved through:-

- A tenants panel involving over 600 tenants
- Eight tenant voices and 4 Registered Tenant Organisations
- Two tenant forums a year for all tenants
- Tenant led inspections involving a team of 10 tenant inspectors
- Support for the Stirling Tenants Assembly
- Regular meetings with Councillors in the Housing Advisory Group.

3.31 The Council's will continue to work with local communities and their tenant representatives in order to address local needs and problems and to improve local services.

Improving Services to Council Tenants

3.32 By striving to improve its housing services, the Council can contribute to the development of viable and sustainable communities. Over the last two years, the Council has focussed on responding to issues raised in March 2010 by the Scottish Housing Regulator. Since then the Council has improved housing services by:-

- Developing the Housing Options service
- A review of the housing waiting list
- The introduction of a new housing allocations policy
- The introduction of new ITC software
- A major reduction in the use of bed & breakfast for homeless households.

Performance indicators : Stirling Council

The following indicators provide some feel for the performance of the housing service and identify where further work is required:-

- At £59.63, Council rents are close to the Scottish average (2012/13)
- The Council spends tenants' rents on repairs & maintenance (42%), supervision & management, (30%) & capital financing (22%)
- 43% of empty homes relet in 28 days (2011/12)
- Rent arrears have increased from 4.7% to 11.6% over the past three years
- 35,636 repairs carried out of which 92.6% were within target times (2010/11)
- 83.7% of homeless households maintained a new tenancy for at least 12 months (2010/11)

3.33 A tenant satisfaction survey undertaken in 2010 jointly with local RSLs showed a high level of overall satisfaction, however, there are concerns in relation to the repairs and maintenance service and whether rents are value for money (both 46% satisfaction).

3.34 In the immediate future, a number of service developments and improvements are planned:-

- Upgrading of the Council's houses to meet the Scottish Housing Quality Standard

- Further review of allocations policy to allow more flexibility

- Improved performance for current tenants' rent arrears and property re-let times

- Implementation of the findings of the Council's Homelessness Scrutiny Group

- Development of a Common Housing Register with local RSLs

- Ensuring householders have appropriate support to maintain their tenancies

- Enforce council sanctions for persistent breaches of the tenancy agreement

- Invest resources in better estate management

- Improve the Council website relating to Housing

- Development of a staff training strategy

- Development and management of a Performance Management Framework

- Continuation of the development & implementation of the Northgate ITC system

- Responses to new legislative requirements and policy developments including those relating to equalities, the private rented sector and the Scottish Social Housing Charter.

The Contribution of Housing Associations

3.35 Between them Housing Associations (RSLs) own around 1,900 houses. This is just under 5% of Stirling's housing stock. The three local associations (Forth, Rural Stirling and Paragon) own nearly three quarters of these.

Performance indicators : Local RSLs

Performance indicators for Forth HA and Rural Stirling HA are as follows:-

- Average rents are Forth HA £69.76 and Rural Stirling HA £68.85 (2012/13)

- Empty homes relet within 28 days are Forth HA 100% with an average relet time of 1 day and Rural Stirling HA 87% with an average relet time of 10 days (2011/12)

- Current and former tenants rent arrears are Forth HA 2.07% and Rural Stirling HA 3.6% (2011/12)

- Repairs carried out are Forth HA 1,568 repairs (94% within target times) and Rural Stirling HA 1,264 repairs with 94% within target times)

- Households maintaining their tenancy for at least 12 months are Forth HA 83.9% and Rural Stirling HA 93.5% (2011/12)

3.36 RSLs play an important role in communities in that they are an alternative 'social housing' landlord to the Council and they have a significant stock of houses that meet particular needs. They work with the Council in developing new affordable housing to meet outstanding needs particularly in Stirling's regeneration areas and in rural villages. They also assist the Council in meeting its statutory homelessness obligations. Forth HA & Rural Stirling HA jointly employ an income maximisation officer to ensure that people receive the benefits they are due.

3.37 RSLs seek to embrace tenant participation and community engagement. This ranges from specialist RSLs liaising closely with their own tenant groups to the local RSLs working with tenant groups, Community Councils, development trusts and area forums.

3.38 Both Rural Stirling HA and Forth HA work with local people regarding proposals for new housing and development in service delivery. They also participate actively in the wider Stirling Community Planning framework through the Strategic Housing Forum, Homelessness Partnership, Strategic Advice Partnership and Tackling Poverty Working Group.

3.39 There are a number of Registered Tenant Organisations in the RSL stock. Rural Stirling HA, Forth HA and Paragon HA organise joint tenant conferences and joint tenant consultation groups to encourage greater understanding and involvement in decision making.

3.40 The 2010 tenant satisfaction survey showed that overall satisfaction stood at Forth HA 93%; Rural Stirling HA 92%; Satisfaction with repairs and maintenance was Forth HA 53%; Rural Stirling HA 58%. Rents being value for money scored Forth HA 60%; Rural Stirling HA 71%.

The Contribution of the Private Rented Sector

3.41 Due to its rapid growth, every Section of this LHS discusses the role of the Private Rented Sector in Stirling. Given that there are now private homes to let in all parts of the Stirling Council area, including the regeneration areas, the development of viable and sustainable communities relies on private landlords, landlords' agents, and tenants working together to improve standards.

3.42 The Council works closely with representatives of the sector in Stirling's Private Rented Sector Forum. This includes landlords, landlords' agents and landlords' representatives from the Scottish Association of Landlords and the National Association of Landlords (Scotland). The Council's Private Rented Sector Registration Team works with landlords, landlords' agents and tenants in order to ensure compliance with legislation and to improve standards.

3.43 In order to deal with low standards and anti-social behaviour, the Council will be seeking to tighten the regulation of Houses of Multiple Occupation (HMOs) and to reduce the number of HMOs in the town centre.

Outcome and Key Actions

Outcome 3 : Strengthened communities - Communities that are safe, strong, sustainable and actively involved.

Key Actions

The Council and its partners will:-

3.1 Work with local communities to improve their areas and to improve Housing Services

3.2 Address the incidence of crime.

3.3 Address anti social behavior

3.4 Maximise incomes, tackle debt problems and address fuel poverty.

3.5 Review the Council's allocations policy, develop a common housing register, take direct action in sustaining tenancies and improve the quality of life in communities.

3.6 Work closely with representatives of the private rented sector to improve standards.

4. Homelessness

Introduction

4.1 This Section outlines the Council's priorities for addressing the challenges of homelessness. It aims to take an innovative, sustainable approach to alleviating the difficulties created by homelessness. It recognises that housing need is rarely just a housing problem and is frequently associated with a range of financial, social and health issues.

4.2 Stirling's Homelessness Partnership oversees the Council's work on homelessness. The Council formed the Partnership in 2003 to drive the first homelessness strategy. Membership comprises representatives from across the Council[3] and partner organisations[4]. The relatively new chair is the Chief Executive of one of the local RSLs.

4.3 The aims of the Partnership include 'working together to prevent homelessness', 'providing sustainable long-term solutions to homelessness' and 'sharing responsibility with partners'. The Partnership wishes to 'move away from reacting to housing crises' and 'introduce mechanisms that prevent the crisis arising in the first place'.

4.4 Scottish Government's National Performance Framework seeks to ensure that all unintentionally homeless households will be entitled to settled accommodation by 2012.

4.5 The vision for homelessness described in Stirling's Single Outcome Agreement (SOA) highlights the fact that 'housing need and homelessness have a wide impact on communities' and that' dealing effectively with the issues surrounding acute housing needs and homelessness is beneficial to Stirling as a whole'.

4.6 Scottish Government's LHS guidance says that 'preventing and tackling homelessness is a key part of fighting poverty and addressing inequality in Scotland'. 'The Government is implementing policies and legislation to prevent and alleviate homelessness and to ensure that every homeless household gets help according to their need'. This statement accords with Stirling's vision and the Outcomes that the Partnership will be working to achieve.

4.7 Scottish Government no longer requires local authorities to produce a separate homelessness strategy. Strategic issues relating to homelessness are now to be included in the LHS. In spite of this, the Council considered homelessness a sufficiently important issue to warrant a separate strategy and produced a draft Homelessness Strategy, which has been on the Council's website since spring 2011. The draft Strategy forms the basis of both the Consultation Report on Homelessness and this Section of the LHS.

4.8 The Council's Ad Hoc Scrutiny Panel on Homelessness held a series of meetings in 2011/12 and in February 2012 produced a report. Its recommendations appear in the text that follows. The full report is available on the Council website[5].

4.9 The Partnership has established three action-focussed work stream groups to progress the five Outcomes of the draft Homelessness Strategy and the recommendations of the Scrutiny Panel. Each work stream group has developed an action plan and individual actions, which the partners represented on the group, will progress. The three work streams are:- accessing services, preventing homelessness and sustainable solutions.

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3   Council services represented include Housing, Criminal Justice, Advice Services, Social Services, Economic Development and Community Services

4   Partners represented NHS Forth Valley, the three local RSLs, Loretto Care, the Salvation Army, Start-Up Stirling and Stirling Tenants Assembly.

5   Homelessness scrutiny report

4.10   The Scottish Social Housing Charter identifies two outcomes that have relevance to homelessness. These are to 'enable tenants to receive housing support in order to sustain their tenancy' and 'ensuring that homeless people get have access to help and advice, have good quality temporary accommodation and continuing support, if required'.

4.11   For more detailed information in relation to Homelessness, please refer to the Consultation Document for this Section which can be found at http://www.stirling.gov.uk/services/housing/local-housing-strategy

Outcome

4.12   The LHS Outcome for Homelessness is:-
Homelessness is minimised and those that are homeless or threatened with homelessness are treated with dignity and are actively involved in resolving their housing problems.

Key Issues

4.13   Since Stirling launched its first homelessness strategy, there have been many significant developments; a description of which is available in the Homelessness Consultation Report. The further development of the LHS's strategy in relation to homelessness needs to take account of a number of key issues, which include the following.

4.14   Abolition of the priority need test : meeting the 2012 target : The Homelessness Etc (Scotland) Act 2003 requires that all homeless households assessed as unintentionally homeless are provided with settled accommodation from 31 December 2012. This has implications for the number of homeless households that the Council has a duty to house and for the availability, within a reasonable timescale, of houses to meet their needs.

4.15   Preventing homelessness : The Scottish Government promotes homelessness prevention as a means of not only allowing Councils to meet the 2012 target but also achieving better results by preventing housing crises and looking at the best solution to a range of issues that may result a household losing their home. The Housing Options approach is a key component of this; it involves a customer receiving advice on a range of tenures and linking into services that may affect their housing situation, such as employment.

4.16   The Council has seven Casework/Housing Options Officers who assess immediate needs under the homelessness legislation and provide Housing Options advice. The customer has a single point of contact throughout.

4.17   Homelessness Hubs[6] : Scottish Government has set up five Homelessness Hubs to promote a housing options approach to homelessness prevention. Stirling Council is a Member of the West of Scotland Homelessness Hub, which also covers East Dunbartonshire, East Renfrewshire, Glasgow City, North Lanarkshire, Renfrewshire, South Lanarkshire, Stirling and West Dunbartonshire. The main focus of the hubs is for partners to focus on the prevention of homelessness through a combination of sharing best practice, joint training and commissioning joint research.

4.18   Welfare reform : The UK government is reforming significantly the welfare benefits system. Entitlement to benefits has changed and will continue to change. This includes housing benefit, local housing allowance and incapacity benefits. Research has shown that the changes will have a detrimental impact on the housing circumstances of a number of existing claimants in Stirling and will limit the available options.

4.19   UK economy and public spending : The downturn in the global economy and restrictions in public spending will continue to have an impact on the ability of some households to maintain

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6   http://www.scotland.gov.uk/Topics/Built-Environment/Housing/homeless/HomelessnessPrevention/hubs

a home. Section 11 referrals happen when a household in non-council accommodation faces eviction or repossession. They have increased markedly since 2010.

4.20 **Provision of support** : An analysis of homeless households in bed and breakfast showed that 90% had at least one support need that if not met, may impact on the sustainability of a future tenancy. A minority have complex needs, which it may be necessary to address through a route other than a permanent tenancy.

4.21 **Provision of temporary accommodation** : The Council has a statutory duty to provide temporary accommodation to homeless households where required. The Council currently provides temporary accommodation through properties taken from mainstream Council and RSL stock, private sector leasing, hostels and bed and breakfast (B&B). An adequate supply of the right type of accommodation in the right areas, and the minimal use of B&B, is required to ensure that customers are ready to move on to a more permanent solution.

4.22 **Rural homelessness** : Stirling has a significant rural area. Research has found that whilst the reasons for homelessness were broadly similar between rural and urban areas, those in rural areas were less likely to approach the Council for assistance.

4.23 **Youth homelessness** : A significant minority of those presenting as homeless are under 25. Analysis of local data shows that the majority present following a non violent dispute in the family home that precipitates a housing crisis. For many of these young people, a long stay in temporary accommodation followed by a tenancy for which they might be ill-prepared is not necessarily the best result and other options need to be available.

4.24 **Health** : There has long been recognition of the link between health and homelessness and that deterioration in health is a cause and symptom of housing need. Health services do not always meet the needs of homeless people. An essential component of successful resettlement is working to meet an applicant's health needs in full, and continuing to meet them once the applicant has secured permanent accommodation.

4.25 **Advice and information** : Under the Housing (Scotland) Act 2001, local authorities have a duty to provide free and accessible housing advice and assistance. As well as housing advice, homeless customers are likely also to need access to advice and assistance in relation to welfare benefits, money advice, employment, training and health. To ensure accessibility there needs to be a range of delivery methods and locations.

4.26 **Role of the private rented sector** : The private rented sector in Stirling provides 14% of the housing stock. It is a vital source of accommodation, particularly for those with difficulty accessing social rented housing or owner occupation. There are concerns that some private landlords are reluctant to consider people who are homeless or on welfare benefits.

4.27 **Joint working** : The Ad Hoc Scrutiny Panel on Homelessness recommended that there should be a 'review of the current joint working arrangements between Housing and Social Care with a view to developing a more customer focused approach across both services'. The Panel also recommended a 'review of the joint working arrangements with partners.

4.28 **Service user engagement**: The Ad Hoc Scrutiny Panel on Homelessness recommended the development of 'an approach to wider service user engagement that builds on the "hear my voice" approach in respect of looked after young people and put in place arrangements to gather service user views on a regular basis. The Panel also recommended the use of the principles of this exercise for all groups'.

A Profile of Homelessness in Stirling

4.29   Between 1996/97 and 2009/10, homelessness presentations in Stirling were from 800 to 1,000 a year. In 2010/11, however, the total fell to 700 and in 2011/12 to 460.

4.30   The number of homeless households assessed as being in priority need has increased gradually since Scottish Government set its 2012 target. As part of its response to the 2012 target, Stirling Council abolished the priority need test in February 2011 and now any unintentionally homeless household is entitled to the provision of 'settled accommodation'.

4.31   Of the households who presented as homeless in 2009/10, the Council assessed 617 as unintentionally homeless and of these 88% were in priority need. In 2010/11, 473 were unintentionally homeless of which 95% were in priority need. In 2011/12, the Council assessed 100% of the 392 unintentionally homeless households as priority homeless.

4.32   The types of households that present as homeless are generally single people. Roughly, 70% of applicants are single and of those, around two thirds are single men. The next largest group of applicants is lone parent households, the majority of whom have a female head. Before presenting as homeless, the majority of applicants had lived with their family, their friends or a partner. The main reason for presentation was 'being asked to leave by family or friends'. The second most common reason for homelessness was 'domestic violence'.

4.33   Due to changing homelessness legislation and a lack of appropriate accommodation[7], the number of households in temporary accommodation increased from less than 100 ten years ago to a peak of 300 in 2010. By March 2012, the Council had reduced the total to 210.

4.34   The profile of homeless households in Stirling is reasonably typical of the national picture. The majority of applicants are single, were previously living with family or friends who asked them to leave the accommodation. The development of the LHS in relation to homelessness needs to take account of this profile.

Homelessness Prevention

4.35   The Council and the Homelessness Partnership are working to prevent homelessness from occurring in the first place and they prioritise early intervention and where possible, ensure that a housing crisis does not arise. There are a number of measures proposed that would assist the prevention of homelessness, including the following.

4.36   There is a need for better publicity about the availability of housing information and advice and other assistance, such as money advice. Many people do not approach homelessness services until they have reached crisis point. This is because there seems to be a perception that the services offered are for homeless people only.

4.37   Local customer research has found some dissatisfaction with Springkerse House as the primary location for the delivery of homelessness services. Concerns relate to its out-of-town-centre location and the stigma attached to the property locally. Delivery of services from a more accessible location, less linked to homelessness, may encourage people to seek help earlier. On this issue, the Ad Hoc Scrutiny Panel recommended a 'review of the configuration of the Housing Service as a whole with a view to providing a more accessible and better quality "front door" than that available at Springkerse House'.

4.38   The experiences of customers are a vital component in developing services. The Council should undertake more customer research and to use this work to develop approaches to prevention. To reinforce this, the Ad Hoc Scrutiny Panel recommended the development of 'an approach to wider service user engagement'.

7   The Council has no households in unsuitable accommodation, as defined by the Unsuitable Accommodation Order

4.39   Analysis of homeless cases shows that many customers have a history of offending and custodial sentences that often lead to homelessness. When in post the Council's prison outreach worker developed effective links with prisons in Forth Valley and Barlinnie. It would be valuable to extend this to other establishments where offenders from Stirling serve their sentences.

4.40   Young people in dispute with their family also comprise a significant proportion of those presenting as homeless. Mediation is a useful tool in alleviating the immediate crisis. It would be valuable to explore the development of a young persons' mediation service.

4.41   There is increasing recognition that local authorities and their partners need to address homelessness corporately. The Council should review its corporate approach to ensure that there is a shared understanding of homelessness and its triggers, that there is an identification of training needs and that information sharing protocols are in place.

4.42   Many agencies in the Stirling area assist customers faced with a housing crisis. Each has developed its own knowledge base and expertises. The Partnership should consider setting up a practice network - an effective method of sharing information and good practice.

Ensuring Services are Accessible

4.43   The Council and the Homelessness Partnership are working to enable customers to seek information, advice and support easily and to get appropriate help in a crisis.

4.44   Those who are homeless in rural areas are less likely to seek assistance. On this issue, the Scrutiny Panel recommended the development of 'a specific service development strategy and delivery framework to address rural homelessness'.

4.45   There is recognition that high quality, accessible services allow customers to get help and before they reach a crisis point. People also access services in different ways and mechanisms need to be in place to ensure they can do this. The Council should review the way in which people with particular needs access services.

4.46   The Council should investigate the development of on-online Housing Options guide. Some local authorities have developed such a site, which they can update easily.

4.47   The Council currently delivers housing advice mainly from the homelessness hostel at Springkerse House. Some housing advice and signposting is also available at the one stop shop in the city centre. The Council should review these arrangements and consider relocating all housing advice to an accessible, central site with links to the one stop shop.

4.48   Because some customers access services in more than one Council area, the Council needs to consider how homelessness services across Forth Valley might be better coordinated. The Ad Hoc Scrutiny Panel is also of the view that 'in developing specialist services the Council should investigate working jointly with Clackmannanshire and Falkirk Councils where this would assist in meeting the needs of the most vulnerable clients'.

4.49   Some customers, particularly those with complex needs, can have difficulties accessing and engaging with services. The Council needs to explore ways of improving the way in which it helps customers.

4.50   Many agencies deliver advice to people who are homeless or threatened with homelessness. It would be useful to develop a clearer picture of how these services operate and what they provide. This would identify gaps, duplication and opportunities for joint work.

4.51   Recent research into advice and information services in Stirling found that there was limited access in rural areas, a need for housing advice at Homepoint Type III, a need for additional debt advice capacity and improved advice for those at risk of homelessness. The Partnership should consider these findings in planning future delivery of housing advice.

4.52   The Homelessness Partnership funds projects including those run by Women's Aid and the Salvation Army. The Partnership needs to keep this funding under review.

Housing Options

4.53   The Council and the Homelessness Partnership are working to ensure the provision of comprehensive, person-centred Housing Options advice that allows customers to make planned and informed decisions about where they live.

4.54   Housing Options advice tailored to the needs of the individual plays an important role in achieving positive and sustainable results for customers. Advisors are well-informed on the current housing situation across all tenures and are fully-trained in relevant legislation. They are also aware of the life circumstances that can affect an individual's housing situation and can help the customer plan appropriately.

4.55   Additional training may be required. All housing staff should have the capacity and skills to deliver Housing Options advice, which may require the carrying out of a training needs analysis of all staff to assess levels of knowledge. The provision of comprehensive, up to date resources is also required to provide an effective Housing Options service.

4.56   It is important to consider examples of good practice when developing the service and seeking service improvements. Both Scottish Government and Scottish Housing Regulator promote the dissemination of good practice. Other sources of good practice include online communities and networks operated by SHBVN and Scottish Council for Single Homeless.

4.57   The Rent Deposit Guarantee Scheme operated by the Cowane's Trust provides access to private sector housing for those who do not have the funds for a deposit. The Partnership should review the scheme to ensure that it meets current priorities and good practice.

4.58   Local RSLs have a role to play in delivering Housing Options advice, which may assist in preventing homelessness amongst their own tenants.

4.59   The Partnership should work with Stirling's Private Rented Sector Forum, in order to improve relationships and to promote a landlord accreditation scheme, which would assist in identifying poor landlords.

4.60   The Scottish Homelessness Employability Network promotes employability as a sustainable route out of homelessness. The enhanced Housing Options approach assists with employment, training and financial advice as well as housing. The Partnership should investigate improving links to the Council's Employability Service and Job Centre Plus.

Temporary Accommodation

4.61   The Council and the Homelessness Partnership are working to ensure that appropriate temporary accommodation is available when required, and allows customers to prepare for settled and sustainable housing.

4.62   Customers may need to stay in temporary accommodation while they wait for a more permanent solution to their housing needs. Temporary accommodation tends to be of high quality, is suitable for the support needs of the customer and prepares them for more settled accommodation. On occasions, the Council has to use B&B accommodation.

4.63   One of the Council's aims is to end the routine use of B&B. The Council has already made great progress by reducing the number of people routinely in B&B from over 100 in 2010 to less than 20 in 2012.

4.64   Analysis of customers placed in B&B shows that the majority require some form of support. Delivering support constructively whilst a customer is in B&B is not easy and therefore the Council will need to develop a procedure that ensures the delivery of support. Seeking the views of customers with support needs who have been in B&B would be useful.

4.65   The supply and variety of temporary accommodation should seek to meet the profile of those who need to access it, including factors such as household size and support needs. The Council will need to consider the provision of further units of accommodation or a reconfiguration of existing supply to ensure that the accommodation meets the needs. Collaboration with partners may assist the process of providing the most effective form of support and specialist agencies may be able to provide advice on the design.

4.66   Some customers require intensive support before they are ready for a permanent tenancy. The Council and RSLs should consider the provision of interim, supported accommodation. The Scrutiny Panel recommended the development of 'a wider range of interim support and accommodation including additional specialist hostel provision and improved support to meet the needs of the most vulnerable and reduce levels of repeat homelessness'.

4.67   The majority of young people who approach the Council for assistance present following a dispute with family or friends. The Council initially places many young people in B&B. This is often unsuitable and creates administrative problems if the young person spends occasional nights in the family home. The Council should consider providing a flexible, short-term accommodation facility for young people linked to a mediation scheme. In a similar vein, the Scrutiny Panel recommended the development of 'plans to replace the Bridge with a purpose built hostel and an range of appropriate interim and move on accommodation more suited to the needs of young homeless people'.

4.68   Efforts to achieve the planned Outcomes for prevention and Housing Options should have an impact on the number of people requiring temporary accommodation. The Partnership should monitor the impact and where necessary seek adjustment to the types of provision.

Sustainable Solutions to Housing Need

4.69   The Council and the Homelessness Partnership seek to ensure the provision of sustainable solutions to housing needs that make homelessness an isolated occurrence, not a way of life.

4.70   The intention is to find permanent solutions to housing needs and as far as possible meet customers' preferences. All relevant support should be in place to provide the customer with the best chance of succeeding in their tenancy.

4.71   Resettlement support is important to new tenants. The current level of support provided to homeless customers is time limited and can expire whilst still in temporary accommodation. The Council and its partners will need to review arrangements for supporting new tenants.

4.72   It will be important to continue support for the Salvation Army furniture-recycling project as an initiative, which supports sustainable tenancies and a route into volunteering for homeless customers.

4.73   The voluntary sector will have a key role to play, particularly with regard to supporting tenancies and providing services that increase personal wellbeing. It would be valuable for the Council and its partners to map the services provided by the voluntary sector in Stirling and the wider Forth Valley area in order to identify any duplication or gaps in provision.

4.74   Section 32A of the Homelessness Etc (Scotland) Act 2003 allows local authorities to discharge homeless duty through housing a customer in the private sector under certain circumstances. The Council and its partners should develop a procedure to make best use of this legislation and to liaise with private sector landlords to ensure that the procedure operates in accordance with Scottish Government guidance.

4.75   The Council and its partners should counsel customers to ensure that their housing choices are sustainable and take into account support needs and social networks. This can also apply to negative as well as positive social influences. For customers who are awaiting offers of permanent accommodation, the customer and their caseworker should regularly review the customer's choices in order to meet any changes in circumstances.

Outcome and Key Actions

Outcome 4 : Homelessness - Homelessness is minimised and those that are homeless or threatened with homelessness are treated with dignity and are actively involved in resolving their housing problems

Key Actions

The Council and its partners will:-

4.1   Continue to meet Scottish Government's 2012 target

4.2   Work together to prevent homelessness from occurring in the first place

4.3   Ensure that services are accessible to all

4.4   Enable customers to seek information, advice and support easily and to get appropriate help in a crisis.

4.5   Ensure the provision of comprehensive, person-centred Housing Options advice that allows customers to make planned and informed decisions about where they live.

4.6   Ensure that appropriate temporary accommodation is available when required, and allows customers to prepare for settled and sustainable housing.

4.7   Ensure the provision of sustainable solutions to housing need that make homelessness an isolated occurrence, not a way of life.

5. Particular Housing Needs

Introduction

5.1 This Section of the LHS discusses trends in the need for care, support and accommodation of those with particular housing needs. It describes the shift in the balance of care and looks at the needs of specific groups identified in the Housing Need & Demand Analysis including:-

- People who are older, have physical disabilities, learning disabilities or poor mental health

- People who misuse drugs & alcohol or are subject to domestic violence

- Vulnerable young people, students, people from BME communities, gypsy & show travellers.

5.2 Scottish Government's National Performance Framework seeks to tackle inequality and to increase the percentage of older people who are cared for at home.

5.3 In relation to particular housing needs, Stirling's Single Outcome Agreement identifies 'the need for improved care and support for those in need', 'improved life chances for Stirling's children, young people and families at risk', 'an increase in the percentage of people aged 65+ with high & long term care needs, cared for at home' and 'making Stirling a place with safe, strong and resilient communities'.

5.4 Through its report Serving Stirling 2012, the Council

- Being a good corporate parent

- Improving care for our vulnerable people at home

- Develop advice services that are fit to support people through the current round of welfare changes by establishing an integrated service with voluntary sector leadership

5.5 The Scottish Social Housing Charter stresses the importance of equalities, the recognition of every customer's needs and fair access to housing and housing services. The Charter also indicates that Gypsy Traveller sites should be well maintained and managed.

5.6 Housing and Social Services staff and, where appropriate, staff from NHS Forth Valley work together in several forums in order to plan strategy and services. These include the Housing & Social Services Strategy Group, the Strategic Housing Forum and the Youth Housing Liaison Group.

5.7 Consultation meetings have been held with a range of representative organisations including Stirling's Older People's Reference Group, Stirling's Multi Cultural Partnership, Youth Voices & Members of Scottish Youth Parliament, Stirling's Third Sector Providers Group and Community Planning Area Forums. Although successful meetings have taken place, there is scope to improve the quality and regularity of communications with representative bodies.

5.8 For more detailed information in relation to Particular Housing Needs, please refer to the Consultation Document for this Section which can be found at http://www.stirling.gov.uk/services/housing/local-housing-strategy

Outcome

5.9   The LHS Outcome for Particular Housing Needs is:-

Older people and those with particular housing needs are able to live as independently as possible in their own home.

Key Issues

5.10   Some of the key issues for the next five years are:-

1. The need to plan for the projected dramatic growth in the number of older people and the increasing number of people with learning disabilities wishing to live independently
2. The shift in the balance of care away from acute and residential services to reablement and care at home assisted by adaptations, care and repair, telecare and telehealth
3. The continuing need to assist young people leaving care with accommodation & support
4. Individual homes in the community are now preferred to grouped accommodation (apart from for learning disabilities)
5. The importance of joint working and planning across services.

Shifting the Balance of Care [8]

5.11   Increasingly the focus of the Government, the Council and its partners is on shifting the balance of care away from solutions which involve care in a hospital or a care home and towards getting people 'back on their feet' and back into their own homes as quickly as possible. This will be achieved through the use of anticipatory care and intermediate care including reablement and telecare. Particularly important in this context is the Change Fund, which can assist fundamental change in the delivery of services.

5.12   Given the health inequalities in the Council area, a key focus is increasing the rate of health improvement in deprived communities. There is also a constant focus on the need to provide accessible services in Stirling Rural sub area and the National Park.

5.13   Intermediate Care is a service provided in the short term (usually about 6 weeks) in a residential setting or at home (reablement) for people who need rehabilitation or recuperation. Its aims are to prevent unnecessary admission to hospital, facilitate early hospital discharge and prevent premature admission to residential care. Telecare in its basic form is the MECS alarm call system. More sophisticated Telecare involves the remote delivery of care services within the home, by telecommunications or computerised services. At present, 1,757 clients have MECS and 124 have enhanced Telecare.

5.14   While not a significant problem in Stirling, the Housing Service plans to examine whether it can assist in improving performance in relation to delayed discharges from hospital and care. This can happen when a person has no home, their home is not appropriate to meet their needs or their support package is not in place.

5.15   Housing support : Housing support has a pivotal role to play in the shift in the balance of care, enabling people to avoid homelessness and to manage their tenancies independently. For those who do become homeless it can assist the transition through temporary accommodation into a permanent tenancy, maximising incomes, addressing issues of debt and stabilising the tenancy.

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8   The LHS Particular Housing Needs Consultation Report provides a description of the key approaches to care and support including Residential Intermediate Care, Reablement and Telecare/ Telehealth.

Housing support also contributes to the wider agenda of enablement for people with community care needs by providing services, which promote independence. Housing support links into the prevention work undertaken through the Housing Options approach which aims to assist people to identify the best housing option and to signpost them appropriately within the Council or to partners.

5.16 Homelessness accommodation officers and housing officers routinely provide varying levels of housing support as part of their wider job remit. Housing support funding totalling £1.000m a year is available to the Council's resettlement support service, the Bridge Project and Stirling Women's Aid.

5.17 In 2011 Scottish Government decided that Councils should provide housing support to any homeless person assessed as being in need of it and should extend housing support to 'those that live with a housing applicant'. These two measures could mean a big increase in the number of people qualifying for housing support and the staff time devoted to it.

5.18 Other key issues : Issues that underpin work on particular housing needs include the following:-

- There are around 150 children & young people with disabilities. Of these around 130 would need support to live independently

- There needs to be greater recognition of the needs of the families of children with particular needs

- The need to keep improving Housing Options advice and information

- In rural areas, particular needs can present differently & need to be tackled different**l**y

- Some vulnerable groups that have particular needs also face homelessness

- Housing and support solutions need to be sustainable and minimise the need to travel

- There is a need for research into the role of the private rented sector in meeting the accommodation needs of people with particular needs.

Older people

5.19 While the population is increasing steadily, the 65+ age group is increasing at a much faster rate. Whilst Stirling's total population is likely to increase by 5.8% to 2030, the number of people aged 65 + will increase by 51% and those 85+ by 120%. Not all older people require special accommodation and/or support services, however.

5.20 It is estimated that the number of older people with a moderate to severe disability, dementia or a learning disability will increase by 30% to 2020 - from 4,649 to 5,340. Although prevalence rates for dementia stay constant, the number of people with dementia is increasing due to the increasing number of older people, particularly the very elderly.

5.21 A further problem faced by older people, particularly those in rural areas, is that they are more likely to suffer from fuel poverty (discussed further in Section 2 of the LHS).

5.22 In 2011, Stirling Council approved a strategy for 'Reshaping Older People's Care'. The strategy describes how the Council was one of the first in Scotland to design and deliver a successful reablement service to older people. Rather than staff assisting clients by doing things for them,

reablement focuses on staff assisting clients to be able to do things for themselves in their own homes, with reduced reliance on formal care services.

5.23 In 2010 and 2011, the balance of care in Stirling has risen from 18% to 33.6% ie an increasing proportion of people are receiving support at home rather than going into long-term care. The use of care home beds will level out with the increasingly aged population and the increasing number of people with dementia.

5.24 Within the Stirling Council area, the existing accommodation for older people is:-

- 18 residential care and nursing homes, which provide 608 places

- 770 places in houses, which are suitable to the needs of older people including sheltered housing and amenity older persons' houses.

5.25 In developing the LHS, consultation has taken place with Stirling's Older People's Reference Group, the 3rd Sector Providers Group and Stirling's Multi Cultural Partnership. In discussion a number of issues have become clearer.

- Many older people prefer a house with a spare bedroom (this has been made more difficult to achieve, however, due to recent changes in welfare benefits)

- Rooms need to be larger for the equipment that may be needed for independent living.

5.26 The Council has recently amended its housing allocations policy to give greater recognition to the importance of enabling people to move to a smaller house. Under-occupation points have increased from 10 points per unused room to between 70 and 125 points, depending on the number of unused rooms. In light of the welfare reforms, further changes in policy may be considered.

5.27 New house building: While previous Strategies have identified the need for specific numbers of new houses for older people, today all new homes should meet the needs of people with particular housing needs. The Council and RSLs now build houses that meet 'varying needs' standards which enable the house to meet people's needs as they move through the stages of life.

5.28 Increasingly new houses in all sectors should also meet the needs of those with dementia. There also remains a need for homes, which meet the needs of people in wheelchairs.

5.29 In the private sector the concept of 'lifetime homes' has been introduced so that any house built under the 2010 Building Regulations (and later) will have to be 'reasonably suitable for people with mobility difficulties', ensuring the improved suitability of private sector homes.

5.30 Through the LDP, the Council seeks to promote sites that are suitable to older people and people with disabilities and to encourage the construction of smaller, lower priced homes which are more appropriate to older people and more accessible to people on 'low and modest incomes'. The construction of private retirement housing is also encouraged. The Council is working with a housebuilder on a pilot project to demonstrate how the private sector might better meet the needs of older people, particularly those with dementia.

5.31 The Council's own new build programme now tends to focus on the construction of bungalows, suited to the needs of older people and disabled people. The Council has secured funding to

build 36 bungalows in 6 settlements across the Council area. The Council also has a policy of acquiring a limited number of properties that meet the needs of older people and households with a disability; to date, the Council has acquired 15 properties.

5.32   Given the shift in the balance of care, the Council's general approach is not to support an increase in the number of residential care homes for older people. The Council's Local Development Plan says that 'public and private nursing / residential care home accommodation will only be supported where it meets locally generated demand and is consistent with the Council's approach to reshaping older peoples' care'.

5.33   **Housing adaptations** : The Council and its partners work together on adaptations through the Strategic Housing Forum & the OT Housing Group and undertake adaptations in several ways:-

- The Council's general services account funds adaptations to private homes; the budget is £400k and achieves 100 to 120 adaptations a year
- The Council's Housing Revenue Account funds adaptations to Council homes; the budget is £700k and achieves 140 adaptations a year
- Social Services' equipment budget, of around £90k a year funds around 80 adaptations
- In recent years, the three local RSLs have received funding from Scottish Government, which has typically enabled them to undertake 50 adaptations a year. For the last two years, this funding has been in doubt. The picture will remain unclear until Scottish Government's Adaptations Group has reported on the future funding of adaptations.

5.34   There is a need for an integrated and well funded approach to securing adaptations, involving Housing, RSLs, Social Services and Occupation Therapists.

5.35   **Existing initiatives include:-**

- The Care & Repair service, which enables people to stay in their own homes [9]
- A garden maintenance scheme which benefits older people and people with disabilities
- Housing staff and Occupational Therapists (OTs) from the Council/NHS meet regularly in order to improve processes relating to the provision of equipment & adaptations
- RSVP's Handy Persons Project which does small jobs mainly in the urban areas such as assembling flat packs, putting up shelves and checking batteries in smoke alarms

5.36   **Possible future initiatives include:-**

- Further developing the garden maintenance scheme
- The development of a database of adapted houses which would help to improve the Council's ability to match adapted houses to people that need them
- The possible employment of an OT to undertake medical priority assessments and to speed up assessments for aids and adaptations
- A slips, trips & falls project to assist older home owners and private tenants eg lowering door thresholds, regrading footpaths and securing loose flooring & cables
- A review of existing services to ensure that they tie in with work on trips and falls
- The provision of assistance to older/disabled people who wish to move house.

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9   Each year around 500 people over 60 receive a service from Care & Repair. The spending limit recently increased from £500 to £1,000. It is planned that access to the service will be means-tested.

People with Physical Disabilities

NB Many of the issues and initiatives described above in relation to Older People are also relevant to younger people with physical disabilities.

5.37 Research suggests that there will be a 70% increase in the numbers of physically disabled people (from 5,400 in 2010 to 9,200 in 2030). The increase is almost exclusively due to the increasing number of older people, particularly those over 85.

5.38 The Council and its partners meet the accommodation needs of people with physical disabilities in a number of ways. These include the provision of a limited amount of specialist grouped accommodation, individual houses built to meet specific needs, social rented houses built to varying needs standards, lifetime homes built by private developers and by means of adaptations to existing homes.

5.39 Two Blackwood developments between them provide 54 units, which meet a range of accommodation and support needs of those with physical and other disabilities. In addition, the Council and RSLs provide around 70 homes, which meet the needs of people with a physical disability ie a wheelchair user or someone who is ambulant disabled.

5.40 Consultation with disability groups has identified a range of needs including the need for in-curtilage parking, recognition of the needs of households with a live-in carer and those with children who have disabilities, and a need for larger rooms to ensure space for hoists and other equipment.

5.41 Wherever possible, the Council and the local RSLs will continue to include wheelchair accommodation in new build schemes and will consider one-off new build projects where they can meet the very specific needs of particular households. No further grouped accommodation is planned at present.

People with Learning Disabilities

5.42 Estimates suggest that around 1,800 people in the Council area have a mild or moderate learning disability, 350 have a profound or multiple disability and 800 have an autism spectrum disorder (ASD). Due to increasing survival rates of premature babies and increasing life expectancy, the Council and its partners expect an increase of 1% a year on top of expected population change.

5.43 The Council provides services to 445 adults with learning disabilities of which 50 have an autism spectrum disorder (ASD). Meeting the needs of people with ASD will be an increasing priority for the Council over the next 5 years.

5.44 211 people with learning disabilities are in mainstream accommodation, 131 are in supported accommodation and 60 in a registered adult care home. The Council's newly completed Torbrex Road development provides 6 homes to people with learning disabilities and a staff hub. A further 13 units (plus a staff hub) are being provided by Forth HA in Raploch. It will be valuable to evaluate the developments at Torbrex & Raploch.

5.45 There are 42 Council or RSL properties used for supported living, which provide homes for 61 people. Three Care Homes in Stirling accommodate up to 58 people with learning disabilities, of which only 4 are from the Stirling Council area.

5.46 With the use of specifically commissioned care provision and the use of assistive technology, the Council plans to increase the number of people with learning disabilities living at home, including in satellite tenancies supported from a staff base. The Council has estimated that there are just 8 adults requiring specialist accommodation. As a result, there are no plans for further specialist developments.

People with poor mental health or ARBD and people who misuse drugs & alcohol

5.47   The LHS considers together the needs of people with poor mental health or ARBD and people who misuse drugs & alcohol. This is because the Council's Housing Service often comes into contact clients from these groups when they seek accommodation, sometimes after a period of homelessness. Some can prove difficult to house in appropriate accommodation and can present challenging behaviour. Sometimes the support required is not available or is unsustainable.

5.48   The Ad Hoc Scrutiny Panel on Homelessness recommended that Housing and Social Services 'should work together to review and improve joint working with the Health Service particularly in respect of those with mental health issues'. Thanks to the various working groups, the two services are addressing the need for joint working.

5.49   There is a clear need to ensure that allocation policies and medical priority procedures do everything possible to assist people in these groups and that floating support services are available to develop the skills, which will sustain tenancies. The Council is committed to improving policies and procedures and the quality of the accommodation and support available (including interim accommodation).

5.50   In recommending the development of 'a wider range of interim support and accommodation including additional specialist hostel provision and improved support to meet the needs of the most vulnerable', the Scrutiny Panel was thinking specifically of those with mental health, alcohol and drugs problems and chaotic clients.

5.51   People with poor mental health : An estimated 700 people in Stirling have a diagnosis of bi polar, schizophrenia and psychosis and 5,000 have a diagnosis of depression. Research suggests that the number of people with mental health issues and dementia will increase.

5.52   The majority of people with poor mental health will not need specialist housing, however, as they will be able to cope in their own home with care and support where required.

5.53   At present, there is specialist accommodation for 35 people across the Council area, all in Stirling Core. Social Services recognise that they need to do more work to establish whether further specialist accommodation is required. It would be valuable to evaluate the accommodation for people with poor mental health at St Ninians.

5.54   At a recent stakeholder event, service users identified key issues including the need for a more robust referral and application process and concern that the Council can offer B&B accommodation to vulnerable people with poor mental health after a long stay in hospital or a tenancy breakdown.

5.55   ARBD : An estimated 60 people have Alcohol Related Brain Damage (ARBD) and this figure is likely to increase dramatically. Research suggests that there is a need for a nine-bedded rehabilitation facility for people with ARBD in Forth Valley.

5.56   People who misuse drugs & alcohol : The misuse drugs & alcohol are major and growing problems which can lead to insecurity of housing and homelessness, both of which can limit the effectiveness of treatment.

- 184 new individuals presented for drug treatment; 20% were in homeless accommodation

- 517 hospital discharges with an alcohol diagnosis took place.

5.57   The Housing Service works closely with the Stirling Alcohol & Drug Partnership (SADP) whose role is to address issues relating to substance misuse and the harm that it causes. Through Signpost Recovery, a full range of treatments is available.

People subject to Domestic Violence

5.58   Domestic abuse continues to be a major problem with over 3,400 reported incidents in 2009/10 in Forth Valley, of which 938 led to reports *to the procurator fiscal.* In 2010-11, 310 women approached Women's Aid seeking advice & support; this compares to an average of 413 over the previous ten years.

5.59   It is the Council's homelessness service and Women's Aid that tends to respond to the accommodation and support needs of victims of domestic abuse.

- The number of homelessness applications relating to disputes within households remained steady in the four years prior to 2010/11 at 250 a year, more than a quarter of all homelessness applications. In 2010/11, there was a significant fall to 180, reflecting the overall fall in homelessness presentations

- Women's Aid has reported a declining trend in requests for refuge space from 274 in 2006/07 to 131 in 2009-10. However there does remain a huge demand for refuge spaces

- Women's Aid also provides outreach support through a drop in service and phone line.

5.60   Stirling has just one refuge, which can accommodate 7 women and their children. Scottish Government research suggests that an additional 5 places are required.

Vulnerable young people

5.61   There is a Council-wide strategy group to oversee the Council's corporate parenting strategy. At an operational level, the Young Persons Housing Liaison Group ensures the implementation of the Council's protocol on 'looked after children & housing'.

5.62   The Council's throughcare team works with 80 young people. The Council provides accommodation in residential units at Brucefield and Glasgow Road and in the homes of foster carers. A number of young people are in residential schools outwith the Council area.

5.63   The Bridge project provides accommodation for 11 vulnerable young people (not just looked after) and outreach support to 50. It receives housing support funding from the Council of £500k a year. Barnados has a throughcare project working with a group of young people.

5.64   The Council and its partners seek to maximise young people's chances of finding a stable, sustainable solution to their accommodation and support needs. This is not easy when expectations can be unrealistic and life skills under developed. A council house at the age of 16 is rarely a good response to a young person's accommodation needs. The Council's housing

allocation system, however, does give high priority to existing and former care leavers. During 2011, the Council provided tenancies to 7 young people who came through the 'looked after young people protocol'.

5.65   Housing and Social Services held a number of meetings in 2012 in order to improve outcomes for young care leavers. The key issues arising from these meetings and the 'Hear My Voice' event are:-

- Good communications, a speedy response and flexibility from Housing & Social Services

- A review of the 'looked after young people protocol'

- Ensuring that young and former care leavers up to the age of 24 are not taken through the homeless route or required to us stay in homeless accommodation, including B&Bs

- Encouraging young people to stay in supported accommodation after their 16th birthday

- An increase in the number of foster carers and the number of supported lodgings

- A small supported unit for young people to assist transition to independent living

- Better skills development and pathways planning, particularly in residential schools.

Students

5.66   The University accommodates 1,965 students on-campus and 840 off campus (including accommodation for people with disabilities). In 2012, work started on a project involving the demolition of some older residences and their replacement with new accommodation.

5.67   Almost 9,000 students live either at home or in non-university accommodation, mainly in the private rented sector. The impact of the student population on the private rented sector in Stirling is significant. To assist students find accommodation in the private rented sector, in 2012 the Students Union launched a Student Housing Guide. With support from the Council, the Union also set up Stirling Digs – a website where local landlords can advertise.

Black & minority ethnic communities

5.68   A study of black and ethnic minority groups (BME) in Stirling highlighted a lack of awareness of the processes in the Council/RSL sector and that there is under representation by BME groups amongst social housing applicants and tenants. The study found that recording systems needed to provide information that is more robust. The study also identified concerns about access to affordable housing for younger people, the accommodation needs of the ageing BME population, overcrowding and the need for larger houses.

5.69   Although there have been discussions with Stirling's Multi Cultural Partnership, the Council needs to develop its working relationship with BME groups in relation to housing issues.

5.70   During the LHS consultation, the Multi Cultural Partnership proposed working with the Council to undertake research in relation to the housing needs of BME groups.

Gypsy Travellers and Showpeople

5.71 The permanent gypsy traveller site at Bridgend in Stirling has 18 pitches. At any one time, occupation levels tend to be around 50%. The site acts both as a permanent site and as a transit site. Each pitch has its own amenity block and there is a communal room. The Council upgraded the site recently with funding from Scottish Government.

5.72 Because the site usually has empty pitches, the Council does not anticipate that there will be a need to increase provision in the near future. One gypsy traveller family has established a separate permanent caravan site on land in their ownership.

5.73 Unauthorised encampments tend not to be a major problem. When they do occur, the gypsy traveller liaison officer, working closely with the local Community Police, will manage the situation according to Council policy, providing advice, information & assistance.

5.74 It is rare for a household from the site to apply to the Council for settled accommodation. When this does occur, the Council provides support in order to smooth the transition.

5.75 The Council has a Gypsy Traveller Working Group that meets twice a year to review services and provide strategic direction. Members of the group include Housing, Education and Social Services, the Police, the Health Board and Clackmannanshire Council.

5.76 Showpeople in Stirling live in 16 chalets & caravans on a permanent site that they own. Although the population is older, there appear to be no housing or support issues to address.

Outcome and Key Actions

Outcome 5 : Particular housing needs - Older people and those with particular housing needs are able to live as independently as possible in their own home.

Key Actions

The Council and its partners will:-

5.1 Improve the availability across all tenures of housing and support, which is appropriate to people with particular needs

5.2 Improve the range of choices and the quality of advice and information services available to people with particular needs

5.3 Ensure an integrated and well funded approach to securing adaptations

5.4 Develop initiatives to prevent trips and falls & to provide assistance when moving house

5.5 Ensure that discharges delayed due to unsuitable housing are minimised

5.6 Improve communications with bodies representing those with particular needs

5.7 Develop a project to demonstrate how the private sector could meet older persons' needs

5.8 Evaluate the developments for people with learning disabilities at Torbrex & Raploch and the accommodation for people with poor mental health at St Ninians

5.9 Seek to provide more temporary accommodation for people subject to domestic violence.

5.10 Review the Council's provision of intermediate housing for people with special needs, including the Bridge project

5.11 Improve accommodation and support services to young care leavers

Appendix 1

Jargon Busting

AHIP	Affordable Housing Investment Programme – the funding made available by Scottish Government to local Councils and Housing Associations
ARBD	Alcohol Related Brain Damage
ASD	Autism Spectrum Disorder
Balance of care	The % of people provided with care in a hospital or care home compared to the %cared for in their own home.
BME	Black & Minority Ethnic communities
LHS Consultation Reports	There are 5 Consultation Reports providing more detailed information and analysis than the LHS itself can provide
HNDA	Housing Need and Demand Assessment
Homelessness Partnership	The inter agency group that drives work on homelessness
Homes for Scotland	The National body that represents private house builders
Housing & Social Services Strategy Group	This group brings together senior and development staff from Housing & Social Services.
Housing Options	An approach to housing advice that enables customers to identify what sort of accommodation they want and are able to access in terms of supply, location and cost.
Housing Market Partnership (HMP)	The Forum in which the Council and its partners meet to discuss housing need and demand (see also SHF)
LDP	Local Development Plan
LHS	Local Housing Strategy
LHS Area Profiles	Statistical information for 29 sub areas in Stirling
Looked After & Accommodated Children	Young people in the care of the local authority
NHT	National Housing Trust
NPA	National Park Authority
OT Housing Group	The Group in which Occupational Therapists meet with Housing Colleagues
Outcomes	What we are seeking to achieve from the LHS
Private Rented Sector Forum	The Forum in which the Council and its partners meet regularly with representatives of the private rented sector

Raploch URC	Raploch Urban Regeneration Company
RSL or HA	Housing Associations are also called Registered Social Landlord
SHA	Strategic Housing Account
SHQS	Scottish Housing Quality Standard
SHBVN	Scottish Housing Best Value Network
SHIP	Strategic Housing Investment Plan
SHIP Review Group	The Group in which Council meets other housing providers
SOA	Single Outcome Agreement
Strategic Housing Forum (SHF)	The Forum in which the Council and its partners meet to discuss key housing issues (see also HMP)
Sub areas	Stirling Core, Stirling Rural and National Park
Gypsy Travellers Working Group	The Group where the Council and partners meet to review and develop services to Gypsy Travellers

Appendix 2

Monitoring the Outcomes of Stirling's Local Housing Strategy 2012

The Local Housing Strategy Performance Framework

Monitoring the Outcomes of Stirling's Local Housing Strategy 2012 (LHS)

The LHS has identified 5 high level Outcomes, one for each Section of the LHS.

- For each Outcome there are between 7 and 11 Key Actions
- For each Key Action there are a number of relevant Performance Indicators

Although each of the relevant Indicators has been allocated to one specific Key Action, it is acknowledged that an Indicator may be relevant to more than one Key Action.

Where appropriate, Outcomes and Key Actions are linked to Stirling's Single Outcome Agreement, which in November 2012 was subject to a detailed review and refresh.

Many indicators are already part of Stirling's Covalent monitoring framework, Stirling's Welfare reform Action Plan (WRAP) or are required for the Scottish Social Housing Charter.

Some of the Indicators required by Scottish Social Housing Charter are new and data has not previously been gathered. Data will be gathered in 2013, allowing targets to be set for 2014 and beyond.

A number of the Performance Indicators that are part of the Covalent monitoring framework remain 'under development'. Some of these indicators are in the ownership of other services and/ or partners agencies.

1. The Need & Demand for Housing

Outcome 1: Access and affordability

An improved supply of houses of all types and tenures that are affordable, particularly to households on low and middle incomes, and meet the needs and aspirations of households and communities across Stirling

Key Action 1.1 Explore all means of procuring affordable housing, including social rented, shared equity, mid market rents and co-operative models of house building, and increase the supply

Key Action 1.2 Provide choices in tenure types with a range from social rent to private ownership

Key Action 1.4 Meet the housing supply targets for affordable and private housing

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
No. of new affordable homes provided by type - SC area	Annual SC/SG returns	2010	355pa	2013
No. of new affordable homes provided by type - LDP area	Annual SC/SG returns	2010	328pa	2013
No. of new private homes provided by type - SC area	Annual SC/SG returns	2010	355pa	2013
No. of new private homes provided by type - LDP area	Annual SC/SG returns	2010	328pa	2013
Total number of housing completions	Annual SC	2010	304pa	2013
No. of new build housing completions	Annual SC	2010	>231	2013
No. of housing association housing completions	Annual SC	2010	Maintain	2013
No. of other conversions housing completions	Annual SC	2010	>32	2013
No. of acquisitions by Council	Annual SC	2010	No Target	2013

Key Action 1.3 Develop housing need & demand data for the National Park, as part of the Park's LDP process, in order to ensure that local people have access to houses they can afford

Sub actions:	Data Frequency / Source	Timescale
1.3.1 Work with NPA to develop housing needs data	Sasines, CHMA HNDA Refresh	2013

Key Action 1.5 Keep the affordable housing planning policy under review

Sub actions:	Data Frequency / Source	Timescale
1.5.1 Monitor achievements of affordable housing planning policy via s75	Annual, Units agreed /achieved, Types of units	2014

Key Action 1.6 Make best use of the existing stock by, for example, bringing empty houses back into use and encouraging the conversion of larger homes

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
No. of empty homes back into use with Stirling Council help	Annual SC data	2012	10	2017
Change in number of HMOs	Annual SC data	2011	No increase	2017
No. of additional homes created by sub division – Affordable	Annual SC data	2013	5 pa	2017
No. of additional homes created by sub division – Private	Annual SC data	2013	5 pa	2017
Address under occupation – Private	Annual SC data	2012	5 pa	2017
Homelessness prevention by provision of Housing Options advice	Annual SC data	2012	20 pa	2017
Sub actions:	Data Frequency / Source			Timescale
WRAP 1.1 Communication of changes to tenants affected by HB under occupancy cuts	N/A			2013
WRAP 2.1 Review of Allocation Policy – under-occupancy	N/A			2013

Key Action 1.7 Meet housing needs in a way that ensures environmental sustainability

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
% planning applications for new housing development within existing settlements	Annual SC data	2005-10	> 62%	2017

2. House Condition, Energy Efficiency & Fuel Poverty

Outcome 2: Quality and condition

Improvements in the condition and energy efficiency of the whole housing stock, and reductions in carbon emissions and fuel poverty.

Key action 2.1 Meet the Scottish Housing Quality Standard (SHQS) by 2015 and continue to meet it after 2015

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
% of stock meeting SHQS	Annual, SC	2011	100%	2015
% of properties at or above the appropriate NHER or SAP ratings	Annual SC	2011	100%	2015
% of tenants satisfied with the standard of their home when moving in	Annual SC	2012	100%	2014
% of existing tenants satisfied with the quality of their home	Annual SC	2013	TBC	2014

Sub actions:	Data Frequency / Source	Timescale
2.1.1 Partner RSLs meet SHQS	Annual, RSLs & SG	2015
2.1.2 Council continues to meet SHQS	Annual, SC & SG	2017
2.1.3 Partner RSLs continue to meet SHQS	Annual, RSLs & SG	2017

Key action 2.2 Keep the Scheme of Assistance under review and develop a Housing Renewal Areas policy

Sub actions:	Data Frequency / Source	Timescale
2.2.1 Further develop Scheme of Assistance	N/A	2013
2.2.2 Develop a Housing Renewal Areas policy	N/A	2013

Key action 2.3 Maximise the uptake of grants, which assist the improvement of energy efficiency

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
No. of Houses visited, individuals assisted with info/ advice on energy efficiency	Annual, SC & SG	2012	TBC	2017
Uptake of energy efficiency grants – homes per annum	Annual, SC & SG	2012	TBC	2017

Key action 2.4 Develop packages of financial advice and assistance of home owners wanting to repair and improve their properties

Sub actions:	Data Frequency / Source	Timescale
2.4.1 Development of financial packages for repair and improvement	Annual SC	2013
2.4.2 Monitor provision of advice & information, grants and financial packages	Annual SC	2013

Key action 2.5 Address disrepair in the private sector by working with owners and landlords

Sub actions:	Data Frequency / Source	Timescale
2.5.1 Consider undertaking survey to identify houses that are below the tolerable standard	One off survey SC	2014

Key action 2.6 Develop a training and advice programme for private landlords

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
No. of training events held for local landlords	Annual, SC	2012	4	2013
No. of attendees at training events held for local landlords	Annual, SC	2012	50	2013

Key action 2.7 Promote benefits and home energy advice to increase the take up of benefits and grants

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
No. of existing council homes provided with energy efficiency measures by type • 270mm+ of loft insulation • Cavity Wall Insulation where cavity exists • Draught proofing • 'A' Rated Gas boilers for properties with access to the gas network	Annual SC	2011	100%	2013

Key action 2.8 Increase the use of sustainable and renewable technologies in new houses

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
No. of existing council homes provided with renewable energy by type	Annual SC	2011		
• SOLAR PV			100 200 100	2012 2013 2014
• Air source heat pumps			17	2012
• All Council new build SOLAR PV			100%	2013
No. of new RSL homes provided with renewable energy by type	Annual RSLs	2012	100%	2013
Stirling Council carbon emissions level	Annual	2011	35.8	2012

Key action 2.9 Help people out of fuel poverty by improved energy efficiency, income maximisation and advice on tariffs

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
No. of households in fuel poverty	Annual SHCS	2011	Monitor No target	2013

Key action 2.10 Through Care and Repair, target households vulnerable to fuel poverty for advice & assistance

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
No. of households vulnerable to fuel poverty targeted through Care and Repair for advice & assistance	Annual SC	2012	Monitor No target	2013

3. Viable & Sustainable Communities

Outcome 3: Strengthened communities

Communities that are safe, strong, sustainable and actively involved.

Key action 3.1 Work with local communities to improve their areas

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
% of residents who think Stirling is very or fairly good place to live	Annual SG SHS	2009	>95%	2012
% of tenants satisfied with the overall service provided by their landlord	Annual SC	2013	TBC	2014
% of tenants who feel their landlord is good at keeping them informed about their services and decisions	Annual SC	2013	TBC	2014
% of 1st and 2nd stage complaints, including those related to equalities issues, responded to in full in the last year, that were resolved by the landlord and also the % upheld	Annual SC	2013	TBC	2014
% of 1st and 2nd stage complaints responded to in full in the last year, within the SPSO Model CHP timescales	Annual SC	2013	TBC	2014
% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	Annual SC	2013	TBC	2014
% of tenants satisfied with the management of the neighbourhood they live in	Annual SC	2013	TBC	2014
% of the court actions initiated which resulted in eviction and the reasons for eviction	Annual SC	2013	TBC	2014
Successful external funding applications made by community groups	Annual SC	2012	56%	2013

Sub actions:	Data Frequency / Source			Timescale
WRAP 6.1 Welfare reform - Services offered to tenants	Annual SC			2014
WRAP 8.0 Welfare reform - Staff training	Annual SC			2014

Key action 3.2 Address the incidence of crime

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
% residents who, when walking alone locally after dark, felt very/fairly safe	Annual SG SHS	2009	>79%	2012
Reduce racist incident reports (per 10k population)	Annual SG JAS	2009	<11.5	2014
Reduce domestic abuse rate (per 100k population)	Annual SG JAS	2009	<940	2014

Key action 3.3 Address anti social behaviour

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
No. of cases of anti-social behaviour reported in the last year	Annual SC ASB stats	2013	TBC	2014
% of anti-social behaviour cases reported in the last year which were resolved within l ocally agreed targets	Annual SC ASB stats	2013	TBC	2014
Average time (hours) between the time of complaint and attendance on site, for domestic noise complaints requiring attendance	Annual SC ASB stats	2013	TBC	2014
Average time (hours) between the time of complaint and attendance on site, for domestic noise complaints dealt with under the ASB (Scotland) Act	Annual SC ASB stats	2013	TBC	2014

Key action 3.4 Maximise incomes, tackle debt problems and address fuel poverty

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
No. of people receiving income maximisation advice from Council	Annual SC	2010	Maintain Average gain	2013
% of current tenants owing more than 13 weeks rent excluding those owing less than £250	Annual SC	2011	5%	2012

Key action 3.5 Review the Council's allocations policy, develop a common housing register, take direct action in sustaining tenancies and improve the quality of life in communities

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
% of new tenancies sustained for more than a year, by source of let	Annual SC	2012	TBC	2013
Increase levels of tenant satisfaction	Every 3 years Tenant survey	2010	85%	2013

Sub actions:	Data Frequency / Source	Timescale
Ongoing review of housing allocations policy	N/A	2013
Launch of common housing register	N/A	2013

Key action 3.6 Work closely with representatives of the private rented sector to improve standards

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
Increase No of registered landlords & landlords agents	Annual SG	2012	>5%	2013

Sub actions:	Data Frequency / Source	Timescale
3.6.1 Meet with representatives of private rented sector	Annual SC	2013

4. Homelessness

Outcome 4: Homelessness

Homelessness is minimised and those that are homeless or threatened with homelessness are treated with dignity and are actively involved in resolving their housing problems

Key action 4.1 Continue to meet Scottish Government's 2012 target (SOA)

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
% of homeless assessments assessed as priority homeless	Quarterly HL1 return	2012	100%	2013
% of Stirling Council allocations to homeless applicants	Quarterly HL1 return	2012	50%	2013
% of homeless cases assessed within 28 day Scottish Government target timescale	Quarterly HL1 return	2012	80%	2013

Key action 4.2 Work together to prevent homelessness from occurring in the first place

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
No. of young people receiving support from the Bridge	Quarterly The Bridge	2012	N/A	2013
No. of schools participating in secondary school education programme	Annual TPAS	2012	5	2013
No. of Mortgage to Rent enquiries	Annual, SC	2012	N/A	2013
No. of acquisitions through Mortgage to Rent	Annual, SC	2012	N/A	2013

Key action 4.3 Ensure that services are accessible to all

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
No. of agencies achieving National Standards for Housing Information and Advice accreditation	Annual SG	2012	6	2013
No. of homeless applicants presenting out of hours	Quarterly SC	2012	N/A	2014
% of applicants presenting as homeless with whom contact lost before assessment	Quarterly SC	2012	N/A	2013

Key action 4.4 Enable customers to seek information, advice and support easily and to get appropriate help in a crisis

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
No. of users of Salvation Army Winter Care Shelter	Annual Salvation Army	2012	N/A	2013
No. of starter and well being packs provided by Start-Up Stirling	Quarterly Start-Up Stirling	2012	N/A	2013
No. of women seeking advice or support through drop in service	Bi Annual Women's Aid	2012	N/A	2013

Key action 4.5 Ensure the provision of comprehensive, person-centred Housing Options advice that allows customers to make planned and informed decisions about where they live

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
No. of Section 11 notifications received	Quarterly, SC	2012	N/A	2013
Section 11 notifications received responded to within 28 days	Quarterly, SC	2012	100	2013
% of advice cases who sourced alternative accommodation or remained at home	Annual, SC	2012	TBC	2013
% of advice cases becoming homelessness presentations	Annual, SC	2013	TBC	2014

Key action 4.6 Ensure that appropriate temporary accommodation is available when required, and allows customers to prepare for settled and sustainable housing

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
No. of households in temporary accommodation	Quarterly, SC HL1	2012	200	2013
% of homeless households in bed & breakfast accommodation over 50 days	Monthly SG	2012	15%	2013
% of those households homeless in the last 12 months satisfied with the quality of temporary or emergency accommodation	Annual, SC	2013	TBC	2014

Key action 4.7 Ensure the provision of sustainable solutions to housing need that make homelessness an isolated occurrence, not a way of life.

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
% of homeless applicants housed in permanent accommodation	Annual, SC	2012	50%	2013
% of homeless applicants provided with permanent accommodation in Council stock who maintained tenancy for at least 12 months	Annual, SC	2012	90%	2013
% of repeat homelessness within 12 months	Quarterly, SC	2012	<10%	2013
No. of homeless applicants housed in private sector using Rent Deposit Guarantee Scheme	Annual, SC	2012	N/A	2013
No. of homeless applicants housed in private sector using Spend to Save Budget	Annual, SC	2012	N/A	2013

5. Particular Housing Needs

Outcome 5: Particular housing needs

Older people and those with particular housing needs are able to live as independently as possible in their own home

Key action 5.1 Improve the availability across all tenures of housing and support, which is appropriate to people with particular needs

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
Shift in the balance of care: Increase in the % of people receiving care at home	Annual SC	2012/13	30% > 40%	2014
Increase homecare hours for people aged over 65	Annual SC	2012	404	2014
No. of Community Care clients aged over 65 receiving care at home	Annual SC	2012	N/A	2013

Key action 5.2 Improve the range of choices and the quality of advice and information services available to people with particular needs

Sub actions:	Data Frequency / Source	Timescale
5.2.1 Improve the range of choices available to people with particular needs	N/A	2014
5.2.2 Improve the quality of advice and information services available	N/A	2014

Key action 5.3 Ensure an integrated and well funded approach to securing adaptations

Sub actions:	Data Frequency / Source	Timescale
5.3.1 Ensure an integrated and well funded approach to securing adaptations	Annual SC	2013

Key action 5.4 Develop initiatives for trips and falls and assistance when moving house

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
Reduce trips and falls by 20%	Annual, SC	2012	<20%	2014

Sub actions:	Data Frequency / Source	Timescale
5.4.1 Develop initiative for trips and falls	Staff training Budgets	2014
5.4.2 Develop initiative for assistance moving house	N/A	2013

Key action 5.5 Ensure that discharges delayed due to unsuitable housing are minimised

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
Delayed hospital discharges over 6 weeks	Annual, NHS	2012	0	2014
No. of discharges from acute hospital beds pending care services that were delayed for less than 6 weeks	Annual NHS	2012	<decrease	2014

Sub actions:	Data Frequency / Source			Timescale
5.5.1 Delayed intermediate care discharges	Annual, SC & NHS			2017
5.5.2 Monitor delayed discharges due to unsuitable housing (numbers /reasons)	N/A			2017

Key action 5.6 Improve communications with bodies representing those with particular needs

Sub actions:	Data Frequency / Source	Timescale
5.6.1 Communications with particular needs bodies	4 meetings per annum	2013

Key action 5.7 Develop a project to demonstrate how the private sector could meet older persons' needs

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
No. of houses built by private developers to meet needs of older owner occupiers	Annual SC	2012	6 pa	2013

Key action 5.8 Evaluate the developments for people with learning disabilities at Torbrex & Raploch and the accommodation for people with poor mental health at St Ninians

Sub actions:	Data Frequency / Source	Timescale
5.8.1 Commission evaluation of developments for people with learning disabilities	N/A	2014
5.8.2 Commission evaluation of the accommodation for people with poor mental health	N/A	2014

Key action 5.9 Seek to provide more temporary accommodation for people subject to domestic violence

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
No. of units of refuge space provided	Annual SDWA & SC	2012	>5	2013

Key action 5.10 Review the Council's provision of intermediate housing for people with special needs including the Bridge project

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
No. of additional units of intermediate accommodation provided	Annual SC	2012	N/A	2013

Sub actions:	Data Frequency / Source			Timescale
5.10.1 Establish working group to review the Council's provision of intermediate housing for people with special needs, including the Bridge	N/A			2013

Key action 5.11 Improve accommodation and support services to young care leavers

Performance Indicator	Data Frequency/ Source	Base date	Targets	Timescale
No. of returning care leavers by age, with outcomes	Annual	2012	N/A	2013
Tenancy sustainment rate of care leavers moving into permanent tenancies	Annual SC & NHS	2013	TBC	2014
Survey of care leavers on how prepared they feel for independent living	Annual SC & NHS	2013	TBC	2014

Sub actions:	Data Frequency / Source			Timescale
5.11.1 Meet the needs of young people up to the age of 25 who have been in care via the allocations system not as a homeless applicant	Annual SC			2014