



**Stirling's
Local Housing Strategy
2012**

Section 3

Viable & Sustainable Communities

Consultation Report

May 2012

Section 3: Viable & Sustainable Communities

Consultation on Stirling's Local Housing Strategy 2012

This Consultation Report is one of five that the Council is producing as a contribution to the development of Stirling's Local Housing Strategy 2012.

The full list of Consultation Reports is as follows:-

1. The Need & Demand for Housing
2. House Condition, Energy Efficiency & Fuel Poverty
3. Viable & Sustainable Communities
4. Homelessness
5. Particular Housing Needs

The Consultation Reports are available on the Council's [LHS webpage](#)

This Consultation Report was discussed at the June 2012 meeting of Stirling's Strategic Housing Forum/ Housing Market Partnership.

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Viable & Sustainable Communities

The Council and its partners have identified the need to support communities through the Local Housing Strategy so that they can become (or can continue to be) both viable and sustainable.

As is true of all areas, Stirling has many different types and levels of community - geographical communities, communities with a common history and heritage, communities of common interest and communities of people facing similar problems.

While some geographical communities may appear prosperous, there will be those living there who are not well off and who may be disadvantaged. Some geographical communities may be considered poor or deprived but yet they may have great strengths in a shared history and a clear common identity.

So when this LHS looks at a range of indicators which can assist in sustaining or developing viable and sustainable communities, the desire is to address disadvantage wherever it exists and to improve services generally so that more of Stirling's people can live safe, secure and healthy lives.

Many of the concerns that communities are facing have been discussed in other Sections of this LHS eg housing needs, housing quality, fuel poverty and homelessness. In this Section, other issues which affect the viability and sustainability of communities are addressed. These include health inequalities and antisocial behaviour and the need improve services and to work in partnership with local communities

The Section has the following structure:-

Context

- Stirling' Sustainable Development Strategy
- Assessing the viability and sustainability of our communities

- The views of neighbourhoods
- Health, social deprivation & inequality
- Crime and anti-social behaviour

Regeneration

Planning policy and affordable housing policy

Working with local communities

- Tenant participation

Improving services to council tenants

- Customer satisfaction
- Service improvements

The role of the private rented sector

The Context

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.

Through a number of reports, the Scottish Government has given new emphasis to creating sustainable, mixed communities.

The 2007 report Firm Foundations¹ indicated 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. This could include seeking to diversify tenures, sizes and stock types to encourage the delivery of social rented, affordable & private housing within the same area, as well as housing that will appeal to a mixture of families, first time buyers and older people.

The 2011 report Homes Fit for the 21st Century² focused more on the supply of housing rather than the creation of sustainable communities but did have a section on strengthening our communities which looked at the benefits system, energy prices, addressing antisocial behavior, investment in regeneration, support for the early years framework and breaking the cycle of poverty

The 2012 Scottish Social Housing Charter sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. The charter addresses issues which are relevant to viable & sustainable communities. These include equalities, participation, estate management, anti social behaviour, neighbour nuisance, tenancy disputes, housing options, access to social housing and tenancy sustainment (see Appendices).

The outcomes sought in the four other sections of the Local Housing Strategy will all assist the development and improvement of our communities by meeting housing needs (Section 1), by improving the condition of the housing stock and by addressing climate change and fuel poverty (Section 2), by addressing homelessness (Section 4) and by indentifying and seeking to meet particular housing needs in our communities (Section 5).

Stirling's Sustainable Development Strategy³ Stirling Council adopted its first Sustainable Development Strategy in December 2006. This 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 UK government and devolved administrations adopted a shared framework for sustainable development in 2005 and this included a set of guiding principles and priorities for action. For

¹ Firm Foundations: The Future of Housing In Scotland - a discussion document, The Scottish Government, Edinburgh 2007

² Homes Fit for the 21st Century: The Scottish Government's Strategy and Action Plan for Housing in the Next Decade: 2011-2020

³ Stirling's Sustainable Development Strategy <http://www.stirling.gov.uk/services/planning-and-the-environment/sustainable-development/sustainable-development-strategy>

continuity and consistency of delivery, Stirling Council adopted the same framework, adapted where necessary. The Strategy has a number of guiding principles:-

1. Ensuring a strong, healthy & just society: Meeting the diverse needs of all people in existing and future communities; promoting personal well-being, social cohesion and inclusion; and creating equality of opportunity for all.
2. Living within environmental limits: Working locally to respect the limits of the planet's environment, resources and biodiversity. The aim is to improve our environment and ensure that the natural resources needed for life are unimpaired and remain so for future generations.
3. Achieving a sustainable economy: Building a strong, stable and sustainable local economy which provides prosperity for all and in which environmental and social costs are taken into consideration and efficient resource use is encouraged.
4. Promoting good governance: Actively promoting effective, participative systems of governance at all levels of society -engaging people's creativity, energy, and diversity.
5. Evidence-based policy: Ensuring policy is developed and implemented on the basis of strong evidence, whilst taking into account scientific uncertainties as well as public attitudes and values.

These principles form the basis for sustainable development policy in the Council.

Four broad 'Priorities for Action' were used to develop the Strategy's objectives including the following priority which relates specifically to Sustainable Communities.

Sustainable communities are:-

- *places where people want to live and work, now and in the future.*
- *meet the diverse needs of existing and future residents, are sensitive to their environment, and contribute to a high quality of life.*
- *are safe and inclusive, well planned, built and run, and offer equality of opportunity and good services for all.*

People also need public open space where they can relax and interact and the ability to have a say on the way their neighbourhood is run. At the same time, we also need to consider the impact of our everyday actions on communities overseas.

Assessing the viability and sustainability of our communities

Making an assessment of the success or otherwise of our communities can be approached in many different ways. None will provide a complete picture. Each is simply an indicator that will assist our understanding.

The indicators looked at here 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.

Views of neighbourhoods The Scottish Household Survey 2009/10⁴ provides statistics relating to people's views of their neighbourhood (see box). Across all measures, Stirling consistently scores better than the Scottish average.

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 average⁵. The difference in life expectancy between communities ranges from 83 to 67 years for men and from 86 to 72 years for women. 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.

Social deprivation & inequality : The Scottish Index of Multiple Deprivation (SIMD) 2009⁶ indicates that datazones in Stirling are more concentrated at the least deprived end of the distribution. However, Stirling contains datazones ranging from among the most deprived in Scotland to amongst the least deprived. Most poor and excluded households, however, live outwith 'deprived areas' including in the Council's rural areas. The Stirling area remains one of the most polarised in Scotland, and indeed the UK, in terms of incomes.

There are 7 datazones listed amongst the 15% most deprived in Scotland. 4 are in Raploch, with 1 each in St Ninians, Fallin and Cowie. Between 2006 and 2009, a datazone in Corton moved out of the 15% most deprived with one in Cowie moving in.

Crime : The crime rate in Stirling tends to be lower than the Scotland average.

Recorded crimes : In 2010/11 there were 5,138 reported crimes in Stirling of which 57% were cleared up (Scotland 49%). This represents 572 crimes recorded by the police per 10,000 population (Scotland 619). Stirling had a crime index of 92 (Scotland 100).

Domestic abuse incidents : In 2009/10 the rate of domestic abuse incidents recorded by the police stood at 940 per 100,000 population (Scotland 1,000). This compares to 427 in 2000/01 (Scotland 686). Central Scotland Police suspect that the apparent increase over the last 10 years

Neighbourhood quality & management

The Scottish Household Survey 2009/10¹ found that 95% of people thought Stirling a very/ fairly good place in which to live (93% Scotland).

In relation to neighbourhood problems, 22% were concerned about rubbish or litter lying around (down from 30% in 2007/08) & 16% about rowdy behaviour.

Less people were concerned about vandalism /graffiti than in Scotland as a whole; 19% were concerned about animal nuisance such as noise or dog fouling (Scotland 23%). The more deprived areas tended to be more concerned about these issues.

When it came to dissatisfaction with the extent to which agencies are tackling anti-social behaviour 9% were very /fairly dissatisfied with the Police and 11% with the Council (Scotland 13% and 15%).

When walking alone locally after dark 79% found Stirling to be very /fairly safe (76% Scotland) and only 15% a bit or very unsafe (21% Scotland).

⁴ Scotland's People, Scottish Household Survey Annual Report 2009/10 : Local Authority Tables

⁵ ScotPHO Health & Wellbeing Profiles 2010

⁶ http://www.stirling.gov.uk/_documents/chief-executive-office/chief-executive-office/research/simdbriefing_note2009-2.pdf

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 (Scotland 9.5) and compares to a rate of 8.1 per 10,000 population in 2000/01 (Scotland 8.9). 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 (215 in 2009/10). Of these 19% were in the Council's rural areas (11% in 2009/10). 99 of the complaints about Anti Social Behaviour were due to noise (137 in 2009/10). There were in addition 612 complaints received by the Noise Team (724 in 2009/10) of which 142 were for household music (203 in 2009/10) and 198 due to animals (183 in 2009/10). There is a team of 8 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'.

Scottish Government's Antisocial Behaviour Framework⁷ was published in March 2009. One of the framework's five participatory budgeting pilots in Scotland was in Dunblane where there is a perception by adults that young people are a problem in the area, particularly around drugs, alcohol and sexual health. For their part the young people in Dunblane involved in the project do not feel part of the community and feel disempowered.

In 2010/11 in Stirling there were 75 dwelling fires: this represents 83 dwelling fires per 100,000 population (Scotland 121). There were 7.8 dwelling fire casualties per 100,000 population (Scotland 22.0).

Planning policy and affordable housing policy

Both the Council's Local Development Plan⁸ and the National Park's Local Plan⁹ seek to ensure that the needs of local communities are addressed through the planning process. 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.

The Council's affordable housing policy¹⁰ seeks to encourage private housing developers to build some smaller, lower priced houses that will meet the needs of those presently unable to access market housing. Particular importance is given to providing houses that will meet the needs of older households to enable them to downsize, thereby releasing a larger home for a larger household unit.

⁷ Promoting Positive Outcomes <http://www.scotland.gov.uk/Publications/2009/03/18112243/0>

⁸ http://www.stirling.gov.uk/_documents/planning/planning/local-development-plan/draft-proposed-ldp.pdf

⁹ <http://www.lochlomond-trossachs.org/planning/adopted-local-plan/menu-id-904.html>

¹⁰ http://www.stirling.gov.uk/_documents/housing/local-housing-strategy/aofahp_130511.pdf

Regeneration

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

In the areas of Culterhove and Cornton, community planning partners are working with local community planning groups to develop social and economic activity alongside the physical regeneration of the communities. This work and activity to support regeneration in other disadvantage communities, including Raploch, Cowie, Fallin and Plean, is strategically led through the Tackling Poverty Working Group, which has been established as part of the CPP Economic Partnership.

Key actions delivered via the Tackling Poverty Group that are contributing to the socio-economic regeneration of our communities include:

- Adoption of a Tackling Poverty Framework by Stirling Council in June 2011 and by the CPP in September 2011
- Working with communities in Culterhove and Cornton to deliver joined up area actions in the Culterhove People's Plan and Cornton Action Planning: establishment of a Culterhove Strategic Partnership Group in February 2012

Culterhove People's Plan

Culterhove People's Plan is being progressed to 'develop a resilient community'. The Plan has five priority outcomes:

- Increased financial capability and inclusion
- Improved educational attainment, readiness for work and learning across life stages
- Improved health and wellbeing
- A more settled and safe community
- There are improved opportunities for social interaction and support

- Developing a partnership approach to the delivery of advice services, following a review of advice needs and provision across the Stirling area in 2011
- Further promotion of financial capability including developing a vibrant and active credit union movement
- Collaborative work to ameliorate the impact of welfare reform
- Employability and skills pipeline to ensure progression and joined up routes to work

Other areas of the CPP also contribute to regeneration activity, for example:

- Delivering employment and training opportunities for all our young people, especially those who are most vulnerable, through the More Choices, More Chances Partnership
- Contributing to community safety, particularly through tackling antisocial behaviour, drug and alcohol abuse, and offering diversionary activities for young people, via the Community Safety Partnership

- Joining up activity to combat the stark health inequalities evident between our most and least affluent communities, through the Healthy Stirling Partnership. Fallin Healthy Village project is at its early stage. Seeking to impact early on the life chances of our children through the Early Years sub group, and keeping our older people healthier for longer through our Ageing Well subgroup- both part of the Healthy Stirling Partnership.
- Continuing to deliver adult learning, family literacy, community capacity building targeted at our most vulnerable communities, through the Learning in the Community Partnership

Working with local communities

The Council and its community planning partners work with local and area based groups to inform, consult, engage and plan areas of service delivery in response to identified need. Local and area community planning, Community Councils, Development Trusts, Tenants Groups and other 'anchor organisations' are supported to work in partnership with the public and third sector. Additionally, individual Council Services engage directly with their own client or customer group to seek views on delivery, performance and review.

The Council also supports community organisations to build their own capacity and build a resource base independently of Council to strengthen long term sustainability.

Growth of social enterprises and co- production models has been identified as important contributors to regeneration activity. Alongside work lead by the local authority, Stirling's third sector interface, Stirling Voluntary Enterprise,¹¹ is the main community planning partner in this area of work.

Tenant participation The Council takes tenant participation seriously and addresses it in many different ways both at a local level and a council-wide level. The Council has a contract with the Tenant Participation Advisory Service to promote tenant participation in Stirling. The Council's tenant participation strategy¹² was approved by the Council in March 2012.

In Stirling, particular means for involving tenants include:-

- A tenants panel involving over 600 tenants for consulting tenants when required
- 8 tenant voices¹³ & 4 Registered Tenant Organisations¹⁴ which represent tenants interests
- 2 tenant forums a year; these are for all tenants
- Tenant led inspections involving a team of 10 tenant inspectors which has so far undertaken 6 inspections
- Support for the Stirling Tenants Assembly which meets monthly
- Meetings once a cycle with Councillors in the Housing Advisory Group.

¹¹ Stirling Voluntary Enterprise has a mandate to deliver Volunteering development; Social Enterprise development; Supporting and developing a strong Third Sector; and Building the Third Sector relationship with community planning

¹² http://www.stirling.gov.uk/_documents/housing/advice/housing-and-customer-service/tenant-services/tenant-participation/tp-strategy.pdf

¹³ In Balfour, Aberfoyle, Croftamie, Braehead, Dunblane, Stirling Town Centre and two in Raploch.

¹⁴ Stirling Tenants Assembly, Culterhove, Cornton & Strathfillan

Improving Services to Council Tenants

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 been particularly focussed in responding to issues raised by the Scottish Housing Regulator in its Inspection Report of March 2010¹⁵ when C grades (fair performance) were awarded for housing management, asset management and repairs.

Since 2010 housing services have been improved, amongst other things, by:-

- The development of 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 (Northgate)
- A major reduction in the use of bed and breakfast accommodation for homeless households

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

- **Rents** In 2012/13 Stirling Council's rents are £59.63; this is close to the Scottish average. Tenants' rents are spent on repairs & maintenance (42%), supervision & management, including staff costs (30%) and capital financing (22%)¹⁶.
- **Property re-let times** In 2011/12, 43% of empty homes were relet within 28 days (56% in 2010/11)¹⁷
- **Rent Arrears** Over the past three years rent arrears have increased from 4.7% to 6.7% to 11.6% (Scotland 5.9%)¹⁸. The percentage of tenants owing more than 13 weeks rent (excluding sums less than £250) has increased from 2.1% to 3.1% to 5.4% (Scotland 4.1%). In 2011/12 the figure increased further to 6.7%.
- **Repairs** 35,636 repairs carried out in 2010/11 of which 92.6% were within target times (which in Stirling tend to be much more demanding than in other Councils).
- **Terminations of tenancy** In 2008/09, of the 337 terminations of tenancy, only 21% were for negative reasons - 3 were evicted for anti social behaviour and 14 due to unpaid rent, 31 houses were abandoned
- **Tenancy sustainment** : The proportion of homeless households provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months in 2010/11 was 83.7% (Scotland 85.3%)

¹⁵ <http://www.scottishhousingregulator.gov.uk/sites/default/files/RSL%20attachments/stirling%20council.pdf>

¹⁶ Housing Statistics for Scotland

¹⁷ Audit Scotland statistics

¹⁸ The high number of arrears cases has resulted from a number of different factors, including the economic downturn, revisions to arrears policy and procedures arising from changes in legislation, best practice and the Council's approach to taking eviction action only as a last resort. The service now works with a third party mediator for those tenants owing any level of arrears who fail to engage with the Service or who prefer independent advice.

- **Information & advice** : Housing information & advice are provided to Homepoint standards (type 1 or type 2) by a wide range of Council services including the Housing Options Team. Advice services in Stirling were reviewed in 2010¹⁹ and the consultant's report identified that the following external providers of housing advice and information:- the CAB, the Bridge Project, Rural Stirling HA, Forth HA, Paragon HA, Crossroads, Stirling Carers, Action in Mind, Stirling University & Women's Aid.

Customer Satisfaction : In order to assess tenant satisfaction, the Council's staff use survey cards to enable tenants to provide feedback in relation to most housing services. They also carry out comprehensive satisfaction surveys, the most recent of which²⁰ was undertaken in 2010 (see Appendices). Some of the key findings of that survey are outlined in the Table below. While they do show a high level of overall satisfaction with housing services, clearly there are concerns in relation to the repairs and maintenance service and whether rents are value for money.

Table 3.1 : Customer Satisfaction : Net ratings

| Service | % |
|-------------------------------|-----|
| Services overall | 77% |
| Communication and information | 74% |
| Improvement and investment | 68% |
| Maintenance of open spaces | 58% |
| Repairs and maintenance | 46% |
| Rents = value for money | 46% |

NB Net ratings are a balance between positive and negative responses

Service improvements : In the immediate future and with the Scottish Social Housing Charter in mind, service developments and improvements are planned in the following areas:-

1. Improved performance in relation to current tenants' rent arrears and property re-let times
2. Upgrading of the Council's housing stock to meet the Scottish Housing Quality Standard (SHQS) by 2015
3. Implementation of the findings of the Council's Homelessness Scrutiny Group
4. Development of a Common Housing Register with local RSLs
5. Improved Council website relating to Housing
6. Development of a staff training strategy and plan
7. Development and management of a Performance Management Framework
8. Continuation of the development & implementation of the Northgate ITC system
9. Responses to new legislative requirements and national policy developments including those relating to equalities, the private rented sector and the Scottish Social Housing Charter

¹⁹ Review of Advice Need and Provision in the Stirling Area, Stirling Economic Partnership, November 2010

²⁰ Tenant Satisfaction and Aspiration Survey 2010

The Role of Housing Associations

Between them Housing Associations (RSLs) now own around 1,900 houses which is just under 5% of the Stirling housing stock. The three local associations (Forth, Rural Stirling and Paragon) own nearly three quarters of these - around 1,340 houses.

Housing Associations 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 & Rural Stirling employ an income maximisation officer to ensure that people receive the benefits to which they are entitled.

Community Engagement : All the Housing Associations operating within the Stirling Council area seek to embrace tenant participation and community engagement. This may range from specialist providers liaising closely with their own tenant group to the two locally controlled Associations engaging in a comprehensive programme of consultation with their tenant groups and other community based organisations such as Community Councils, Development Trusts and local area forums etc.

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

A number of RSL Registered Tenant Organisations exist within the Stirling Council area. Rural Stirling HA, Forth HA and Paragon HA have regularly collaborated to provide joint tenant conferences and/or tenant consultation groups to encourage greater understanding and participation in the decision making processes.

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

- Rents: In 2012/13 average rents were close to the Scottish averages for RSLs:-
 - Rural Stirling HA - £68.85
 - Forth HA - £69.76
- Property relet times: In 2011/12 empty homes let within 28 days:-
 - Rural Stirling HA - 87% (average relet time = 10 days);
 - Forth HA - 100% (average relet time =1 day).
- Rent Arrears: Over the last 3 years total non technical rent arrears (current and former tenants) have changed as follows:

Table 3.2 : Rent Arrears from 2009/10 to 2011/12

| RSL | Rent arrears | | | Tenants owing more than 13 weeks | | |
|-------------------|--------------|---------|---------|----------------------------------|---------|---------|
| | 2009/10 | 2010/11 | 2011/12 | 2009/10 | 2010/11 | 2011/12 |
| Rural Stirling HA | 3.5% | 4.5% | 3.6% | N/A | N/A | 4% |
| Forth HA | 2.69% | 2.89% | 2.07% | N/A | N/A | 3.05% |

- **Repairs** Repairs carried out in 2010/11 within target times:-
 - Rural Stirling HA - 1,264 repairs (94% within target times)

- Forth HA - 1,568 repairs (94% within target times)
- **Tenancy sustainment:** The proportion of households provided with permanent accommodation who maintained their tenancy for at least 12 months in 2011/12 was
 - Rural Stirling HA - 93.5%
 - Forth HA - 83.9%
- **Customer satisfaction** Both Rural Stirling HA and Forth HA participated in the joint satisfaction survey with Stirling Council in 2010. The key findings are as follows:

Table 3.3 : Customer Satisfaction - Net ratings

| Service | Rural Stirling HA | Forth HA |
|-------------------------------|-------------------|----------|
| Services overall | 92% | 93% |
| Communication and information | 89% | 94% |
| Improvement and investment | 87% | 88% |
| Maintenance of open spaces | 73% | 89% |
| Repairs and maintenance | 58% | 53% |
| Rents=value for money | 71% | 60% |

The Role of the Private Rented Sector

Due to its rapid growth, the role of the Private Rented Sector in Stirling is raised as an issue in every section of this LHS. 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 and tenants working together to improve standards.

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 both landlords and tenants in order to ensure compliance with legislation and to improve standard

Outcomes & Actions

Outcomes

These outcomes are consistent with Stirling's Single Outcome Agreement²¹

Outcome 1 : Viable and sustainable communities

Outcome 2 : Stirling's communities are safer, stronger and more resilient

Outcome 3 : High quality physical environments, both built and natural

Outcome 4 : Effective, efficient and modernised service delivery

Outcome 5 : People will be enabled to work together to engage in & influence the shape of communities

Outcome 6 : A commitment to sustainable development in communities & across all partner activities

Actions

1. The Council will direct new housing development to sustainable locations
2. 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.
3. The Council will continue to work with its partners to maximise incomes, tackle debt problems and address fuel poverty.
4. The Council's Housing Service will continue to work with local communities and their tenant representatives in order to address local needs and problems and to improve local services.
5. The Council's Housing Service will continue to seek to improve its performance
6. The Council remains committed to its regeneration areas
7. In recognition of the important role the private rented sector now plays in our communities, the Council and its partners will continue to work closely with representatives of the sector.

²¹ Council's Single Outcome Agreement 2008 - 11

Scottish Social Housing Charter²²

In relation to viable & sustainable communities, the Scottish Social Housing Charter identifies the following outcomes:-

1: Equalities : Social landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

2: Communication : Social landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services that the landlord provides.

3: Participation : Social landlords manage their businesses so that tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

6: Estate Management, anti social behaviour, neighbour nuisance and tenancy disputes : Social landlords, working in partnership with other agencies, help to ensure that tenants and other customers live in well maintained neighbourhoods, where they feel safe.

7, 8 and 9: Housing options : Social landlords work together to ensure that

- people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them
- and tenants and people on housing lists can review their housing options.
- Social landlords ensure that people at risk of losing their homes get advice on preventing homelessness.

10: Access to social housing : Social landlords ensure that people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

11: Tenancy sustainment : Social landlords ensure that tenants get the information they need on how to access support options to help them to remain in their home and can get suitable support including services provided directly by the landlord and by other organisations.

13: Value for money : Social landlords manage all aspects of their businesses so that tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

14 and 15: Rents and Service Charges : Social landlords set rents and service charges in consultation with their tenants and other customers so that

- a balance is struck between level of services provided, the cost of the services and how far current and prospective tenants and service users can afford them
- get clear information on how rents and other money is spent, including details of individual items of expenditure above thresholds agreed between landlords and tenants.

²² <http://housingcharter.scotland.gov.uk/media/34241/the%20scottish%20social%20housing%20charter.pdf>

Tenant Satisfaction and Aspiration Survey 2010 : Key Findings

Repairs and maintenance 58% of all tenants are satisfied with the repair service and 12% are dissatisfied; a net rating of +46%. 57% feel that the repairs service has remained the same over the last 12 months; 21% feel that it has got better and 6% think it has got worse

Improvement and investment 77% think the condition of their property is good; 9% rate it as poor - a net rating of +68%. 19% had a new kitchen fitted during the last two years, 17% new heating installed and 15% a new bathroom fitted; the vast majority of those to have improvements rate the work as good. 53% thought the condition of their home has remained the same over the last 2 years, 37% think it has improved, 7% that it has got worse.

The neighbourhood 73% are satisfied with the maintenance of open spaces; 15% are dissatisfied - a net rating of +58%. 46% are satisfied with the maintenance of common areas; 9% are dissatisfied - a net rating of +37%. 30% had experienced dog fouling and 17% had experienced anti-social behaviour.

Communication and information 82% think that Stirling Council is good at keeping them informed - a net rating of +74%. 79% rate the level of information provision as good; just 8% as poor. 37% would prefer to get information by letter; 24% prefer leaflets and fact sheets. 66% are satisfied that the Council takes their views into account; 9% are dissatisfied - a net rating of +57%. .

Contact/service delivery All tenants were asked how they usually made contact with Stirling Council. The great majority (85%) contact Stirling Council via the telephone, while one in ten (11%) visit an office. Standard of customer care over the last 12 months - telephone 78% of residents; local offices 62%; tradespeople 60%

Internet access and Stirling Council's website 59% do not have access to the internet. 32% that do have access to the internet have visited it 91% of these say that it is useful. 4% pay their rent via the website - 19% would consider it.

Rents 59%) of tenants think their rent represents good value for money 13% poor value - a net rating of +46%.

Services overall 82% are satisfied with the overall service provided by Stirling Council, 5% are dissatisfied and a further 12% are neither satisfied nor dissatisfied - a net rating of +77%.

Stirling CHP : Health and Wellbeing Profiles 2010

Life Expectancy & Mortality Male and female life expectancies are significantly better than the Scotland average. All-cause mortality (all ages), and mortality rates from coronary heart disease and cancer (under-75s), are all significantly better than the Scotland average. The mortality rate from cerebrovascular disease (under-75s) is not significantly different to Scotland.

Behaviours For all behaviour related indicators the area is significantly better than, or not significantly different to, the Scotland average. An estimated 23.0% of adults smoke (Scotland 25.0%). There have been 192 deaths from alcohol conditions in the last five years, giving a death rate significantly below the Scotland average. The proportions of the population hospitalised with alcohol conditions and with drug related conditions are both significantly lower than average. Sporting participation is the best of any council area.

Ill Health & Injury and Mental Health Stirling CHP is significantly better than Scotland for all ill health and injury indicators. The proportion of the population hospitalised with coronary heart disease is the second lowest of all the CHPs and the proportion of the population hospitalised with asthma is also the second lowest. Stirling CHP is significantly better than Scotland for the three mental health indicators. The percentage of patients prescribed drugs for anxiety, depression or psychosis is 8.5% (Scotland 9.7%) and deaths from suicide are the third lowest of any CHP.

Social Care & Housing In the area, 21.2% of older people with intensive care needs are cared for at home, rather than in care homes or geriatric long-stay hospital beds (Scotland 31.7%). The percentage of older people receiving free personal care at home is the lowest of any area. The percentage of adults claiming incapacity benefit or severe disability allowance is significantly better (lower) than average. Just over 8.0% of households are in extreme fuel poverty (Scotland 7.5%).

Education & Economy Stirling CHP is significantly better than, or not significantly different to, Scotland on all of the education and economy related indicators. The average tariff score of all pupils on the S4 roll is 184.1 (Scotland 179.7). Just over 11.0% of the population are income deprived (Scotland 15.1%). The percentage of the working age population claiming Jobseeker's Allowance is 3.6% (Scotland 4.4%).

Crime and Environment The CHP has a crime rate significantly better (lower) than the Scotland average, and the rate for patients hospitalised after an assault is significantly lower than average. Compared to a Scotland average of 52.0%, 65.0% of adults rate their neighbourhood 'a very good place to live'. The percentage of the population living in the 15% most 'access deprived' areas is significantly worse than average.

Women's & Children's Health For all women's and children's health indicators, the area is either significantly better than, or not significantly different to, the Scotland average. Over one third of babies (35.1%) are exclusively breastfed at 6-8 weeks (Scotland 26.4%), and 20.0% of mothers smoke during pregnancy (Scotland 22.6%). The under-18 teenage pregnancy rate is significantly lower than average. Child dental health in primary 1 is also significantly better than the Scotland average.

Consultation on Stirling's LHS 2012
Section 3: Viable & Sustainable Communities



Stirling CHP : Health Summary

| Indicator | Stirling | Scotland |
|--|----------|----------|
| Life expectancy (years) | | |
| males | 76.6 | 74.5 |
| females | 80.7 | 79.5 |
| People (65+) with intensive care needs cared for at home (percentage) | 21% | 31% |
| Smoking prevalence (percentage) | 23% | 25% |
| Patients hospitalised with alcohol conditions (per 100,000 population) | 701 | 1,088 |
| Patients hospitalised with drug related conditions (per 100,000 population) | 71 | 85 |
| Patients hospitalised with coronary heart disease (per 100,000 population) | 256 | 347 |
| Patients hospitalised with asthma (per 100,000 population) | 182 | 472 |
| Patients hospitalised after a fall in the home (65+) (per 100,000 population) | 545 | 710 |
| Teenage pregnancies (per 1000 population) | 26 | 41 |
| Child obesity in primary 1 (percentage) | 6.7% | 8.0% |
| Sporting participation (percentage) | 81% | 73% |
| Secondary school attendance (percentage) | 90.9% | 91.1% |
| Working age adults with low or no educational qualifications (percentage) | 12.9% | 14.8% |
| Crime rate (per 1000 population) | 43 | 49 |