

SECTION 7

Strategic Housing Objectives

The Strategic Objectives detailed in the following section are based on the analysis of the housing system, which can be found in Section Four of this document. The action plans were developed through the option appraisal process and where appropriate are based upon SMART objectives. Full details on the actions, including partnering arrangements, can be found in the LHS Implementation Plan.

The LHS Implementation Plan, the Option Appraisal Report, and the Local Housing Systems Analysis are all available as supplementary documents to the Local Housing Strategy.

Objective 1

Sufficient Affordable Rented Accommodation

South Ayrshire is a pressured area, with housing need far outweighing housing supply. Right to buy has resulted in a net stock loss of 42 per cent, the greatest loss of all rural authorities in Scotland. New build through Housing Association Grant has not been sufficient to account for the loss. New build in the private sector is tending to be aimed at higher income households. (Further detail is contained in the South Ayrshire Pressured Areas Proposal). Scottish Planning Policy 3: Planning for Housing sets out ways in which the planning system can assist

in the provision of affordable rented housing in areas where there is an identified shortfall. These provisions are reflected in the actions below.

South Ayrshire has adopted the Scottish Executives Social Justice Strategy which identifies 'increasing the quality & variety of homes in our most disadvantaged communities' as one of its key targets. Lack of affordable rented housing has an impact in terms of sustainable communities (housing is rationed and can therefore only be provided for those in most need, often creating imbalanced communities), economic development (local business finds it difficult to attract workers who are unable to afford private housing and cannot quickly secure rented accommodation due to increased waiting lists), education and health (people are living in unsuitable housing conditions and are unable to secure appropriate accommodation).

OPTIONS CONSIDERED AND REJECTED

Additional options considered and rejected in relation to this objective are detailed in Option Appraisal Results Report Topic 2.

ACTION	MONITOR
<p>A Enable new provision of a total of 200 units per year for five years by registered social landlords to contribute to addressing the decline in Council stock, through increased Communities Scotland development funding, challenge funding and private funding.</p>	<ul style="list-style-type: none"> · no. new build units for affordable rented housing · no. of additional sites identified, by settlement · updates to be provided in Tenants Newsletter
<p>B Enable provision of affordable rented houses through requiring a proportion of Greenfield release where appropriate, in accordance with Local Plan Policies H13-H16. Section 75 Agreements will normally be used to implement this policy. Target 80 houses/year over planning period.</p>	<ul style="list-style-type: none"> · number of affordable houses built on greenfield sites · number of RSL / private developer partnerships · % affordable rented houses within private sector developments
<p>C Enable provision of affordable rented houses through redevelopment of brownfield sites in accordance with Local Plan policy H1. Target 80 houses/year over planning period.</p>	<ul style="list-style-type: none"> · number of affordable houses built on brownfield sites · number of brownfield sites identified
<p>D Enable provision of 50 houses for affordable rented housing per year over the planning period through development of gap sites in accordance with Local Plan policies.</p>	<ul style="list-style-type: none"> · number of affordable houses built on gap sites
<p>E To promote sustainability and value for money the Council will encourage 'Partnering in Procurement' methods between housing providers and contractors. Aim is for a min. of 15% of the above provision being provided in this way by 2006.</p>	<ul style="list-style-type: none"> · % of developments/units provided · No. of partnering agreements in place
<p>F Suspend right to buy for new tenants in pressured areas through use of powers in Housing (Scotland) Act 2001 (development of pressured areas proposal) by April 2004.</p>	<ul style="list-style-type: none"> · agreed pressured areas status · no. RTB by settlement and priority area · impact on waiting list · customer feedback
<p>G Bring empty properties back into use: council housing - provide tenancy support to reduce voids and turnover, and improve void management procedures. Measures to be in place by April 2004.</p>	<ul style="list-style-type: none"> · void turnaround timescales and turnover by settlement and priority area · evaluation of tenancy support scheme (supporting people) · impact on waiting list · customer feedback
<p>H Bring empty properties back into use: private sector – identify and utilise initiatives such as empty homes and targeted grants to bring empty properties back into use on an on-going basis.</p>	<ul style="list-style-type: none"> · no. of empty homes brought back into use · level of funding targeted to empty properties · number of empty properties on register
<p>I Investigate sources of funding to assist RSLs in the purchase of properties on the open market to increase the no. of properties for affordable rent. On-going.</p>	<ul style="list-style-type: none"> · amount of investment · Number of properties purchased
<p>J Develop RSL investment framework by November 2003.</p>	<ul style="list-style-type: none"> · Accepted framework in place
<p>K Provide facility to develop operating agreements with RSLs.</p>	<ul style="list-style-type: none"> · No. RSLs taking up offer · No. agreements in place

Objective 1.1

Adequate Accommodation To Meet The Needs Of Single People And Small Households

The mean household size in South Ayrshire is expected to fall by just over 7 per cent between 2002 and 2012 from 2.23 to 2.07 persons. This is due to a falling birth rate and aging population, as shown in figure 2. The elderly population is expected to increase from 21286 to 23294, with significant proportionate rises in the number of very elderly households. This is likely to increase the demand for support and for amenity housing.

During the period 2002 – 2012 the number of single person households is expected to increase by one-fifth, from 15801 to 18970, to make up over a third of all households. Conversely, the number of households with two adults and children is expected to decrease by almost one-quarter over the same period, from 10130 to 7720. There will therefore be an overall shift towards smaller household sizes, and an overall decline in the number of households with children. This is likely to increase demand for smaller houses.

OPTIONS CONSIDERED AND REJECTED

Additional options considered and rejected in relation to this objective are detailed in Option Appraisal Results Report Topic 7.

ACTION	MONITOR
A Target of 75% of all affordable rented new build to be one and two bedroom properties for Ayr, Prestwick, Troon, and Girvan, each year for 5 years.	· % small properties built in Ayr/ Prestwick/Troon/ Girvan
B Investigate potential for small pilot conversion of local authority accommodation with local need taken into account, by 2006.	· Pilot feasibility completed as appropriate · Number of additional small properties created · tenant satisfaction with conversion as evidenced by: · <i>turnover</i> · <i>void levels</i>
C Ensure inclusion of proportion of amenity housing within RSL new build programme in identified areas on an on-going basis.	· No. new build amenity properties
D Work with Private Sector to ensure provision of new build barrier free housing. Joint working proposal to be in place by Dec 2004.	· No. properties for owner occupation built to barrier free standard
E Identify council housing suitable for barrier free conversion within the modernisation programme. Target is to convert 5 properties per year over the planning period.	· No. barrier free conversions carried out
F Investigate amendments to the housing allocations policy to relieve pressure on waiting lists for smaller properties, by 2005.	· No. people on waiting list for smaller properties · Length of time on waiting list for smaller properties

Objective 2

Sufficient Private Sector Accommodation

Scottish Planning Policy 3: Planning for Housing, states that one of the key aims of planning is to 'provide well-located, high quality new housing' to meet the requirements of housing market areas. This principle supports economic competitiveness, social justice and sustainable development.

Within the South Ayrshire area there is an adequate supply of housing sites to 2009 to meet housing requirements for owner occupation. In terms of the potential shortfall emerging in the 2009 – 2012 period, it is expected that this shall be met by a combination of 'windfall' and sites coming forward through the ongoing local plan process.

South Ayrshire has a large number of properties in the Council tax bands above D (i.e. relatively expensive properties). Almost 31 per cent of South Ayrshire dwellings in 2001 were in bands E, F, G and H, compared to approximately 22 per cent nationally. Furthermore, South Ayrshire had higher than average proportions of properties in each of these bands with the exception of band H. South Ayrshire also has an extremely low number of properties in Band A – approximately 15 per cent, compared to 26 per cent in Scotland. This profile gives cause for concern with relation to affordability.

There is a relatively small private rented sector in South Ayrshire, largely based around Ayr, Prestwick and Troon. The main issues are affordability and quality, with rents being high. Research carried out by South Ayrshire Council and Ayrshire Housing indicates that there are a significant number of private properties currently lying empty,

particularly in town centres, which could potentially be upgraded and let.

There is significant reliance on the private rented sector in South Ayrshire for the provision of accommodation for homeless people. Any empty properties brought back into use would have a beneficial impact.

Further details are contained in the Local Housing Systems Analysis, the Private Sector Stock Condition Survey and the Ayrshire Joint Structure Plan.

OPTIONS CONSIDERED AND REJECTED

Additional options considered and rejected in relation to this objective are detailed in Option Appraisal Results Report Topic 2.

ACTION	MONITOR
<p>A Enable provision of new build in Ayr, Prestwick and Troon for low cost home ownership through the Local Plan process. Targets and timescales are to be set in consultation with the Council's planning service.</p>	<ul style="list-style-type: none"> · no. units for LCHO in Ayr/Prestwick/Troon · evaluation of LCHO schemes in Ayr/Prestwick/Troon · RTB sales by settlement and priority area · % houses sold priced under £40,000
<p>B Enable provision of new build for owner occupation ensuring geographical spread in relation to demand, through the Local Plan process. Targets and timescales are to be set in consultation with the Council's planning service.</p>	<ul style="list-style-type: none"> · new build for owner occupation by settlement and priority area
<p>C Identify funding to enable empty property to be brought back into use, including mechanism for providing targeted grants to landlords identified in the empty property database by Sept 2003.</p>	<ul style="list-style-type: none"> · amount of funding levered in · number of grants targeted · number of empty properties brought back into use

Objective 3

Sufficient Quality Accommodation Across All Tenures

Scottish Planning Policy 3: Planning for Housing, supports the creation of high quality housing developments in all tenures, including the creation of attractive, sustainable environments and reduction of energy consumption.

South Ayrshire Council has adopted these principles across new and existing properties in the following ways.

A Private Sector Stock Condition Survey has been carried out to provide details on the levels of investment required and identify the areas with the poorest stock. Figures we currently have indicate that there were 453 Below Tolerable Standard properties within the private sector in 2000. Although this represents less than 1 per cent of the total housing stock, it is also 32 more BTS properties compared to 1997.

The Scottish Executive Fuel Poverty Statement states that 47% of all households in the private rented sector are experiencing fuel poverty. In 1997, the average private sector dwelling had an NHER score of 3.9 (on a scale of 1 through 10, where 10 is the most efficient), and spent £860 a year on energy. The entire private sector within South Ayrshire consumed 5230 TJ/year in 1997. By 2001, this energy consumption had fallen by almost 5 per cent to 4977 TJ/year, hence reducing CO₂ emissions by just over 6 per cent.

The South Ayrshire Standard for Council housing has been developed through the Stock Option Appraisal process and agreed through consultation conducted by the South Ayrshire Tenants Group and the Tenants Information Service. This is in the process of being integrated into the Capital Programme and requires planned funding and strict monitoring.

The Scottish Housing Improvement Task Force final report recommends the development and implementation of a Scottish Housing Quality Standard. This would provide a basis for local authority intervention powers, and also provide assistance in the targeting of private sector grants and loans.

OPTIONS CONSIDERED AND REJECTED

Additional options considered and rejected in relation to this objective are detailed in Option Appraisal Results Report Topic 5 and in the Stock Option Appraisal Study Report, the South Ayrshire Council Stock Condition Survey and the Private Sector Stock Condition Survey.

ACTION	MONITOR
<p>A Implement action plan within private rented sector strategy to tackle issues identified through private rented sector workshops. Timescales detailed in the PRS Strategy document.</p>	<ul style="list-style-type: none"> · Evaluation of private rented sector strategy · Feedback from private rented sector landlords and tenants
<p>B Devise and implement affordable warmth strategy, including targeting heating system upgrades and insulation improvements where Home Energy Ratings are lowest, enabling grants/ funding improve the standard of private rented, provision of comprehensive advice by South Ayrshire Energy Agency by April 2004.</p>	<ul style="list-style-type: none"> · Agreed affordable warmth strategy in place · % ↓ energy consumption · no. grants · ↓ no. homes where warmth unaffordable · meet HECA targets
<p>C Devise action plan to meet the recommendations and tackle the issues identified in the Private Sector Stock Condition Survey by Sept 2003.</p>	<ul style="list-style-type: none"> · no. BTS houses by settlement and priority area · benchmark housing quality standard by settlement and priority area · % barrier free within new build · no. amenity conversions · no. adaptations by settlement and priority area
<p>D Establish care and repair scheme piloted in Girvan in 2001. Evaluate and roll out in 2002/03 by December 2003. Target to assist 10 people in 03 / 04, then 35 people per year.</p>	<ul style="list-style-type: none"> · evaluation of scheme using agreed criteria · % private sector grants to people with particular needs by settlement and priority area
<p>E Investigate feasibility of factoring schemes jointly with appropriate RSLs to maintain private sector stock, including possibility of a sinking fund by Dec 2004.</p>	<ul style="list-style-type: none"> · no. houses part of factoring scheme · level of satisfaction
<p>F Implement the South Ayrshire Standard and monitor through capital programme process each year over the planning period.</p>	<ul style="list-style-type: none"> · no. of improvements against programme · monitoring arrangements to be agreed with South Ayrshire Tenants Group
<p>G Ring fence a level of private sector grant funding for private landlords, or identify additional funding source to encourage housing improvements, on an on-going basis over the planning period.</p>	<ul style="list-style-type: none"> · Level of funding · No. grants
<p>H Devise and implement private sector landlord accreditation scheme to encourage private landlords to provide quality accommodation and work in partnership to house homeless people by Dec 2003.</p>	<ul style="list-style-type: none"> · Development of scheme · No. landlords registered · No. nomination agreements in place · Stakeholder satisfaction
<p>I Devise and implement an information/education service on home maintenance for owner-occupiers by Sept 2004.</p>	<ul style="list-style-type: none"> · Information materials devised and available · Customer feedback
<p>J Investigate options for the involvement of owners in Council modernisation schemes, including options for grant assistance and easy payment methods by Sept 2004.</p>	<ul style="list-style-type: none"> · No. of owners successfully included in modernisation programmes · No. modernisation programmes with owner-occupiers
<p>K Provision of information to RTB customers setting out responsibilities particularly in relation to repairs and maintenance by April 2004.</p>	<ul style="list-style-type: none"> · Information materials devised and available · Customer feedback
<p>L Identify ways of increasing funding for aids and adaptations within the private sector on an on-going basis over the planning period.</p>	<ul style="list-style-type: none"> · Level of funding · No. aids and adaptations carried out
<p>M Consider implications of the recommendations of the Housing Improvement Task Force Report, including implications of flexible tenure by April 2004.</p>	<ul style="list-style-type: none"> · Agreed actions in line with HITF report recommendations, relevant to South Ayrshire, and with identified resources
<p>N Provide support and referrals to RSL Mortgage to Rent Scheme – on-going over the planning period.</p>	<ul style="list-style-type: none"> · No. referrals
<p>O Develop joint working arrangements with private developers to encourage input into meeting quality objectives and energy efficiency targets</p>	<ul style="list-style-type: none"> · Partnership arrangements in place

Objective 3.1 Healthy Homes

Effective health improvement should be available to all, delivered using a multi-agency approach, with the continual aim of tackling social inclusion, and focusing on health promotion and the prevention of ill health.

The Scottish Executive Community Regeneration Statement recognises health as one of the core areas for action in tackling deprivation. The environment in which people live can have a detrimental effect on their well-being. Compared to the general population, homeless people are more likely to have poor health, multiple health problems,

and to have a lower life expectancy, and a greater likelihood of addiction related problems. This is demonstrated in research carried out in Ayrshire through the Rough Sleepers Initiative. People living in socially deprived communities are more likely to suffer from stress and depression, and less likely to eat healthily, to take up opportunities for screening and immunisation or to visit a dentist.

The Scottish Fuel Poverty Statement (2002:5) states that “illnesses such as influenza, heart disease and strokes are all exacerbated by cold, and cold homes can also promote the growth of fungi and the number of dust mites - often linked to conditions such as asthma ... There is also evidence to suggest that cold homes can increase the time taken to recover from other illnesses”. Specific groups at risk are the elderly, the sick/disabled, and young children. This is particularly relevant to South Ayrshire due to the projected increase in the population of older people.

OPTIONS CONSIDERED AND REJECTED

Further details relating to health can be found in the NHS Ayrshire and Arran Health and Homelessness Action Plan, South Ayrshire Council’s Homelessness Strategy and the Affordable Warmth Strategy that is currently under development.

ACTION	MONITOR
<p>A Central heating improvements and insulation measures targeted predominantly to people with respiratory problems and heart disease, following referral by local health professionals. It is expected a total of 300 properties will be improved under this scheme with the existing funding.</p>	<ul style="list-style-type: none"> · no. properties improved
<p>B Take part in single shared assessments where there are identified housing needs – on-going over the planning period.</p>	<ul style="list-style-type: none"> · no. joint assessments carried out · housing outcomes · customer feedback
<p>C Joint Training in housing needs assessment involving Health Professionals and Housing Professionals – on-going over the planning period.</p>	<ul style="list-style-type: none"> · no. people trained · training evaluation
<p>D Agree and implement Affordable Warmth Strategy by April 2004.</p>	<ul style="list-style-type: none"> · monitoring arrangements as detailed in the Affordable Warmth Strategy
<p>E Implement Care and Repair Scheme by Dec 2003. Target to assist 10 people in 03/04, then 35 people per year.</p>	<ul style="list-style-type: none"> · monitoring arrangements as set out in the Business Plan · no. repairs carried out · customer feedback
<p>F To address health needs of homeless clients and improve access to services. Aim to assist 50 people per year. On-going over the planning period.</p>	<ul style="list-style-type: none"> · No. homeless people accessing services · Range of services available · Methods of promoting services to homeless people
<p>G Raise health awareness in priority areas to contribute to social inclusion – on-going over the planning period.</p>	<ul style="list-style-type: none"> · level of information provided · evidence of health awareness · customer feedback

Objective 4**Inclusion In Priority Areas To Create Safe, Attractive Neighbourhoods**

The Scottish Executive Community Regeneration Statement identifies the challenge of regeneration as being to 'ensure that services are designed to meet the needs of deprived people and delivered in ways that improve the quality of their lives'.

Following the principles of the Community Regeneration Statement, the aim in South Ayrshire is to build strong communities through investing in community learning and development processes. Significant consultation

around social inclusion in South Ayrshire has resulted in the identification of priority areas for such concentrated investment and development. Full details are contained in South Ayrshire Profile for Community Regeneration and the Stock Option Appraisal Study Report.

South Ayrshire has two designated Social Inclusion Partnership (SIP) areas – Girvan and Ayr North. North Ayr gained SIP status in 1997 and has adopted a community planning framework for achieving its identified aims. Full details of progress and evaluation can be found in the North Ayr Partnership Annual Report 2001/02.

The Girvan and South Carrick SIP was set up in 1999 with a specific focus on children and families. Full details on progress are contained in the Girvan and South Carrick SIP Annual Report 2001/02.

OPTIONS CONSIDERED AND REJECTED

Additional options considered and rejected in relation to this objective are detailed in Option Appraisal Results Report Topic 8.

ACTION	MONITOR
<p>A Co-ordinated capital investment and management initiatives for Westoak, Arran Park, Wallacetoun, Troon Harbour by Dec 2004.</p>	<p>Range of inclusion indicators including:</p> <ul style="list-style-type: none"> · tenant satisfaction · ↓ turnover by priority area · % capital programme investment · level RSL activity
<p>B Development of pilot Community Action Partnership in Westoak by April 2004.</p>	<ul style="list-style-type: none"> · Implementation of repairs board · Local control of environmental improvement budget · Local monitoring of services · Customer feedback and satisfaction
<p>C Work jointly with Communities Scotland to encourage the wider role activities of RSLs in increasing access to services and amenities e.g.</p> <ul style="list-style-type: none"> · access to skills and training for improved employment opportunities · provision of training and support for community activists, groups and organisations in their local area · provision and management of facilities for community and social activities, health promotion projects, development of school links and the provision of care and support for tenants and other residents <p>On-going over the planning period.</p>	<ul style="list-style-type: none"> · no of RSL schemes · level of expenditure · no. people benefiting · level satisfaction
<p>D Create active communities and capacity building in neighbourhood areas by supporting local groups and implementing the Tenant Participation Strategy. On-going over the planning period.</p>	<ul style="list-style-type: none"> · meet targets detailed in tenant participation strategy
<p>E Form a quick response or 'hit team' to deal with neighbour problems, fly-tipping and graffiti in priority areas by Dec 2003.</p>	<ul style="list-style-type: none"> · hit team set up · no. reported graffiti and tipping · customer satisfaction
<p>F Investigate the potential for community based lettings and/or choice based lettings in priority areas by July 2004.</p>	<ul style="list-style-type: none"> · recommendations produced · reduced turnover, voids, refusals · customer satisfaction
<p>G Implement the action identified in North Ayr Social Inclusion Partnership Annual Report 2001/02. Timescales and targets identified in the report.</p>	<ul style="list-style-type: none"> · Monitoring arrangements as detailed in the Annual Report
<p>H Implement the action identified in Girvan and South Carrick Social Inclusion Partnership Annual Report 2001/02. Timescales and targets identified in the report.</p>	<ul style="list-style-type: none"> · Monitoring arrangements as detailed in the Annual Report

Objective 5

Sustainable Rural Communities

The Scottish Executive document 'Rural Scotland, A New Approach' provides a national rural policy framework. It recognises the requirement for high quality affordable housing in rural areas, including the need for new provision. South Ayrshire Council has adopted both this framework and the principles of Scottish Planning Policy 3: Planning for Housing, in developing the actions detailed below.

Rural issues differ from those in other areas of South Ayrshire in the following ways:

- 🏠 Some settlements have a higher proportion of council housing
- 🏠 There is a disproportionate effect of right to buy
- 🏠 There are high levels of BTS housing in private rented sector, in particular agricultural tenancies
- 🏠 House prices tend to be forced upwards due to in-migration
- 🏠 There is a particularly vulnerable employment structure
- 🏠 There is a particularly isolated elderly population

OPTIONS CONSIDERED AND REJECTED

Additional options considered and rejected in relation to this objective are detailed in Option Appraisal Results Report Topic 6.

ACTION	MONITOR
<p>A Programme of individual local housing strategy for rural location involving small new build development and management initiatives each year over the planning period.</p>	<ul style="list-style-type: none"> · no. units built in rural areas · evaluation · no. LCHO
<p>B 30 new affordable rented houses per year in rural areas over the planning period.</p>	<ul style="list-style-type: none"> · no. units built in rural areas
<p>C Suspend right to buy in rural areas from April 2004 for a five year period.</p>	<ul style="list-style-type: none"> · no. RTB by area
<p>D Work jointly with Communities Scotland to encourage the wider role activities of RSLs in increasing access to services and amenities in rural areas. Such strategies would form part of the individual local housing strategy for each rural location. On-going over the planning period.</p>	<ul style="list-style-type: none"> · no of RSL schemes · level of expenditure · no. people benefiting · level satisfaction
<p>E Care and repair in Girvan Local Health Care Co-operative (LHCC) area years 1 and 2, South Ayrshire years 3 and 4. First stage by December 2003. Target to assist 10 people in 03 / 04, then 35 people per year.</p>	<ul style="list-style-type: none"> · establishment and evaluation of scheme as per agreed criteria
<p>F Encourage self build in rural areas. Target 1 plot per year for five years.</p>	<ul style="list-style-type: none"> · no. self build plots identified and sold
<p>G Investigate the potential for a Farm Business Development Scheme by Dec 2006.</p>	<ul style="list-style-type: none"> · Investigation complete with recommendations
<p>H Maintain empty property database so that grants can be targeted to bring properties back into use – on-going over the planning period.</p>	<ul style="list-style-type: none"> · System in place to maintain database · No. grants targeted
<p>I Develop a partnership with rural landowners to develop projects to assist in ensuring best use of all available stock. Partnership by April 2004. Projects identified on an on-going basis over the planning period.</p>	<ul style="list-style-type: none"> · Rural landowners database set up · Inclusion of rural landowners in private rented sector strategy
<p>J Meet target of 75% of new build properties through the development programme being two and three bedroom properties in rural areas each year over the planning period.</p>	<ul style="list-style-type: none"> · % 2 & 3 bedrooed properties built in rural areas

Objective 6

Thriving Town Centres

The main towns in South Ayrshire are Ayr, Prestwick, Troon, Girvan and Maybole.

These towns require continued investment in infrastructure to develop and sustain the tourist industry and ensure that people living there are adequately housed in warm, affordable housing.

The Draft South Ayrshire Local Plan indicates that the development of new dwellings in town centres represent beneficial opportunities as it enhances the vitality and viability of

towns and may also contribute to passive surveillance and crime prevention, particularly out-with shopping hours. The current profile of residents, secured through Slims Reporting Trends, indicates a much higher than average unemployment trend in contrast with that of South Ayrshire as a whole. Unemployment in Ayr Town Centre (KA7 1) stood at 20.5% at February 2000 with the male average of 30%, whilst for females the rate was that of 18.5%. The South Ayrshire average was 5.8%. This key area for action is also detailed as a priority within the Scottish Executive's Community Regeneration Statement.

Other issues include numbers of empty town centre properties, including flats above shops and empty shop premises, properties in disrepair and lack of affordable housing for rent and for owner occupation.

OPTIONS CONSIDERED AND REJECTED

Additional options considered and rejected in relation to this objective are detailed in Option Appraisal Results Report Topic 6.

ACTION	MONITOR
A Enable provision of 70 affordable rented houses per year in town centres through redevelopment of brownfield sites in accordance with Local Plan policy H1 for five years.	· no units built in town centre
B Target Private Sector grant aided activity in town centres - on-going over the planning period.	· no. grants for town centre properties
C Develop a policy to achieve co-ordinated housing, retail, leisure and environmental improvements, including potential conversions of vacant retail property to housing, by April 2007.	· agreed policy in place · reduced vacant property
D Develop a Private sector landlord accreditation Scheme to encourage high quality accommodation and partnership working to house homeless people by April 2004.	· scheme in place · no. nominations for homeless people · customer satisfaction
E Investigate the potential for a tenant incentive/loyalty scheme by April 2005.	· feasibility complete in partnership with tenants · pilot scheme identified if appropriate

Objective 7

Suitable Housing For People Who Have Particular Needs

The Joint Community Care Plan 2001-2004 reports that there are between 200 and 300 learning disabled adults across South Ayrshire. It is estimated that approximately 4800 people in South Ayrshire have a physical disability, of which almost 800 are estimated to have a significant disability (South Ayrshire Council, 2001). Approximately 26 per cent of people living in the local authority sector have a long-term illness or disability (Lowland Market Research, 2002).

The report of the Joint Future Group (Scottish Executive 2001) sets out an agenda for joint working between housing, social work and health authorities. The main agenda is about rebalancing care for older people and improving joint working. It has however wide ranging implications for housing for all people with particular needs. The group have made specific recommendations about more intensive care at home, rapid response teams in every local authority area, a

shopping / home maintenance service in every area, joint resourcing and joint service management on the services for older people and for people within other care groups

OPTIONS CONSIDERED AND REJECTED

Additional options considered and rejected are detailed in Option Appraisal Results Report Topics 3 and 4, and in the Joint Community Care Plan.

ACTION	MONITOR
A Detailed Housing Need Assessment using Personal Housing Planning Technique beginning with 8 people discharged from Arrol Park hospital in year one and rising in numbers thereafter over the planning period.	<ul style="list-style-type: none"> · Number of PHPs completed. · Customer feedback
B An amended Council housing Allocation Policy became operative in October 2000. It is anticipated that approximately 40 community care service users will be allocated housing per year through this category over the planning period.	<ul style="list-style-type: none"> · No. Community Care Service Users allocated housing through Community Care Category. · Development of review procedures
C Achieve 10 successful nominations of community care service users per year to housing association current and new build properties. Target 50 community care service users housed in plan period.	<ul style="list-style-type: none"> · No. of nominations to RSLs.
D 5% of all new build should be to wheelchair standard. This will result in 10 new build wheelchair homes being provided each year throughout the plan period.	<ul style="list-style-type: none"> · No. houses built to wheelchair standard.
E It is anticipated that 2 properties per year will be upgraded to wheelchair standard as part of the Improvement Programme and as part of a programme of personal housing planning.	<ul style="list-style-type: none"> · No. properties upgraded to wheelchair standard. · No. planning apps for conversion granted
F Identify suitable properties in the private rented sector for conversion to amenity and wheelchair standard as part of private sector strategy on an on-going basis.	<ul style="list-style-type: none"> · Number of suitable houses identified.
G Ensure 1% of private sector new build is to wheelchair standard per year over the planning period.	<ul style="list-style-type: none"> · No. private sector houses to standard

ACTION	MONITOR
<p>H Development and implementation of a de-institutionalisation programme for a range of people with disabilities including older people, people with learning disabilities and people with mental health problems by April 2005. A feasibility study into converting the local authority older people residential home in Troon into amenity housing has been completed and concluded that such action is possible.</p>	<ul style="list-style-type: none"> · Number of amenity houses provided through programme.
<p>I Carry out feasibility study for a de-institutionalisation programme in Girvan, (to include residential home for people with learning disabilities) by April 2004.</p>	<ul style="list-style-type: none"> · Feasibility complete and action identified
<p>J Implement Smart Technology pilot project to provide safe secure housing by April 2004. Target to assist 16 – 20 vulnerable people and identify where such technology, including for security purposes, can be of benefit.</p>	<ul style="list-style-type: none"> · Evaluation of pilot project. · No. properties made safe and secure.
<p>K New build for particular needs through development funding process. Nos. specific to individual developments, over the planning period.</p>	<ul style="list-style-type: none"> · No. properties built
<p>L Provide tenancy support for people included in the residential re-provisioning programme in Troon and Girvan, and the dementia friendly housing development in Ayr North through the supporting people programme. On-going.</p>	<ul style="list-style-type: none"> · No. people supported · Customer feedback
<p>M Investigate demand and potential model for provision of intensive care services for the most vulnerable older people in very good housing as an alternative to care home admission. Aim to develop pilot by April 2004.</p>	<ul style="list-style-type: none"> · Feasibility complete · Customer feedback
<p>N Provide additional refuge accommodation for women fleeing domestic abuse in partnership with Woman's Aid and RSLs. Target 4 properties by March 2004.</p>	<ul style="list-style-type: none"> · No. additional properties
<p>O Provide new build dementia friendly housing in partnership with RSLs. Target 12 properties by April 2005.</p>	<ul style="list-style-type: none"> · No. new build dementia friendly properties

Objective 8

Effective Response To Accommodation Needs Of Homeless People

The supply of permanent and temporary accommodation is a prominent issue within South Ayrshire. On average South Ayrshire Council houses 850 people per year from its waiting lists, all of whom are in housing need. About 22% of these allocations are to homeless people. Given that there are approximately 1000 homeless presentations per year, there is a significant shortage of accommodation. In addition there is a reliance on Bed and Breakfast establishments for the provision of temporary accommodation. The proposals within the Housing (Scotland) Act 2001 and the Homelessness etc Bill, whilst improving the rights of homeless people, are also likely to have a significant impact on increasing this shortage.

Work is currently underway with Registered Social Landlords in South Ayrshire to investigate ways of increasing the supply of accommodation and improving nominations to assist in alleviating some of the pressure detailed above. Options for preventing tenancy breakdown and family breakdown are also priority.

A detailed analysis of homelessness in South Ayrshire can be found in the Homelessness Strategy and the document 'Analysis and Assessment of Homelessness in South Ayrshire' which supplements the strategy.

OPTIONS CONSIDERED AND REJECTED

Additional options considered and rejected are detailed in Option Appraisal Results Report Topic 4, and in South Ayrshire's Homelessness Strategy.

ACTION	MONITOR
<p>A Implement Homelessness Strategy Action Plan (see Homelessness Strategy).</p>	<ul style="list-style-type: none"> · Monitoring arrangements as detailed in Homelessness Strategy
<p>B Development of robust nomination agreements with RSLs to take account of the new homelessness legislation. Target to increase numbers of successful nominations from 14 per year to 30 per year by 2008.</p>	<ul style="list-style-type: none"> · Number of successful nominations to housing associations.
<p>C Investigate options within the allocations policy to increase the number of homeless people permanently housed each year from 198 to 250.</p>	<ul style="list-style-type: none"> · Number of allocations to homeless applicants by area.
<p>D Increase the number of temporary accommodation units to meet increased demand as a result of new homeless legislation.(There is a need to review the provision of temporary furnished accommodation to ensure adequate provision. It is estimated that a further 15 temporary units will be required within the Plan period.)</p>	<ul style="list-style-type: none"> · Number of temporary furnished accommodation units identified.
<p>E The Council and partners will continue to encourage the use of flexible tenure in the form of mortgage rescue schemes to help potentially homeless households. Based on recent homeless statistics this could benefit up to 22 households. South Ayrshire will also take a positive approach to any recommendations on flexible tenure from the Housing Improvement Task Force over the planning period.</p>	<ul style="list-style-type: none"> · Number of potentially homeless households assisted by mortgage rescue scheme.
<p>F Increase the amount of accommodation available to homeless households through partnership with RSL to purchase properties on the open market by 5 per year over the planning period.</p>	<ul style="list-style-type: none"> · No. properties purchased · No. people housed
<p>G Support and expand the rent deposit to assist homeless people in accessing private rented sector accommodation over the planning period.</p>	<ul style="list-style-type: none"> · No. referrals · No. people successfully housed · Level of funding
<p>H Extend pilot project for Starter Packs 2003/04 to assist homeless people in the purchase of white goods and carpets.</p>	<ul style="list-style-type: none"> · No. people accessing funding · Project evaluation
<p>I Provide tenancy support in B&B and temporary furnished accommodation through the supporting people programme. Consider the support options for people in permanent accommodation. On-going.</p>	<ul style="list-style-type: none"> · No. people supported · Customer feedback

Objective 8.1

Adequate Housing And Support For Young Homeless People

The Scottish Executive Social Justice Strategy identifies the requirement to provide support to young people, particularly those leaving care, to assist in the prevention of homelessness. This is a theme also identified within the Homelessness Task Force Report. Both South Ayrshire Council's Children's Services Plan and the Homelessness Strategy recognise this as a priority area.

South Ayrshire's Children's Services Plan identifies a number of objectives relating to young people and accommodation, including young homeless people and young people leaving care who may be at risk of becoming homeless. Full details can be found in South Ayrshire's Children's Services Plan.

The Homelessness Strategy goes on to identify that the most distinctive feature of people applying as homeless in South Ayrshire is that 30% are young single people (age 24 and under). Many of these young people are unemployed and a proportion has the additional difficulty of a chaotic lifestyle. Support services for homeless people are an essential part of the council's Supporting People strategy. Supporting people services have been developed as part of the homeless strategy.

A detailed analysis of homelessness in South Ayrshire can be found in the Homelessness Strategy and the document 'Analysis and Assessment of Homelessness in South Ayrshire' which supplements the strategy.

OPTIONS CONSIDERED AND REJECTED

Additional options considered and rejected in relation to this objective are detailed in Option Appraisal Results Report Topic 4, and in South Ayrshire's Homelessness Strategy.

ACTION	MONITOR
<p>A Reduce the reliance on bed and breakfast accommodation for young people over the planning period from 8 per year to 0.</p>	<ul style="list-style-type: none"> · Number of temporary furnished properties available for young people. · Reduction in use B&B
<p>B Develop a high support project to meet the support needs of homeless clients who are inappropriately accommodated in bed and breakfast establishments, in conjunction with the supporting people strategy, and as identified in the Children's Services Plan by April 2004. Target to support 5 people per year.</p>	<ul style="list-style-type: none"> · Successful completion of project · No. young people supported · Customer feedback
<p>C Continue to support and investigate development options for the Council Throughcare Team over the planning period.</p>	<ul style="list-style-type: none"> · Number of young people being supported by Throughcare
<p>D Continue to support and develop the STEP programme, which is designed for young people who are experiencing difficulty in accessing or sustaining training or employment over the planning period. Target to assist 200 people per year.</p>	<ul style="list-style-type: none"> · Number of young people assisted in accessing training and employment.
<p>E Continue to support and develop the START project's which supports 18-25 year olds in finding and sustaining accommodation, and reduce the danger of them sleeping rough. over the planning period. Target to assist 375 people per year.</p>	<ul style="list-style-type: none"> · Number of young people assisted in sustaining accommodation. · Reduction in the number of rough sleepers · No. young people accessing healthcare
<p>F Provide housing and support to young people and young homeless people as detailed in the Children's Services Plan, including the further development of the Throughcare Team, links with voluntary agencies and supporting people</p>	<ul style="list-style-type: none"> · Monitoring arrangements as detailed in the Children's Services Plan.
<p>H Improve access to health services for children and young people in homeless situations as detailed in the Children's Services Plan. Assist 50 people per year.</p>	<ul style="list-style-type: none"> · Services available · No. young people accessing services · Customer feedback

Objective 8.2

Identify And Address Linked Homelessness And Health Needs

Research carried out through the Rough Sleepers Initiative by the START project in South Ayrshire indicates that over 50% of those clients referred to the START project had a health need. The number of homeless people who also had a mental health problem has tripled from 18 to 53 between 1997 and 2002, a total of 5% of all homeless applicants. This along with other health needs linked to chaotic lifestyles such as alcohol or drug addiction, underlines the need for adequate support and referral services to be in place, and for continued joint working with the NHS Ayrshire and Arran and relevant voluntary agencies. South Ayrshire's Joint Health Improvement Plan sets out a full agenda for joint working to tackle a range of issues, including health, housing and homelessness.

OPTIONS CONSIDERED AND REJECTED

Additional options considered and rejected in relation to this objective are detailed in Option Appraisal Results Report Topic 4, South Ayrshire's Homelessness Strategy, and NHS Ayrshire and Arran Homelessness and Health Strategy.

ACTION	MONITOR
A Implement Homelessness Strategy Action Plan.	· Monitoring arrangements as detailed in Preventing Homelessness Strategy
B Identify and address the health needs of this client group through the continued support of the Health Development worker for the RSI project in Ayrshire. On-going over the planning period.	· No. people receiving health care
C Assist in implementing the action plan detailed in the NHS Ayrshire and Arran Health and Homeless Strategy.	· Monitoring arrangements as detailed in the Health and Homeless Strategy
D Identify and modify joint working arrangements with relevant agencies to ensure effective referral systems and support. On-going over the planning period.	· No. referrals · No. people receiving support

Objective 8.3

Address Linked Homelessness And Unemployment Needs

The majority of people (60%) presenting as homeless in South Ayrshire are single people of employment age. They are often socially excluded due to poor educational attainment and lack of opportunity to access training and work experience to secure a place in the job market. There is evidence to suggest that unemployment contributes to rent arrears and

potentially homelessness. Services and projects are required to help break this cycle in order to prevent homelessness and to offer opportunities and support to people already homeless in developing skills and accessing training.

A range of personal development and employment access services are funded by the Council, Scottish Enterprise Ayrshire, European funds, Ayr College and other partner organisations.

OPTIONS CONSIDERED AND REJECTED

Additional options considered and rejected in relation to this objective are detailed in Option Appraisal Results Report Topic 4, and in South Ayrshire's Homelessness Strategy.

ACTION	MONITOR
A Implement Homelessness Strategy Action Plan.	<ul style="list-style-type: none"> · Monitoring arrangements as detailed in Preventing Homelessness Strategy
B Identify the potential for combined Housing, Training and Employment Services for homeless young people by April 2004.	<ul style="list-style-type: none"> · No. people in training · No. people in education · Customer feedback
C Implement an assisted self-refurbishment project in North Ayr to assist 12 young jobless homeless people in accessing vocational training and work based experience. Project to be completed by April 2004.	<ul style="list-style-type: none"> · Completion of project · No. people housed · No. people accessing training · Independent project evaluation
D Investigate the feasibility of an assisted self build project in North Ayr by Sept 2004.	<ul style="list-style-type: none"> · Completion of feasibility · No. properties built · No. people successfully housed and receiving training and support
E Continue to develop and support services provided by the Step project over the planning period. Target to assist 200 people per year.	<ul style="list-style-type: none"> · No. people receiving advice · No. people accessing training and education
F Develop additional targeted services with the SCOOP project (Girvan), Signpost (Maybole) and Access North Ayr in tandem with the services provided by the Step project.	<ul style="list-style-type: none"> · No. people receiving advice · No. people accessing training and education

Objective 9

High Quality Housing Management Services

The Council's housing management service is subject to a system of review in all key activities which will be developed over the period of this Plan, involving all key stakeholders. The main objectives are:

- 🏠 To determine and implement housing management objectives in partnership with tenants and prospective tenants to ensure a high quality, transparent service
- 🏠 To allocate houses fairly and effectively according to each applicant's need, increasing levels of choice for our customers and flexibility to take account of special and individual circumstances
- 🏠 To improve estate management services to ensure and sustain the living environment for communities and promote and develop local initiatives promoting more tenant participation in the management of their housing

Existing policy and procedures have been, are or will be reviewed to ensure the Council meets its responsibilities under Best Value to strive for continuous improvement in its services. This process will include a robust method of self-assessment to demonstrate understanding of the processes we manage and the services we deliver. This will be carried

out within the Single Regulatory Framework set out in the Housing (Scotland) Act 2001.

OPTIONS CONSIDERED AND REJECTED

South Ayrshire Council Stock Option Appraisal Study involved substantial tenant consultation around housing management service issues, and the development of Community Action Partnerships. The South Ayrshire Tenants Group, established as a result of the Option Appraisal, will be involved in continually assessing service options.

ACTION	MONITOR
<p>A Achieve high levels of performance and satisfy the requirements of statutory performance indicators- incl. high quality tenancy management services to the residents of South Ayrshire, which enhance safety and security and protect investment. On-going over the planning period.</p>	<ul style="list-style-type: none"> · Performance against statutory indicators · Customer feedback
<p>B Develop by December March 2003/4 a detailed Housing Management Plan setting targets and timescales for the improved delivery of housing services in local areas.</p>	<ul style="list-style-type: none"> · Housing management plan produced and actioned · Staff feedback
<p>C Fulfil the requirements of the performance standards set out in the Single Regulatory Framework. Trial self-assessment undertaken March 2003, with target for full compliance by March 2004.</p>	<ul style="list-style-type: none"> · Performance against regulatory targets · Customer and staff feedback
<p>D Update and review current levels of housing information and advice provided to customers, through the development of a housing advice strategy and through continued staff awareness training.</p>	<ul style="list-style-type: none"> · Target all staff trained by April 2004. · Level of information available · Take-up of information · No. staff trained · Customer feedback
<p>E Increase tenant decision making in relation to the provision of housing management services in local areas, through, for example, Community Action Partnerships. Aim for all three CAPs by the end of the planning period.</p>	<ul style="list-style-type: none"> · Customer feedback · Level of service against localised targets · No. of CAPs
<p>F Continue to promote equal opportunities in housing management services through procedural review and staff training. On-going over the planning period.</p>	<ul style="list-style-type: none"> · No. complaints · No. staff trained
<p>G Provide tenancy support services in difficult to let areas in Ayr North and Maybole through supporting people services.</p>	<ul style="list-style-type: none"> · Monitoring detailed in the supporting people strategy
<p>H Continue to provide relevant services to Travelling People and to refine liaison arrangements with other council services, eg education, as well as external partners such as landowners, Health and Police. On-going over the planning period.</p>	<ul style="list-style-type: none"> · Occupancy of the Travelling Persons site · No. illegal encampments

Objective 9.1 High Quality Homelessness Services

The Housing (Scotland) Act 2001 emphasises the need to improve the services available to homeless people, and highlights the need for better joint working between agencies in order to achieve this. One particular highlighted area is the provision of adequate and consistent advice and information to homeless people across the council and relevant agencies.

South Ayrshire has a good history of joint working with a range of agencies and neighbouring authorities to ensure the provision of effective homelessness services. However, these require to be further developed in the light of new homelessness legislation and in accordance with the Homelessness Strategy, and the action plan below reflects this.

Support services for young homeless people and people who are homeless with additional needs are in existence

but require further development and expansion, particularly in relation to a one door approach.

OPTIONS CONSIDERED AND REJECTED

Additional options considered and rejected in relation to this objective are detailed in Option Appraisal Results Report Topic 4, and in South Ayrshire's Homelessness Strategy.

ACTION	MONITOR
A Implement Homelessness Strategy Action Plan.	· Monitoring arrangements as detailed in Preventing Homelessness Strategy
B To develop and maintain partnerships with other local authorities, Housing Aid external agencies and voluntary organisations over the planning period.	· Evaluation of joint working arrangements
C To work in partnership with other agencies to support the Rent Deposit Scheme and develop a strategy for the private rented sector over the planning period.	· No. people successfully housed through RDS · Private sector strategy in place with agreed actions and monitoring arrangements
D To develop effective referral systems with relevant agencies, particularly in relation to housing support by April 2004.	· No. people referred · No. people receiving support · Customer feedback
E To develop effective decision making procedures and ensure adequate staff training to achieve the above by April 2004.	· Staff training programme devised · No. staff trained · Staff feedback
F To improve and develop the level and type of advice and assistance available both in the homelessness section and the Area Housing Offices. This includes a referral system and staff training to Homepoint advised level by April 2004.	· Agreed strategy · No. staff trained · Customer feedback

Objective 9.2

Tenant Participation In Decision Making

The Housing (Scotland) Act 2001 highlights the importance of involving tenants and residents in decision making, and creates new duties for local authorities to ensure that strategies are in place to achieve this.

South Ayrshire Council has a good record of tenant participation, demonstrated by the levels of involvement

of tenants and also residents in the development of strategies, the improvement of housing management services including being part of the decision making process for rent setting and developing the South Ayrshire Standard.

This success requires to be built upon to increase representation and develop new and inclusive ways to create an environment for meaningful participation

OPTIONS CONSIDERED AND REJECTED

Additional information is contained throughout all of the option appraisal documents, the Local Housing Strategy Consultation Strategy and the Tenant Participation Strategy.

ACTION	MONITOR
A Implement Tenant Participation Strategy.	<ul style="list-style-type: none"> · Monitoring arrangements as detailed in the Tenant Participation Strategy
B Implement the new standard for housing stock quality 'South Ayrshire Standard,' in consultation with tenants over the planning period.	<ul style="list-style-type: none"> · progress against SAS · satisfaction levels
C Options for tenant management organisations will be determined in consultation with tenants using the outcome of the stock option appraisal study. Target is to achieve 5 new management initiatives over the planning period.	<ul style="list-style-type: none"> · no. new management initiatives · customer feedback
D Pilot community action partnership in Westoak by April 2004.	<ul style="list-style-type: none"> · customer feedback · performance against local targets · repairs board in place · local budgets managed and monitored by local tenants
E Monitor and evaluate LHS and related strategies in consultation with tenants regularly over the planning period, as detailed in the LHS Implementation Plan.	<ul style="list-style-type: none"> · Use of Information Partnership and forums · Level of information provided · Use of website and newsletters · Customer feedback

Objective 9.3

Value For Money Housing Maintenance Strategy

The Scottish Executive's Modernising Scotland's Social Housing Consultation Paper sets out proposals for a Scottish Social Housing Standard.

South Ayrshire Council's Stock Option Appraisal Study recommended that the Council should adopt a standard for the future improvement and maintenance of its housing stock. Consequently the Council has consulted and agreed with the South Ayrshire Tenants Group a *South Ayrshire Standard* to bring this objective into effect. The standard is contained within the Council's Investment Strategy.

A Repairs Stakeholders Conference was held in late 2002 with delegates representing housing staff, the contractor (Council Building Works), councillors and tenants to discuss the options for improving the repairs and maintenance service.

OPTIONS CONSIDERED AND REJECTED

Options on the future shape of the repairs service are now subject to more detailed scrutiny by a working group that will report in Spring to a stakeholders committee.

Option appraisal in relation to South Ayrshire Standard is contained within South Ayrshire Council's Stock Option Appraisal Study.

ACTION	MONITOR
<p>A Ensure the Council meets the South Ayrshire Standard in its housing and designs and implements appropriate capital and planned maintenance programmes to ensure the lifetime maintenance and improvement of the stock. On-going over the planning period.</p>	<ul style="list-style-type: none"> · Progress against programme · Customer satisfaction · No. complaints
<p>B Carry out capital programme for central heating, lift maintenance, rewiring, asbestos removal, external fabric upgrades. and investment in the Priority Areas (identified in the Stock Option Appraisal). Targets detailed within the capital programme.</p>	<ul style="list-style-type: none"> · numbers against programme & area · ↓ energy consumption · customer feedback
<p>C Review the responsive repairs service in collaboration with major stakeholders, taking account of the modernising procurement agenda. Promote service improvements and assess the potential for introducing local repairs strategies as a means of sustaining and improving neighbourhoods and communities by April 2004.</p>	<ul style="list-style-type: none"> · targets set for response repairs/customer satisfaction surveys/ self-assessment of service conducted under the framework of the Single Regulatory Function
<p>D To adopt a Best Value Partnership for Planned, reactive & Void house repairs with in-house contractor through a Service Level Agreement by March 2004.</p>	<ul style="list-style-type: none"> · VFM through competition /market testing · Shifting balance from responsive to planned repairs · No. of voids returned within timescale

Objective 10

Ensure Equal Opportunities Within Housing Services And Policies

The Scottish Executive identify equalities as a key priority, reflected in the Housing (Scotland) Act 2001, and in the Race Relations (Amendment) Act 2000. In housing this particularly applies to access to services and housing, as well as the procedures for policy implementation. South Ayrshire Council also complies with the obligations under Part 3 of the Disability Discrimination Act 1995.

The main aims of South Ayrshire Council's Equality Policy are to challenge discrimination, to promote and implement equality measures, to progress social justice and to strive to ensure that no one is disadvantaged by virtue of negative attitudes to race, gender, physical, mental and or sensory impairments, age or sexuality.

South Ayrshire Council is committed to ensuring that all customers can enjoy the full amenity and privacy of their own homes.

OPTIONS CONSIDERED AND REJECTED

Actions have been developed in accordance with the Council's Race Equality Strategy and Equal Opportunities Policy, and in accordance with the Housing (Scotland) Act 2001.

ACTION	MONITOR
A Ensure that all housing policies and procedures comply with the Race Relations Act. Regular review over the planning period.	· check list for all policies
B Ensure that staff are aware of the duties under the Race Relations Act and are equipped to deliver services to comply with the Act. On-going over the planning period.	· No. staff trained · customer feedback
C Ensure that all housing policies and procedures comply with the Equal Opportunities Policy by Dec 2003.	· Check list for all policies
D Ensure that staff are aware of equal opportunities issues and deliver services in compliance with the policy. On-going over the planning period.	· No. staff trained · Customer feedback
E Ensure that housing and homelessness advice is available in a range of formats and languages, and through a range of agencies. On-going over the planning period.	· Customer feedback · No. requests
F Ensure that registered tenants organisations promote equalities and are accessible to all tenants. On-going over the planning period.	· Monitoring arrangements in place for RTOs
G To positively promote services to those who are having difficulties accessing services, or who are being discriminated against. On-going over the planning period.	· Customer feedback · Monitoring arrangements as detailed in Equalities and Race Relations policies

SECTION 8

How will we monitor and evaluate the LHS?

The Local Housing Strategy will be monitored regularly throughout the plan period both to ensure its implementation and to measure its success. This will enable the LHS to be updated and amended as appropriate.

The LHS will be monitored and evaluated in a number of ways:

IMPLEMENTATION AND PERFORMANCE

Section 7 of the LHS details the actions and output monitors, which were identified and agreed by South Ayrshire's Information Partnership. These are a combination of quantitative performance indicators and qualitative feedback.

These actions and output monitors form the basis of the Implementation Plan, which is available as a supplementary document to the LHS. The Implementation Plan details partners, how the information will be collected, outputs and outcomes against each action under each objective.

STRUCTURES FOR MONITORING AND EVALUATION

THE HOUSING STRATEGY MEMBER OFFICER GROUP

This is a ready established Group comprising key Council officer and Elected Members. This Group will have the responsibility of ensuring that the LHS is being implemented corporately across the Council and is meeting objectives. The Group will receive quarterly updates on general progress and receive specific updates on projects as required.

SOUTH AYRSHIRE INFORMATION PARTNERSHIP

This is a ready established forum of all the key partners in the LHS, including tenants, residents, RSLs, private sector landlords, NHS Ayrshire and Arran, Enterprise Ayrshire, voluntary agencies and Council Departments. This forum will meet twice a year to review progress. The members of the Information Partnership have the responsibility to provide the agreed statistical information and qualitative feedback which will be used to measure success and progress.

INTERNAL STEERING GROUP

An internal core team has been established to co-ordinate implementation of the LHS and to co-ordinate the collection and production of information and feedback.

COMMITTEE REPORTS

Committee Reports will be produced for Council Committee and the Community Planning Partnership as appropriate.

EXTERNAL VALIDATION

Consideration will be given to methods of externally validating the monitoring framework. This could include, for example, an external consultant undertaking a desk top examination of LHS monitoring and evaluation reports, scrutiny of the LHS monitoring and evaluation framework and sampling of stakeholder views.

STRUCTURES FOR COLLATION AND PRODUCTION OF INFORMATION

DATABASES

A database has been established detailing the baseline information against each performance indicator. These indicators will be collected at 6 monthly intervals and reports produced showing performance.

Project plans have been established as appropriate through project monitoring software to timetable customer and partner feedback requirements. These plans will assist in co-ordinating feedback surveys and newsletter production.

NEWSLETTERS

A specific LHS newsletter will be produced as appropriate to provide project updates and request feedback. The established South Ayrshire Tenants Newsletter will also be used to gather such information.

SOUTH AYRSHIRE COUNCIL WEBSITE

The LHS and supplementary documents will all be available on the website. Surveys, opinion polls and requests for feedback will be posted on the website as appropriate. These surveys will be advertised in the newsletters (see above) and in local adverts in newspapers and mailshots to the members of the Information Partnership. The website will be monitored to provide information on who is using the site and how often it is being used.

LHS REVIEW

A progress document will be produced yearly for consideration by Council Committee and the Information Partnership.

SECTION 9

Where to find Additional Information

- 🏠 South Ayrshire Council Local Housing Systems Analysis
- 🏠 South Ayrshire Council Homelessness Strategy
- 🏠 South Ayrshire Council Tenant Participation Strategy
- 🏠 Council House Stock Condition Survey
- 🏠 Stock Option Appraisal Final Report
- 🏠 Private Sector House Condition and Household Survey
- 🏠 Assessment and Analysis of the Nature of Homelessness in South Ayrshire
- 🏠 Local Housing Strategy Consultation Strategy
- 🏠 Review of the 1998 Housing Plan
- 🏠 Local Housing Strategy Option Appraisal Reports
- 🏠 Local Housing Strategy Implementation Plan
- 🏠 Draft Private Rented Sector Strategy
- 🏠 Profile for Community Regeneration Strategy
- 🏠 Investment Strategy
- 🏠 Pressured Areas Proposal
- 🏠 Supporting People Strategy
- 🏠 North Ayr Partnership Annual Report 2001/02
- 🏠 Girvan and South Carrick Social Inclusion Partnership Annual Report 2001/02
- 🏠 Ayrshire, Dumfries and Galloway Housing Market Context Statement
- 🏠 Vision 2020
- 🏠 The Ayrshire Economic Forum's Strategy for Economic Development

All of the listed documents supplement the information contained within the LHS and are cross-referenced as such. If you would like a copy of any of the above documents please

visit the South Ayrshire Council Website at <http://www.south-ayrshire.gov.uk/housingstrategy>

The LHS can be made available in alternative formats and languages. Please contact us at the above address if you would like to receive a copy of the LHS in a different format.

Comments and Feedback

If you would like to comment on any of the sections of the LHS, would like to be part of future consultation and review events, or would like to become a member of the South Ayrshire Information Partnership, please return this page giving your contact details.

NAME:
ORGANISATION (IF APPLICABLE):
ADDRESS:
EMAIL ADDRESS:
CONTACT PHONE NUMBER:
HOW WOULD YOU PREFER TO BE CONTACTED? POST <input type="checkbox"/> EMAIL <input type="checkbox"/> TELEPHONE <input type="checkbox"/>
COMMENTS:
<p><i>Please return this form to: Strategy and Development Social Work, Housing and Health Holmston House 3 Holmston Road Ayr KA7 3BA</i></p>

