

# **Children and Community**

## **Local Housing Strategy 2011 – 2016 February 2013 Update**

# South Ayrshire Local Housing Strategy 2011 – 2016 Update Spring 2013

## Introduction

This is the first annual update of the South Ayrshire Local Housing Strategy 2011 – 2016. The Local Housing Strategy was approved and adopted by South Ayrshire Council in May 2011 and underwent a peer review process in September 2011. This document provides an update on the progress made against the strategy since it was adopted.

There are five themes within the current Local Housing Strategy, each of which had a specific strategic outcome:

- **Balanced Housing Markets**

**People in South Ayrshire can find a suitable place to stay**

- **Housing Quality**

**People in South Ayrshire live in warm, well-maintained, energy efficient homes**

- **Access, Advice and Support**

**People in South Ayrshire are able to access advice and support that allows or prepares them to live in the type of accommodation that meets their needs**

- **Homelessness**

**Homelessness is prevented for people in South Ayrshire as far as possible and advice and support is available where it cannot be avoided**

- **Better Neighbourhoods**

**People in South Ayrshire are proud of their neighbourhoods**

An action plan was prepared for each of the themes together with a monitoring framework in order to keep track of progress towards each of the strategic outcomes. This document outlines the progress made against each of these outcomes.

It is important to highlight the Local Housing Strategy is a 'living document'. As such, some changes have been made to the actions and milestones pursued by the Housing Team in light of the considerable changes in the strategic landscape of housing since the Local Housing Strategy was developed and adopted by South Ayrshire Council in May 2011.

In particular, changes required by the Welfare Reform Act have diverted considerable resources in terms of officer time, and will continue to be the case for the foreseeable future. As a result, some lower priority actions have been delayed, while others have been superseded by work undertaken by other parts of the Council. These are highlighted within this report.

If you have any questions about the content or detail of this report, please contact:

Heather Anderson,

Housing Policy and Strategy Manager

☎ 01292 612911

✉ [heather.anderson2@south-ayrshire.gov.uk](mailto:heather.anderson2@south-ayrshire.gov.uk)

## Balanced Housing Markets

### LHS Outcome

#### People in South Ayrshire can find a suitable place to stay

*Balanced Housing Market Outcome 1  
1,000 new houses built by 2016 to meet need*

*Balanced Housing Market Outcome 2  
People in South Ayrshire have quality housing options available*

*Balanced Housing Market Outcome 3  
Existing housing stock is used in the most effective way*

		Proportion of Actions
Action 2011/12	Complete	50%
	Nearly complete	25%
	Partially complete	25%
	Not yet started	0
	Delayed/Superseded	0

Actions Complete	Nearly Complete Actions	Partially Complete	Not yet Started / Delayed/Superseded
<ul style="list-style-type: none"> <li>✓ <b>Housing Options for Older People Review</b></li> <li>✓ <b>Housing Options for Older People Strategy</b></li> <li>✓ <b>Review of Potential Gypsy /Traveller Transit Site</b></li> <li>✓ <b>Support for downsizing in Council properties</b></li> </ul>	<ul style="list-style-type: none"> <li>➤ Adaptations Review</li> <li>➤ Development of an Adaptations Monitoring Tool</li> </ul>	<ul style="list-style-type: none"> <li>❖ Affordable Housing Policy Review</li> <li>❖ Range of tenancy models available</li> </ul>	

Successes	What still needs to happen
<ul style="list-style-type: none"> <li>+ <b>Completion of 68 Local Authority homes built - first for 30 years</b></li> <li>+ <b>Increase in supply of Private Sector Leasing properties – up to 48 from 40</b></li> <li>+ <b>Number of days low demand houses had been un-let at year end 275 down from 15,352</b></li> <li>+ <b>Average time that low demand houses had been un-let at year end 34 days down from 569</b></li> <li>+ <b>Average number of weeks rent owed by tenants leaving in arrears 4.7 down from 9.9</b></li> <li>+ <b>Completion of SHIP and Local Delivery Plan 2012 - 2015</b></li> </ul>	<ul style="list-style-type: none"> <li>– Further work is still required on the processes, recording of adaptations in Council properties and how adapted properties are allocated.</li> <li>– Exploration of the range of accommodation models available and how these can be implemented, particularly in relation to mid-market rent properties</li> <li>– Review of Affordable Housing Policy to reflect current need and demand across Ayrshire</li> <li>– Joint working with planning to identify sites for future development</li> </ul>

## Housing Quality

### LHS Outcome

**People in South Ayrshire live in warm, well-maintained, energy efficient homes**

*Housing Quality Outcome 1*

*South Ayrshire's Social Housing Stock meets Scottish Housing Quality Standard by 2015*

*Housing Quality Outcome 2*

*People in South Ayrshire have quality housing options available*

*Housing Quality Outcome 3*

*Home-owners, landlords and tenants are aware of their responsibilities and are supported to uphold them*

*Housing Quality Outcome 4*

*Empty Homes are brought back into use*

*Housing Quality Outcome 5*

*People in South Ayrshire can access help and support to minimise the risk of experiencing fuel poverty*

		Proportion of Actions
Action 2011/12	Complete	78%
	Nearly complete	11%
	Partially complete	11%
	Not yet started	0
	Delayed/Superseded	0

Actions Complete	Nearly Complete Actions	Partially Complete	Not yet Started / Delayed/Superseded
<ul style="list-style-type: none"> <li>✓ <b>Business Plan Review for Council Housing</b></li> <li>✓ <b>Asset Management Plan</b></li> <li>✓ <b>HMO Licences</b></li> <li>✓ <b>Programme of Landlord training in place</b></li> <li>✓ <b>Empty Homes Strategy complete</b></li> <li>✓ <b>Fuel Poverty Profile</b></li> <li>✓ <b>Range of Scheme of Assistance indicators in place</b></li> <li>✓ <b>Bids for Universal Home Insulation Schemes funding</b></li> </ul>	<ul style="list-style-type: none"> <li>➤ Fuel Poverty Statement</li> <li>➤ Owner Engagement Strategy</li> </ul>	<ul style="list-style-type: none"> <li>❖ Private Sector Profile</li> </ul>	<p>N/A</p>

### Successes

+ **Scottish Housing Quality Standard compliance increased from 58.7% to**

### What still needs to happen

– Fuel Poverty Statement to be subjected to consultation and agreement

Successes	What still needs to happen
<p><b>73.1%</b></p> <ul style="list-style-type: none"> <li>+ <b>SHQS Sub Categories:</b> <ul style="list-style-type: none"> <li>o <b>Meeting Tolerable Standard up from 98.5% to 99.9%</b></li> <li>o <b>Free from Serious Disrepair up from 95.1% to 95.3%</b></li> <li>o <b>Energy Efficient up from 88.2% to 98.6%</b></li> <li>o <b>Modern Facilities up from 75.4% to 85.3%</b></li> </ul> </li> <li>+ <b>Number of Landlords registered up from 3,364 to 3,653</b></li> <li>+ <b>Universal Home Insulation Scheme in place for three consecutive years</b></li> </ul>	<ul style="list-style-type: none"> <li>– Work to continue on private sector profile</li> <li>– Further development of Scheme of Assistance Indicators</li> <li>– Development of clear procedures for engaging owners in mixed tenure repairs</li> <li>– Develop bid for Home Energy Scotland : Area Based Scheme funding by April 2013</li> </ul>

## Access, Advice and Support

### LHS Outcome

**People in South Ayrshire are able to access advice and support that allows or prepares them to live in the type of accommodation that meets their needs**

#### *Access, Advice and Support Outcome 1*

*People in South Ayrshire can easily access housing advice and information which is consistent, comprehensive and appropriate*

#### *Access, Advice and Support Outcome 2*

*People in South Ayrshire receive housing related support quickly and efficiently*

		No of Actions
Action 2011/12	Complete	22%
	Nearly complete	33%
	Partially complete	22%
	Not yet started	11%
	Delayed/Superseded	11%

Actions Complete	Nearly Complete Actions	Partially Complete	Not yet Started / Delayed/Superseded
<ul style="list-style-type: none"> <li>✓ <b>Allocations Policy response to Welfare Reform</b></li> <li>✓ <b>Review of accessibility to Housing Offices</b></li> <li>✓ <b>Restructure of Housing Support Services</b></li> </ul>	<ul style="list-style-type: none"> <li>➤ Adaptations Review (See BHM 1)</li> <li>➤ Development of an Adaptations Monitoring Tool (See BHM1)</li> <li>➤ Adoption of South Ayrshire Amenity Standard</li> <li>➤ Review of sheltered housing allocations policy</li> </ul>	<ul style="list-style-type: none"> <li>❖ Community Care and Housing Directory</li> <li>❖ Housing and Support Contacts List</li> <li>❖ Development of online mutual exchange</li> </ul>	<ul style="list-style-type: none"> <li>– Community Care and Housing A-Z</li> <li>– Advice and Information Profile has been superseded by joint working required for the Joint Services for Older People</li> <li>–</li> </ul>

Successes	What still needs to happen
<ul style="list-style-type: none"> <li>+ <b>Area offices Disability Discrimination Act compliant</b></li> <li>+ <b>Key allocations policies in place ahead of welfare reform</b></li> <li>+ <b>Housing is an active partner of the Corporate Working Group on Welfare Reform</b></li> </ul>	<ul style="list-style-type: none"> <li>– Continuing work on Directory – with due attention paid to possible future restructures</li> <li>– Ongoing monitoring of Housing Support Contract</li> </ul>

## Homelessness

### LHS Outcome

**Homelessness is prevented for people in South Ayrshire as far as possible and advice and support is available where it cannot be avoided**

#### *Homelessness Outcome 1*

*People in South Ayrshire can access affordable and suitable accommodation*

#### *Homelessness Outcome 2*

*Vulnerable people in South Ayrshire are targeted with effective homelessness prevention measures and support*

#### *Homelessness Outcome 3*

*Homeless households have access to temporary accommodation*

#### *Homelessness Outcome 4*

*Mainstream support services are available to homeless households*

#### *Homelessness Outcome 5*

*The provisions of the National Homelessness agenda are implemented in South Ayrshire*

		No of Actions
Action 2011/12	Complete	73%
	Nearly complete	5%
	Partially complete	12%
	Not yet started	9%
	Delayed/Superseded	1%

Actions Complete	Nearly Complete Actions	Partially Complete	Not yet Started / Delayed/Superseded
<p><b>NB - Not every complete action is listed</b></p> <ul style="list-style-type: none"> <li>✓ <b>Priority need is abolished</b></li> <li>✓ <b>People on waiting lists are proactively targeted housing advice and information</b></li> <li>✓ <b>Clear policies and procedures are in place for dealing</b></li> </ul>	<ul style="list-style-type: none"> <li>➤ Long term exit strategy for use of B&amp;Bs as temporary accommodation</li> <li>➤ Adaptations Review (See BHM 1)</li> <li>➤ Amenity Standard used in allocations</li> <li>➤ Sheltered accommodation is allocated according to need</li> <li>➤ Development of an Adaptations</li> </ul>	<ul style="list-style-type: none"> <li>❖ Multi-agency training</li> <li>❖ Development of nominations module</li> <li>❖ Housing and Support Contacts List</li> <li>❖ System to monitor allocations system is under development</li> <li>❖ Parent engagement for young homeless</li> </ul>	<ul style="list-style-type: none"> <li>– Housing Options information on the website</li> <li>– Review of allocations policy</li> <li>– Formal monitoring of Temporary Accommodation expenditure</li> <li>– Regular review of temporary accommodation</li> <li>– Day services and</li> </ul>

Actions Complete	Nearly Complete Actions	Partially Complete	Not yet Started / Delayed/Superseded
<p><b>with homeless households who are on the sex offenders or violent offenders</b></p> <ul style="list-style-type: none"> <li>✓ <b>Homelessness decisions letters are integrated into the IT system</b></li> <li>✓ <b>Performance information is reported annually</b></li> <li>✓ <b>Housing advice and info is available at community events and road shows</b></li> <li>✓ <b>Not Homeless decisions are quality assured and monitored</b></li> <li>✓ <b>Common application form is in place</b></li> <li>✓ <b>Rent deposit scheme in place and procedures for discharging homelessness duty in the Private Rented Sector</b></li> <li>✓ <b>Clear policies and procedures are in place for linking homeless households with health services, especially in relation to children</b></li> <li>✓ <b>Domestic abuse policy is in place</b></li> </ul>	<p>Monitoring Tool (See BHM1)</p>	<p>people</p> <ul style="list-style-type: none"> <li>❖ <b>Responsive befriending project for young homeless people</b></li> <li>❖ <b>Homeless households have information on health services and issues</b></li> <li>❖ <b>Procedures to ensure smooth transition from homeless to mainstream housing</b></li> <li>❖ <b>Assist children in homeless households to maintain existing networks</b></li> </ul>	<p>activities available for homeless households</p> <ul style="list-style-type: none"> <li>– Supported accommodation for people with addictions issues</li> <li>– Review of Homeless application form</li> <li>– Consider options for temporary accommodation for people with accessibility issues</li> </ul>

Successes	What still needs to happen
<ul style="list-style-type: none"> <li>+ <b>Abolition of priority need ahead of 2012 target</b></li> <li>+ <b>Housing options fully operational</b></li> </ul>	<ul style="list-style-type: none"> <li>– Ongoing work on Housing pages on Council website</li> <li>– Review of various policies</li> <li>– Review of temporary accommodation</li> </ul>

## Better Neighbourhoods

### LHS Outcome

#### People in South Ayrshire are proud of their neighbourhoods

*Better Neighbourhoods Outcome 1*

*People in South Ayrshire live in safe and clean neighbourhoods*

*Better Neighbourhoods Outcome 2*

*People in South Ayrshire have access to attractive open space*

*Better Neighbourhoods Outcome 3*

*People in South Ayrshire have the opportunity to be involved in shaping where they live*

		No of Actions
Action 2011/12	Complete	25%
	Nearly complete	12.5%
	Partially complete	50%
	Not yet started	12.5%
	Delayed/Superseded	N/A

Actions Complete	Nearly Complete Actions	Partially Complete	Not yet Started / Delayed/Superseded
<ul style="list-style-type: none"> <li>✓ <b>Dog walking charter in place</b></li> <li>✓ <b>Tenant Participation Strategy complete</b></li> </ul>	<ul style="list-style-type: none"> <li>➤ Local social housing charter</li> </ul>	<ul style="list-style-type: none"> <li>❖ Community Capacity Learning Programme in place</li> <li>❖ New Community Engagement Cluster</li> <li>❖ Review of Special uplift charge</li> <li>❖ Increase number of allotments</li> </ul>	<ul style="list-style-type: none"> <li>– Review of Neighbourhood Management in Wallacetoun</li> </ul>

### Successes

- + **TP Strategy in place**
- + **Tenants conferences now in place in summer and winter**
- + **Neighbour Disputes Policy in place**
- + **Establishment of Lochside Neighbourhood Group**

### What still needs to happen

- Ongoing work with partners across the Community Planning Partnership

## Conclusion

Significant progress has been made completing the Local Housing Strategy action plan, with over 65% of the action plan successfully completed and a further 25% of actions either partially or nearly complete.

The action plan within the Local Housing Strategy will continue to provide strategic focus for work relating to housing across Ayrshire.