



**Falkirk Council**

*Corporate & Housing Services*

# Local Housing Strategy 2017-2022

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**FIRST UPDATE**

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

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

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

The 6 priorities in the LHS are as follows:

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

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

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

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

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

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

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

### Priority 1 Indicators

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

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

| Priority 2 – Creating Sustainable Communities – Priority Lead - COMMUNITY ENGAGEMENT CO-ORDINATOR (CEC) |  |   |           |                               |                               |              |   |                                     |  |
|---|--|---|-----------|-------------------------------|-------------------------------|--------------|---|-------------------------------------|--|
| Outcome   | Action   | Milestone   | Timescale | Facilitator                   | Lead Officer                  | Co-ordinator | Progress  | Group                               | Overview                                       |
| 4. Best use is made of stock across tenure  | 9. Develop area based regeneration strategies in partnership with RSLs and local community   | Agreement reached by local social rented landlords on how to measure demand for particular house types/area | 2017/18   | Senior Strategy Officer (SSO) | CEC                           | S&D          | <ul style="list-style-type: none"> <li>1. Working Group (WG) set up Council &amp; 3 largest RSLs</li> <li>2. Group agreed demand measures (Tenant Satisfaction Survey, annual &amp; settling in visits)</li> <li>3. WG agreed including questions from Scottish Household Survey in above for local &amp; national comparison</li> <li>4. WG carried out visits and identified a pilot project</li> <li>5. Initial finding from measures.</li> <li>6. Action plan 2019 will be informed by above</li> </ul> | Council/ RSL working group          | On track                                       |
|   | 10. Explore the potential to use the Rural Housing Fund to develop new affordable housing, refurbish empty homes and contribute to feasibility studies | Report drafted for LHS Update   | 2017/18   | SSO                           | CEC                           | S&D          | Report drafted and discussed at Strategic Housing Group. Consulted on with Tenants & Residents Groups. Met with communications units on publicising.  | Part of existing work stream        | Action complete                                |
|   | 11. Increase the number of empty homes brought back into use   | Advice & information to owners of long- term empty properties   | Ongoing   | SSO                           | Empty Homes/ Buy Backs (EHBB) | S&D          | Target 100. 2017/18 - actual 50, council tax £34,338 recovered. Current caseload – 176. Survey sent 14/1/19 to 594 empty home owners, 160 surveys returned. Reminders   | National Empty Homes Officers Group | Delayed staffing shortage, review LHS Update 2 |



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

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

## Priority 2 Indicators

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

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

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

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

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

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

### Priority 3 Indicators

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

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



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

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

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

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

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

#### Priority 4 Indicators

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

\*4 people rehoused 2018/19.

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

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

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



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

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

## Priority 5 Indicators

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

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

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

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

## Priority 6 Indicators

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

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