

EAST AYRSHIRE COUNCIL

SPECIAL HOUSING COMMITTEE – 21 APRIL 2004

EAST AYRSHIRE LOCAL HOUSING STRATEGY 2004 - 2009

Report by Executive Director of Neighbourhood Services

1. PURPOSE OF REPORT

- 1.1 To seek authority to submit the East Ayrshire Local Housing Strategy 2004 – 2009 to Communities Scotland, on behalf of the Scottish Executive prior to the 30th April 2004.

2. BACKGROUND

- 2.1 In terms of section 89 of the Housing (Scotland) Act 2001, local authorities are required to undertake a comprehensive assessment of housing needs and conditions, and to produce strategies that project forward five years, so as to provide a consistent approach to housing planning within the authority area, and across Scotland. These strategies are to be submitted by the end of April 2004, to Communities Scotland, on behalf of the Scottish Ministers.
- 2.2 Previous reports have been presented to the Housing Committee on 22nd May 2002, and 5th November 2003, outlining the approach the Council proposed to take in fulfilling its strategic function, and in carrying out effective consultation with partners in this process respectively.

3. STRATEGY DEVELOPMENT

3.1 PROJECT PLANNING

- 3.1.1 The primary responsibility for developing and submitting East Ayrshire's Local Housing Strategy rests with the Housing Service within East Ayrshire Council. A dedicated Policy Officer and Assistant were appointed in January 2003 to develop and implement a Project Plan to ensure that a robust strategic process was applied.

3.2 RESEARCH AND INFORMATION COLLATION

- 3.2.1 To ensure the development of an effective Local Housing Strategy, it must be based on a sound and up-to-date understanding of how the housing system operates. A range of research projects have therefore been undertaken, in tandem with the development of the Strategy.

3.2.2 Housing Attribute and Condition Survey: January 2001 (updated September 2003)

David Adamson Consultants carried out an inspection of 4,500 Council dwellings (25% of all Local Authority stock) to obtain an accurate baseline of stock condition and future investment requirements.

3.2.3 Audit and Update of Information to Inform the Development of the LHS: August 2002

The exercise identified existing information sources and gaps, involving a range of stakeholders and service users.

3.2.4 Housing Needs Survey: February 2004

Market Research UK were commissioned to carry out a comprehensive housing needs assessment across all tenures to update the information gathered from the last survey completed in 1998.

3.2.5 Low Demand Study: February 2004

Communities Scotland provided funding to commission Craigforth Consultants to carry out a joint low demand study across East Ayrshire and North Lanarkshire to achieve a better understanding of the dynamics of low demand in the owner occupied sector.

3.3 AWARENESS RAISING

3.3.1 East Ayrshire LHS Web Page: March 2003

Located within East Ayrshire Council's website, a page has been developed to provide up-to-date information on the development of the LHS.

3.3.2 LHS Awareness Raising: May 2003

Publicity materials using information leaflets and posters were circulated widely to Local Authority offices and public libraries to raise awareness of the LHS development among stakeholders, staff and residents.

3.4 STAKEHOLDER INVOLVEMENT

3.4.1 Estate Agents/ Letting Agents Survey: March 2003

Eleven local agents participated in a series of interviews aimed at gauging their views of the local private market, to enhance the overall understanding of private sector issues.

3.4.2 Stakeholder Focus Groups: April - June 2003

Key stakeholder members of the Housing Information Partnership were invited to participate in a series of in-depth interviews to establish their priorities for inclusion in the Strategy, and in turn, give them the opportunity to put forward recommendations for action.

3.4.3 Private Landlord Survey: May 2003

Over 500 questionnaires were circulated to private landlords operating within East Ayrshire both to provide valuable information about properties in the private rented sector, and to improve our understanding of this hitherto largely unknown tenure type.

3.4.4 Private Landlord Forum: established September 2003

Over 80 landlords have been involved in the early development of an East Ayrshire Private Landlord Forum which has been established to provide a forum to: liaise with landlords; understand their priorities for inclusion in the LHS; and gain a better understanding of the sector.

3.4.5 Pan-Ayrshire LHS Group

A group was set up by East Ayrshire Council to discuss cross-boundary issues, and to share good practice. LHS staff from East, South and North Ayrshire Councils met on a number of occasions to share information useful to the development of each Council's strategy.

3.4.6 Residents Survey: March 2003

A questionnaire was delivered to gauge residents' priorities for inclusion in the LHS, with over 200 residents returning a completed response form.

3.4.7 Ethnic Minorities Community Event: March 2003

LHS officers attended an ethnic minority community event, hosted by East Ayrshire Council, providing information about the LHS, and inviting black and minority ethnic community involvement in the future development of the programme.

3.4.8 East Ayrshire Housing Forum

Recent Forum meetings have provided an opportunity to give an update to partners on the LHS activities to date, and proposed future development of the housing forum activity.

3.5 HOUSING INFORMATION PARTNERSHIP (HIP)

3.5.1 Housing Information Partnership: established February 2003

Involving the widest range of key stakeholders to ensure extensive participation in the development process led to the creation of a large Housing Information Partnership, HIP, at the outset of the Strategy development process, comprising representatives of Council departments, Registered Social Landlords, Communities Scotland, neighbouring Local Authorities, Health Board, Private Sector and Voluntary agencies.

3.5.2 Action Planning Sessions: November 2003

All HIP members were invited to take part in a series of action planning sessions aimed at gathering options for inclusion in the LHS Action Plan.

3.5.3 Options Appraisal: carried out February 2004

A number of Focus Group sessions were held, followed up by four whole day workshops with all HIP members and the Tenant Participation Steering Group being invited to take part.

3.6 CONSULTATION

3.6.1 Consultative Draft: December 2003

The consultation version of the draft LHS was launched at two sessions; one with the full HIP, and another with elected members. A presentation was given at each event outlining the key features of the strategy, thereby allowing attendees the opportunity to ask questions, so as to inform its development.

3.6.2 Final Consultation Draft: March 2004

This draft, was circulated to both the full HIP members, together with the members of the tenant participation steering group for comment, prior to the final presentation of the LHS to elected members, for approval, and submission to Communities Scotland before the end of April 2004.

5. FINANCIAL IMPLICATIONS

- 5.1 All costs associated with the production of the Strategy will be contained within the grant provided by Communities Scotland for the development of the LHS.
- 5.2 The resource implications identified in implementing the Strategy are contained within the Action Plan of the final Consultation Draft, provided as Appendix One.

6. LEGAL AUTHORITY/IMPLICATIONS

- 6.1 In terms of section 89 of the Housing (Scotland) Act 2001, the Council is required to produce a Local Housing Strategy, in accordance with the Local Housing Strategy guidance issued by Communities Scotland on behalf of the Scottish Ministers.

7. POLICY IMPLICATIONS

- 7.1 The final Strategy has been developed in partnership with stakeholders, and circulated to all HIP members, together with the members of the Tenant Participation Steering Group, for comment, as the options generated and agreed for inclusion in the Action Plan will require the commitment of partners to achieve their successful delivery.

8. CONCLUSIONS

- 8.1 Local authorities are required to undertake a comprehensive assessment of housing needs and conditions, and to produce strategies that project forward five years, so as to provide a consistent approach to housing planning within the authority area, and across Scotland. The final Strategy, appended to this report, fulfils the Council's duties as strategic housing provider.

9. RECOMMENDATIONS

- 9.1 The Committee are recommended to:

- (i) approve the East Ayrshire Local Housing Strategy 2004 -2009;
- (ii) authorise the Head of Housing to submit the East Ayrshire Local Housing Strategy 2004 -2009 to Communities Scotland, on behalf of the Scottish Ministers prior to 30th April 2004; and
- (iii) otherwise note the contents of the report.

William Stafford
Executive Director of Neighbourhood Services

WS/DB/LA

8th April 2004

LIST OF BACKGROUND PAPERS

1. Local Housing Strategy Guidance, Communities Scotland, 28th January 2004
2. Housing Committee Report dated 22nd May 2002
3. Housing Committee Report dated 5th November 2003

Any person wishing to inspect the background papers listed above should telephone 01563 57617 and ask for Joseph Cassidy, Policy Manager.

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**EAST AYRSHIRE
LOCAL HOUSING
STRATEGY**

2004 - 2009

EAST AYRSHIRE LOCAL HOUSING STRATEGY

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1. Foreword

East Ayrshire Council welcomes the new strategic role in Housing for Local Authorities, emanating from the Housing (Scotland) Act 2001 which places a duty on all Local Authorities to produce a Local Housing Strategy (LHS) by April 2004.

This first East Ayrshire Local Housing Strategy seeks to identify our priorities for action and respond not only to the challenges set nationally where Housing has a role, but also at the local level within our neighbourhoods, over the next five years, and beyond.

The Strategy has been produced within our Community Planning framework, and acknowledges that the wider demographic and associated social and economic issues prevalent within our area go beyond both Housing and the Local Authority's remit. As a consequence, it seeks to develop effective, sustainable actions, and in so doing, acknowledges the vital role all partners have in implementing the actions that arise out of our jointly developed priorities.

In accordance with our partners' commitment to promoting Social Justice, this Strategy:

- Sets the East Ayrshire context,
- Identifies our objectives,
- Establishes our priorities over the short, and medium terms,
- Records our agreed actions for delivery over the next five years, and beyond,
- Targets resources available,
- Provides an evaluation framework to measure continuous improvement.

This Strategy is a work in progress, and will continue to be developed in response to a dynamic agenda being set both nationally and locally. Your feed back and comments on the Strategy are therefore invited, to help inform the future content of the East Ayrshire Local Housing Strategy. Contact information is provided within the Strategy for this purpose.

The Council gratefully acknowledges the role that all partners have had in developing this document; and in particular the people of East Ayrshire, and our partners' commitment to deliver the agreed actions contained within this first East Ayrshire Local Housing Strategy.

2. Comments and Feedback

We welcome your feedback and comments on this, the first, East Ayrshire Local Housing Strategy, and we would also like to hear from you if you would like to participate in future consultation or be notified of events undertaken as part of the implementation process.

You can get in touch using a variety of formats. You can write to the address below, complete the on-line feedback form on the East Ayrshire Council Web-site, telephone, e-mail or fax using the details below:

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3. Introduction

Setting the Local Housing Strategy in Context

The Housing (Scotland) Act 2001 places a duty on Local Authorities to produce a Local Housing Strategy (LHS) by April 2004.

This requirement has afforded East Ayrshire Council, working in close partnership with its key stakeholders, the opportunity, to develop a strategic framework that outlines the challenges that face the local housing system across East Ayrshire, and sets out an action plan for addressing these. A housing system consists of all the elements which determine the supply of, demand for, and need for, housing in an area. These elements include all providers of housing (public, voluntary and private sector), individual households that require housing, and the economic and social factors which influence the availability of, and requirement for, housing.

This strategy also takes account of the strategic context in which it will ultimately operate and therefore, responds to key strategic objectives being set both nationally and locally.

What is evident from the literature and consultation to date is the integral nature of housing in tackling disadvantage and addressing social exclusion. Very few of the issues and challenges identified within this strategy have housing only solutions. It is evident that in order to address these issues, no one agency may deliver services in isolation. Instead, all housing providers must be involved in shaping the way services are provided and delivered to the residents of East Ayrshire, recognising that this is integral to improving the quality of life, for the people of East Ayrshire.

3.1 Local Strategic Agenda

Strategic and operational planning in East Ayrshire is set within the context of the East Ayrshire Community Plan 2003-2015. This overarching framework sets out the strategic priorities for partners within the Council area for the next twelve years, and has at its heart, the following vision:

“East Ayrshire will be a place with strong vibrant communities where everyone has a good quality of life and access to opportunities, choices and high quality services, which are sustainable, accessible and meet people’s needs.”

The Local Housing Strategy 2004-2009, as a key strand of the community planning framework, will contribute towards fulfilling this vision, and is therefore guided by the same principles, addresses the same challenges, and seeks to assist in fulfilling the key aspirations around which the plan has been developed.

Sitting alongside the Local Housing Strategy, underneath the Community Planning framework, are a range of key strategic documents, and the Local Housing Strategy must ensure it provides coherent links between its proposed actions and the outputs stated within each of these complimentary plans.

Homelessness Strategy for East Ayrshire 2003-2006

The Housing (Scotland) Act 2001 sets a requirement for every Local Authority to prepare and submit to Scottish Ministers a strategy for preventing and alleviating homelessness in

the authority's area. East Ayrshire's strategy was submitted in April 2003, and the Local Housing Strategy and the Homelessness Strategy should be seen as complementary.

East Ayrshire Joint Community Care Plan 2001-2004

The Community Care Plan takes a broad strategic view of the needs of vulnerable people in East Ayrshire, and establishes how they are going to be met and delivered.

East Ayrshire Supporting People Strategy 2003-2008

The Supporting People Programme was implemented in April 2003. The aim of the programme is to deliver high quality and strategically planned housing-related services, which are cost effective and reliable, and complement existing care services.

Joint Futures Planning Agreements

The Joint Futures Agenda brings together Housing, Health and Social Work partners to identify and prioritise what needs to be done to meet needs of Community Care Groups, and to plan, co-ordinate and deliver action and resources to meet these identified priorities.

Fuel Poverty Strategy

The Local Housing Strategy considers how the Council will meet the Scottish Executive's requirement of eliminating fuel poverty by 2016. The development of a Fuel Poverty Strategy alongside the Local Housing Strategy, will facilitate this objective and will fulfil the requirements of The Home Energy Conservation Act 1995 (HECA), which designated all Scottish Local Authorities as energy conservation authorities and placed a duty on them to devise strategies that would result in significant improvements of the energy efficiency of housing stock over the next 10-15 years.

Land Use Planning

As housing requirements account for a high proportion of the demand for development land, the Local Housing Strategy will inform, and be consistent with, the adopted East Ayrshire Local Plan and the Ayrshire Joint Structure Plan.

Equal Opportunities

East Ayrshire Council is committed to ensuring equal opportunities and recognises its obligations to promote and mainstream equalities through all areas of policy and service development and practice, and the related monitoring of needs and outcomes, as required by the Scotland Act 1998 (Schedule 5) and related equalities guidance. The Council has adopted as its key values Quality, Equality, Access and Partnership, and in serving the people of East Ayrshire, it seeks to strive for a society based on equality and equal opportunities.

3.2 The National Policy Agenda

As well as reflecting the priorities for East Ayrshire as laid out in the Community Plan, and other planning documents, this strategy is set in the context of the Scottish Executive's emphasis on the key role of housing activities in delivering its' goal of Social Justice for all of Scotland's people as set out in "A Partnership for a Better Scotland: Partnership Agreement", May 2003.

The key aim of the Partnership Agreement is to ensure that the impact of services working together will deliver improved, real, meaningful and sustainable outcomes for neighbourhoods and communities:

“We want a Scotland where everyone can enjoy a decent quality of life. Too many lives are damaged by poor housing, a blighted environment and poverty. We want everyone to have a decent home. We will work to ensure that neighbourhoods are kept safe and clean and to ensure that our planning laws work to improve the environment for all. We will tackle the social, educational and, economic barriers that create inequality and work to end child poverty by tackling deprivation and social need.”

The Executive has established fundamental housing priorities aimed at achieving Social Justice:

- Delivering the new Scottish Social Housing Quality Standard, particularly through community ownership;
- Tackling homelessness;
- Eradicating fuel poverty in Scotland;
- Reducing the number of households with poor energy efficiency;
- Reducing the number of houses below the Tolerable Standard.

3.3 Local Housing Strategy Framework

The strategy is guided by four overarching aims. Within each aim, there is a set of objectives that will address the identified issues that affect the housing system in East Ayrshire, and will contribute to meeting other local, regional and national priorities.

1. Support the Community Planning Partnership to regenerate disadvantaged areas and develop sustainable communities.
2. Improve residents' satisfaction with their homes and surrounding environment
3. Ensure equal access to an adequate supply of good quality, affordable accommodation.
4. Ensure individuals requiring support to live independently in the community are enabled to do so.

4. East Ayrshire Context

4.1 The Housing System in East Ayrshire

East Ayrshire is home to around 120,250 people within a mixture of urban and rural settlements. Kilmarnock is the largest settlement in the north of the authority, while the south is a more rural with the main town of Cumnock and many former mining communities. Details of population by settlement are given below

Population by Settlement

Settlement	Population
Auchinleck	3512
Bellsbank	1619
Catrine	2053
Crosshouse	2454
Cumnock	9358
Dalmellingtonm & Burnton	1407
Dalrymple	1281
Darvel	3361
Drongan	3012
Dunlop	839
Fenwick	863
Galston	5000
Hurlford & Crookedholm	4968
Kilmarnock	43588
Kilmaurs	2601
Logan	1333
Mauchline	4105
Muirkirk	1630
New Cumnock	3165
Newmilns	3057
Patna	2179
Stewarton	6582

Source: Census 2001

With a population of around 43,600 Kilmarnock is the largest urban settlement in the area, and the focus for retail and much of the area's manufacturing activity. The settlement's status is reflected within the adopted East Ayrshire Local Plan, which identifies Kilmarnock as being one of two 'primary locations for all major residential, economic, commercial, cultural and community development'. Two other settlements have populations in excess of 5,000. Cumnock, in the south (population of 9,358) is the other 'primary location' identified within the adopted East Ayrshire Local Plan, while Stewarton to the north (population of 6,582) is considered to have the area's strongest employment and housing market links with the Glasgow market.

4.1.1 Housing Tenure and Profile

Overall East Ayrshire's housing system continues to display lower levels of owner occupation than for Scotland as a whole, although the sale of Council and former Scottish Homes stock under the Right To Buy has contributed to increases in the proportion of the stock that is privately owned (an increase of 43% since 1991). Around 38% of households in East Ayrshire live within the social rented sector, with the proportion of the total stock owned by the Council remaining high. Around 1 in 3 of all East Ayrshire households continues to live within a Council property. The RSL sector is relatively small, as is the private rented sector, at only around half the national average.

Housing Tenure	Number	% of Total
Owner occupied	30,961	58
Local Authority	16,816	32
Registered Social Landlords	3,053	6
Private rented	1,688	3
Other	804	1
Total Housing Stock	53,322	100

Source: East Ayrshire by Numbers

75% of all East Ayrshire properties are houses, and the remaining 25% are flatted properties. Although significantly different to the national figures, (Scotland – 62% houses, 38% flats) it should be remembered that the Scottish profile is significantly skewed by the high proportion of flatted accommodation to be found in Edinburgh and Glasgow. The East Ayrshire profile is comparable to a number of other areas that are similar in their urban/rural mix such as North Ayrshire and Fife.

Percentage of households by Accommodation Type - East Ayrshire & Scotland

	East Ayrshire	Scotland
Detached	19.01%	20.40%
Semi-detached	31.63%	23.48%
Terraced	24.44%	20.25%
Flat or maisonette	24.78%	35.58%
Caravan/mobile or temporary structure	0.10%	0.21%
Shared Dwelling	0.04%	0.09%

Source: Census 2001, Scottish Executive

The age and type profile of the East Ayrshire stock is markedly different to that for Scotland, with a lesser proportion of pre war stock. The post war period, 1945 onwards, saw significant construction activity, with 38% of all existing stock being built within the following two decades. Newer stock, that is, stock built since 1982, accounts for only 1 in 10 domestic properties.

Age Profile of Stock (all tenures) – East Ayrshire & Scotland

	East Ayrshire	Scotland
Pre 1919	13%	20%
1919-1944	16%	14%
1945-1964	38%	24%
1965-1982	23%	25%
Post 1982	10%	16%

Source: Scottish House Condition Survey 2002, Scottish Executive, 2002

4.1.2 The Owner Occupied Sector

A clear majority of the East Ayrshire population have made their home within the owner occupied sector, and with the new emphasis which the Local Housing Strategy has brought to cross-tenure strategic planning, the importance of understanding how the owner occupied housing market operates is clear.

The Housing Market Area (HMA) forms the basis for most analysis of the sector and may be defined as a 'functional area in which a majority of households, if moving home, would remain in the area and in which the majority of the employed population both live and work.'¹ At a regional level, the HMCS 2002² identifies the four major HMAs of Ayr, Irvine, Kilmarnock and the Three Towns, with the Kilmarnock HMA clearly dominating the East Ayrshire market.

Within East Ayrshire, which for Joint Structure Planning purposes is recognised as a self contained market in its own right, there are a further three distinct HMAs. These are

- Kilmarnock and Loudon;
- Cumnock;
- Doon Valley (which according to HMCS definitions, falls within the Ayr HMA, most of which lies within South Ayrshire)

An analysis of market activity within the owner occupied sector between 1996 and 2001 has been undertaken to inform the development of the LHS. Headline findings from that analysis³ are summarised below. For the purpose of the LHS, HMAs were further subdivided to allow analysis against 5 areas, namely the Kilmarnock area, the Northern area, the Irvine Valley, Cumnock and the Doon Valley. The key findings are summarised below:

- Resales (excluding RTB sales) account for as much as 83% of analysable market activity, and the remaining 17% reflect purchases of new build properties. There were a total of around 7,540 resales and 1,540 new build sales over the period 1996-2001;
- Significant sales increases have been evidenced across both urban and rural areas between 1996 and 2001; with over 50% increases in both the urban Kilmarnock Area and the more rural Doon Valley. Substantial increases have also been evident in Cumnock 43% and Irvine Valley 17%. Sales activity increased by just 5% in the Northern Area;

¹ East Ayrshire LHSA 2001, Scottish Homes/East Ayrshire Council 2001

² Ayrshire, Dumfries & Galloway Housing Market Context Statement, Communities Scotland 2002

³ Headline Sasines Register Analysis, Craigforth, 2003

- In terms of market share, the Kilmarnock Area dominates; accounting for more than half (51%) of all East Ayrshire sales between 1996 and 2001, with Cumnock at 15%, the Northern Area and Irvine Valley at 14% each and the Doon Valley at 8%.
- Across all sales, the average price of a property in East Ayrshire was £60,639 in 2001, as much as 22% below the Scottish average of £78,082. This price differential was most pronounced in resales where the average resale price of £54,353 was 27% below the national average. Yet the new build average of £85,092 was 16% below the national average. In overall terms, local prices have increased by 21% between 1996 and 2001, which is below the national rate of 30% over the same period.

Average Sales Prices (Resale & New Build) by Area 1996 & 2001

Area	1996	2001	% change 96-01
Kilmarnock Area	£46,222	£63,809	+38%
Northern Area	£63,855	£70,416	+10%
Irvine Valley	£50,014	£54,364	+ 9%
Cumnock	£48,134	£48,486	+ 1%
Doon Valley	£46,605	£57,849	+24%
EAST AYRSHIRE	£49,923	£60,639	+21%

Source: Sasines Analysis, Craigforth, 2003

The area-based analysis summarised below demonstrates that area-wide figures mask significant variations in market activity and sales prices within each area.

Northern Area

This is the most expensive area by a substantial margin where the average price was £70,416 in 2001, 16% over the East Ayrshire average but 10% below the national average.

Kilmarnock Area

Kilmarnock had the next highest average prices £63,809 in 2001, 5% over the East Ayrshire average, but as much as 18% below the national average. Prices rose far faster in the Kilmarnock Area than any other area at 38% over the period 1996-2001.

Irvine Valley

Prices averaged £54,364 in 2001 in the Irvine Valley, 12% below the East Ayrshire average and as much as 30% below the national average. Prices increased by just 9% over the period, which is well below East Ayrshire and national average rates. This increase disguises a significant decline in prices between 1996 and 1998 of 11%, and a more recent increase of 17% between 2000 and 2001.

Doon Valley

In the Doon Valley, prices averaged £57,849 in 2001, which is 5% below the East Ayrshire average, and 26% below national averages. The area experienced relatively substantial price increases of 24% between 1996 and 2001, although this increase is still below the national rate.

Cumnock

Cumnock has the lowest prices by a significant margin, at £48,486 in 2000, which was 20% below the East Ayrshire average, and 38% below national averages. Following a substantial decline in prices between 1997 and 1998 of 12%, average prices have recovered to just 1% over 1996 levels, but have fallen slightly since 2000.

4.1.3 Social Rented Sector

Totalling around 18,500 properties at present, the social rented sector continues to play a major role within the East Ayrshire housing system. Council and RSL stock, as at 2001, is displayed by area in tabular form below, along with the approximate split between houses and flatted properties within each area.

Social Rented Sector Stock By Area, Landlord and Type

	Council			Registered Social Landlord		
	Number	% Houses	% Flats	Number	% Houses	% Flats
Irvine Valley	2793	51	49	94	22	78
Kilmarnock North	1562	75	25	91	81	19
Kilmarnock Central	3241	23	77	624	69	31
Kilmarnock South	2177	58	42	683	61	39
Northern	1156	62	38	143	50	50
Cumnock	4456	61	39	857	72	28
Doon Valley	2092	74	26	532	96	4
East Ayrshire	17477	56	44	3024	71	29

Source: LHSA 2001

In 2001, around 16% of the sector was made up of the smaller 1 bed (or bedsit) properties. Two bedroom properties accounted for a substantial 48% of the stock.

Thirteen Registered Social Landlords (RSLs) have a housing presence in East Ayrshire, providing a range of general needs and specialist provision. Atrium Homes and Shire Housing Association have the largest stock holdings with 907 and 987 properties respectively. Both organisations are primarily mainstream providers, whilst a number of other RSL'S hold combinations of mainstream and/or specialist stock, much of which is concentrated in the Kilmarnock area.⁴

4.1.4 Private Rented Sector

The private rented sector is widely acknowledged to play an important role within any balanced housing system, offering an alternative housing provision for those who are unable, or do not wish, to access either the social rented or owner occupied sectors. Despite this acknowledgment, however, it is often a sector that is little understood and about which there is little, if any, reliable information. The small amount of local evidence that is available has therefore been set within the wider understanding of the how the sector operates nationally.

⁴ For full details refer to Housing Options Guide – available on-line @ www.east-ayrshire.gov.uk

Within East Ayrshire private rented sector:

- there are around 1,700 properties available for private renting, and the sector houses around 3% of all East Ayrshire households;
- there appears to be a relationship between emerging problems of low demand and value in certain areas of the owner occupied market with properties moving into the private rented sector⁵. Sasines analysis of multiple buyers and qualitative research suggest that many former RTB flats are being sold for private renting within some Kilmarnock town centre locations. Similar patterns are also evident in settlements such as Galston, Darvel and Newmilns in the Irvine Valley.

4.2 Economic Context for the LHS

The Ayrshire Joint Structure Plan notes that the regional economy is characterised by high levels of unemployment and that the labour market is largely self - contained, but has extensive commuting links across the three authorities of North, South and East Ayrshire. The Clydeside conurbation also exerts a limited influence, which includes Glasgow.

The Plan also highlights that current trends suggest that the area will continue to be over-represented by industries which are declining nationally, such as engineering and manufacturing, while sectors characterised by growth, such as financial and business services are under-represented. It concludes that unless these trends are addressed, there could be serious implications for the health of the Ayrshire economy.

At the regional level the HMCS⁶ records that the economy is projected to grow at a steady rate, but at a pace below the national average. This performance is a reflection of the small services sector and particularly the low levels of financial and business services. The HMCS Update 2003 anticipates that employment prospects will continue to deteriorate in the period to 2012, largely as a result of continuing job losses in the manufacturing sector.

The following five key facts, taken from the East Ayrshire Economic Briefing⁷, clearly establish the immediate and challenging economic context within which the Local Housing Strategy will operate:

- The unemployment rate in East Ayrshire is 5 per cent higher than Scotland as a whole;
- Manufacturing jobs in East Ayrshire have decreased by 37 per cent between 1995 and 2002. Scotland has witnessed a decrease by 17 per cent;
- Working aged people account for 61 per cent of all people in East Ayrshire. This level is lower than for Scotland as a whole;
- Long term unemployment in East Ayrshire has fallen much faster than Scotland as a whole in the last year, with East Ayrshire experiencing a 18 % fall and Scotland reporting a 2 % fall; and

⁵ Achieving a Better Understanding of the Dynamics of Low Demand, Craigforth, 2004

⁶ Ayrshire, Dumfries and Galloway HMCS, Communities Scotland, 2002

⁷ East Ayrshire Economic Briefing, Scottish Executive, Economic Advice and Statistics Division, February 2004

- Compared to Scotland, there is a higher percentage of jobs in Production & Construction, and a lower percentage in Finance and Business.

Deprivation

The high levels of unemployment in pockets of the Authority are reflected in the pattern of deprivation that affects a number of Communities. The new Scottish Indices of Deprivation 2003 show that East Ayrshire has some of the highest levels of deprivation in Scotland, with almost a quarter of our population living in the most deprived wards in Scotland.

Ward	Scottish Deprivation Index Rating
Dalmellington	46
Altonhill, Hillhead, Longpark	48
Onthank	53
Shortlees	62
Muirkirk, Lugar, Logan	87

Scottish Indices of Deprivation 2003

Income

In addition, the SHCS suggests a median annual household income for East Ayrshire of £13,700, whilst the national equivalent is £14,500.

4.3 Demographic Context for the LHS

The strategic planning of any housing system must be informed by an understanding of the people who already live in the area and the likely changes in the profile of the population. Changes to households numbers, types and sizes must also be considered so that bricks and mortar investment and service planning will meet the needs and aspirations of the likely future customer base. The table below sets out the population by age group as at 2002 and the predicted changes in the population up to 2018.

Projected Population by Broad Age Group in 000's & Projected Percentage Change from Base Year

	2002	2008		2013		2018	
	000's	000's	% change	000's	% change	000's	% change
All Ages	119.7	116.4	-2.8	113.4	-5.3	110.4	-7.8
0-4	6.3	5.6	-10.1	5.3	-16.1	5.1	-18.2
5-14	15.5	13.3	-14.1	12.1	-21.8	11.3	-27.3
15-29	20.4	20.4	0.3	19.8	-2.7	17.9	-12.0
30-44	27.3	24.0	-12.1	20.1	-26.3	18.1	-33.8
45-59	24.2	24.7	1.9	25.8	6.6	26.0	7.1
60-74	17.5	19.1	9.3	20.2	15.3	20.9	19.2
75 & over	8.5	9.1	7.2	10.0	17.8	11.1	30.5

Source: Population Projections Scotland (2002 based), General Register Office for Scotland, 2004

The period to 2018 is expected to see an overall decline of 7.8% in the number of people living in East Ayrshire. This trend approximates to a loss of around 9,300 people. However, the table above demonstrates that the pattern of change varies dramatically across different age groups. Most notably there is an expectation of:

- Significant decreases in the numbers of people within the younger age groups. There is projected to be a particularly steep decline in the number of people within the 30-44 age group, which is to fall to around 2/3^{rds} of its current level; and
- Significant increases in the number of people within the older age groups, and especially, in the number of people of retirement age or over. At over 30%, the anticipated percentage increase in the number of people aged 75 and over is high, albeit from a lower absolute number than that of all but the 0-4 age group. This increase reflects the trend of increased longevity being experienced all over Scotland, and has significant implications for agencies with a responsibility for planning and service provision for older people.

In considering the profile of households living in the area, at the time of the 2001 Census, the tables below highlight:

- East Ayrshire had a lower proportion of single person households than was found nationally;
- although the overall proportion of single person households is lower than that for Scotland, the proportion of single person pensioner households is higher;
- 3, and particularly 4, person households make up a higher proportion of the total in East Ayrshire; and
- East Ayrshire has a slightly lower proportion of lone parent households, but a higher proportion of couple households, with and without dependent children.

Household Size - East Ayrshire and Scotland

	Number of People in Household					
	1	2	3	4	5	6+
East Ayrshire	29.05%	33.71%	17.10%	14.62%	4.27%	1.23%
Scotland	32.88%	33.08%	15.57%	12.89%	4.28%	1.29%

Source: Census 2001, Scottish Executive

Household Composition - East Ayrshire & Scotland

	East Ayrshire	Scotland
1 person – pensioner	15.33%	14.98%
1 person - other	13.73%	17.90%
Lone parent – dependent children	6.75%	6.91%
Lone parent – all children non dependent	3.79%	3.59%
Couple – dependent children	21.81%	19.47%
Couple - no dependent children	25.78%	23.48%
Multi person – all student	0.01%	0.56%
Multi person – all pensioner	8.78%	8.50%
Other	4.03%	4.60%

Source: Census 2001, Scottish Executive

In contrast to the overall projected decline in numbers of people, the number of households is expected to rise. Over the period 2000 to 2014, the number of households in East Ayrshire is projected to increase from 51,080 in 2000 to 53,630 in 2014⁸. This represents an increase of 5% over the period. The number of households in Scotland is projected to increase by 12% during the same period.

In tandem, the average size of East Ayrshire households is expected to fall to 2.06 people per household which is slightly above the Scottish average, while over the same period, to 2014, there will be significant changes in the profile of households.

Projected Average (Mean) Household Size East Ayrshire & Scotland

	2004	2009	2014
East Ayrshire	2.26	2.15	2.06
Scotland	2.19	2.09	2.00

Source: HSG/2002/4, Scottish Executive 2003

Albeit from a relatively low current base the proportion of single person households is expected to rise significantly to 35% of all households in East Ayrshire.

Projected One Adult Households as a Proportion of All Households East Ayrshire & Scotland

	2004	2009	2014
East Ayrshire	31%	33%	35%
Scotland	35%	37%	39%

Source: HSG/2002/4, Scottish Executive 2003

⁸ HSG/2002/4, Scottish Executive, 2003

5. Achieving Our Aims

Taking into consideration the Local strategic agenda and the priorities identified therein; the legislative requirements and national priorities as set out by the Scottish Executive; and the particular context within which the housing system in East Ayrshire operates, this LHS identifies four overarching aims which outline our vision of a successful housing system that meets the needs and aspirations of the people of East Ayrshire:

- 1 Support the Community Planning Partnership to Regenerate Disadvantaged Areas and Develop Sustainable Communities**
- 2 Improve Resident Satisfaction with Home and the Surrounding Environment**
- 3 Ensure Equal Access to an Adequate Supply of Good Quality Affordable Accommodation**
- 4 Ensure Individuals Requiring Support to Live Independently in the Community are Enabled to do so.**

An effective LHS should translate these aims into a set of long-term targets against which performance and progress can be measured. In this way a series of strategic objectives have been developed that set out how the key issues and challenges, that need to be overcome to meet each aim, will be tackled. For each of these strategic objectives, strategy partners have set out their vision of success, i.e. what the outcome will be if the objective is achieved, and developed a set of actions which detail the tasks that will be undertaken to achieve success and realise that vision.

The Strategy adopts a thematic approach and the next four sections will consider each aim in turn establishing the issues and challenges, setting out the strategic objectives, the proposed outcomes and the planned actions.

5.1 Aim One

Support the Community Planning Partnership to regenerate disadvantaged areas and develop sustainable communities

Integral to the development of East Ayrshire's Local Housing Strategy is a consideration of how housing can contribute to ensuring that the communities of East Ayrshire remain or become healthy, vibrant and pleasant places to live.

The Community Plan identifies the challenges that face the people of East Ayrshire and sets out actions for tackling these across the life time of the plan around the following themes – promoting community learning, improving opportunities, improving community safety, improving health, eliminating poverty and improving the environment.⁹

An LHS is not intended to replicate the Community Plan and as such the wide range of issues and challenges that face the community planning partners will not be discussed in detail. Rather, the LHS considers the activities that housing partners can undertake, either independently or working in conjunction with other agencies, to achieve the specific goal of tackling disadvantage and decline and creating sustainability.

As the work of the Local Housing Strategy Partners moves from development to implementation and monitoring and evaluation, the role of the Housing Information Partnership will necessarily change and evolve. A streamlined version of the original group will form the monitoring and evaluation steering group, and as part of their role, will forge closer links with our community planning partners to ensure that we continue to hit community planning targets and further the community planning agenda. Similarly, a reciprocal arrangement will be developed so that community planning partners, and those responsible for wider regeneration activities across the authority, will better understand the intractable relationship between housing and regeneration, and promote an increased role for housing organisations in community planning activities.

5.1.2 The Issues and the Challenges

Promoting Sustainability

A wide range of factors contribute to the overall sustainability of any area. These include:

- Housing Stock - properties are in good physical condition and are of the right tenure, type, size and design;
- Quality of the environment - the surrounding streets, open spaces etc. are well designed and maintained;
- Socio-economic profile - the range and level of employment opportunities are sufficient for the area to have a good proportion of economically active households, and good levels of educational attainment;
- Sense of community well being - people living within the area have a sense of belonging and feel safe living within the area;
- Stability - a good mix of households (age, size etc.) in an area where households will choose to stay for extended periods.

⁹ East Ayrshire – The Community Plan

Taken together, these factors contribute to making an area either a desirable or an undesirable place to live, and will translate directly into the level of demand for housing.

At its simplest, low demand occurs when the number of properties exceeds the number of households wanting or needing to live in an area. It may be absolute i.e. the total supply across the area, or it may be relative. If the latter is the case, the problem may be restricted to pockets of relative low demand due to the location or stock type or size.

Low demand can occur in any tenure, although it is more usually associated with the social rented sector. It usually affects communities that are also suffering from social exclusion and deprivation and where opportunities are limited. It can seriously destabilise any area: residents may choose to move away if they have the opportunity; the visual appearance of the area deteriorates with vacant and boarded up properties; and the area develops an increasingly negative reputation and becomes stigmatised.

In the social rented sector, low demand can be translated into numbers of properties that are classed as long-term voids. The table below demonstrates the number of communities affected by long-term voids across the Authority area.

Number of East Ayrshire Council properties void for more than 27 weeks (February 2004):

Settlement	Area	27 wks – 2 years	> 2 years	Total
Mauchline		1	0	1
Kilmarnock North	Knockinlaw	1	0	1
Kilmarnock South	Shortlees	1	0	1
Rankinston		2	1	3
Muirkirk		3	1	4
Kilmaurs		2	2	4
Patna		3	2	5
Catrine		6		6
Kilmarnock North	Central North	3	4	7
Auchinleck		5	6	11
Kilmarnock North	Onthank	2	9	11
Logan		8	5	13
Darvel		9	8	17
Galston		12	8	20
Cumnock		19	11	30
Newmilns		13	19	32
Dalmellington		17	19	36
Kilmarnock North	New Farm Loch	17	24	41
New Cumnock		13	35	48
Kilmarnock North	Longpark	19	73	92
Kilmarnock South	Riccarton West	26	100	126
Total		182	327	509

Tackling Low Demand

The Council has recognised that across East Ayrshire, the issue of low demand needs to be tackled in order to reverse the decline in these areas and attempt to secure a sustainable long term future for these communities.

The initiatives that have been developed to date have included; stock rationalisation, a change in housing management practices and the adoption of more holistic, community based initiatives through the work of the Social Inclusion Partnership and the initiatives financed via the Better Neighbourhoods Services Fund.

There has been a recognition that particular stock types will continue to prove unpopular and difficult to let, while others will prove unpopular as a result of their location. An area analysis was carried out as part of a wider Void Management Strategy in 2001, and over the last 2/3 years, selective demolition programmes have been identified and undertaken, based on the findings of the East Ayrshire LHSA 2001 and the analysis.

Generally, communities in the south have been affected by declining populations as a result of the retraction of the traditional industries in the area. Whilst, in the north of the Authority, demolition has largely been undertaken to a particular stock type.

Over the period 2002/03 to 2003/04, 150 properties were demolished in the Cumnock and Doon Valley Area and 89 properties were demolished in Kilmarnock and Galston. 115 properties remain ear-marked for demolition during the period 2004/05.

In areas where there is a continued demand for housing, the Council has recognised the need to work with developer partners to make the best use of cleared sites and ensure that any proposals for new housing meet the needs of the local, and in-coming, population. For example, in Longpark, in central Kilmarnock, proposals have been approved to demolish unpopular long-term void stock and options for future redevelopment are being considered.

In addition, four areas have been identified across the Authority affected by issues that go beyond simple 'bricks and mortar' solutions, namely:

- Riccarton West (Kilmarnock)
- Cairnhill (New Cumnock)
- Bellsbank (Dalmellington)
- Galston (Irvine Valley)

These areas have been designated as Initiative Areas, and potential developer partners have been invited to express an interest to:

- Propose a partnership arrangement to include East Ayrshire Council to regenerate these communities.
- Develop a range of new build housing types and sizes for owner occupation and for rent.
- Devise sustainable environmental improvement solutions.
- Propose a package of works-in-kind.
- Create full time apprenticeships and training for local people.
- Devise a Profit Share Scheme

Supplementing this programme of stock rationalisation, and development opportunities, internal policies and procedures have been reviewed. As a result, the number of people eligible for entry onto the Council's housing list has been maximised, and the management of voids is subject to greater scrutiny.

These activities have proved successful in improving void management performance, and in reducing the numbers of void properties recorded.

Other initiatives operating across the Authority area look beyond housing based solutions, and seek to tackle disadvantage in a more holistic manner.

In 1999 the East Ayrshire Coalfield Area Social Inclusion Partnership (SIP) was established in the South of the Authority.

This is an area-based SIP which aims to *“enable each person within the Coalfield Area to realise his/her potential. To prevent social exclusion and promote social inclusion. To create sustainable communities in an attractive environment through co-ordinated and innovative action and community participation.”* Around 42,000 people live within the Cumnock and Doon Valley area covered by the SIP, encompassing many of the settlements experiencing significant problems of low demand within the social rented stock, such as New Cumnock.

The range of SIP funded projects, ongoing or planned, is clearly designed to promote the longer term sustainability of the area and seek to address many of the problems associated with areas experiencing low demand for housing e.g. lack of employment opportunities.

In 2001, East Ayrshire Council and its community planning partners were awarded £6.75 million of Better Neighbourhood Services Funding for a 3 year initiative to improve the quality and range of services available in the designated Pathfinder areas of Shortless/Riccarton and North West Kilmarnock. The project's vision is that, by 2005, *“there will be a better quality of life for people staying in North West Kilmarnock and Shortlees/Riccarton.”* Further, these communities will be:

- *Safe Communities* where crime and the fear of crime, either at home or on the streets, is reduced,
- *Attractive Communities* where residents feel proud to stay, and
- *Active Communities* where there are increased opportunities that raise the quality of life for all residents.¹⁰

The implementation of initiatives in the Pathfinder areas has resulted in a range of projects including; additional police resources, improvements to primary care facilities and an Environmental Hit Squad that provides a rapid response to graffiti, littering and dumping. A resident survey carried out to gauge success in the Pathfinder areas demonstrates increased satisfaction with a range of issues such as the fear of crime and appearance of the area, which were highlighted previously as areas of concern.

One of the central objectives of the Pathfinder has been to help stabilise these communities by tackling the cause, rather than the symptoms associated with the void stock.

¹⁰ Making a Better Neighbourhood Annual Report 2002/03,

Community Regeneration – Moving Beyond Bricks and Mortar

Developing a neighbourhood strategy approach that involves a whole range of agencies and organisations will ensure that programmes and initiatives that are introduced will complement each other, and in this way, investment in housing stock will not be wasted by the failure to tackle the wider issues affecting a community.

The recent move by the Scottish Executive to integrate Social Inclusion Partnerships into the wider community planning structures throughout Scotland, indicates their desire to move to such an area-based approach to community regeneration.

That the community should be at the heart of decision-making about the future of their area is widely recognised and accepted. The LHS reflects Communities Scotland's belief that *"involving residents in decision-making is crucial to improving the opportunities for people in disadvantaged communities."*¹¹

Communities Scotland are currently developing a set of national standards for community engagement and the LHS partners will consider adopting these once the results of the pilot studies are made available.

It is this emphasis on regenerating communities in a much broader sense that is behind Communities Scotland's Wider Role Programme, which helps Registered Social Landlords tackle wider community regeneration issues such as employment, social amenities and community capacity building. The Scottish Executive has allocated funding of £8m for Wider Role Programmes in 2004, doubling the expenditure of £4m allocated in 2003. This emphasises the national commitment to these activities, and is a feature that will be promoted with partners in East Ayrshire to facilitate our commitment to move beyond bricks and mortar solutions and to tackle and improve the economic, social and environmental circumstances of local communities.

A key part of this inclusion agenda is centred on the creation of employment opportunities via the extension of apprenticeships and other training opportunities, which jointly impact on skills deficits in the construction sector.

Working in partnership with organisations skilled in developing the capacity of jobseekers, such as Ayrshire Enterprise, SIP and intermediate labour market projects, RSLs and other developers in the area will be encouraged to support the Council's efforts to afford greater opportunities to traditionally socially excluded people into skills training and sustainable employment within the industry.

Working with our Neighbours

The Ayrshire, Dumfries and Galloway Housing Market Context Statement 2002, forecasts an imbalance between households and dwellings across Ayrshire, with settlements such as Ayr, Prestwick and Troon experiencing increased levels of housing demand in future years, while settlements across Cumnock and Doon Valley and within Kilmarnock and Loudoun, may experience a much lower level, and declining levels, of housing demand.

It is anticipated that this imbalance within the wider Ayrshire Housing Market Area may be addressed by developing closer relationships with neighboring authorities. It will be particularly relevant to establish the capacity and opportunities to create links between South Ayrshire Council and communities located in the very south of East Ayrshire to

¹¹ *ibid* P.17

promote the uptake of stock in the latter, and relieve pressure on the Housing Market Area in Ayr and its surrounding settlements.

Tackling decline in the Private Sector in East Ayrshire

Recognising the signs of emerging problems of low demand in parts of their respective private housing markets, East Ayrshire and North Lanarkshire Councils commissioned a joint study¹² into the dynamics of low demand.

This study outlines a range of policy options that will require further study and investigation which is reflected in the LHS Action Plan.

Ensuring Sustainable Development

Despite this picture of low demand in the social rented sector, and in pockets of privately owned housing, demographic change, and potential benefits to the local economy arising from the extension of the M77, are anticipated to support a growth in the number of new housing developments, especially in the Kilmarnock area.

Particular issues arising from the LHS consultation process centred on ensuring that housing developments are supported by appropriate amenities and facilities with a range of house types and tenures being provided to meet the varied needs of the population looking to access new build accommodation. These local ambitions echo the views of Scottish Planning Policy 3 (Scottish Executive 2003), which stresses the importance of 'mixed communities', encouraging the provision of a range of house types, and catering for all sections of the community at the local level. It goes on to set broad parameters for new housing development. These emphasise:

- *The importance of location - relative to transport, amenities and jobs – in siting new housing developments*
- *The need to address environmental concerns by re-using land and buildings and ensuring that housing is accessible to local transport infrastructure*
- *The need to ensure – through the Structure and Local Planning processes – that sufficient, and appropriate, land is available to meet both affordable and overall housing requirements*

¹² Achieving a Better Understanding of the Dynamics of Low Demand – North Lanarkshire and East Ayrshire, Craigforth, 2003

5.2.2 Strategic Objectives, Proposed Outcomes and Planned Actions

This section sets out how the Issues and Challenges, identified above, will be overcome in order to achieve this aim and deliver change.

Objective: To ensure the implementation of the LHS supports the community plan and allied strategies

Proposed Outcomes	Planned Actions
Sustainable housing supports the development of the Local Economy	Work with RSLs to strengthen their Wider role
	Establish joint working arrangements with neighbouring authorities
	Take advantage of opportunities for training and apprenticeships
	Housing Information Partnership to monitor links to, and progress of, meeting Community Plan priorities, through sharing information, research and good practice.
All communities are vibrant and attractive places to live	Housing organisations to increase their role in any community planning regeneration activities
	Develop neighbourhood strategies for priority areas
Regeneration and development programmes take account of the social needs of each community	Work in partnership with internal and external agencies to encourage the provision of appropriate amenities / facilities to support housing developments
	Encourage the provision of an integrated range of house tenures and types
	Establish fora to facilitate community involvement in housing regeneration strategies

5.2 Aim Two

Improve resident satisfaction with home and the surrounding environment

Providing housing that addresses the changing aspirations and expectations of the population and meets a decent standard of quality is fundamental to improving residents' satisfaction with their homes.

5.2.1 The Issues and the Challenges

For the purposes of this first LHS the focus is on:

- (a) The physical quality of people's homes and fuel poverty
- (b) How the behaviour of others can affect the well being of individuals and communities
- (c) The importance of providing a safe and attractive environment
- (d) The standards of service provision that residents should expect from their housing provider, and how improving access to these services is essential to tackling inequalities

(a) The Physical Quality of People's Homes and Fuel Poverty

Current Levels of Satisfaction

The Housing Needs Survey 2003, which was undertaken to inform this LHS indicates that overall, the residents of East Ayrshire are generally satisfied with their homes, with almost 98% of private sector residents and 85% of social rented tenants reporting they are either satisfied or very satisfied with their home.

Among households that were not satisfied with their home, the survey found that over half of those in the social rented sector felt their home was in a poor condition or lacked an amenity, whilst half of those in the private sector felt their property was too small.

The Housing Improvement Task Force

The Scottish Executive's Housing Improvement Task Force (HITF) was set up in March 2001 to investigate ways in which homeowners could be encouraged, or required, to take responsibility for maintaining their properties.

In its report of 2003, the HITF made over 150 recommendations, which if implemented in their entirety, would radically change private housing sector in Scotland. One of the key recommendations was that a Scottish Housing Quality Standard should be developed for the private sector although, unlike the (then titled) Scottish Social Housing Standard, it should be aspirational rather than mandatory. This recommendation has since been adopted, and the new Scottish Housing Quality Standard is cross-tenure. Application will vary according to tenure, however, and it is recognised that with a few exceptions, such as properties that are the subject of a statutory notice, it will be up to individual owners to decide whether to make improvements if their property does not meet the Standard.

Nevertheless, the work of the HITF has established the principle that private sector owners (whether private landlords or owner occupiers) need to take on the full responsibilities associated with property ownership, especially given the limited public resources that are

available for investment in this area. The Council will continue to offer support and financial assistance, where possible, via the use of Private Sector Housing Grant and the provision of advice and assistance.

Private landlords will be encouraged to improve standards in their stock via the introduction of an Accreditation Scheme. The Council has submitted a bid to take part in the recently announced Pilot Landlord Accreditation Scheme, led by Home Point, but is committed to taking the scheme forward in conjunction with the established East Ayrshire Private Landlord Forum.

Stock Quality in East Ayrshire

Census 2001 information suggests that overall the housing stock in East Ayrshire is already performing well in terms of providing the standard amenities. Only 1 in every 2000 households was living in a home without either central heating or the sole use of a bathroom. A further 3% of households have sole use of a bathroom, but do not live within a centrally heated property.

Percentage of households by Amenities (East Ayrshire & Scotland)

	East Ayrshire	Scotland
With central heating & sole use of bath/shower & toilet	97.15	92.66
With central heating & without sole use of bath/shower and toilet	0.12	0.15
Without central heating but with sole use of bath/shower and toilet	2.68	7.10
Without central heating or sole use of bath/shower & toilet	0.05	0.08

Source: Census 2001, Scottish Executive

Other information available from the Scottish House Condition Survey 2002 suggests that:

- 1 in 50 households in East Ayrshire lives in a home that does not meet the bedroom standard compared with 1 in 20 households nationally. The bedroom standard is recognised as a measure of overcrowding;
- 90% of homes across the Authority area suffer from some disrepair, compared with 80% across Scotland as a whole;
- of these 90%, just over half are estimated as suffering from urgent disrepair. This equates to approximately 23,000 properties.

Of the properties suffering urgent disrepair in East Ayrshire:

- 36% are home to families, and 28% are pensioner households. In the latter case, it is estimated that around 13,000 pensioner households are living in homes suffering from some form of disrepair.
- the median annual household income is £12,200 compared to a national figure of £13,700.
- median patch repair costs are estimated at £800, double the Scottish figure of £400 per property. This amounts to an estimated required investment of around £65 million.

- when total repair costs are considered, the median cost rises to £2,700 compared with a national requirement of £1,700 per property. The estimated comprehensive repair costs to the East Ayrshire housing stock amounts to £204 million.

Meeting the Scottish Housing Quality Standard

Since the Housing Quality Standard for Scotland was set in February 2004, Local Authorities have been given a clear statement of how they are expected to contribute to the Executive's commitment to delivering social justice in establishing a national standard to deliver minimum standards of housing quality for all social landlords. The standard will act as a benchmark against which long term management and investment decisions for housing may be made, and future progress may be assessed.

The Standard is based on a number of broad quality criteria that seek to define what is acceptable, good quality housing for the 21st century. Consequently, to meet the Standard a property must:

- Comply with the tolerable standard;
- Be free from serious disrepair;
- Be energy efficient;
- Provide modern facilities and service; and
- Be healthy, safe and secure.

Both Councils and RSLs are expected to ensure that their stock meets the Standard by 2015, with milestones towards the final target set according to local circumstances.

East Ayrshire Council and other housing providers also acknowledge the Scottish Housing Quality Standard is to be regarded as a minimum acceptable standard, recognising that residents' aspirations have rightly heightened, regardless of their tenure. The LHS action plan records the requirement to investigate the development of an East Ayrshire Standard, and its resource implications for all housing providers.

In 2000/2001, the Council commissioned a sample survey of housing attributes and future major repairs requirements across its own stock. This work has now been re-examined in the light of the Scottish Housing Quality Standard as well as changes to the Council stock profile resulting from improvement programmes and Right to Buy sales.

Changes to the Private Housing Grant Regime

The policy context for investment in the private sector has undergone radical changes recently with grant assistance replacing the borrowing consent mechanisms that have been in place since 1996. Effectively re-introducing the ring fencing of these monies, the availability of grant will be linked to an outcome agreement between each Local Authority and the administering body, Communities Scotland.

Private Sector Housing Grant is one of a small number of mechanisms available to Councils to influence stock quality within the private sector. In 2003/04, £550,000 was allocated to facilitate the provision of these grants.

Private Sector Housing

At present, very limited information is available to inform analysis of stock quality issues in the private sector in East Ayrshire. The sample sizes in the SHCS 2002 are small, and although some information has been gathered as part of the Housing Needs Survey 2003, relating to private sector stock, it is based on an assessment of the property owner, i.e. it gives an indication of home owners' perceptions of their properties, rather than a professional assessment of property condition.

Nevertheless, making use of available data, the housing needs survey records that:

- 1% of households living in the private sector has major problems with
 - dampness or condensation
 - structural cracks in walls
 - heating arrangements
 - draughty windows
 - uneven floors
- There are no major problems with poor insulation, leaking roofs, lead piping, poor wiring or poor ventilation.
- Across all categories, between 95%-99% of households have no problem at all with property condition.

These findings suggest that property condition problems within the private sector are relatively small. However, given the nature of the survey, along with the absence of costed information associated with the work required, they do not provide a sufficient tool for detailed strategy or policy planning purposes.

LHS partners will therefore strengthen knowledge of stock condition in the private sector, in light of these findings. The Council has included in its private sector housing grant funding bid a request for an element of funding to develop a comprehensive database that will assist in future Local Housing Strategy development, so as to better target local, private sector housing grant investment.

Housing Stock Option Appraisal

As part of its strategic planning process, East Ayrshire Council must consider the future management of its housing stock, so as to evaluate all investment options available to improve and sustain the existing housing stock, and to facilitate community regeneration.

A housing stock option appraisal exercise openly evaluates the options available to the Council for the future management of the housing stock, and will enable appropriate proposals to be incorporated into the action plan of the Local Housing Strategy over the plan period. East Ayrshire Council is amongst the few remaining authorities that has not already undertaken an option appraisal of its housing stock. Using the updated housing attributes survey findings, a financial appraisal may be undertaken to determine methods to secure this investment through a variety of options, in response to tenants' aspirations for their homes and to offer value for money.

The Council has submitted written proposals to Communities Scotland in the form of a Brief for housing stock options appraisal, to allow consideration to be given to the award of funding to facilitate this exercise.

Prudential Borrowing

The Scottish Executive's consultation document 'Modernising Scotland's Social Housing: A Consultation Paper', considers the position of Local Authorities that have low to moderate debt and rent levels, and notes that additional freedom will be given to borrow within the new prudential regime to be introduced in terms of the Local Government in Scotland Act 2003 in the financial year 2004/2005 for the rest of local authority capital investment. The prudential regime means that in future, Local Authorities will decide for themselves what is an affordable and prudent level of borrowing in their financial circumstances. Each Authority will therefore need to assess the sustainability of its income from rent, and reach a view on the level of debt the rent account can afford to service.

As East Ayrshire Council does not have significant levels of debt, the Council will use its stock condition survey data to plot out housing investment requirements over the next thirty years and set its own prudent borrowing limits.

Tackling Fuel Poverty

The Scottish Executive's Social Justice Agenda aims to tackle poverty and disadvantage across Scotland, and the vital role house condition plays in achieving that goal is well recognised. Within this context, Local Authorities must submit plans to achieve the reduction and eventual eradication of fuel poverty within their area.

This expectation is explicitly reflected in the Scottish Executive's Fuel Poverty Statement 2002, which makes a national commitment to further reduce fuel poverty by 2010 and see its elimination, as far as is practical, by 2016.

Compared with national figures, the scale of the problem across East Ayrshire is relatively small. The Census 2001 reported that only 2.73% of East Ayrshire households were living in homes without central heating compared to a Scottish figure of 7.18%. The SHCS 2002 contains similar findings and reports:

- sample sizes are generally too small to provide reliable NHER rating estimates;
- 30% of households report a difficulty in heating their homes;
- 16% of all households assessed are fuel poor (as defined in the national Fuel Poverty Statement 2002). This figure is in line with the national average.

It has already been established that there is no simple correlation between fuel poverty and the energy efficiency, or otherwise, of the housing stock. Rather, it is a complex issue that is often as much about low household income and fuel costs. The Council's commitment to tackling fuel poverty is currently set out in its 2001 Progress Report, which updates the energy strategy "Bridging the Gap" set out in 1997 to fulfill the Council's obligations under the terms of the Home Energy Conservation Act (HECA) 1995. This strategy acknowledges the needs to look well beyond stock quality issues, and aim to:

- Bring public awareness to the whole field of environmental issues;

- Improve healthcare through warm, dry and healthy living conditions;
- Reduce fuel poverty by providing assistance to the fuel poor, releasing disposable income to alleviate other hardship problems and thereby increasing their standard of living;
- Enhance the field of employment by initiating further job creation prospects through intakes of funding created by partnership and European Social funding;
- Reduce fuel bills; and
- Reduce harmful emissions associated with the burning of fuels in domestic housing stock in order to make substantial progress towards achieving improvements in energy efficiency over the 10-year period of the Strategy.

The Council, and partners, are currently working on the development of an East Ayrshire Fuel Poverty Strategy which will set out the ways in which the target of eliminating fuel poverty by 2016 will be met.

(b) How the behaviour of others can affect the well being of individuals and communities

Current Levels of Satisfaction

The Housing Needs Survey carried out by MRUK to inform the development of this LHS indicates that, overall, the residents of East Ayrshire are generally satisfied with the area they live in, with 93% of private sector residents and 90% of social rented sector tenants reporting they are either satisfied or very satisfied with the area they live in.

Among the 4% of social rented sector households who expressed dissatisfaction with their area, the main reasons for that dissatisfaction are:

- Behaviour of neighbours (44%)
- Not safe (30%)
- Noise (29%)
- Lack of facilities (10%)
- Too far from relatives/friends (5%)

Neighbour Problems and Anti Social Behaviour

The results of the Housing Needs Survey confirm that problems with neighbours and concerns about crime can seriously undermine people's quality of life, and leave them feeling unhappy with their home and neighbourhood.

Concerns in East Ayrshire reflect an increasingly high-profile, national drive to tackle anti social behaviour and the destabilising effects it can have on communities. The new antisocial behaviour legislation will require local authorities to develop an Anti Social Behaviour Strategy, and is backed up by a national funding package of £30 million over 2 years. East Ayrshire Council will receive £317,730 in 2004/05 and £410,550 in 2005/06 of funding to be spent on delivering the East Ayrshire Anti Social Behaviour Strategy.

The Council's Housing Service has already introduced anti-social behaviour contracts, with two full time Neighbourhood Disputes Officers in post. Additional national funding has also been secured recently under the national Building Safe, Strong and Active Communities Initiative.

This funding takes the form of a two-year grant of £400,000 which will be used to fund the creation of sixteen Community Wardens operating in North West Kilmarnock, Shortlees (Kilmarnock), New Farm Loch (Kilmarnock), Barshare (Cumnock East) and Auchinleck. Additional funding of £125,000 will be made available for other initiatives to tackle anti social behaviour, and these monies will be used to fund an Anti Social Behaviour Co-ordinator and an Anti Social Behaviour Investigator post.

(c) Providing a safe and attractive environment

Although fear of crime is not proportionate to it being committed, resident feedback indicates that fear of crime is an issue which significantly impacts on the quality of life of many residents in East Ayrshire, and limits opportunities. Therefore, the promotion of communities where residents feel safe in their homes and environment is central to improving residents' perception of their neighbourhood.

Community Plan

During the life of the Community Plan, partners are committed to maintain and improve public safety, so as to create safe places in which to live, work and play by:

- Reducing crime
- Improving public safety, and
- Improving safety in neighbourhoods and homes

“The Improving Community Safety Action Plan builds on a solid foundation of work undertaken by partners individually and collectively to reduce crime, promote public safety and improve safety in homes and communities. We have a good track record, but by closer working we can do even better.”

Community Wardens

The use of Executive funds awarded to introduce Community Wardens is anticipated to have the dual effect of impacting upon incidences of anti-social behaviour, as discussed above, while helping residents feel safer.

Better Neighbourhood Service Fund

Better Neighbourhood Service Funds have been targeted to the designated Pathfinder areas of North West Kilmarnock, Riccarton and Shortlees.

A number of the initiatives developed across these areas have also had an impact on both the visual environment and residents' perception of safety. These include:

- A range of road safety programmes.
- The installation of new street lighting units.
- The development of a range of CCTV provision throughout the pathfinder areas.
- The introduction of a mobile security service for the Council to monitor housing and other properties, to deal with vandalism issues as they arise by providing a known presence, and provide a deterrent against further vandalism.

- The introduction of an Environmental Hit Squad to provide a rapid response to environmental problems such as fly-tipping, litter dropping, graffiti, hypodermic needles and other environmental hazards.
- The introduction of a Void Housing Environmental Scheme to carry out a range of environmental improvements relating to housing voids within the pathfinder area.

(d) Ensuring that all residents have access to appropriate quality housing services

Best Value

Corporately, the Council is committed to 'deliver continuous improvement and Best Value across all services. Best Value aims to ensure that the cost and quality of these services are of a level acceptable to local people by:

- Increasing the role of local people in deciding the priorities for Council services;
- Improving the way the Council manages and reviews its business; and,
- Building on the experience and expertise of staff.

A joint Task Force on Best Value was set up in May 1997 to develop and implement Best Value across all Scottish Councils. The Task Force set out a three-year implementation plan for the development of Best Value. Successive reviews of the Council's Best Value arrangements by the Government's independent inspectors, Audit Scotland, have concluded that the Council is making progress in implementing Best Value and is able to demonstrate a commitment to taking further action, as appropriate. The Council is currently reviewing its arrangements for securing Best Value in light of the Local Government Act 2003 and these revised arrangements will, in due course, be subject to audit.

Regulation and Inspection

Communities Scotland's Regulation and Inspection aim is to promote quality, continuous improvement and good practice, in housing and related services, for the benefit of current and future tenants, and other consumers.

Regulation and Inspection implements a single regulatory framework for all social landlords in Scotland. The role brings the regulation and inspection of RSLs, and local authority landlords' housing, homelessness and factoring functions within one body.

Communities Scotland's main objectives for regulation and inspection are to ensure that:

- Regulated bodies provide high quality services, and are open and accountable
- Social justice and equal opportunities for all exist across all aspects of social housing
- Public and private investment in social housing is protected
- Value for money is achieved
- Powers are used effectively to make improvements and changes where necessary.

Atrium Homes, based in Kilmarnock, were awarded a B grade in 2003, and were the first housing provider (Local Authority or RSL) to be regulated under the new SRF process.

Housing Services

The mixed tenure nature of former Council estates within East Ayrshire has been created as a result of Right to Buy legislation and the growth in Registered Social Landlord activities. Estate management policies therefore, like those already identified, have an impact on all residents regardless of their tenure.

However, for tenants, satisfaction with the home is directly linked to the service provided by their Landlord. For example, the speed of repairs, the way in which complaints are dealt with, the regularity of cyclical maintenance programmes and so on, all impact on a tenant's enjoyment of his / her home.

In the Social Rented Sector, housing providers have a duty to report their performance in these areas for audit and accounting purposes. The introduction of the Single Regulatory Framework extends Communities Scotland's regulation and inspection role from registered social landlords to include Local Authorities' housing, homelessness and factoring functions. The Single Regulatory Framework Performance Standards have been developed by Communities Scotland, and partners, to promote co-operation and the improvement of housing and related services. The Housing Service has set out a work-plan to be developed and implemented, so as to respond to the standards set out in the framework, and, importantly, enhance service delivery.

Council Tenant Satisfaction Survey 2004

The Council has commissioned a Tenant Satisfaction Survey which will provide a useful indicator of current customer satisfaction and serve as a helpful tool for future strategy development, and service planning.

The following areas are covered within the survey:

- Satisfaction with the information available
- Quality of the housing management service
- Satisfaction with the repairs service and investment programmes
- Neighbour problems
- Satisfaction with the neighbourhood.

Improving Access

Providing more flexible ways of accessing services, together with appropriate support and advice on how to access services, are important in improving individuals' experiences of using particular services and reducing inequalities. The model of combined public service delivery where local residents access all key services – housing, social work, health and police - under one roof, has proved to be very successful where it has been introduced in Dalmellington. It is planned to roll this model out in other parts of the authority area, tailored to local needs, with centres already identified initially for North West Kilmarnock and thereafter in Shortlees/Riccarton. Strategy Partners are committed to ensuring that housing services are at least 'signposted' at the service delivery points of all community planning partners.

5.2.2 Strategic Objectives, Proposed Outcomes and Planned Actions

This section sets out how the Issues and Challenges, identified above, will be overcome in order to achieve this aim and deliver change.

Objective: ensure 50% of social rented housing and private sector housing meets the SHQS by 2009

Proposed Outcomes	Planned Actions
Increased household satisfaction	Undertake a comprehensive review of the future stock investment strategy exploring options such as Prudential Borrowing and housing stock option appraisal to inform consideration of stock transfer.
	Develop an East Ayrshire Local Quality Standard
	Develop guiding notes to encourage owners to take responsibility for property maintenance.
	Council and RSLs to develop implementation plans to meet the SHQS
	Develop an Accreditation Scheme for private sector landlords.
	Extend the Care & Repair Scheme

Objective: To Eradicate Fuel Poverty by 2016

Proposed Outcomes	Planned Actions
Fuel Poverty Reduced by 30% by 2009	Develop an East Ayrshire Fuel Poverty Strategy
	Establish monitoring system to review impact of fuel poverty strategy

Objective: To develop effective responses to anti-social behaviour by 2006

Proposed Outcomes	Planned Actions
Fewer incidences of anti-social behaviour	Develop an East Ayrshire wide Anti-Social Behaviour Strategy.
Improved satisfaction with landlords' responses to anti-social behaviour	Establish an Anti Social Behaviour monitoring system to review the impact of the ASB Strategy.

Objective: to develop safety initiatives by 2009 to help people feel more safe and secure

Proposed Outcomes	Planned Actions
Increased number of people feel safe and secure in their homes	Support the implementation of Community Safety Strategy.
	Support initiatives to provide appropriate safety measures in the homes of vulnerable tenants

Objective: To improve the quality of the environment

Proposed Outcomes	Planned Actions
Increased number of people who report an improvement in the appearance of the environment.	Develop neighbourhood management plans
Increased demand for housing in low-demand areas.	Develop and implement a Low Demand Strategy to tackle low demand properties in all tenures.

Objective: ensure all residents have access to appropriate quality housing services

Proposed Outcomes	Planned Actions
Increased take-up of services from hard-to-reach groups	Develop a range of service access points
	Support the extension of the combined public service delivery model.
All services meet approved standards and good practice	Strengthen self-assessment systems to improve performance

5.3 Aim Three

Ensure Equal Access to an Adequate Supply of Good Quality Affordable Accommodation

Providing Housing that is of a good quality and is located in thriving sustainable communities has been the focus of aims 2 & 3. This section considers the importance of ensuring the balance is maintained between the supply and demand of housing and that individuals of all circumstances have an equal opportunity to access this housing.

5.3.1 The Issues and Challenges

Supply and Demand

Across East Ayrshire, the level and location of new house building is determined by the Ayrshire Joint Structure Plan and is detailed in the adopted East Ayrshire Local Plan.

The Structure and Local Plans provide a framework to ensure the adequate supply of land to meet the anticipated demand for housing development, and associated leisure, recreational, community and other facilities and services.

An estimated total housing requirement of 2,289 new homes in the period 1998-2005, and a further need of 1,640 homes between 2005-2010 has been identified. Once existing levels of supply have been taken into account, this equates to a requirement for land sufficient to accommodate up to 210 new homes by 2005. It is indicated that there is likely to be a further requirement for 1,738 houses between 2007 and 2012.

For the purpose of the LHS, the provision of an adequate land supply requires more than a simple analysis of whether there are sufficient homes to house the numbers of households who express a demand for housing. Consideration must be given to the ability of individuals to access, and pay for, that housing. In addition, it is also necessary to consider locational issues. Are available properties situated in the areas that households want to live? Do the size, type and tenure of properties becoming available match the composition of households needing affordable housing? Do those households seeking accommodation wish to live within the social rented sector, where the greatest numbers of vacant housing is to be found?

Social Rented Sector

Social rented housing accounts for 38% of East Ayrshire's total housing stock. This stock is unevenly spread across local housing market areas, with the highest percentage being recorded in Cumnock and Doon Valley, and the lowest levels in Kilmarnock and Loudoun.

Generally, the social rented sector still retains a proportion of long term tenants that have lived within the sector for many years, and who therefore form the core of stable communities that exist in many neighbourhoods. As these households age and their housing needs change, there will be issues around the nature of future demand, and use, of the social rented housing provision.

The projected growth in single person households and older people will continue to impact on the medium to long term sustainability of the sector, as the stock size and type requires to be well suited to housing a higher proportion of smaller households, and a smaller proportion of 'traditional' composition family households.

Whilst the Council is the largest provider of social rented housing in East Ayrshire, the supply of Council accommodation is diminishing as a consequence of Right to Buy. Across East Ayrshire, 34% of the Local Authority social rented stock has been sold since 1980 to sitting tenants.

Overall, the evidence relating to supply and demand figures indicates a clear mismatch between the size and type of available housing and both the profile and composition of Council waiting list applicants. Fifty per cent of all waiting list applicants are single people. By contrast, however, only 18% of Council stock consists of properties with one bedroom. As a consequence, East Ayrshire Council's Allocation Policy allows houses with more than one bedroom to be let to single applicants. This policy also reflects applicants' aspirations to have more than one bedroom, to allow for sleepover provision for family and carers, given the increased levels of single parent households and the growth in the provision of community care housing, particularly for a growing older population.

There are almost 5,000 people on the waiting list for social rented housing across Local Authority and RSLs, yet during 2002/03, only 1,800 houses became available for let, thereby addressing the needs of just over one third of all applicants.

Levels of demand for Council housing vary significantly across the East Ayrshire area. Alongside high levels of expressed demand, 4.2 % of all stock stood vacant as at March 2004. Voids are prevalent in areas where there is a high incidence of Council stock of an inappropriate type, such as Kilmarnock Central, or there has been significant population loss due to out-migration, reflecting declining employment opportunities in the former mining communities, such as Auchinleck, New Cumnock and other surrounding settlements.

In addition, high demand for particular areas also serves to limit the choices that people are realistically able to make in this sector. Not only is there the reality of low turnover in more popular areas, there is also evidence to indicate that residents' aspirations are guided by current provision and people restrict the choices they make where there is a perception that no houses are likely to become available.¹³

Pressure on the social rented sector has increased in recent years with the increase in the number of homeless presentations, a trend that is set to continue as the full impact of the Homelessness etc. (Scotland) Act 2003 extends the rights of access to accommodation for homeless people.

East Ayrshire's Homelessness Strategy was submitted to the Scottish Executive in April 2003, detailing the accommodation and support services that the Council and its partners currently provide to alleviate homelessness, and outlining a range of proposed future developments. The strategy provides detailed actions to meet the requirement for

¹³ Ayrshire Housing's research report prepared by Dr. E. Mooney of Glasgow Caledonian University on "Housing Needs in rural Ayrshire"

increased and improved temporary accommodation and associated services for homeless people.

Securing balance in the social rented sector will be achieved, to some extent, through the initiatives aimed at tackling low demand, and securing sustainability, discussed under aim one, which will improve perceptions of areas where demand is currently low, and re-establish them as places where people will want to live. However, strategy partners recognise that it will also be necessary to deliver new properties in high-pressure areas, where the sale of properties under the Right-to-Buy legislation has reduced the stock available for rent and where turnover is low.

Private Sector

Owner Occupation is the preferred tenure in East Ayrshire. There are around 2000 residential transactions each year¹⁴ Most of these are second hand sales of which there are, on average, around 1200 per year, however, the new build market has grown substantially in the area:

New-build House Completions 1999-2002

	1999	2000	2001	2002
Cumnock HMA	56	19	63	94
Doon Valley HMA	27	53	79	38
Kilmarnock HMA	194	329	348	552
East Ayrshire HMA	277	401	490	648

Source: East Ayrshire Council Planning Department.

The majority of completions have been in the town of Kilmarnock, in particular the north end of the town has witnessed large-scale new-build development over recent years, a feature linked to the ongoing extension of the M77 motorway.

Consultation undertaken during the LHS development process, highlighted local stakeholders' concerns that new-build developments of properties for sale, have focused on providing larger, high amenity housing, and there was a need to ensure developers provided a range of housing that will meet a variety of needs and incomes.

Nationally, the development of SPP3 planning guidance allows for the promotion of tenure mix and associated support infrastructure that will support a range of property types to allow individuals with a range of means to access the private sector. Strategy Partners are keen to ensure that this guidance is adopted and utilised effectively in the Authority area.

In contrast to growth and expansion in the owner occupied sector, A study undertaken for East Ayrshire Council, North Lanarkshire Council and Communities Scotland by Craigforth Consultants in 2003, highlights issues surrounding low demand for owner occupied units, which is beginning to impact on pockets of the Authority area. A range of policy options are offered, in response to these issues, and strategy partners will further consider these options before developing a strategy to tackle low demand across all tenures.

¹⁴ Headline Sasines Register Analysis, Craigforth, 2003

Affordability

For households choosing to live in the owner occupied sector, their ability to access the accommodation they need is largely dependent on issues of cost and affordability.

Although house prices were recorded as being 22% below the Scottish average in 2001, rising house prices in particular parts of the authority are beginning to take effect.

Qualitative evidence, collected via a survey of local estate agents in March 2003, suggests that the sharp price rises recorded nationally have been replicated across East Ayrshire Ayrshire, particularly in Kilmarnock and the Northern Areas. And, in desirable areas, demand is beginning to outstrip supply and properties are increasingly fetching 'record prices' well over the original asking price.

Price rises will result in greater pressure in these areas, and will limit the opportunities for first time buyers, and others on a low income, to access this sector.

At the end of 2003, Scottish Ministers gave a new commitment to working with key stakeholders in examining affordable housing issues in Scotland, recognising that, although circumstances across Local Authorities are diverse, some communities face serious challenges in securing appropriate housing solutions. To this end, Communities Scotland are holding a series of consultation events with key stakeholders in housing and planning.

The issue of rising house prices will be monitored closely to assess its impact on the ability of individuals to access this tenure. The strategy partners are committed to developing an affordable homes policy that will:

- Establish the need for new affordable housing to replace existing stock as part of regeneration programmes.
- Establish the requirements in pressured housing markets.
- Establish the relative priority to be attached to developing new social rented housing as opposed to Low Cost Home Ownership
- Investigate whether the Right-to-Buy is significantly reducing the availability of affordable housing in specific areas.

The adopted East Ayrshire Local Plan identifies sites allocated for affordable housing units. An East Ayrshire Development Programme will be developed by The Council's Housing and Planning Services, RSLs and Developer Partners to provide a balanced mix of accommodation types and tenures on these sites.

Stock Fit

In addition to considering the overall balance between supply and demand, it is also necessary to establish to what extent the existing stock 'fits' the needs and aspirations of East Ayrshire households, and how these are likely to change in the future.

One of the useful indicators of fit is the level of overcrowding. The Census 2001 reports that 1 in 10 East Ayrshire households lives in homes that have too few rooms based on the composition of the household. Of these, 35% live in the owner occupied sector; 56% live in the social rented sector and 13% live in the private rented sector.

Securing Balance

The factors identified across East Ayrshire's housing system that create a mis-match between apparent supply and actual demand are agreed by the LHS partners:

- High demand for social rented stock in certain areas
- Reduction in the number of social rented properties available as a consequence of Right to Buy legislation
- Low demand in other areas of the social rented sector, and emerging problems of low demand in some owner occupied areas
- The incidences of overcrowding that suggests households are unable to secure accommodation that meets their needs
- The reported rise in house prices
- Income levels across East Ayrshire that are lower than the national average
- Aspirations of many people in East Ayrshire, as detailed in the Housing Needs Analysis 2003, mean that the social rented sector is not an option they wish to currently consider

Further, the LHS partners are committed to securing an appropriate balance between the supply and demand of affordable housing through:

- Regenerating areas in which long term voids are located.
- Facilitating the realisation of aspirations of residents in East Ayrshire, in part through the provision of low cost homeownership options.
- Sustaining areas where the housing market works, whilst considering the effect of housing market hotspots on housing pressure.
- Developing an East Ayrshire Void Management Strategy, which identifies sites to be demolished and re-developed to meet local needs.
- Encouraging RSL affordable new-build housing development in popular/high demand locations, where possible.
- Utilising sites that are ring-fenced for affordable housing in the adopted East Ayrshire Local Plan, in partnership with RSLs and developers.

Extending access to Rented Housing

For households unable to secure owner occupation, a range of other factors will influence their ability to access the home they need or want.

Recent housing legislation has made significant changes to the statutory framework under which social landlords allocate their housing. The Housing (Scotland) Act 2001 has established the factors to be discounted when allocating a social rented tenancy, to include:

- Outstanding debts (including Council Tax arrears) that are not directly attributable to the occupation of the house;
- Rent arrears of less than 1/12th of the annual rent or where a payment has been made and has been kept up for 3 months;
- The applicant's age, provided they are 16 years or above (although there are exceptions for specially designed or designated properties);

- Whether the applicant is resident in the area (provided they wish to move for the purpose of seeking/taking up work, to be near a relative or carer etc).

In addition, the Homelessness Task Force recommendations relating to how social landlords should allocate homes¹⁵ state that:

- Homeless households should be treated no less favourably than other housing applicants in the number of offers they receive and the degree of choice they are given over property type and location;
- Account should be taken of the existing social networks of vulnerable groups in allocations, as such informal support is vital in successful resettlement;
- Repairs and maintenance should be undertaken before properties are let so they are in a reasonable condition for homeless people to move in to;
- The attractiveness of properties in low demand areas could be increased through, for example, furniture and decoration services. Ways of providing basic furniture packages should be explored that avoid the 'poverty trap' implications of charging high rents to cover these additional costs;
- Re-housing outcomes should be monitored through post allocation visits and/or a designated follow on/link worker.

Extending Access to Registered Social Landlords (RSLs)

Registered Social Landlord's are currently the only provider of new build housing for social rent in East Ayrshire. Meanwhile, the rate of Council house sales continues to outstrip the level of investment in new supply. Therefore, the reduction of the social rented sector is likely to continue.

Registered Social Landlords (RSLs) provide 6% of all housing in East Ayrshire. Overall, RSL properties are larger than typical Council house sizes, with 49% of RSL houses having 3 bedrooms. As well as providing general needs accommodation, now built to Housing for Varying Needs Standards, 14% of RSL stock is designed to meet identified community care housing needs.

Two initiatives are currently under development by the Council and partner RSLs, to simplify access to the social rented sector, and to extend the level of choice individuals are able to exercise.

The first development is the creation of a Common Housing Register (CHR) whereby applicants will complete one application form and will be considered for available properties by all social landlords participating in the scheme with stock in the area. The East Ayrshire Common Housing Register is anticipated to be piloted in 2006 across East Ayrshire Council, Atrium Homes and Shire Housing Association.

The second proposal will introduce choice-based lettings, so that properties for rent will be advertised, using an agreed variety of media, to allow applicants to express their preference. This second stage development will follow the initial implementation of the CHR.

¹⁵ Research for the Homelessness Task Force: A Summary, Scottish Executive, 2002.

Extending Access to the Private Rented Sector

The presence of an effective private rented sector that provides high quality homes for rent is an important factor in extending the range of property types and locations available for people unable, or unwilling, to access owner occupation, or social rented housing.

The Private Rented Sector plays a small role in East Ayrshire at present, accounting for only 3% of the area's total stock. At present, little is known about the sector in terms of property condition, standards and geographical spread. Historically, the Council has been unable to influence the standard of stock, or the level of service provided in this sector, albeit the introduction of legislation governing Houses in Multiple Occupation in 2002, impacts on some of this stock.

The Council has recently established a Private Landlord Forum and, in partnership with landlords, an Accreditation Scheme is being developed so that high level quality and service standards in the sector will be agreed, with support and assistance to operate their businesses being given to participating landlords.

Allied to this initiative, the creation of a Rent Deposit Scheme will improve access to this sector, and offer those people who wish to access this tenure, but who are unable to afford a deposit, a choice of tenure outside of the social rented sector. Again, this scheme will be developed in partnership with accredited landlords.

5.3.2 Strategic Objectives, Proposed Outcomes and Planned Actions

This section sets out how the Issues and Challenges, identified above, will be overcome in order to achieve this aim and deliver change.

Objective: To ensure an appropriate balance between the supply and demand of affordable housing

Proposed Outcomes	Planned Actions
An adequate supply of affordable housing is available across all tenures	Establish a partnership between Communities Scotland, Council and preferred developers to identify resources for housing
	Deliver additional affordable houses across tenures
	Assess options for tackling void houses in all tenures
	Use transferred development funding in order to shape the provision of new build housing for rent and Low cost home ownership in
	Develop partnering model for procurement
Reduction in homelessness	Monitor the impact on the housing market of the Homelessness Strategy
Housing pressure eased in target areas	Develop an affordable housing policy for East Ayrshire

Objective: To support the Local Plan and Structure Plan

Proposed Outcomes	Planned Actions
An agreed measure of housing need is in place	Work with planners to ensure a consistent approach across the Council is adopted to measure housing need
Utility companies co-operate with planners and housing providers	Develop planning / housing protocol to support developments in East Ayrshire Develop planning / housing protocol to support developments in East Ayrshire

Objective: to ensure all residents have access to appropriate housing options

Proposed Outcomes	Planned Actions
Tenancies are sustainable	Improve access to, and standard of, supported housing units for homeless people
	Develop initiatives for assisting people to access private rented accommodation
	Establish a landlords forum to share information and ideas and extend good practice
	Investigate opportunities for extending housing support options to cover all tenures

House repossessions are reduced	Publicise the Mortgage to Rent Scheme locally
Increased awareness of available housing options	Develop a common housing register
	Investigate merits of Choice Based Lettings
	Establish a Housing Advice Office
	Develop Best Value Partnerships to meet the National Standards for the delivery of Information and advice

5.4 Aim Four

Ensure individuals requiring support to live independently in the community are enabled to do so

Previous chapters have established the ways in which the challenges reported within the housing system will be tackled to regenerate local communities. In this way, East Ayrshire residents will have better access to a range of good quality, affordable accommodation that meets their aspirations, which is located in sustainable communities where they are happy to live and feel safe.

In addition, there are a range of individuals who require accommodation that is appropriate for their particular needs and/or a range of support services to enable them to live independently in any accommodation, regardless of its physical characteristics.

5.4.1 Issues and Challenges

Supporting People Strategy

The provision of support for individuals with particular needs is at the heart of the Supporting People Programme which was implemented in April 2003. Its aim is to deliver high quality and strategically planned housing-related services, which are cost effective, reliable, and complement existing care services.

East Ayrshire's Supporting People Strategic Agreement 2003-2008 identifies current support provision and establishes the future support requirements of particular vulnerable groups, and sits within the Local Housing Strategy framework.

Community Care Plan and Joint Futures

East Ayrshire's Joint Community Care Plan 2001–2004, and the ongoing work of the Joint Future Initiative supplement this document. Under The Joint Futures Initiative, Health, Social Work and Housing will work closely together to develop an integrated approach to the planning and provision of accommodation, housing support, health care and social care services.

Homelessness Strategy

The Homelessness Strategy for East Ayrshire 2003-2006, sets out the support options that have been developed to assist individuals at risk of, or experiencing, homelessness to alleviate that risk, and maintain their tenancies.

Through the ongoing development and implementation of the initiatives set out in these documents and other strategies, much work is already underway to meet the needs of vulnerable people living in East Ayrshire.

For the purposes of the first LHS, the focus of activity is centred around:

- The ways in which housing providers and associated agencies will improve our understanding of both the housing and housing support requirements of all client groups

- Establishing the housing needs of identified client groups
- Establishing the housing support needs of those with particular needs
- Further developing service co-ordination and joint working arrangements
- Considering the ways in which people with particular needs currently access housing information and advice, and how best to improve this service, to take account of service users' aspirations.

Improving our understanding of the housing and housing support requirements of all client groups

As the national context continues to undergo rapid change, the challenge for agencies and organisations across Scotland is to ensure the availability of robust information upon which to shape service planning and delivery for individuals with particular needs.

The range of agendas that are being promoted and delivered across the authority area, such as Joint Futures, Supporting People, Community Care and Hospital Retraction, have led to the creation of a number of multi-agency steering groups working to develop programmes to meet the identified needs of particular client groups.

By forging links between these groups, the LHS partners will identify the housing and housing support needs of particular client groups, so that housing providers will be better placed to ensure their development proposals meet these needs.

Further, the strategy partners are committed to carrying out a comprehensive assessment of need to supplement the work of these groups, and to facilitate the development of a series of action plans to address gaps in existing supply, within the East Ayrshire context.

The ethos of agencies working together to identify all the needs of particular clients underpins the introduction of the Single Shared Assessment (SSA) process. This process offers social services, health and housing colleagues the opportunity to develop and strengthen joint working practices to deliver a streamlined assessment process to all care groups. Current working practices to date across East Ayrshire have seen a limited role for housing professionals, exclusively Council staff, in this process, and LHS partners will seek to extend this role to ensure the benefits of SSA are felt as widely as possible.

Establishing the housing needs of identified client groups

Older People

- By 2008, the number of people aged 60-74 years living in East Ayrshire is expected to increase by 9.3% to 20,200. The number of people over 75 years of age will increase by 7.2% to 10,000, in the same period.¹⁶
- The Supporting People Strategy forecasts that the number of older people (65+ years) with dementia will grow from an estimated 1,341 people in 2001 to between 1,559 and 1,772 by 2013, depending on the assessment framework used. Not surprisingly it is the older age group (85+ years) that is expected to see the largest increase.

¹⁶ Population projections Scotland (2002), General Register Office for Scotland, 2004.

- The implementation of the revised Care Commission Standards which impact on, and will continue to impact on, nursing home provision, present challenges to the Council as planners and providers of services for older people.

As at March 2002, East Ayrshire recorded the following public sector and Housing Association housing provision for older people¹⁷:

- 31 very sheltered places
- 683 sheltered unit
- 990 medium dependency units

The Supporting People Strategy, based on prevalence rate, estimates that East Ayrshire has a shortfall of around 384 units of very sheltered accommodation, and demographic trends suggest this need is likely to rise in the short to medium terms.

Based on the specific housing requirements of the most severely ill or disabled people within households, the East Ayrshire Housing Needs Survey 2003 sought to establish the profile of specific housing requirements of *relevant* households that reported they would be likely to require a different home in the next 3 years, for this reason. Findings indicate that 17% of private sector, and 13% of social rented sector, households will require sheltered housing.

Sheltered housing services are subject to a review as part of the requirement of the Supporting People Programme. However, the Supporting People Guidance on this matter is clear that this will not be the main driver for change in the sector. It is rather that:

*'sheltered housing for older people, including very sheltered housing, is directly affected by a set of broader changes that are taking place in the way that services for older people are planned and delivered.....the rapidly changing environment within which sheltered housing is set is already driving significant changes in the sector. This is further supported by the need to invest in maintaining or improving the condition of the stock.'*¹⁸

Therefore, a broader assessment of the continued relevance of sheltered housing as a model of service provision for older people in East Ayrshire is required. It is important that a clear service definition is available and agreed, so that individuals signing up for sheltered housing are confident that this type of service is right for their needs.

LHS partners are committed to such a development as part of a wider assessment of the continued relevance of all models of supported accommodation.

People with Mental Health Difficulties

The Ayrshire, Dumfries and Galloway HMCS 2002¹⁹ notes that much specialist provision for people with mental health problems is concentrated in larger settlements. In East Ayrshire, the provision of 18 places of accommodation with specialist support is concentrated in Kilmarnock.

¹⁷ HSG/2003/4, Scottish Executive, 2003

¹⁸ Supporting Independent Living: Folder 2, Sheltered Housing Reviews, Scottish Executive

¹⁹ Ayrshire and Dumfries and Galloway Housing Market Context Statement, Communities Scotland, 2002

484 people were assessed by East Ayrshire Council Social Work Services in 2001-2002 in relation to reported mental health problems. Prevalence rates indicate that as many as 9,308 people living in East Ayrshire may have a mental health problem requiring support from GPs, and other health and related services.²⁰

The specific needs of individuals with mental health difficulties may, in the majority of cases, be addressed through the provision of specialist support at home. The recognised services provided by Health, Social Work and specialist providers have been supplemented by the extension of the Council's Tenancy Support Team, to include specialist support workers who work in conjunction with the Community Mental Health Team to provide support to help individuals with mental health difficulties to maintain their tenancies.

People with Learning Disabilities

In 2001-02, 227 adults received a formal assessment of need by East Ayrshire Council Social Work Services. In total, there are over 430 adults with learning disabilities living in East Ayrshire Council, with 60 people with learning disabilities currently supported in individual/shared tenancies in East Ayrshire.²¹

The direction of services provided for people with learning disabilities is determined by the Scottish Executive Document "The Same as You? – A review of service for people with learning disabilities". This document redirects services to produce clear evidence that there is a major shift in the balance of care from hospital and institutionally-based services to the provision of opportunities for people with learning disabilities to integrate fully into their local communities.

The East Ayrshire Housing Needs Survey 2003 suggests that approximately 1% of households has a family member who is in some type of long stay hospital or institutional setting who would like to return home, but is unable to do so. Should this figure prove to be accurate, through further proposed research, it would equate to around 500 people. It is not clear at this stage, what the definition of long stay hospital or institution may be, or how respondents may have interpreted the question. Again, further information will be sought through bespoke research.

The work of the hospital retraction steering group has identified the need for accommodation for twenty individuals across East Ayrshire, who will be affected by the retraction of residential units currently located in Kilmarnock and Ayr.

Homeless People

That the number of homeless presentations is set to rise has been established in the Homeless Strategy for East Ayrshire 2003. The associated challenges that this will present for the ongoing supply of accommodation have already been considered in the previous chapter.

However, it is widely accepted that tackling homelessness requires more than the provision of additional accommodation. The Homeless Strategy details the wide range of complementary and support services that have been developed to prevent and alleviate

²⁰ Supporting People Strategy 2003-2008

²¹ *ibid.*

homelessness occurring, and to support those affected by homelessness to sustain and maintain their accommodation, once secured. These services and projects include:

- Strengthened role for housing information and advice provision
- Youth Education Project
- Prison Housing Surgery
- Tenancy Support Team
- Provision of basic cooking skills training
- Support services to meet particular needs, to include the Bridge Project, Family Support Groups, the Drug and Alcohol Forum and the Richmond Fellowship ordinary living support packages
- Children's Health, Learning and Supported Play (CHLASP) initiative
- Expansion of Primary Care outreach services within the existing hostels and improved access to health services
- Training and Employment initiatives

Women Fleeing Domestic Violence

Responding to domestic abuse is not the responsibility of any one agency, nor can a single group develop effective solutions. Women experiencing abuse face a range of difficulties and have complex needs. As a result, they will need to make contact with a number of services to get the support they need to escape the abuse.

It is important that women, children and young people receive co-ordinated and consistent services which enable them to: identify their needs; make choices; and have those needs addressed.

East Ayrshire's Domestic Abuse Strategy 2003 outlines the specific objectives and actions that will be taken forward to ensure a consistent, co-ordinated response to women, children and young people experiencing domestic abuse in East Ayrshire. Of particular importance is the programme established for the first quarter of 2004/05, to replace the existing refuge facilities in Kilmarnock. The East Ayrshire Multi-Agency Domestic Abuse Forum was successful in securing funding from the Domestic Abuse Refuge Accommodation Programme in 2003/2004 for the provision of a purpose built refuge, which will be located within Kilmarnock Town Centre. The refuge will be managed by Cairn Housing Association, a partner Housing Association, and will be operated by East Ayrshire Women's Aid.

To complement this provision, funding has been identified within the Homeless Strategy to carry out refurbishment works to the existing refuge in the south of the authority area, and develop scatter flats with appropriate support, in partnership with East Ayrshire Women's Aid.

People with Physical Disabilities

As at March 2002, East Ayrshire reported the public sector agency and housing association housing provision for people with physical disabilities as follows²²:

- 47 wheelchair properties

²² HSG/2003/4, Scottish Executive, 2003

- 85 properties for the ambulant disabled
- 4 other specially adapted properties

This provision highlights a substantial shortfall of accommodation, 91% in the case of wheelchair standard units, compared to Scottish Executive Yardsticks.

In most cases, the need for bespoke new build accommodation, or even units built to varying need standards will not be required, and the provision of equipment or adaptations will be sufficient to make a property suitable for particular individuals.

In 2002/03, 113 applications for disabled adaptations to be undertaken in private sector housing were approved, at a total cost of around £240,000.²³ As at May 2003, there were 58 applications for funding within the housing grants system.

In 2000/01, East Ayrshire Council carried out 4,422 adaptations within its own stock, with demand for further work reported as increasing at that time.²⁴ The Council's Occupational Therapy service received 1,440 referrals in 1999/00, and the figure rose to 1,769 in 2000/01. Adaptations to RSL stock reflect a similar pattern in relation to adaptation works carried out.

The East Ayrshire Housing Needs Study 2003 findings suggest that around 22% of households containing someone with a long term illness or disability believe they need some kind of adaptation to their home. This group identified an accessible shower/bath or toilet as the most needed adaptation. Handrails, improved access/ramps/doorways and stairlifts were recorded as the other most required adaptations.

In addition to the traditional aids and adaptations provision, Care and Repair services are increasingly playing a vital role in helping people remain in their own homes and communities, by offering home-based solutions. East Ayrshire established a pilot Care and Repair Initiative in Dalmellington in 2003, which is managed by Shire Housing Association and funded jointly by East Ayrshire Council and Communities Scotland. The project's objectives are the prevention of hospital admission as a result of accidents in the home, the facilitation of hospital discharge, and the development of a small repairs service. The service is available within the pilot area to clients over sixty or with a disability.

There are plans to roll the service out to additional areas, and ultimately, it is anticipated that this provision will be available across the whole of East Ayrshire by 2007/08.

The Scottish Executive published the report of the equipment and adaptations strategy forum 'Equipped for Inclusion', in June 2003. This report makes a series of recommendations, which include:

- The development of Local Partnership Agreements to include information on joint resourcing and joint management of equipment and adaptations services, and
- Setting targets for the recycling of equipment and adaptations (including registers of special and adapted properties)²⁵

The LHS partners support these proposals for improving the provision of equipment and adaptations. In this regard, the Council has introduced joint resourcing for minor

²³ East Ayrshire Local Housing Strategy Consultancy Report, ODS Ltd, 2002

²⁴ ibid

²⁵ Equipped for Inclusion: Report of the Strategy Forum: Equipment and Adaptations, Scottish Executive, 2003

adaptations such as handrails, and an interim database of adapted properties. The LHS action plan incorporates the proposal to extend the database to provide a multi-tenure database across housing providers and support agencies.

Meeting the housing support needs of all client groups

Supporting People delivers the national policy and funding framework for housing support services for vulnerable people. Most importantly, Supporting People breaks the link between support and accommodation, and creates a single budget to fund services for a range of 21 groups, including the most commonly identified community care groups. Young people, the homeless, offenders and people with a drug or alcohol dependency are among the other eligible groups.

East Ayrshire secured over £6 million of funding for Supporting People Services for the year 2003/04. Local Authorities are required to undertake reviews of all services over this period, with these reviews expected to inform future strategic planning in this area.

The fact that the Supporting People programme breaks the link between support and accommodation has seen a growth in the use of floating support services that can be delivered outside a specialist unit of accommodation. It is anticipated that the extension of Direct Payments to cover housing support services from April 2004 will mean nationally, greater emphasis will be placed on providing floating support services.

The extension of Supporting People to include owner occupiers provides an important new dimension to the service provision in recognising that many owners have housing support needs, but will not necessarily have the financial resources necessary to meet them. To date, it is not clear what level of additional resources, if any, will be available to meet the additional costs associated with expanding provision to the owner occupied sector. Set against this, it is important to consider that owner occupation comprises 58% of all East Ayrshire households.

The LHS recognises that the types and levels of support people require to live within the community, out-with hospital or institutional units varies significantly. Therefore, in line with the findings of the comprehensive assessment of support needs, the LHS partners will develop a full range of housing support models to meet these varied needs.

One particular model of support that planning partners are committed to expanding is the use of Community Alarms and other forms of SMART technology to support people in their own homes. At present there are 2496 people connected to the community alarm service across East Ayrshire. Strategy partners propose to extend this service to reduce the number of individuals who have to move to another property in order to have their support needs met, where there are no physical barriers in their current homes.

Extending service co-ordination and joint working arrangements

Working towards the implementation of Supporting People, Joint Futures and Single Shared Assessment has improved the way in which key agencies such as health, social work and housing, plan to deliver services to meet the requirements of vulnerable people.

The LHS provides a framework and a commitment to extend the positive impact that service co-ordination and joint working arrangements have on the service provided. Recognising the potential for Single Shared Assessment to dramatically improve the

experience of individuals seeking support from a variety of agencies, the strategy partners are committed to supporting the extension of this process, and strengthening the role of housing providers.

Joint resourcing is a key feature of the Joint Future Agenda, and Council departments and partner agencies are expected to move towards joint resourcing and service delivery to maximise efficiency and improve standards. The LHS supports the aligning of departmental and agency budgets in line with the Joint Future Agenda. Further, the strategy partners will review the success of pilot community budgeting initiatives and investigate opportunities for expansion, over the life of the LHS.

Consultation around the development of the East Ayrshire LHS has highlighted the support that local stakeholders have given to the level of service alignment that can be achieved through the adoption of the neighbourhood services model, such as that provided in the centre in Dalmellington.

Considering the ways in which people with particular needs access housing information and advice

Communities Scotland's information and advice service, Homepoint, has devised a set of information and advice standards to be achieved by all Local Authorities and partners, to improve the quality, type and access to housing information and advice.

The East Ayrshire Homeless Strategy not only commits to the provision of a housing information and advice gateway, and a dedicated post to promote this service, but also sets out the levels of service delivery to be achieved in response to Homepoint's published standards, as follows:

Level 1 by December 2005

Level 2 by April 2006

5.4.2 Strategic Objectives, Proposed Outcomes and Planned Actions

This section sets out how the Issues and Challenges, identified above, will be overcome in order to achieve this aim and deliver change.

Objective: To improve our understanding of housing and housing support requirements across all client groups by 2009

Proposed Outcomes	Planned Actions
All housing and housing support needs are identified	Carry out a comprehensive assessment of housing and housing support needs for all client groups, developing action plans to address any gaps in existing supply
	Establish links between the Housing Information Partnership and existing groups that consider the needs of particular client groups – e.g., joint future planning agreement partnership groups
	Develop and incorporate the principles of Personal Housing Plans into Single Shared Assessment

Objective: To enhance the supply of accommodation for those with particular needs by increasing supply by 100 units and adapting existing supply by 5000 units by 2009

Proposed Outcomes	Planned Actions
The housing needs of all client groups are met	Provide a range of housing to meet the needs of particular client groups
	Establish a register of adapted properties across all tenures and review allocation and nomination arrangements
	Review existing housing models to establish their continued relevance for those people with particular needs living in East Ayrshire

Objective: To provide an appropriate supply and range of housing support for those with particular needs

Proposed Outcomes	Planned Actions
The housing support needs of all client groups are met	Extend the Care and Repair Scheme
	Expand the use of community alarms and other SMART technology to support people living in their own homes
	Review the impact of the Supporting People Programme and investigate the potential of expanding services to the owner occupied sector
	Develop a full range of housing support models to meet the varied needs of all client groups

Objective: To further develop service co-ordination and joint working arrangements

Proposed Outcomes	Planned Actions
Integrated service delivery	Support further development of the Single Shared Assessment process
	Support the expansion of the one-stop-shop model for the provision of services
Pooled resources	Review the success of pilot community budgeting initiatives and investigate opportunities for introduction into housing services
	Support the aligning of departmental budgets in accordance with the Joint Future Agenda

Objective: To ensure people with particular needs have access to quality information and advice

Proposed Outcomes	Planned Actions
Equal access to quality housing information and advice	Provide information and advice that meets the needs of people with particular needs
	Support other non-housing agencies to 'signpost' housing information and advice

6 Resourcing the Local Housing Strategy

The East Ayrshire Local Housing Strategy Action Plan sets out the range of actions that will be undertaken in order to deliver the desired outcomes and meet the LHS Strategic objectives.

This section considers the resources that are required to achieve this:

Human resources

To make things happen & deliver the East Ayrshire Action Plan a key resource will be making use of the staff of all agencies that will be involved in implementation.

Housing services is the section primarily responsible for the development & implementation of the LHS, but will require support from other agencies identified as well as the other service providers such as Voluntary Organisations with the skills and abilities to carry out the tasks.

Part of the implementation Process will involve building the capacity of service providers & local organisations to ensure that they are able to assist in the delivery of actions detailed.

It is anticipated that the requirement for increased staff resources will become evident as project groups are developed to get the tasks underway.

In some cases the cost of this might be covered by Scottish Executive implementation funding for particular initiatives or other sources of opportunity funding.

In some instances, there will be a requirement for specialist external staffing in the form of consultants.

Financial Resources

The development of the East Ayrshire LHS has presented an opportunity to strengthen strategic relationships between lead partners and it is anticipated that this will facilitate an element of pooling to maximise available resources.

Resources that have been confirmed for the current financial year that will be contribute to resourcing the LHS Action Plan:

- HRA investment plans amounting to approximately £20m during 2004/05
- Development funding allocation is £1.193million for the financial year 2004/05
- PSHG stands at £550,000 per annum with £60,000 being allocated to Care & Repair
- Homelessness strategy implementation funding of £486,700 has been provided for 04/05
- The anticipated Supporting People grant allocation for 2004/05 is approximately £6 million
- Scottish Executive CHR grant of £100,000 for East Ayrshire Partner Project
- £525,000 has been allocated to East Ayrshire for the next two years under the Scottish Executive's Building Strong and Safer Communities Programme.
- Better Neighbourhood Services funding to the sum of £2.25 million will be spent across the East Ayrshire Pathfinder Areas during the period 04/05-05/06.

LHS Partners are committed to investigating opportunities for extending the resources available and will consider the most effective ways of securing investment through a combination of the following:

- Encouraging RSL partners to accessing wider action funding
- Using Council and other strategic partners' assets to lever in funding
- Investigating the prudential borrowing framework and how this could be used to provide capital funding for new housing developments and initiatives
- Engaging private developers in formal partnerships with the Council and/or RSLs
- Encouraging private developers to deliver Low-Cost Home Ownership (LCHO) homes

Meeting the SHQS

Councils and RSLs are required to set out plans for meeting the new Scottish Housing Quality Standard by April 2005. This will require demonstrating how the detailed improvements will be resourced. It is anticipated that once the Council and RSL Partners have developed their plans and established the resources required, the 2005 annual review of the Local Housing Strategy will incorporate greater detail on the nature and source of resources required to secure improvement .

Assets such as land and property for housing

The main mechanisms that the Council has available to ensure land is available for affordable housing investment at a discounted cost are:

- its own land and property assets
- working with strategic partners to secure land and property to provide types of affordable housing that meet joint objectives

7 Monitoring & Evaluating the Local Housing Strategy

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.

In order to facilitate this process, a monitoring and evaluation framework has been devised that incorporates a set of specific and measurable targets that are designed to supplement the LHS strategic objectives. To include specific and measurable targets within the objectives would mean very long and complex objectives. Given the desire to ensure all stakeholders can easily understand and remember the objectives, they have been kept as short and clear as possible. This means that objectives, outcomes, action and targets all have to be read together to deliver a SMART (Specific, Measurable, Achievable, Realistic and Timed) LHS.

The Monitoring and Evaluation Framework separates the two functions in order to distinguish the different role each plays in measuring success. Monitoring is concerned with measuring outputs from the actions, while evaluation is about achieving impact on the ground – i.e. achieving the proposed outcomes. To this end, Monitoring will have a different timescale to evaluation.

The monitoring framework will be used every 6 or 12 months to establish how many outputs have been achieved, whilst evaluation will take place less frequently. Evaluation does not tend to occur at regular intervals, but when a project or strategy has reached a stage where it can be effectively and comprehensively evaluated. For some of the outcomes, this could mean that evaluation doesn't take place until the end of the 5 year period, for others it could mean that evaluation would be best after year 2.

Structures for Monitoring and Evaluation

Housing Information Partnership

The HIP will be restructured as we move forward from strategy development to implementation. A smaller implementation steering group will be responsible for preparing an annual monitoring statement and will report to the full HIP which will meet twice yearly.

Internal Steering Group

An internal core steering group within the Housing services section has coordinated the development process and will be responsible for overseeing the monitoring and evaluation process and coordinating the collection and production of information and feedback.

Committee Reports

Committee Reports will be produced for Council Committee as required.

External Validation

Consideration will be giving to methods of externally validating the monitoring and evaluation framework.

Newsletters & Website

The annual monitoring statement will be disseminated to all residents of East Ayrshire via an annual newsletter and the East Ayrshire website.

8 Glossary

Accreditation Scheme of Private Landlords

A scheme whereby accredited properties and landlords must adhere to a set of standards relating to management and property condition. The scheme is voluntary and landlords are not obliged to join. Incentives of membership can include information and advice and advertising of accredited properties.

Allocation Policy

The policy adopted by a local authority or housing association to ensure the fair allocation of its housing stock.

Anti-Social Behaviour Policy

A policy developed to reduce the incidence of anti-social behaviour with the aim of creating safer, sustainable communities.

Below Tolerable Standard (BTS) Housing

A dwelling that does not meet the Tolerable Standard as defined in Section 86 (1) of the Housing (Scotland) Act 1987 and updated in Section 6 (102) of the Housing (Scotland) Act 2001. A dwelling meets the Standard if it:

- is structurally stable;
- is substantially free from rising or penetrating damp;
- has satisfactory provision for natural and artificial light, for ventilation and for heating;
- has an adequate piped supply of wholesome water within the house;
- has a sink provided with a satisfactory supply of both hot and cold water within the house;
- has a fixed bath or shower and a wash-hand basin, each provided with a satisfactory supply of
 - both hot and cold water and suitably located within the house;
- has a water closet available for the exclusive use of the occupants of the house suitably located within the house;
- has an effective system for the drainage and disposal of foul and surface water;
- has satisfactory facilities for the cooking of food within the house;
- has satisfactory access to all external doors and outbuildings.

Best Value

Best Value aims to ensure that the cost and quality of services are of a level acceptable to local people by:

- increasing the role of local people in deciding the priorities for Council services,
- improving the way the Council manages and reviews its business, and
- building on the experience and expertise of staff.

Capacity Building

The building and development of capacity, which can be defined as the right organisation, systems, partnerships, people and processes to deliver against a particular agenda or plan.

Common Housing Register (CHR)

Where a group of landlords devise a single application form by which anyone seeking housing in their area can register their need and specify their housing preferences.

Participating landlords will then prioritise and select applicants from a single pool of applicants according to their own allocations policy.

Community Planning

Community planning is about a range of partners in the public and voluntary sectors working together to better plan, resource and deliver quality services that meet the needs of people who live and work in East Ayrshire. Community planning puts local people at the heart of delivering services. It is not just about creating a plan or a vision but about jointly tackling major issues such as health, transport, employment, housing, education and community safety. These issues need a shared response from, and the full involvement of, not only public sector agencies but also local businesses, voluntary organisations and especially local people.

Demography

The study of population.

Development Funding

Funding provided by Communities Scotland for the building of houses and environmental improvements, targeted at housing associations and private developers.

Equal Opportunities

East Ayrshire Council is committed to ensuring equal opportunities and recognises its obligations to promote and mainstream equalities through all areas of policy and service development and practice, and the related monitoring of needs and outcomes, as required by the Scotland Act 1998 (Schedule 5) and related equalities guidance. The Council has adopted as its key values Quality, Equality, Access and Partnership, and in serving the people of East Ayrshire, it seeks to strive for a society based on equality and equal opportunities.

Fuel Poverty

A household is in fuel poverty if, in order to maintain a satisfactory heating regime, it would be required to spend more than 10% of its (net) income (including Housing Benefit or Income Support for Mortgage Interest) on all household fuel use (i.e. not just that for heating and hot water).

Fuel Poverty Strategy

The development of a Fuel Poverty Strategy alongside the Local Housing Strategy, will facilitate the elimination of fuel poverty by 2016, and will fulfil the requirements of The Home Energy Conservation Act 1995 (HECA), which designated all Scottish Local Authorities as energy conservation authorities and placed a duty on them to devise strategies that would result in significant improvements of the energy efficiency of housing stock over the next 10-15 years.

Hidden Homeless

Persons who fulfil the criteria of a homeless person but who do not submit a homelessness application and are unknown to bodies who can assist in locating housing options.

Homelessness

An applicant is homeless if:

- he or she has no accommodation in the UK or elsewhere which he or she is entitled to occupy by virtue of an interest in it (such as ownership or tenancy), a court order, or an express or implied right of permission, or by law; or
- he or she has such accommodation but cannot secure entry to it; risks violence from another person if he or she occupies it; the accommodation is a mobile home, caravan or houseboat and he or she has nowhere to park the mobile home or caravan or to moor the houseboat; the accommodation is both overcrowded and a risk to the health of occupants;
- he or she has accommodation but it would not be reasonable (having regard to the general housing circumstances in its area) for him or her to continue to occupy it.

Homeless Strategy

The Housing (Scotland) Act 2001 sets a requirement for every Local Authority to prepare and submit to Scottish Ministers a strategy for preventing and alleviating homelessness in the authority's area. East Ayrshire's strategy was submitted in April 2003, and the Local Housing Strategy and the Homelessness Strategy should be seen as complementary.

Housing Forum

A group consisting of representatives from each of the social housing providers in the area, along with representatives from various Council departments, who meet to discuss housing issues.

Housing for Varying Needs (HVN)

The design of a house or a flat should not hinder a person's ability to live as independently as possible, and the design of all new social rented housing, and where possible, refurbished housing, built to Housing for Varying Needs standards provided by Registered Social Landlords (RSLs) recognise the needs of people as they grow older and less able and the housing needs of those of all ages whose mobility, dexterity, cognitive function, hearing or sight is impaired. All housing developments that attract Communities Scotland Housing Association Grant (HAG) must meet HVN standards.

Housing Improvement Task Force (HITF)

A group set up by Communities Scotland consisting of 16 people drawn from a wide range of organisations with an interest in private sector housing. Their purpose is to consider a wide range of policy issues relating to housing quality and investment in the private sector and the process of buying and selling houses.

Housing Market Area (HMA)

A housing market area is an area that is relatively self-contained in housing and economic terms, that is, it is an area within which the majority of households live and work, and within which they tend to stay when moving house or changing employment, and is influenced by consumer preference.

Housing Market Context Statement (HMCS)

A document produced by the Scottish Executive to assist local authorities in the development of their Local Housing Strategy. It provides an overview of the broader strategic and environmental context in which the functioning housing market operates.

Housing Needs Analysis (HNA)

A detailed assessment of the housing need in the area, taking into consideration all tenures. This is an integral part of the Local Housing Strategy process and the evidence base for policy decisions.

Housing Revenue Account (HRA)

This account details the costs incurred in running the Council Housing Service, and identifies how expenditure is funded from rents and other income.

Housing Support Services

A service which provides support, assistance, advice or counselling to an individual with particular needs with a view to enabling that individual to occupy, or to continue to occupy, as the person's sole or main residence, residential accommodation.

Housing Stock Option Appraisal

An exercise that openly evaluates the options available to the Local Authority for the future management of its housing stock, in response to tenants' aspirations for their homes and to offer value for money.

Joined-Up Policy-Making/ Holistic Policy-Making

Local authorities working together with their partners to develop policies in a coherent way that will benefit the area.

Joint Community Care Plan 2001-2004

The Community Care Plan takes a broad strategic view of the needs of vulnerable people in East Ayrshire, and establishes how they are going to be met and delivered.

Joint Futures Planning Agreements

The Joint Futures Agenda brings together Housing, Health and Social Work partners to identify and prioritise what needs to be done to meet the needs of Community Care Groups, and to plan, co-ordinate and deliver action and resources to meet these identified priorities.

Land Use Planning

As housing requirements account for a high proportion of the demand for development land, the Adopted Local Housing Strategy will inform, and be consistent with, the Local Plan and Ayrshire Joint Structure Plan.

Long-Term Limiting Illness

An illness, health problem or disability which limits daily activities or the work the person can do, including problems that are due to old age.

Long-Term Unemployment

A person is described as being unemployed if their last period of employment was at least 18 months ago.

Low Demand

Simply, low demand occurs when the volume of homes exceeds the number of households wanting or needing to live in an area. It may be absolute, that is, the total supply across the area, or it may be relative, that is, restricted to areas due to location, stock type or size.

Monitoring and Evaluation Framework

The vehicle through which the progress of a Local Housing Strategy is measured at different points over time, and periodic evaluations made of the level of success in meeting the LHS objectives.

National Home Energy Rating (NHER)

The UK's largest energy rating scheme regarding energy efficiency.

Private Landlord Forum

The East Ayrshire Private Landlord Forum has involved over 80 landlords in its early development, and was established to provide a forum to: liaise with landlords; understand their priorities for inclusion in the Local Housing Strategy; and gain a better understanding of the sector. The forum will be an integral feature in the delivery of flexible housing solutions across East Ayrshire.

Private Rented Sector

The private rented sector comprises properties that are rented by landlords. The landlords may be individual owners or companies with large numbers of properties in their ownership. There are around 1,700 private rented properties across East Ayrshire.

Private Sector Housing Grant (PSHG)

A grant provided for local authorities to administer which helps private owners improve house condition.

Prudential Borrowing

Local Authorities may decide what is an affordable and prudent level of borrowing in their financial circumstances, in assessing the sustainability of its income from rent, so as to establish the level of debt the rent account can afford to service.

Register of Adapted Properties

A database that holds information relating to properties from any tenure that have been adapted for people with particular housing needs.

Rent Deposit Scheme

A scheme that aims to help those in housing need access and maintain accommodation in the private rented sector by providing a financial guarantee to landlords to cover the deposit and/or rent in advance subject to meeting the scheme's criteria.

Right to Buy (RTB)

The statutory right of council tenants and housing association tenants since the Housing (Scotland) Act 2001 (with exemptions) to purchase the house they rent from their landlord at a discounted price.

Scottish House Condition Survey

A national survey carried out by Communities Scotland that examines the physical condition of houses in Scotland as well as the opinions and experiences of those living in them (social survey).

Scottish Social Housing Standard

The standard is based on a number of broad quality criteria that seek to define national standard to deliver minimum standards of housing quality for all social landlords. To meet the standard, a property must:

- comply with the tolerable standard,
- be free from serious disrepair,
- be energy efficient,
- provide modern facilities and services, and

- be healthy, safe and secure.

Scottish Housing Quality Standard

A cross-tenure housing standard that can be used to inform the setting of policy objectives and targets.

Single Regulatory Framework (SRF)

Communities Scotland's Regulation and Inspection aim is to promote quality, continuous improvement and good practice in housing and related services, for the benefit of current and future tenants, and other consumers. The SRF brings the regulation and inspection of RSLs and local authority landlords' housing, homelessness and factoring functions within one body and comprises guiding and activity standards against which social housing providers will be assessed.

Single Shared Assessment (SSA)

This assessment process offers social services, health and housing colleagues the opportunity to develop and strengthen joint working practices to deliver a streamlined assessment process to all care groups.

Social Inclusion

Social Exclusion refers to the multiple and changing factors resulting in people being excluded from normal exchanges, practices and rights of modern society. Social inclusion means ensuring such exclusions do not continue.

Social Inclusion Partnership (SIP)

A multi-agency partnership body which includes local authorities, health boards, further education providers, the private sector and, crucially, the local community and voluntary sector. SIPs are tasked with the coordination of activities to promote social inclusion, prevent social exclusion and develop innovative models of working and are funded from the Social Inclusion Partnership Fund.

Social Justice

The Scottish Executive's vision for delivering social justice in Scotland:

- A Scotland in which every child matters, where every child, regardless of their family background, has the best possible start in life.
- A Scotland in which every young person has the opportunities, skills and support to make a successful transition to working life and active citizenship.
- A Scotland, in which every family is able to support itself - with work for those who can and security for those who can't.
- A Scotland in which every person beyond working age has a decent quality of life.
- A Scotland in which every person both contributes to and benefits from the community in which they live.

Social Planning Policy for Housing (SPP3)

Scottish Planning Policies (SPPs) provide statements of Scottish Executive policy on nationally important land use and other planning matters, supported where appropriate by a locational framework. SPP3 deals specifically with housing.

Social Rented Sector

The social rented sector comprises both Council and Registered Social Landlord (RSL) stock, and totals around 18,500 properties across East Ayrshire as at 2001.

Strategic Options Appraisal

The process through which the set of strategic options for achieving each LHS objective are examined and the preferred options are chosen.

Supporting People Strategy

The Supporting People Programme was implemented in April 2003. The aim of the programme is to deliver high quality and strategically planned housing-related services, which are cost effective and reliable, and complement existing care services.

Sustainability

Meeting the needs of the present generation without compromising the ability of future generations to meet their own needs.

Tenants' and Residents' Association

An organisation of tenants and residents, usually with a written constitution and charitable status, whose aim is to improve the housing conditions, amenities, community life, and contractual positions of its members.

Tenements (Scotland) Bill

The Tenements (Scotland) Bill seeks to clarify the common law in Scotland applying to tenement properties (both residential and commercial) and will put in place a consistent system of management.

Wider Role Programme

A programme which assists Registered Social Landlords (RSLs) tackle and improve wider community regeneration issues, such as unemployment, the provision of social amenities and community capacity building.

Windfall Site

Sites which come forward for housing development which are not identified in the adopted Local Plan. Government guidance in Planning Policy Guidance Note 3 states that Local Plans should make clear what is the anticipated likely contribution to total housing supply resulting from development not identified in the Plan and from conversions and changes of use, i.e. windfall development.

Women's Aid Refuge

A safe house run by Women's Aid where women who are experiencing domestic abuse can live free from violence. Children of victims of domestic abuse are also welcome in a refuge.

East Ayrshire Local Housing Strategy 2004-2009

Action Plan

Appendix One

East Ayrshire Local Housing Strategy Action Plan (2004 – 2009)

AIM 1: TO SUPPORT COMMUNITY PLANNING PARTNERS TO REGENERATE DISADVANTAGED AREAS AND DEVELOP SUSTAINABLE COMMUNITIES

Objective A: to ensure the implementation of the LHS supports the Community Plan and allied strategies

OUTCOMES	ACTIONS	TIMESCALES	RESOURCES	LEAD PARTNER(S)
Sustainable housing supports the development of the local economy	Work with RSLs to strengthen their wider role	Compact by 09/05	<ul style="list-style-type: none"> • Communities Scotland Wider Action Funding • Resources of all Partners 	<ul style="list-style-type: none"> • East Ayrshire Council • RSLs • Communities Scotland
	Establish joint working arrangements with neighbouring authorities	By 09/04	<ul style="list-style-type: none"> • Resources of all partners 	<ul style="list-style-type: none"> • East Ayrshire Council • Neighbouring Local Authorities
	Take advantage of opportunities for training and apprenticeships	By 04/04	<ul style="list-style-type: none"> • Communities Scotland Wider Action Funding • Resources of all Partners 	<ul style="list-style-type: none"> • East Ayrshire Council • College • RSLs
	HIP to monitor links to, and progress of, meeting Community plan priorities, through sharing information, research and good practice	Have meetings by 12/04	<ul style="list-style-type: none"> • Resources of all partners 	<ul style="list-style-type: none"> • East Ayrshire Council • Community Planning Partners • HIP
All communities are vibrant and attractive places to live	Housing organisations to increase their role in any community planning regeneration activities	Agree role by 03/05 Delivery Plan in place by 03/06	<ul style="list-style-type: none"> • Resources of all partners • HRA • Social Housing Grant • Wider Action Funding 	<ul style="list-style-type: none"> • East Ayrshire Council • RSLs • Community Planning partners
	Develop neighbourhood strategies for priority areas	By 04/07	<ul style="list-style-type: none"> • Resources of all partners • HRA • Social Housing Grant • Wider Action Funding 	<ul style="list-style-type: none"> • East Ayrshire Council • RSLs • Community Planning partners • Pvt Landlords Forum
Regeneration and development programmes take account of the social needs of each community	Work in partnership with internal and external agencies to encourage the provision of appropriate amenities / facilities to support housing developments	Compact in place by 09/ 05 6 monthly meeting schedule established by 12/05	<ul style="list-style-type: none"> • Resources of all partners 	<ul style="list-style-type: none"> • East Ayrshire Council • RSLs • Private Landlord Forum
	Encourage the provision of an	Guidance note by 04/07	<ul style="list-style-type: none"> • Social Housing Grant 	<ul style="list-style-type: none"> • East Ayrshire Council

OUTCOMES	ACTIONS	TIMESCALES	RESOURCES	LEAD PARTNER(S)
	integrated range of house tenures and types		<ul style="list-style-type: none"> • Communities Scotland Funds • Private sector Finance • Available Land Supply • HRA 	<ul style="list-style-type: none"> • RSLs • Communities Scotland • Private sector developers • Tenant & Residents Groups
	Establish fora to facilitate community involvement in housing regeneration strategies	By 04/07	<ul style="list-style-type: none"> • Resources of all partners 	<ul style="list-style-type: none"> • East Ayrshire Council • RSLs • Community Planning Partners • Tenant & Residents Groups

AIM 2: IMPROVE RESIDENT SATISFACTION WITH HOME AND THE SURROUNDING ENVIRONMENT

Objective A: to ensure 50% of social rented housing and private sector housing meets the SHQS by 2009

OUTCOMES	ACTIONS	TIMESCALES	RESOURCES	LEAD PARTNER(S)
Increased household satisfaction	Undertake a comprehensive review of the future Council stock investment strategy exploring options such as prudential Borrowing & stock options appraisal to inform consideration of stock transfer	By 04/05	<ul style="list-style-type: none"> Housing stock options appraisal funding EAC Resources 	<ul style="list-style-type: none"> East Ayrshire Council EAC Tenants
	Develop an East Ayrshire Local Quality Standard	By 04/05	<ul style="list-style-type: none"> Resources of all Partners 	<ul style="list-style-type: none"> East Ayrshire Council RSLs Tenant & Resident groups Pvt landlords forum
	Develop guiding note to encourage owners to take responsibility for property maintenance	By 04/05	<ul style="list-style-type: none"> Resources of all Partners 	<ul style="list-style-type: none"> East Ayrshire Council Pvt landlords forum Tenants & Residents Groups
	Council and RSLs to develop implementation plans to meet the SHQS	By 04/05	<ul style="list-style-type: none"> Resources of all Partners 	<ul style="list-style-type: none"> East Ayrshire Council RSLs
	Develop an accreditation scheme for private sector landlords	By 04/06	<ul style="list-style-type: none"> Challenge Bid funding HRA Resources of all Partners 	<ul style="list-style-type: none"> East Ayrshire Council Private Landlords Forum Homelessness Forum
	Extend the Care and Repair service	By 04/05	<ul style="list-style-type: none"> Private Sector Housing Grant (PSHG) Health Funding Resources of all Partners Communities Scotland Funding 	<ul style="list-style-type: none"> East Ayrshire Council RSLs A&A Health Board Communities Scotland

Objective B: to eradicate fuel poverty by 2016

OUTCOMES	ACTIONS	TIMESCALES	RESOURCES	LEAD PARTNER(S)
Fuel poverty reduced by 30% by 2009	Develop an East Ayrshire Fuel Poverty Strategy	By 09/04	Resources of all Partners	<ul style="list-style-type: none"> East Ayrshire Council RSLs The South West Scotland Energy Agency

	Establish monitoring system to review impact of fuel poverty strategy	By 09/04	Resources of all Partners	<ul style="list-style-type: none"> • East Ayrshire Council • RSLs • The South West Scotland Energy Agency
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Objective C: to develop effective responses to anti-social behaviour by 2006

OUTCOMES	ACTIONS	TIMESCALES	RESOURCES	LEAD PARTNER(S)
Fewer incidences of anti-social behaviour	Develop an East Ayrshire wide anti-social behaviour strategy.	By 12/04	<ul style="list-style-type: none"> • Resources of all Partners • Scottish Executive Funding • Community Safety Budget 	<ul style="list-style-type: none"> • East Ayrshire Council • RSLs • Strathclyde Police • Pvt Landlords forum • Community Safety forum • Tenants & Residents Groups
Improved satisfaction with landlords' responses to anti-social behaviour	Establish an ASB monitoring system to review the impact of the ASB strategy	By 12/04	<ul style="list-style-type: none"> • Resources of all Partners • Scottish Executive Funding • Community Safety Budget 	<ul style="list-style-type: none"> • East Ayrshire Council • RSLs • Strathclyde Police • Pvt Landlords forum • Community Safety forum • Tenants & Residents Groups

Objective D: to develop safety initiatives by 2009 to help people feel more safe and secure

OUTCOMES	ACTIONS	TIMESCALES	RESOURCES	LEAD AGENCY
Increased number of people feel safe and secure in their homes	Support the implementation of the Community Safety Strategy.	Guidance note by 04/05	Resources of all Partners	<ul style="list-style-type: none"> • East Ayrshire Council • RSLs • Strathclyde Police • Community Safety Forum
	Support initiatives to provide appropriate safety measures in the homes of vulnerable residents.	Guidance note by 04/05	<ul style="list-style-type: none"> • Resources of all partners • Wider Action Funding • Opportunity Funding 	<ul style="list-style-type: none"> • East Ayrshire Council • RSLs • Strathclyde Police • Community Safety Forum • Tenants & Residents Groups

Objective E: to improve the quality of the environment

OUTCOMES	ACTIONS	TIMESCALES	RESOURCES	LEAD PARTNER(S)
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Increased number of people who think the appearance of the environment has improved	Develop neighbourhood management plans	By 09/06	<ul style="list-style-type: none"> Resources of all partners HRA General Fund 	<ul style="list-style-type: none"> East Ayrshire Council RSLs Community Planning Partners Tenants & Residents Groups
Increased demand for housing in low-demand areas	Develop and implement a low demand strategy tackling low demand properties in all tenures	By 04/06	<ul style="list-style-type: none"> Resources of all Partners HRA Wider Action Funding Opportunity Funding 	<ul style="list-style-type: none"> East Ayrshire Council RSLs Tenants & Residents Groups

Objective F: to ensure all residents have access to appropriate, quality housing services

OUTCOMES	ACTIONS	TIMESCALES	RESOURCES	LEAD PARTNER(S)
Increased take-up of services from hard-to-reach groups	Develop a range of service access points	Guidance note by 09/06	<ul style="list-style-type: none"> General Fund HRA Opportunity Funding 	<ul style="list-style-type: none"> East Ayrshire Council RSLs Community Planning Partners
	Support the extension of the combined service delivery model	By 09/06	<ul style="list-style-type: none"> Resources of all Partners 	<ul style="list-style-type: none"> East Ayrshire Council Community Planning partners
All housing services meet approved standards and good practice	Strengthen self-assessment systems to improve performance	Ongoing	<ul style="list-style-type: none"> Resources of all Partners 	<ul style="list-style-type: none"> East Ayrshire Council RSLs

AIM 3: ENSURE EQUAL ACCESS TO AN ADEQUATE SUPPLY OF GOOD QUALITY AFFORDABLE ACCOMMODATION

Objective A: to ensure an appropriate balance between the supply and demand of affordable housing

OUTCOMES	ACTIONS	TIMESCALES	RESOURCES	LEAD PARTNER(S)
An adequate supply of affordable housing is available across all tenures	Establish a partnership between Communities Scotland, Council and preferred developers to identify resources for housing	Initial Meeting by 09/04	<ul style="list-style-type: none"> Resources of all partners 	<ul style="list-style-type: none"> East Ayrshire Council RSLs Communities Scotland Developers
	Deliver additional affordable houses across tenures	500 By 2009	<ul style="list-style-type: none"> Social housing grant 	<ul style="list-style-type: none"> East Ayrshire Council RSLs Communities Scotland Developers Pvt Landlords Forum
	Assess options for tackling void houses in all tenures	Strategy By 04/06	<ul style="list-style-type: none"> Resources of all partners 	<ul style="list-style-type: none"> East Ayrshire Council RSLs Pvt Landlords Forum
	Use transferred development funding in order to shape the provision of new build housing for rent and Low cost home ownership	Funding transferred to East Ayrshire Council by 04/05	<ul style="list-style-type: none"> Social housing grant GRO Resources of all Partners Available Land Supply Private finance 	<ul style="list-style-type: none"> East Ayrshire Council RSLs Communities Scotland
	Develop partnering model for procurement	By 04/05	<ul style="list-style-type: none"> Resources of all Partners 	<ul style="list-style-type: none"> East Ayrshire Council Communities Scotland RSLs Developers
Reduction in homelessness	Monitor the impact on the housing market of the Homelessness Strategy	By 04/07	<ul style="list-style-type: none"> Homeless strategy Implementation funding 	<ul style="list-style-type: none"> East Ayrshire Council Housing Services RSLs Homeless forum
Housing pressure eased in target areas	Develop an affordable housing policy for East Ayrshire	By 04/06	<ul style="list-style-type: none"> Resources of all Partners 	<ul style="list-style-type: none"> East Ayrshire Council Housing Services RSLs Pvt landlord forum

Objective B: to support the local plan and structure plan

OUTCOMES	ACTIONS	TIMESCALES	RESOURCES	LEAD PARTNER(S)
An agreed measure of housing need is in place	Work with planners to ensure a consistent approach across the Council is adopted to measure housing	By 12/04	<ul style="list-style-type: none"> Resources of all partners 	<ul style="list-style-type: none"> East Ayrshire Council Communities Scotland

OUTCOMES	ACTIONS	TIMESCALES	RESOURCES	LEAD PARTNER(S)
	need			
Utility companies co-operate with planners and housing providers	Develop planning / housing protocol to support developments in East Ayrshire	By 12/04	<ul style="list-style-type: none"> Staff Resources of all partners 	<ul style="list-style-type: none"> East Ayrshire Council Utility Companies

Objective C: to ensure all residents have access to appropriate housing options

OUTCOMES	ACTIONS	TIMESCALES	RESOURCES	LEAD PARTNER(S)
Tenancies are sustainable	Improve access to, and standard of, supported housing units for homeless people	200 units by 04/09	<ul style="list-style-type: none"> Homeless strategy implementation fund HRA Communities Scotland Funding Opportunity Funding 	<ul style="list-style-type: none"> East Ayrshire Council Ayrshire & Arran Health Board RSLs Communities Scotland Homelessness Forum
	Develop initiatives for assisting people to access private rented accommodation	By 04/05	<ul style="list-style-type: none"> Challenge Bid Funding Homelessness Strategy Implementation Funding Opportunity Funding 	<ul style="list-style-type: none"> East Ayrshire Council Pvt Landlords Forum Homelessness forum
	Establish a landlords forum to share information and ideas and extend good practice	By 04/05	<ul style="list-style-type: none"> Homelessness Strategy Implementation Funding 	<ul style="list-style-type: none"> East Ayrshire Council RSLs Pvt Landlords Forum East Ayrshire Housing Forum
House repossessions are reduced	Investigate opportunities for extending housing support options to cover all tenures	By 04/09	<ul style="list-style-type: none"> Homelessness Strategy Implementation Fund 	<ul style="list-style-type: none"> East Ayrshire Council RSLs Pvt. Landlords Forum
	Publicise the Mortgage to Rent Scheme locally	Annually	<ul style="list-style-type: none"> Communities Scotland's Training Programme Resources of all Partners 	<ul style="list-style-type: none"> East Ayrshire Council Communities Scotland RSLs Citizens Advice Bureau
Increased awareness of available housing options	Develop a common housing register	By 04/06	<ul style="list-style-type: none"> Scottish Exec. Challenge Bid Funding HRA Resources of all partners 	<ul style="list-style-type: none"> East Ayrshire Council RSLs Tenants & Residents Groups
	Investigate merits of Choice Based Lettings	By 04/09	<ul style="list-style-type: none"> Scottish Exec. Challenge Bid Funding HRA Resources of all partners 	<ul style="list-style-type: none"> East Ayrshire Council RSLs Tenants & Residents Groups

OUTCOMES	ACTIONS	TIMESCALES	RESOURCES	LEAD PARTNER(S)
	Establish a Housing Advice Office	By 12/04	<ul style="list-style-type: none"> • HRA • Homelessness Strategy Implementation Fund 	<ul style="list-style-type: none"> • East Ayrshire Council • Homelessness Forum • Tenants & Residents Groups
	Develop Best Value Partnerships to meet the National Standards for the delivery of Information and advice	Level 1 – 09/05 Level 2 – 04/06	<ul style="list-style-type: none"> • HRA • Homelessness Strategy Implementation Fund • Homepoint services & resources 	<ul style="list-style-type: none"> • East Ayrshire Council • Citizens Advice Bureau • Homelessness Forum • Tenants & Residents Groups • Homepoint

AIM 4: ENSURE INDIVIDUALS REQUIRING SUPPORT TO LIVE INDEPENDENTLY IN THE COMMUNITY ARE ENABLED TO DO SO

Objective A: to improve our understanding of housing and housing support requirements across all client groups by 2009

OUTCOMES	ACTIONS	TIMESCALES	RESOURCES	LEAD PARTNER(S)
All housing & housing support needs are identified	Carry out a comprehensive assessment of housing & housing support needs for all client groups, developing action plans to address any gaps in existing supply	By 12/06	<ul style="list-style-type: none"> • HRA • Homelessness Strategy Implementation Fund • Supporting People Funds • Funding from Lead Partners 	<ul style="list-style-type: none"> • East Ayrshire Council • Ayrshire & Arran Health Board • RSLs • Communities Scotland • Service Users
	Establish links between the Housing Information Partnership and existing groups that consider the needs of particular client groups – e.g. joint future planning agreement partnership groups.	By 12/04	<ul style="list-style-type: none"> • Resources of All Partners 	<ul style="list-style-type: none"> • East Ayrshire Council • Community Planning Partners • HIP
	Develop & incorporate the principles of Personal Housing Plans into Single Shared Assessment	By 04/08	<ul style="list-style-type: none"> • Resources of all Partners 	<ul style="list-style-type: none"> • East Ayrshire Council • Ayrshire & Arran Health Board • RSLs

Objective B: to enhance the supply of accommodation for those with particular needs by increasing supply by 100 units and adapting existing supply by 5000 units by 2009

OUTCOMES	ACTIONS	TIMESCALES	RESOURCES	LEAD PARTNER(S)
The housing needs of all client groups are met	Provide a range of housing that meets the needs of particular client groups	Ongoing	<ul style="list-style-type: none"> • GRO • PSHG • Resources of all Partners • Opportunity Funding 	<ul style="list-style-type: none"> • East Ayrshire Council • Communities Scotland • RSLs • Service User Groups • Ayrshire & Arran Health Board
	Establish a register of adapted properties across all tenures and review allocation and nomination arrangements	By 09/05	<ul style="list-style-type: none"> • Resources of all Partners 	<ul style="list-style-type: none"> • East Ayrshire Council • Ayrshire & Arran Health Board • RSLs • Disability Forum

OUTCOMES	ACTIONS	TIMESCALES	RESOURCES	LEAD PARTNER(S)
	Review existing housing models to establish continued relevance for those people with particular needs in East Ayrshire	By 12/06	Resources of all Partners	<ul style="list-style-type: none"> • East Ayrshire Council • Ayrshire & Arran Health Board • RSLs • Service User Groups

Objective C: to provide an appropriate supply and range of housing support for those with particular needs

OUTCOMES	ACTIONS	TIMESCALES	RESOURCES	LEAD PARTNER(S)
The housing support needs of all client groups are met	Extend the Care and Repair scheme	By 04/06	<ul style="list-style-type: none"> • Private Sector Housing Grant (PSHG) • Health Funding • Resources of all Partners • Communities Scotland Funding 	<ul style="list-style-type: none"> • East Ayrshire Council • RSLs • A&A Health Board • Communities Scotland
	Expand the use of community alarms and other SMART technology to support people in their own homes	ongoing	<ul style="list-style-type: none"> • Resources of all Partners • Opportunity Funding 	<ul style="list-style-type: none"> • East Ayrshire Council • RSLs • Ayrshire & Arran Health Board • Service Users
	Review impact of Supporting People Programme and investigate the potential of expanding services to the owner occupied sector	By 12/06	<ul style="list-style-type: none"> • Supporting People Grant 	<ul style="list-style-type: none"> • East Ayrshire Council • RSLs • Community Planning Partners • Tenants & Residents Groups

Objective D: to further develop service co-ordination and joint working arrangements

OUTCOMES	ACTIONS	TIMESCALES	RESOURCES	LEAD PARTNER(S)
Integrated service delivery	Support further development of the single shared assessment procedure	By 04/08	<ul style="list-style-type: none"> • Resources of all Partners 	<ul style="list-style-type: none"> • Ayrshire & Arran Health Board • East Ayrshire Council • RSLs
	Support the expansion of the one-stop-shop model for the provision of services	5 by 04/09	<ul style="list-style-type: none"> • Resources of all Partners 	<ul style="list-style-type: none"> • Ayrshire & Arran Health Board • East Ayrshire Council • Strathclyde Police
Pooled resources	Review the success of pilot community budgeting initiatives and investigate opportunities for introduction into housing services	By 04/07	<ul style="list-style-type: none"> • Resources of All Partners 	<ul style="list-style-type: none"> • Community Planning Partners • East Ayrshire Council • RSLs • Tenants & Residents Groups

OUTCOMES	ACTIONS	TIMESCALES	RESOURCES	LEAD PARTNER(S)
	Support the aligning of departmental budgets in accordance with the Joint Future Agenda.	TBC	TBC	TBC

Objective E: to ensure people with particular needs have access to quality information and advice

OUTCOMES	ACTIONS	TIMESCALES	RESOURCES	LEAD PARTNER(S)
Equal access to quality housing information & advice.	Provide information & advice that meets the needs of people with particular needs	Level 1 – 09/05 Level 2 – 04/06	<ul style="list-style-type: none"> • HRA • Homelessness Strategy Implementatn Fund • Homepoint funding / resources 	<ul style="list-style-type: none"> • East Ayrshire Council • Citizens Advice Bureau • Homepoint
	Support other non-housing agencies to 'signpost' housing information & advice.	Level 1 – 09/05 Level 2 – 04/06	<ul style="list-style-type: none"> • HRA • Homelessness Strategy Implementation Fund • Homepoint funding / resources • IT Services 	<ul style="list-style-type: none"> • East Ayrshire Council • Community Planning Partners • Citizens Advice Bureau • Homepoint

East Ayrshire Local Housing Strategy 2004-2009

Monitoring and Evaluation Framework

Appendix Two

East Ayrshire Local Housing Strategy Monitoring Framework

AIM 1: SUPPORT COMMUNITY PLANNING PARTNERS TO REGENERATE DISADVANTAGED AREAS AND DEVELOP SUSTAINABLE COMMUNITIES

Objective A: to ensure the implementation of the LHS supports the Community Plan and allied strategies

ACTIONS	Performance Indicator	Target
Work with RSLs to strengthen their wider role	Compact agreed Number of wider role projects underway	Sept 2005 3 projects
Establish joint working arrangements with neighbouring authorities	Number of Council-wide meetings	2 meetings per year
Take advantage of opportunities for training and apprenticeships	Number of training / apprenticeship places created	50 places
HIP to monitor links to, and progress of, meeting Community plan priorities, through sharing information, research and good practice	Number of meetings between HIP and Community Plan Partnership Number of dissemination events organised by HIP	2 meetings per year 4 events per year
Housing organisations to increase their role in any community planning regeneration activities	% of Community Planning Partnership partners "very satisfied" with role played by housing organisations	90%
Develop neighbourhood strategies for priority areas	% of priority areas with neighbourhood strategy in place	100% by April 2007
Work in partnership with internal and external agencies to encourage the provision of appropriate amenities / facilities to support housing developments	Compact agreed % of new housing developments supported by the compact	Sept 2005 100%
Encourage the provision of an integrated range of house tenures and types	Policy / guidance note produced Housing profile by tenure and house type	By March 2007 RSL stock to increase by 20% Accredited Private rented stock to increase by 20%
Establish fora to facilitate community involvement in housing regeneration strategies	Fora established % of residents satisfied with their opportunities for involvement	By March 2007 90%

AIM 2: IMPROVE RESIDENT SATISFACTION WITH HOME AND THE SURROUNDING ENVIRONMENT

Objective A: to ensure 50% of social rented housing and private sector housing meets the SHQS by 2009

ACTIONS	Performance Indicator	Target
Undertake a comprehensive review of the future Council stock investment strategy exploring options such as prudential Borrowing & stock options appraisal to	Review complete	By April 2005

ACTIONS	Performance Indicator	Target
inform consideration of stock transfer.		
Develop an East Ayrshire Local Quality Standard	Local standard agreed % of social housing properties meeting new East Ayrshire standard	By April 2005 50%
Develop guidance notes to encourage owners to take responsibility for property maintenance.	Guidance notes published Number of improvement and repair grant applications per annum	By April 2005 10% increase
Council and RSLs to develop implementation plans to meet SHQS	Number of agreements in place % of RSL stock that meets SHQS	100% 50%
Develop an accreditation scheme for private sector landlords	Accreditation scheme in place % of private rented sector stock that meets SHQS	By April 2006 50%
Extend the Care and Repair service	Number of cases	100% increase

Objective B: to eradicate fuel poverty by 2016

ACTIONS	Performance Indicator	Target
Develop an East Ayrshire Fuel Poverty Strategy	Strategy in place	By Sept 2004
Establish A monitoring system to review the impact of the Fuel Poverty strategy	Monitoring system in place	Sept 2004

Objective C: to develop effective responses to anti-social behaviour by 2006

ACTIONS	Performance Indicator	Target
Develop an East Ayrshire wide anti-social behaviour strategy	Strategy Developed % of social rent & accredited private landlords signed up to the strategy	Dec 2004 100%
Establish an ASB monitoring system to review the impact of the ASB strategy	Monitoring system in place	Dec 2004

Objective D: to develop safety initiatives by 2009 to help people feel more safe and secure

ACTIONS	Performance Indicator	Target
Support the implementation of the community safety strategy.	% of partnership new-build houses meeting secure by design standards	100%
Support initiatives to provide appropriate security measures in the homes of vulnerable residents.	Policy / guidance note produced % of identified homes fitted with security measures	April 2005 100%

Objective E: to improve the quality of the environment

ACTIONS	Performance Indicator	Target
Develop neighbourhood management plans	Scheme in place % of priority neighbourhoods that have multi-agency action teams in place	Sept 2006 100%
Develop and implement a low demand strategy tackling low demand properties in all tenures	Strategy agreed Number of void houses across all tenures	March 2006 30% reduction

Objective F: to ensure all residents have access to appropriate, quality housing services

ACTIONS	Performance Indicator	Target
Develop a range of	Policy / guidance note in place	Sept 2006

service access points	% of service users satisfied with access arrangements	90%
Support the expansion of the combined service delivery model	Combined service delivery model developed	Sept 2006
Strengthen self-assessment systems to improve performance	Number of self-assessments carried out % of improvement actions identified and delivered within self-assessment timescale	1 self-assessment every 18 months 100%

AIM 3: ENSURE EQUAL ACCESS TO AN ADEQUATE SUPPLY OF GOOD QUALITY AFFORDABLE ACCOMMODATION

Objective A: to ensure an appropriate balance between the supply and demand of affordable housing

ACTIONS	Performance Indicator	Target
Establish a partnership between Communities Scotland, Council and preferred developers to identify resources for housing	Number of partnership meetings	2 meetings per year
	Increase in additional resources for housing	25%
Deliver additional affordable properties across tenures	Number of additional properties	500 units
Assess options for tackling void houses in all tenures	Low demand strategy agreed	April 2006
	Number of void houses across all tenures	30% reduction
Use transferred development funding to shape the provision of new build housing for rent and low cost home ownership	Development funding transferred to East Ayrshire Council	April 2005
	A funding strategy is in place	April 2005
Develop partnering model for procurement	Partnership model developed	April 2005
Monitor the impact on the housing market of the homelessness strategy	An impact study undertaken	April 2007
Develop an affordable housing policy for East Ayrshire	Policy in place	April 2006

Objective B: to support the local plan and structure plan

ACTIONS	Performance Indicator	Target
Work with planners to ensure a consistent approach across the Council is adopted to measure housing need	Measure of housing need in place	Dec 2004
Develop planning / housing protocol to support developments in East Ayrshire	Protocol in place	Dec 2004

Objective C: to ensure all residents have access to appropriate housing options

ACTIONS	Performance Indicator	Target
Improve access to, and standard of, supported housing units for homeless people	Number of supported housing units	200
	% of residents who are satisfied with the standard	100%

ACTIONS	Performance Indicator	Target
Develop initiatives for assisting people to access private rented accommodation	Rent deposit scheme in place	April 2005
	Number of people living in private rented housing	20% increase
Establish a landlords forum to share information and ideas and extend good practice	Landlords forum in place	April 2005
	Number of Forums	2 per year
Investigate opportunities for extending housing support initiatives to cover all tenures	Feasibility study complete	April 2009
Publicise the Mortgage to Rent Scheme locally	Number of publicity events / launches	1 per year
Develop a common housing register	Common housing register established	April 2006
Investigate merits of Choice Based Lettings	Feasibility study completed	April 2009
Establish a housing advice office	Housing advice office established	Dec 2004
Develop Best Value Partnerships to meet the National Standards for the delivery of Information and advice	Best Value partnerships established	By Sept 2005
	National standards met	Level 1 by Sept 2005 Level 2 by April 2006

AIM 4: ENSURE INDIVIDUALS REQUIRING SUPPORT TO LIVE INDEPENDENTLY IN THE COMMUNITY ARE ENABLED TO DO SO

Objective A: to improve our understanding of housing and housing support requirements across all client groups by 2009

ACTIONS	Performance Indicator	Target
Carry out a comprehensive assessment of housing & housing support needs for all client groups, developing action plans to address any gaps in existing supply	Assessment complete	Dec 2006
	Action plans developed	Dec 2006
	% improvement actions achieved in timescale	100%
Establish links between the Housing Information Partnership and existing groups that consider the needs of particular client groups – e.g. joint future planning agreement partnership groups.	Number of meetings between HIP and existing groups	2 meetings per year
Develop & incorporate the principles of Personal Housing Plans into Single Shared Assessment	PHP integrated in to single shared assessment	April 2008
	% of clients whose particular needs are assessed by the single shared assessment process	100%

Objective B: to enhance the supply of accommodation for those with particular needs by increasing supply by 100 units and adapting existing supply by 5000 units by 2009

ACTIONS	Performance Indicator	Target
Provide a range of housing that meets the needs of particular client groups	Number of additional units for each client group	TBC
Establish a register of physically adapted properties across all tenures and review allocation and	Register established	Sept 2005
	Common housing register established	April 2006

ACTIONS	Performance Indicator	Target
nomination arrangements	Number of adapted properties	20% increase
	Number of adaptations no longer in use	25% reduction
Review existing housing models to establish continued relevance for those people with particular needs in East Ayrshire	Review complete	Dec 2006

Objective C: to provide an appropriate supply and range of housing support for those with particular needs

ACTIONS	Performance Indicator	Target
Extend the Care and Repair scheme	Number of cases	100% increase
Expand the use of community alarms and other SMART technology to support people in their own homes	Number of community alarm systems provided	25% Increase
	Number of pilots of SMART technology	2
Review impact of Supporting People Programme and investigate the potential of expanding services to the owner occupied sector.	Review complete	Sept 2005
	Feasibility study for expansion of services complete	April 2006

Objective D: to further develop service co-ordination and joint working arrangements

ACTIONS	Performance Indicator	Target
Support further development of the single shared assessment procedure	% of clients whose particular needs are assessed by the single shared assessment process	100%
Support the expansion of the one-stop-shop model for the provision of services	Number of one-stop shops	5
Review the success of pilot community budgeting initiatives and investigate opportunities for introduction into housing services	Review complete	April 2007
	% of housing budget as community budget	5%
Support the aligning of departmental budgets in accordance with the Joint Future Agenda.	<i>We wish to develop a performance indicator that would allow us to assess our performance in joint working</i>	<i>To be confirmed on issue of Scottish Executive Guidance.</i>

Objective E: to ensure people with particular needs have access to quality information and advice

ACTIONS	Performance Indicator	Target
Provide information & advice that meets the needs of people with particular needs	National Standards met	Level 1 by Dec 2005 Level 2 by April 2006
Support other non-housing agencies to 'signpost' housing information & advice.	% of community planning partners sign-posting housing information and advice service	100%

East Ayrshire Local Housing Strategy Evaluation Framework

AIM 1: SUPPORT COMMUNITY PLANNING PARTNERS TO REGENERATE DISADVANTAGED AREAS AND DEVELOP SUSTAINABLE COMMUNITIES

Objective A: to ensure the implementation of the LHS supports the Community Plan and allied strategies

OUTCOMES	Performance Indicator	Target
Sustainable housing supports the development of the local economy	Number of void houses across all tenures	25% reduction
	Difference between changes in national house prices and East Ayrshire house prices	15%
	Size of working age population	decline of 10%
All communities are vibrant and attractive places to live	Population size	Decline of 5%
	Number of people requesting transfer requests in social rented sector	20% reduction
	Tenancy turnover rate in social rented sector	20% reduction
	Number of people moving out of east Ayrshire to buy homes	20% reduction
	% of residents satisfied with their neighbourhood	80%
Regeneration and development programmes take account of the social needs of each community	% of residents satisfied with facilities and the delivery of local services	80%

AIM 2: IMPROVE RESIDENT SATISFACTION WITH HOME AND THE SURROUNDING ENVIRONMENT

Objective A: to ensure 50% of social rented housing and private sector housing meets the SHQS by 2009

OUTCOMES	Performance Indicator	Target
Increased household satisfaction	% of residents who are "very satisfied" with the quality of their home	80%
	energy rating of housing stock	average NHR of 5
	number of properties below SHQS	no more than 50%

Objective B: to develop effective responses to anti-social behaviour by 2006

OUTCOMES	Performance Indicator	Target
Fewer incidences of anti-social behaviour	Number of anti-social behaviour complaints	50% reduction
Improved satisfaction with landlords' responses to anti-social behaviour	Number of residents reporting satisfied with landlords response	90%

Objective C: to eradicate fuel poverty by 2016

OUTCOMES	Performance Indicator	Target
Fuel poverty reduced by 30% by 2009	Number of households experiencing fuel poverty	30% reduction

Objective D: to develop safety initiatives by 2009 to help people feel more safe and secure

OUTCOMES	Performance Indicator	Target
Increased number of people feel safe and secure in their homes	Number of people who feel safe and secure in their own homes	25% increase

Objective E: to improve the quality of the environment

OUTCOMES	Performance Indicator	Target
Increased number of people who think the appearance of the environment has improved	Number of people are "very satisfied" with the local environment	70%
	Number of people who think the appearance of the environment has improved	75%
Increased demand for housing in low-demand areas	Number of void houses across all tenures	30% reduction
	Difference between changes in national house prices and east Ayrshire house prices house prices in low demand areas	20%

Objective F: to ensure all residents have access to appropriate, quality housing services

OUTCOMES	Performance Indicator	Target
Increased take-up of services from hard-to-reach groups	Take up of housing benefit	30% increase
All housing services meet approved standards and good practice	% of residents that are satisfied with the services	100%
	% of services that have met approved standard	75%

AIM 3: ENSURE EQUAL ACCESS TO AN ADEQUATE SUPPLY OF GOOD QUALITY AFFORDABLE ACCOMMODATION

Objective A: to ensure an appropriate balance between the supply and demand of affordable housing

OUTCOMES	Performance Indicator	Target
An adequate supply of affordable housing is available across all tenures	Difference between changes in national house prices and East Ayrshire house prices	15%
	Number of households in housing need	20% reduction
	Number of void houses	30% reduction
	Number of surplus houses	30% reduction
	Size of waiting lists	20% reduction
	Waiting times for social rented housing	15% reduction
Reduction in homelessness	Number of concealed households	30% reduction
	Number of households presenting as homeless	30% reduction
Housing pressure eased in target areas	Size of waiting lists in target areas	20% reduction

Objective B: to support the local plan and structure plan

OUTCOMES	Performance Indicator	Target
An agreed measure of housing need is in place	All local planning documents use the same housing need figures	Dec 2004
Utility companies co-operate with planners and housing providers	Number of site starts delayed as a result of utilities	0

Objective C: to ensure all residents have access to appropriate housing options

OUTCOMES	Performance Indicator	Target
Tenancies are sustainable	Tenancy turnover rates	30% reduction
	Number of people who can afford housing costs as well as other necessity items.	30 % increase
House repossessions are reduced	Number of repossessions across tenures	50 % reduction
Increased awareness of available housing options	% of people aware of available housing options	80%

AIM 4: ENSURE INDIVIDUALS REQUIRING SUPPORT TO LIVE INDEPENDENTLY IN THE COMMUNITY ARE ENABLED TO DO SO

Objective A: to improve our understanding of housing and housing support requirements across all client groups by 2009

OUTCOMES	Performance Indicator	Target
All housing & housing support needs are identified	<i>We wish to develop an indicator that will help us to evaluate our success</i>	<i>To be confirmed once comprehensive needs assessment is complete.</i>

Objective B: to enhance the supply of accommodation for those with particular needs by increasing supply by 100 units and adapting existing supply by 5000 units by 2009

OUTCOMES	Performance Indicator	Target
The housing needs of all client groups are met	Number of people living in housing that is unsuitable for their needs	<i>To be confirmed once comprehensive needs assessment is complete.</i>
	% of people who are satisfied that their housing needs are being met	80%

Objective C: to provide an appropriate supply and range of housing support for those with particular needs

OUTCOMES	Performance Indicator	Target
The housing support needs of all client groups are met	Number of people that move to hospital or institutional units to receive support	30 % reduction
	Number of people who occupy hospital beds due to lack of support available in their own homes	50% reduction
	% of people satisfied with the support they receive	80%

Objective D: to further develop service co-ordination and joint working arrangements

OUTCOMES	Performance Indicator	Target
Integrated service delivery	% of people who are "very satisfied" with service delivery	80%
	waiting time for services	50% reduction
Pooled resources	<i>We wish to develop an indicator that would allow us to evaluate our success</i>	<i>To be confirmed on issue of Scottish Executive Guidance</i>

Objective E: to ensure people with particular needs have access to quality information and advice

OUTCOMES	Performance indicator	Target
Equal access to quality housing information & advice.	% of people who are satisfied with the housing information and advice they receive	90%
	profile of service users developed	April 2006