

## **EAST AYRSHIRE COUNCIL**

### **HOUSING COMMITTEE – 7 SEPTEMBER 2005**

#### **EAST AYRSHIRE LOCAL HOUSING STRATEGY 2004 – 2009 2005 UPDATE**

##### **Report by Executive Director of Neighbourhood Services**

### **1. PURPOSE OF REPORT**

- 1.1 To request that the Committee note the contents of the recent update of the East Ayrshire Local Housing Strategy 2004 – 2009, provided as Appendix 1, and approve the amendments to the Strategy detailed therein.
- 1.2 To request that the Committee approve the contents of the updated East Ayrshire Fuel Poverty Strategy, provided as Appendix 2, developed as an annex to the East Ayrshire Local Housing Strategy 2004 – 2009.

### **2. BACKGROUND**

- 2.1 In accordance with the requirements of Section 89 of the Housing (Scotland) Act 2001, the East Ayrshire Local Housing Strategy 2004-2009 was submitted to Communities Scotland on 30<sup>th</sup> April 2004.
- 2.2 Local Authorities are further required in terms of Section 89 of the Act to keep their LHS under review, and to provide Scottish Ministers with such information as they require about the implementation of their LHS.
- 2.3 As required, a Year One LHS Review report was submitted to Communities Scotland on July 1<sup>st</sup> 2005.

### **3. YEAR ONE REVIEW OF LHS**

- 3.1 The LHS assessment process, undertaken by Communities Scotland upon submission of the first LHS in April 2004, led to the development of a revision framework.
- 3.2 The July 2005 Update Report sets out the results of applying this framework, and the achievements that have been made in strengthening each of the key areas against which the LHS was assessed. Alongside this, details of the progress that has been made to date in implementing the LHS Action Plan are also provided.

#### **4. THE EAST AYRSHIRE FUEL POVERTY STRATEGY**

- 4.1 Developed as an annex to the LHS, the East Ayrshire Fuel Poverty Strategy fulfils the Council's statutory requirement to produce a strategy as set out in the Housing (Scotland) Act 2001.
- 4.2 The Fuel Poverty Strategy includes an action plan which details the measures to be implemented in order to reduce the numbers of East Ayrshire residents living in Fuel Poverty, and is in line with the Scottish Executive's target of eradicating fuel poverty by 2016, as detailed in the 2002 Fuel Poverty Statement.

#### **5. FINANCIAL IMPLICATIONS**

- 5.1 The resource implications identified in implementing the Revised Local Housing Strategy are set out within the document.

#### **6. LEGAL AUTHORITY IMPLICATIONS**

- 6.1 The review of the East Ayrshire Local Housing Strategy and the associated development of the East Ayrshire Fuel Poverty Strategy is in compliance with the statutory duty imposed on the Council by Section 89 of the Housing (Scotland) Act 2001.

#### **7. CONCLUSIONS**

- 7.1 Local Authorities are required to undertake a comprehensive assessment of housing needs and conditions, to produce strategies that set out a consistent approach to housing planning within the authority area, and to keep these strategies under review. The revised East Ayrshire Local Housing Strategy fulfils our obligation to review and strengthen the strategy document, and ensure it continues to be a robust planning tool for shaping housing activities in East Ayrshire.
- 7.2 The development of a Fuel Poverty Strategy, as an annex to the Local Housing Strategy, provides a detailed implementation plan that will allow us to reduce fuel poverty, and contribute to the Scottish Executive's target of eradicating this by 2016.
- 7.3 The Local Housing Strategy supports the aims and objectives of the East Ayrshire Community Plan, and implementation of the LHS Action Plan will assist in delivering the Community Plan's strategic vision.

#### **8. RECOMMENDATIONS**

- 8.1 The Committee are recommended to:
  - (i) note the contents of the July 2005 Update attached as Appendix 1;

- (ii) approve the revisions to be made to the East Ayrshire Local Housing Strategy 2004 -2009;
- (iii) approve the updated East Ayrshire Fuel Poverty Strategy 2004-2009;
- (iv) otherwise note the contents of the report.

**William Stafford**  
**Executive Director of Neighbourhood Services**

WS/DB/LA

17 August 2005

### **LIST OF BACKGROUND PAPERS**

1. Local Housing Strategy Guidance, Communities Scotland, 28<sup>th</sup> January 2004
2. Housing Committee Report dated 22<sup>nd</sup> May 2002
3. Housing Committee Report dated 5<sup>th</sup> November 2003
4. Special Committee Report dated 21<sup>st</sup> April 2004

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

Implementation officer – **[chris.mcaleavey@east-ayrshire.gov.uk](mailto:chris.mcaleavey@east-ayrshire.gov.uk)**

The East Ayrshire Local Housing Strategy  
2004-2009

July 2005 Update

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## **1. Introduction**

This document sets out information to fulfil the requirements of the Communities Scotland LHS update.

The LHS implementation and updating process has been ongoing since April 2004, a process that has been shaped by the 'Delivering Change' Action plan devised in partnership with Communities Scotland following the LHS assessment process.

A brief update of the progress made in each of the key areas against which the LHS was assessed is set out below. These activities have been incorporated into an updated version of the East Ayrshire Local Housing Strategy, which will be circulated for comment over the coming weeks before being adopted by the Council's Housing Committee in September.

### ***Strategy Presentation & Communication***

The LHS Steering Group has proposed developing a house style for strategic documents produced by the Housing Service. The printing of 'hard-copy' LHS documents will offer the chance to investigate the feasibility of this activity. Improving electronic access to the document will be achieved via an 'interactive' version of the strategy that includes URL links to other strategies.

### ***Partnership Working & Strategy Process***

The LHS process has been strengthened since the original submission date and the structures for implementing, monitoring and evaluating the strategy have been revised, to ensure this continues. The Local Housing Strategy Steering Group meets quarterly to review progress at implementing the Action Plan. As a result of this first annual review, the group have taken the decision to revise the structure of this process, developing four implementation sub groups. Each sub group has been appointed as 'Champion' of one of each of the strategies' four aims, and responsible for driving forward the section of the action plan relevant to that aim, reporting progress to the LHS steering group and collecting necessary information for monitoring and evaluation. This will have the affect of strengthening partnership working. As implementation sub groups develop and strengthen they will pull together all necessary organisations and agencies to deliver the actions. This approach is anticipated to secure maximum input and ensure the designated sub group has access to the widest range of available resources.

The original HIP structures, used for the development process, are no longer relevant, and as such the HIP no longer formally exists. Information will be disseminated and views sought via newsletter, update reports etc.

The LHS Steering group have developed proposals for a rolling consultation strategy which will strengthen ongoing links with key stakeholders, and ensure more effective participation and input.

Proposals for future development include establishing a Social Landlords forum with locally operating RSLs.

### ***Wider Priorities and Links with Other Plans and Strategies***

Links with Community Planning and the Council's Planning Department have been strengthened, and the LHS is represented on each of the Community Planning thematic groups and liaison meetings between housing and planning have led to the development of joint research proposals around housing need, particularly affordable housing needs.

The Review and update of the Community Plan in April 2005, offered the opportunity to integrate LHS Actions and strengthen the link between the two documents. Similarly, the ongoing update of the Local Plan allows for developing closer links between it and the LHS.

The Update process has taken account of revised National and Local initiatives to ensure the document remains a robust planning tool able to respond to wider priorities. The links to the plans and strategies developed by other Council Departments and external agencies established during the development of the strategy remain relevant, and it is anticipated that LHS implementation sub groups will continue to strengthen this process and ensure LHS priorities reflect those of other strategies and vice versa.

### **Market Analysis, Needs Assessment & Problem Identification**

Further work is planned to strengthen housing needs information, with particular pieces of work (including an affordable housing needs study and a stock condition survey of properties in the private sector) being commissioned to supplement ongoing activities geared towards updating and strengthening the Local Housing Systems Analysis that underpins the strategy.

### ***Priorities, Options and Actions***

The review process has allowed us to reconsider the LHS Action Plan. The Four key aims remain relevant, but new objectives and actions have been developed to help make the action plan more effective and ensure the strategy fulfils its vision – that everyone in East Ayrshire should be able to live in a safe, attractive & sustainable community, access quality housing, afford a property that meets their needs and aspirations, and achieve independent living. The action plan continues to reflect the priorities of key stakeholders involved in the initial LHS development process, as well new priorities that were generated by a series of consultation exercises that took place during the summer of 2004, and the ongoing opportunity to provide comments afforded by the East Ayrshire website.

### ***Resourcing the Strategy***

The strategy's resources section has been extended and improved and now takes full account of the public resources available during the lifetime of the strategy, and the risks associated with delivering each of the strategy's aims. The Implementation sub groups will be responsible for investigating further resourcing opportunities that might be available to deliver the actions that fall within their responsibility, and monitoring the identified risks.

### ***Monitoring and Evaluation Framework***

The LHS Steering Group has developed revised structures for monitoring and evaluating the strategy. As described above, four implementation sub groups have been created, and these groups will also be responsible for collecting the information necessary to monitor progress. A 'traffic light' system for recording progress has been adopted to clearly demonstrate which actions have been successfully implemented during year one of the strategy, and this will be used to

monitor progress in subsequent years. An Interim Evaluation of the strategy is scheduled during 2007, with a full evaluation planned at the end of the strategy period in 2009. A strengthened evaluation framework will be developed to support this process.

The remaining sections of this report demonstrate the progress that has been made to date in implementing the LHS Action Plan, and sets out the revisions that have been made in order to ensure it remains up to date and continues to reflect National and Local Priorities..

## 2. Monitoring the Progress of Actions to be delivered in Year One

A review of all actions that were scheduled for implementation during year one of the Local Housing Strategy was undertaken in April 2005, and this section sets out the outcomes of that review.

A traffic light system has been adopted. Actions coloured in green have been completed, progress has been made towards delivering actions that are coloured orange, while actions coloured red have not been progressed.

Action	Timescales	Performance Indicator	Progress to date	Outcome of Action
Take advantage of opportunities for training and apprenticeships	By 09/04	Number of training / apprenticeship places created	<p><b>RSL Partners:</b></p> <ul style="list-style-type: none"> <li>- 19 rolling programme places that provide training for school leavers and disabled persons leaving services.</li> <li>- 18 full four year apprenticeships</li> </ul> <p><b>Wise Group:</b></p> <ul style="list-style-type: none"> <li>- Intermediate Labour Market Programme offers 49 training places for individuals referred from the Local employment service. Current turnover is approximately 12 individuals per month.</li> </ul> <p><b>EAC:</b></p> <ul style="list-style-type: none"> <li>- Building and Works Department offer 17 craft apprenticeships per annum</li> <li>- Number of apprentice / training opportunities have been included in tender evaluations for partnership housing developments.</li> </ul>	Action to be revised
Establish joint working arrangements with neighbouring authorities	By 09/04	Number of Council-wide meetings	Discussions with neighbouring Authorities are ongoing, however no formal joint working arrangements have been established.	Action to be revised
Develop an East Ayrshire Fuel Poverty Strategy	By 09/04	Strategy in place	Fuel Poverty Strategy (FPS) is complete and will be incorporated into the July re-submission of the LHS. FPS is currently available on the East Ayrshire Website.	Action complete
Establish A monitoring system to review the impact of the Fuel Poverty strategy	By 09/04	Monitoring system in place	The Fuel Poverty strategy is supported by a monitoring and evaluation framework designed to review the impact of the actions detailed therein.	Action complete
Establish a partnership	Initial meeting	Number of partnership meetings	Partnership between EAC, Communities	Action remains relevant

Action	Timescales	Performance Indicator	Progress to date	Outcome of Action
between Communities Scotland, Council and preferred developers to identify resources for housing	by 09/04	Increase in additional resources for housing	Scotland and preferred RSL developers has been established. EAC & Communities Scotland are identifying sites suitable for future development	
HIP to monitor links to, and progress of, meeting Community plan priorities, through sharing information, research and good practice	Have meetings by 12/04	Number of meetings between HIP and Community Plan Partnership  Number of dissemination events organised by HIP	Lead Officer for Community Plan and Senior Officers leading on the implementation of individual action plans attend LHS Steering Group. Links have been forged and we have already shared good practice and other information. Community Plan is fixed agenda item at LHS steering group meetings. A round of meetings was set up with each of the thematic group leaders to strengthen links between the LHS process and the Community Planning process. Key LHS actions have been incorporated into the 2005 annual update of the Community Plan thematic action plans.	Action to be revised
Develop an East Ayrshire wide Anti-Social Behaviour (ASB) strategy	By 12/04 <b>(Scottish Exec. have set deadline of 31/03/05)</b>	Strategy Developed  % of social rent & accredited private landlords signed up to the strategy	ASB Strategy is now complete and available on the East Ayrshire Website.	Action complete
Establish an ASB monitoring system to review the impact of the ASB strategy	By 12/04 <b>(Scottish Exec. have set deadline of 31/03/05)</b>	Monitoring system in place	The ASB strategy is supported by a monitoring and evaluation framework designed to review the impact of the actions detailed therein.	Action complete
Work with planners to ensure a consistent approach across the Council is adopted to measure housing need	By 12/04	Measure of housing need in place	Have established planning liaison meetings with Planning dept. Planning have indicated intention to move towards master planning approach, which will incorporate a broader understanding of housing need, and this new approach will be included in the review of the East Ayrshire Local Plan.	Action to be revised
Develop planning / housing protocol to support developments in East Ayrshire	By 12/04	Protocol in place	Decision to be reviewed on the requirement for a protocol. By strengthening housing /planning liaison to take account of national and locally identified priorities, we will negate the need for a formal protocol.	Action to be revised

Action	Timescales	Performance Indicator	Progress to date	Outcome of Action
Establish a housing advice office	By 12/04	Housing advice office established	Housing Options opened in Kilmarnock in May 2004.	Action complete
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	Number of meetings between HIP and existing groups	Relevant Groups (and group leaders) have been identified, and LHS steering group is represented on a number of meetings. Separate meetings to discuss the LHS and particular client groups have taken place, and housing and social work liaison meetings continue to feed into updates of the strategy.	Action to be revised
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	Review complete	DTZ Piedad were commissioned to carry out Stock options appraisal. This review was completed in March 2005 and informed the Council's decision to retain its stock.  The DTZ report is available on the East Ayrshire Council website	Action complete
Develop an East Ayrshire Local Quality Standard	By 04/05	Local standard agreed  % of social housing properties meeting new East Ayrshire standard	The costs of extending the SHQS to include additional features have not been included in the initial service delivery plan. We will undertake consultation as part of the development of the revised plan to establish what features would be included in a local standard	Action remains relevant
Develop guidance notes to encourage owners to take responsibility for property maintenance	By 04/05	Guidance notes published	Homepoint booklets "An easy guide to home maintenance" <b>and</b> "Common Repair, Common Sense" are available in the six local housing offices, Housing Options and can be requested via the East Ayrshire Website.	Action complete
Council and RSLs to develop implementation plans to meet SHQS	By 04/05	Number of agreements in place	East Ayrshire Council's initial Standard Delivery plan is complete, and was submitted to Communities Scotland in April 05. A revised Delivery Plan will be submitted in April 06	Action complete
Support the implementation of the community safety strategy	Guidance note by 04/05	% of partnership new-build houses meeting secure by design standards	All units earmarked for new-build partnership developments will meet the secure by design standards - criteria are included in all specifications.	Action to be revised
Support initiatives to provide appropriate security measures in the homes of vulnerable residents	Guidance note by 04/05	Policy / guidance note produced  % of identified homes fitted with security measures	Have installed security packages in 600 properties via the ILM Initiative Housing Investment Programme (Cost of £90,000) We have carried out installations in all our sheltered housing properties, Galston, Hurlford,	Action remains relevant

Action	Timescales	Performance Indicator	Progress to date	Outcome of Action
			<p>Crookedholm, Dalmellington, Polnessan, Bonnyton Road &amp; Warwickhill Road. Project currently operating in Ward 7- identified via crime figures (how project will be focused in future) Criteria is East Ayrshire Council Tenants who have reached the age of 60 or have a serious permanent disability.</p> <p>434 of the council's sheltered housing properties were fitted with 'identislots' to reduce the risk of bogus callers.</p>	
Use transferred development funding to shape the provision of new build housing for rent and low cost home ownership	Funding transferred to East Ayrshire Council by 04/05	<p>Development funding transferred to East Ayrshire Council</p> <p>A funding strategy is in place</p>	<p>Scottish Executive have suspended the TMDF programme until decision is made re strategic housing investment as a whole. Guidance is being revised and Council awaits consultation document setting out new proposals.</p>	Awaiting further Scottish Executive Guidance
Develop partnering model for procurement	By 04/05	Partnership model developed	External training to be provided to all partners involved in initiative area activities to establish preferred partnering model for procurement	Action remains relevant
Develop initiatives for assisting people to access private rented accommodation	By 04/05	<p>Rent deposit scheme in place</p> <p>Number of people living in private rented housing</p>	Rent Deposit Pilot Scheme was evaluated in Jan 05, and rolled out across East Ayrshire thereafter.	Action remains relevant
Establish a landlords forum to share information and ideas and extend good practice	By 04/05	<p>Landlords forum in place</p> <p>Number of Forums</p>	Private Landlord's Forum is in place and meets 4 times a year.	Action complete.

### Key

	Action is complete
	Progress has been made towards completing this action
	Action not complete / no progress made

### 3. Implications of National and Local Policies and Initiatives for the East Ayrshire Local Housing Strategy

A key feature of this first annual review of the East Ayrshire Local Housing Strategy is to ensure that objectives and actions set out in the original plan remain relevant. In order to ensure this is the case, this section sets out recent policy changes and new initiatives, and identifies the implications for the LHS.

Policy / Initiative	Implications for LHS
Scottish Housing Quality Standard (SHQS) and submission of Standard Delivery Plans (SDP) April 2005.	EAC's submission was informed by a stock options appraisal exercise which supported a strategy to meet the SHQS based on full stock retention by the Council. A fully costed business plan is to be developed by January 2006, and a 100% EAC stock database to be created and a revised SDP to be submitted in April 06. This activity is reflected in the revised LHS action plan – (Action15)
Prudential Borrowing Regime	In line with The Prudential Borrowing Code, EAC will use 100% of receipts from house sales, supplemented by small levels of additional borrowing to deliver the SHQS without recourse to stock transfer.
Comprehensive renewal of social rented housing through community ownership and empowering tenants, remains a national priority	The stock options appraisal exercise demonstrates that the goal of delivering affordable, quality, well managed homes in clean safe neighbourhoods can be delivered without undertaking full stock transfer. The funding arrangements (above) will be supported via enhanced modernised, customer centred service delivery with good neighbourhood support and management to address existing problems. This activity is reflected in the revised LHS action plan – (A31,32 & 35)
Affordable Housing – New planning guidance (PAN 74) published March 2005 extends the powers of planning authorities to seek developer contributions to deliver affordable housing.	Information currently available to inform affordable housing requirements is limited. Revised LHS action plan sets out our commitment to strengthening affordable housing needs information, in conjunction with planning colleagues, and inform required developer contributions in line with application of PAN 74. Improved knowledge of requirements will allow LHS target of 500 new units to be revised as necessary.
Housing (Scotland) Bill 2005 published in March 2005	The updated LHS action plan includes a number of new actions that

<p>Bill has 3 main strands, balancing the rights of individuals owners with the duties arising from owner occupation:</p> <ul style="list-style-type: none"> <li>• Modernising the powers available to local authorities to deal with housing in poor quality and condition</li> <li>• Improving the information available to house buyers</li> <li>• Enhancing the rights of private sector tenants</li> </ul>	<p>reflect the need to strengthen activities in the private sector, particularly the private rented sector – (SO 6)</p> <p>These will be strengthened by the development of a private sector action plan, that will set out in detail our proposed activities for growing the private rented sector and improving quality of both the properties and service received by tenants.</p> <p>The creation of a Housing Improvement Team in response to the recommendations of the Housing Best Value Service Review, will mean we are better placed to introduce programmes, as necessary, in response to the Bill once enacted.</p>
<p>Housing Policy Statement – Homes for Scotland’s People - published March 2005</p> <p>Reinforces the Executives emphasis that housing isn’t just about bricks and mortar; its about places that people can call home.</p>	<p>LHS provides crucial foundation for making strategic links between key features of the policy statement and how best to ensure national priorities continue to be reflected in local policies and initiatives</p>
<p>Suspension of applications for TMDF</p>	<p>The LHS supports the Council’s intention to apply for Transfer of the Management of Development Funding as set out in the original Communities Scotland Guidance. Since TMDF has been suspended, LHS retains its commitment to obtain transferred funding, and awaits further guidance.</p>
<p>Housing Estate Regeneration Fund 2005/8 – Final Guidance on applying for funds released May 2005. The fund is to be made available to Councils able to retain their stock to undertake regeneration activities.</p>	<p>The Council is developing a bid for funding to implement proposals that will support the Local Housing Strategy’s Aims and Objectives and will assist in fulfilling the strategy’s vision that everyone in East Ayrshire should be able to live in a safe, attractive &amp; sustainable community, access quality housing, afford a property that meets their needs and aspirations, and achieve independent living.</p>
<p>Community Scotland’s Introduction of Tenant Assessors Initiative</p>	<p>Initiative represents opportunity to strengthen the capacity of EAC’s Tenant Participation Steering Group. A member of this group has been nominated to participate in the National scheme. Reflects local arrangements to involve TPSG members in SRF activities, and policy development activities, which to date has included the stock options appraisal exercise, the ongoing review of the house allocations policy revised allocations policy and council house repairs service</p>

<p>Homelessness etc. (Scotland) Act 2003 &amp; Code of Guidance on Homelessness May 2005</p>	<p>Since 2002 all homeless people, whatever their circumstances, have been entitled to at least temporary accommodation, plus advice and assistance. Further, the category of 'priority need' is to be removed by 2012.</p> <p>The council is in the process of reviewing its allocations policy, and is consulting on proposals to extend the number of allocations made to homeless applicants. The Local Housing Strategy must take account of the impact of these changes and consider the effects of the resulting reduction in the numbers of allocations made to those on the ordinary waiting list – action 35 in revised action plan.</p> <p>The Homelessness strategy supports the LHS and sets out all of the activities to be undertaken to prevent and tackle homelessness.</p>
<p>Antisocial Behaviour Etc. (Scotland) Act 2004</p>	<p>Anti-social Behaviour Strategy is complete and its implementation will continue to be monitored via the LHS Steering Group</p> <p>Success in implementing this strategy will impact on delivering Objective 8 of LHS</p>
<p>Creation of Neighbourhood Services Department – comprising Building and Works; Housing Services; Leisure Services; Protective Services – in April 2004</p>	<p>The creation of Neighbourhood Services Department has strengthened joint working between services, and allows the development of co-ordinated services and facilities.</p>
<p>Housing Best Value Service Review – April 2005</p>	<p>The Housing Best Value Service Review identified the main challenges facing the Housing service, and outlined proposals for re-aligning the service to respond to these. The re-focusing of the policy and strategy section to deliver the main functions of development, strategy and the housing improvement programme, will allow better co-ordination and targeting of resources to achieve objectives.</p>
<p>Review and Update of East Ayrshire's Community Plan – April 2005</p>	<p>Strengthened links between LHS steering group and each of the Community Planning Thematic Groups saw the inclusion of LHS actions in the updated Community Plan.</p>
<p>Supporting People Review of Services to the Elderly</p>	<p>The first review being undertaken as part of the Supporting People Schedule of Service Reviews supports the LHS review of services for individuals requiring support. The outcomes will influence the provision of service for older people.</p>
<p>Evaluation of Care &amp; Repair Pilot Scheme</p>	<p>The pilot scheme evaluated as being successful and the scheme has now</p>

	<p>been rolled out to cover the whole of East Ayrshire. LHS action plan has been revised to recognise the dual role of the scheme – improving property conditions and helping people stay in their home longer.</p>
Tenant Participation & The Tenants Information Service (TIS)	<p>Tenant Participation continues to be a key priority both for the Executive and EAC.</p> <p>EAC appointed TIS in June 2002 to facilitate capacity building amongst tenants, and the contract was extended in April 2005 for a further 3 years. The LHS recognises the continued importance of tenant participation activity, and the TPSG were consulted both through the development stage and on an ongoing basis in the implementation process.</p> <p>A review of the Council's current Tenant Participation Strategy will begin in September 2005, with a new strategy to be in place by January 2007.</p>
Information & Advice	<p>The provision of quality information and advice is fundamental to extending housing options and preventing housing crisis for individuals. The LHS will rely on the development and implementation of an Information and Advice action plan to fulfil a number of objectives – SO13 and SO18.</p> <p>Training of staff employed by the Council, and its partner agencies, is underway, and it is anticipated that service providers meeting the National Standards for the delivery of Housing Info and advice will be in place by December 2005.</p>
M77 extension completed April 2005	<p>Ayrshire Joint Structure Plan recognises the economic benefits of the motorway extension, and the better transport links between East Ayrshire and Glasgow and beyond. The links between new house building, particularly at the top end of Kilmarnock, and Glasgow commuters, have been recognised and Kilmarnock will remain the focus for housing development in the revised Structure Plan and Updated Local Plan.</p> <p>The LHS must seek to mitigate the effects of new housing development on the indigenous population.</p>

## 4. Reviewing the LHS Action Plan

This section considers each of the four sections of the LHS Action Plan, and sets out revisions to the original objectives; progress made to date in delivering each of the actions; and any changes that have been made to actions as a result of the review process.

Since the original LHS submission date, revised Communities Scotland Guidance together with the circulation of best practice examples and extra training have all improved the strategic planning skills of staff involved in LHS development activities. For the majority of actions, these new skills have led to actions being revised to ensure that the updated action plan is SMART. However, the review process also considered National and Local policy developments, and their implications, and as a result some original actions have been deleted and some new actions have been developed.

### **AIM ONE – TO SUPPORT COMMUNITY PLANNING PARTNERS TO REGENERATE DISADVANTAGED AREAS AND DEVELOP SUSTAINABLE COMMUNITIES**

<b>Original Objective</b>	<b>Changes to Objective as an outcome of Review</b>
To ensure the Implementation of the LHS Supports the Community Plan and Allied Strategies	To ensure the LHS is integrated within the CP framework
	To create revitalised, sustainable communities in identified 'initiative' areas
	To increase community involvement in housing regeneration activities
	To ensure housing led development / regeneration includes added value outcomes and promotes the development of social capital

Original Action	Timescales	Progress to date	Changes to Action as an outcome of Review
Work with RSLs to strengthen their wider role	09/05	LHS Staff have attend training seminars on wider role activities	Action made more measurable - <i>Develop a compact with locally operating RSLs to strengthen their wider role activities</i>
Establish joint working arrangements with neighbouring authorities	09/04	Discussions with neighbouring authorities are ongoing at corporate level.	Action deleted – not compatible with objective / aim. Joint working with neighbouring authorities will continue to be an important source of information.
Take advantage of opportunities for training and apprenticeships	04/04	<p><b>RSL Partners:</b></p> <ul style="list-style-type: none"> <li>- 19 rolling programme places that provide training for school leavers and disabled persons leaving services.</li> <li>- 18 full four year apprenticeships</li> </ul> <p><b>Wise Group:</b></p> <ul style="list-style-type: none"> <li>- Intermediate Labour Market Programme offers 49 training places for individuals referred form the Local employment service. Current turnover is approximately 12 individuals per month.</li> </ul> <p><b>EAC:</b></p> <ul style="list-style-type: none"> <li>- Building and Works Department offer 17 craft apprenticeships per annum</li> <li>- Number of apprentice / training opportunities have been included in tender evaluations for partnership housing developments.</li> </ul>	Action made more measurable - <i>Ensure housing developments /regeneration activities include opportunities for training and apprenticeships</i>
HIP to monitor links to, and progress of, meeting Community plan priorities, through sharing information, research and good practice	12/04	Lead Officer for Community Plan and Senior Officers leading on the implementation of individual action plans attend LHS Steering Group. Links have been forged and we have already shared good practice and other information. Community Plan is fixed agenda item at LHS steering group meetings. A round of meetings was set up with each of the thematic group leaders to strengthen links between the LHS process and the Community Planning process. Key LHS actions have been incorporated into the 2005 annual	Original action too large – 2 new actions developed, both are more measurable: <i>Develop mechanisms for sharing information, research and good practice between housing and Community Plan thematic groups.</i>

Original Action	Timescales	Progress to date	Changes to Action as an outcome of Review
		update of the Community Plan thematic action plans.	<i>LHS steering group to make links with Community Plan thematic groups and incorporate LHS actions into ongoing updates of the Community Plan</i>
Housing Organisations to increase their role in any community planning regeneration activities	Agree role by 04/05 Delivery plan by 04/06	Development programme has been established in partnership with communities Scotland and preferred developers. This includes regeneration activities and in the case of initiative areas, is specifically targeted at priority areas	Action made more specific: <i>Complete the planned physical redevelopment of the housing stock and surrounding environment, as detailed in the housing development programme for each of the following areas:</i> <ul style="list-style-type: none"> <li>• <i>Hurlford – Lomond Avenue</i></li> <li>• <i>Galston</i></li> <li>• <i>New Farm Loch - Finlayson Drive &amp; Sutherland Drive</i></li> <li>• <i>Longpark</i></li> <li>• <i>Riccarton West</i></li> </ul>
Develop neighbourhood strategies for priority areas	04/07		
Work in partnership with internal and external agencies to encourage the provision of appropriate amenities / facilities to support housing developments	Compact by 09/05 Meeting schedule by 12/05	Development proposals for partnership new build developments have included the provision of upgrading works to local shops, amenity lighting, footpaths etc.	None
Encourage the provision of an integrated range of house tenures and types	04/07	Action moved to aim 3	Action moved to Aim 3
Establish fora to facilitate community involvement in housing regeneration strategies	04/07	Consultation has been, and will continue to be, undertaken as part of the EAC/RSL Development programme. This flexible approach, involving communities directly affected by the development, is the preferred model and negates the need to establish fora to comment on all developments.	Action made more specific: <i>Undertake a community consultation project to inform all new housing led developments</i>

Original Action	Timescales	Progress to date	Changes to Action as an outcome of Review
New Action	Timescales	Why Action is Required	
Promote the use of local suppliers / companies to service new housing developments	Sept 05 onwards	Developed to fulfil the new objective, introduced to ensure that housing development or regeneration activities promote the development of social capital and ensure that local people have the skills and resources to take advantage of opportunities created.	
Review the Council's existing Tenant Participation Strategy and produce new Strategy	January 07	Tenant Participation remains and important vehicle for facilitating community involvement in all housing led activities. The ongoing work to implement and revise the TP strategy is important, and should be reflected as such in the LHS	
Incorporate the Community Plan as a permanent agenda item at meeting of the LHS Steering Group.	Jul 05 onwards	Required to fulfil the new objective, introduced to ensure that the LHS is better integrated within the Community Planning Framework	

## AIM TWO – IMPROVE RESIDENT SATISFACTION WITH HOME AND THE SURROUNDING ENVIRONMENT

Original Objective	Changes to Objective as an outcome of Review
To ensure 50% of social rented housing meets and private sector housing meets the SHQS by 2015	To ensure 100% of occupied social rented housing meets the SHQS by 2015 To support owner occupiers and private landlords to improve property conditions
To eradicate Fuel Poverty by 201	To reduce the numbers of people living in fuel poverty, in line with the Scottish Executive's commitment to eradicate fuel poverty by 2016
To develop effective response to anti-social behaviour by 2006	To support residents to live without fear of crime, harassment and anti-social behaviour
To develop safety initiatives by 2009 to help people feel more safe and secure	
To improve the quality of the environment	To improve neighbourhood quality via enhanced estate management
To ensure all residents have access to appropriate quality housing services	<b>Objective more relevant to Aim 3</b>

Original Action	Timescales	Progress to date	Changes to Action as an outcome of Review
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	04/05	DTZ Pidea were commissioned to carry out Stock options appraisal. This review was completed in March 2005 and informed the Council's decision to retain its stock.  The DTZ report is available on the East Ayrshire Council website	None
Develop an East Ayrshire Local Quality Standard	04/05	The costs of extending the SHQS to include additional features have not been included in the initial service delivery plan. We will undertake consultation as part of the development of the revised plan to establish what features would be included in a local standard	Action revised: <i>Investigate opportunities to develop an East Ayrshire Local Quality Standard as part of revised standard delivery plan</i>

Original Action	Timescales	Progress to date	Changes to Action as an outcome of Review
Develop guidance notes to encourage owners to take responsibility for property maintenance	04/05	Homepoint booklets "An easy guide to home maintenance" and "Common Repair, Common Sense" are available in the six local housing offices, Housing Options and can be requested via the East Ayrshire Website.	Action revised: <i>Ensure guidance is widely available advising property owners how to take responsibility for property maintenance</i>
Council and RSLs to develop implementation plans to meet SHQS	04/05	All 12 RSLs operating in East Ayrshire submitted Standard Delivery Plans in April 05 East Ayrshire Council's initial Service Delivery plan is complete, and was submitted to Communities Scotland in April 05. A revised Delivery Plan will be submitted in April 06	None
Develop an accreditation scheme for private sector landlords	04/06	A private rented sector action plan is being developed to support the Local Housing Strategy. This will include a range of actions aimed at improving the quality of, and increasing the quantity of, stock in the PRS. A proposal has been developed to undertake a feasibility study for establishing a voluntary accreditation scheme, (June 2005) and a decision on funding sources is awaited.	Action has been made more specific: <i>Develop an accreditation scheme for private sector landlords to include stock condition targets</i>
Extend the Care and Repair scheme	04/05	Care and Repair scheme has been extended to cover all of East Ayrshire Shire Housing Association retained their contract as managing agent after the pilot phase was complete.	Action has been made more specific: <i>Extend the Care and Repair Scheme to assist qualifying individuals to carry out repairs to their home</i>
Develop an East Ayrshire Fuel Poverty Strategy	09/04	Fuel Poverty Strategy (FPS) is complete and will be incorporated into the July re-submission of the LHS. FPS is currently available on the East Ayrshire Website.	None
Establish a monitoring system to review the impact of the Fuel Poverty strategy	09/04	The Fuel Poverty strategy is supported by a monitoring and evaluation framework designed to review the impact of the actions detailed therein.	None
Develop an East Ayrshire wide Anti-Social Behaviour (ASB) strategy	12/04	ASB Strategy is now complete and available on the East Ayrshire Website.	None

Original Action	Timescales	Progress to date	Changes to Action as an outcome of Review
Establish an ASB monitoring system to review the impact of the ASB strategy	12/04	The ASB strategy is supported by a monitoring and evaluation framework designed to review the impact of the actions detailed therein.	None
Support the implementation of the community safety strategy	04/05	All units earmarked for new-build partnership developments will meet the secure by design standards - criteria are included in all specifications.	Action has been made more measurable: <i>Ensure Partnership new-build properties meet secure by design standards</i>
Support initiatives to provide appropriate security measures in the homes of vulnerable residents	04/05	Have installed security packages in 600 properties via the ILM Initiative Housing Investment Programme (Cost of £90,000) We have carried out installations in all our sheltered housing properties, Galston, Hurlford, Crookedholm, Dalmellington, Polnessan, Bonnyton Road & Warwickhill Road. Project currently operating in Ward 7- identified via crime figures (how project will be focused in future) Criteria is East Ayrshire Council Tenants who have reached the age of 60 or have a serious permanent disability.  434 of the council's sheltered housing properties were fitted with 'identislots' to deter 'bogus callers.'	None
Develop neighbourhood management plans	09/06	Action to be progressed during year 3	Action has been made more specific: <i>Develop estate action plans for identified priority areas</i>
Develop and implement a low demand strategy tackling low demand properties in all tenures	04/06	Action to be progressed during year 2	None
Develop a range of service access points	09/06	Action is a key feature of the Information and Advice Strategy that is currently under development	Action has been made more specific: <i>Develop a range of service access points to ensure housing services can be accessed in a variety of ways and at a variety of locations</i>

<b>Original Action</b>	<b>Timescales</b>	<b>Progress to date</b>	<b>Changes to Action as an outcome of Review</b>
Support the extension of the combined public service delivery model	09/06	Work has begun on the Development of the North West Centre.	Action has been made more specific: <i>Support the extension of the combined public service delivery model which will see a move to 'one-stop shops' where services offered by a range of agencies can be accessed in one place.</i>
Strengthen self-assessment systems to improve performance	ongoing	Peer review of estate management services undertaken in November 2004 Best Value service review of housing services completed April 2005	None



<b>New Action</b>	<b>Timescales</b>	<b>Why Action is Required</b>
Develop fully costed business plan setting out the resource requirements to meet SHQS in the Council's stock	By January 2006	Action is an outcome of the work undertaken to complete the SDP
Carry out gap analysis of EAC stock to develop a 100% stock database and resubmit detailed standard delivery plan	By April 2006	Action is an outcome of the work undertaken to complete the SDP
Carry out a survey of stock condition in the private sector to help target PSHG	By December 2005	Information on stock condition in the private sector is limited
Target the use of PSHG to eradicate remaining BTS properties	By April 2009	Action is required to fulfil the new objective aimed at improving property conditions in the private sector
Identify resources required to implement the key features of the Housing (Scotland) Bill 2005	By April 2007	Housing Bill will have implications for the Council. Once the Bill becomes an Act of Parliament, East Ayrshire Council will have to identify resources to fulfil any legislative obligations that result

Provide information and advice for individuals looking to undertake property maintenance	From April 2007 onwards	Action is required to fulfil the new objective aimed at improving property conditions in the private sector
Investigate the feasibility of developing a factoring service to improve the maintenance and repair of mixed tenure buildings	By April 2007	Actions is required to fulfil the new objective aimed at improving property conditions in the private sector
Improve the existing mechanisms used to monitor housing and neighbourhood 'quality' and desirability	From April 2006 onwards	In order to establish if we are fulfilling the new objective around improving neighbourhood quality we have to be able to better monitor the impact of changes made.
Investigate the merits of introducing a common maintenance programme (i.e. stair cleaning and garden maintenance) that would be delivered via the 'community business' model	By April 2007	Action is required to fulfil the new objective aimed at improving property conditions in the private sector – particularly in multi-tenure blocks or areas.

### AIM THREE – ENSURE EQUAL ACCESS TO APPROPRIATE, QUALITY HOUSING SERVICES

Original Objective	Changes to Objective as an outcome of Review
	To increase our understanding of housing requirements
To ensure an appropriate balance between the supply and demand of affordable housing	To increase supply of properties available across all tenures
To support the Local Plan & Structure Plan	To improve access to existing accommodation
To ensure all residents have access to appropriate housing options	To ensure individuals have access to quality housing information and advice
	To improve the way in which residents access the Council's housing services

Original Action	Timescales	Progress to date	Changes to Action as an outcome of Review
Establish a partnership between Communities Scotland, Council and preferred developers to identify resources for housing	09/04	Partnership between EAC, Communities Scotland and preferred RSL developers has been established. EAC & Communities Scotland are identifying sites suitable for future development	Action has been made more specific: <i>Establish a partnership between Communities Scotland, Council and preferred developers to identify resources for housing to facilitate the provision of an integrated range of house tenures and types to meet the needs of all communities in East Ayrshire</i>
Deliver additional affordable housing across tenures	500 by 2009	Developed proposals to undertake joint study with planning to strengthen knowledge of requirements for affordable housing	Action has been incorporated into affordable housing policy action: <i>Develop and affordable housing policy for East Ayrshire in order to shape the delivery of affordable houses across tenures, to include: - Requirements for LCHO</i>

Original Action	Timescales	Progress to date	Changes to Action as an outcome of Review
			<ul style="list-style-type: none"> <li>- <i>Shared Equity Initiatives</i></li> <li>- <i>Requirements for new build social rented accommodation</i></li> </ul>
Assess options for tackling void houses in all tenures	04/06	<p>Private rented sector proposals have been developed as part of the ongoing PRS Liaison activities:</p> <ul style="list-style-type: none"> <li>• to establish an empty homes action plan and database for properties in the private sector that have been void for at least 6 months.</li> <li>• Lead Tenancy Scheme to bring 5 BTS long term void properties back into operation for use as temporary homeless accommodation</li> </ul>	Action has been made more specific: <i>Support the town centre living initiative and other schemes aimed at tackling void houses in all tenures</i>
Use transferred development funding to shape the provision of new build housing for rent and low cost home ownership	04/05	<p>Scottish Executive have suspended the TMDF programme until decision is made re strategic housing investment as a whole. Guidance is being revised and Council awaits consultation document setting out new proposals.</p>	Action has been made more specific: <i>Council to apply for TMDF in order to shape the provision of new build housing for rent and low cost home ownership</i>
Develop partnering model for procurement	04/05	<p>External training to be provided to all partners involved in initiative area activities to establish preferred partnering model for procurement</p>	Action has been made more specific: <i>Develop partnering model for procurement to maximise Best Value for public funded housing projects</i>
Monitor the impact on the housing market of the Homelessness Strategy	04/07	<p>Have completed Scottish Executive exercise aimed at monitoring the impact of removing priority need category.</p>	Homelessness legislation, rather than the strategy, that causes effects, thus action has been made more specific: <i>Monitor the impact on the housing market of the Homelessness Legislation</i>
Develop an affordable housing policy for East Ayrshire	04/06	<p>Developed proposals to undertake joint study with planning to strengthen knowledge of requirements for affordable housing and to inform local implementation of PAN 74</p>	Action has been made more specific: <i>Develop an affordable housing policy for East Ayrshire in order to shape the delivery of affordable houses across tenures, to include:</i>

Original Action	Timescales	Progress to date	Changes to Action as an outcome of Review
			<ul style="list-style-type: none"> <li>- Requirements for LCHO</li> <li>- Shared Equity Initiatives</li> <li>- Requirements for new build social rented accommodation</li> </ul>
Work with planners to ensure a consistent approach across the Council is adopted to measure housing need	12/04	Have established planning liaison meetings with Planning dept. Planning have indicated intention to move towards master planning approach, which will incorporate a broader understanding of housing need, and this new approach will be includes in the review of the East Ayrshire Local Plan.	Actions have been altered to reflect new arrangements: <i>Undertake an affordable housing needs study to inform development of an affordable housing policy</i>
Develop planning / housing protocol to support developments in East Ayrshire	12/04	Have established liaison meetings with Planning Department. Reviewed the requirement for a protocol – strengthened liaison more flexible than a formal protocol	<i>Strengthen liaison between planning and housing to ensure compatibility between the LHS and the revised Local Plan</i>
Improve access to and standard of supported housing units for homeless people	200 units by 04/09	53 new units of temporary accommodation have been created to date.	None
Develop initiatives for assisting people to access private rented accommodation	04/05	Rent Deposit Pilot Scheme was evaluated in Jan 05, and rolled out across East Ayrshire thereafter. A private rented sector action plan is being developed to support the Local Housing Strategy. This will include a range of actions aimed at improving the quality of, and increasing the quantity of, stock in the PRS.	None
Establish a landlords forum to share information and ideas and extend good practice	04/05	Private Landlord's Forum is in place and meets 4 times a year. LHS Steering group have agreed there would be merit in extending the practice to local operating RLS.	Action has been made more specific: <i>Establish a social landlords forum to share information and ideas and extend good practice</i>
Investigate opportunities for extending housing support options to cover all tenures	04/09	Tenancy Support Team offer support to individuals living in the Private Rented Sector who are supported by the Council's Rent Deposit Scheme	Action has been made ore specific: <i>Investigate opportunities for extending housing support currently offered by EAC's Tenancy Support Team to residents of all tenures</i>
Publicise the Mortgage to Rent Scheme annually	Annually	Communities Scotland have provided in-house training for EAC staff and the Citizen's Advice Bureau (CAB).	Action has been made more specific:

Original Action	Timescales	Progress to date	Changes to Action as an outcome of Review
		Press Release Prepared for circulation in local papers 11/04	<i>Ensure the Mortgage to Rent Scheme is advertised locally, and local advice providers are supported to refer people to the scheme to reduce property repossessions.</i>
Develop a common housing register	04/06	A CHR project Manager was appointed in June 2004, and has been leading the CHR steering group. The existing deadline requires to be rescheduled due to problems currently being experienced with the preferred software supplier.	Action has been made more specific: <i>Develop a common housing register to simplify the way in which people apply for social rented housing</i>
Investigate merits of Choice Based Lettings	04/09	Action to be progressed during year 4	None
Establish a housing advice office	12/04	Housing Options opened in Kilmarnock in May 2004.	None
Develop Best Value Partnerships to meet the National Standards for the delivery of Information and advice	Level 1 – 09/05 Level 2 – 04/06	Information and advice action plan is being developed in conjunction with local partners in the provision of Information & Advice partners Training of staff employed by the Council, and its partner agencies, is underway, and it is anticipated that service providers meeting the National Standards for the delivery of Housing Info and advice will be in place by December 2005.	Action has been expanded: <i>Develop a housing information and advice action plan to include arrangements for developing Best Value Partnerships to meet the National Standards</i>
New Action	Timescales	Why Action is Required	
Increase available land supply through the review of the East Ayrshire Local Plan	April 2006	Previous Action plan had overlooked the issue of land supply, and its importance in securing new housing developments	
Identify publicly owned sites suitable for development	April 2006	Previous Action plan had overlooked the issue of land supply, and its importance in securing new housing developments	
Develop a range of initiatives to promote social rented housing as an attractive and affordable	April 06	Action supports new objective of improving access to existing accommodation	

option for new customers		
Develop a guidance note detailing ways in which service access points will be increased to ensure housing services can be accessed in a variety of ways and at a variety locations	September 06	Action supports new objective of improving access to existing accommodation
Support the extension of the combined public service delivery model which will see a move to 'one-stop shops' where services offered by a range of agencies can be accessed in one place.	September 06	Action supports new objective of improving access to existing accommodation
Strengthen self-assessment systems to improve performance	April 04	Action supports new objective of improving way in which residents access the Council's housing services
Develop customer liaison arrangements to ensure improvement activities are developed in direct response to complaints received	September 05	Action supports new objective of improving way in which residents access the Council's housing services

**AIM FOUR – ENSURE INDIVIDUALS REQUIRING SUPPORT TO LIVE INDEPENDENTLY IN THE COMMUNITY ARE ENABLED TO DO SO**

<b>Original Objective</b>	<b>Change to Objective as an outcome of Review</b>
To improve our understanding of housing and housing support requirements of all client groups by 2009	To improve our understanding of housing and housing support requirements of all client groups by 2009
To enhance the supply of suitable accommodation for those with particular needs by increasing supply by 100 units and adapting existing supply by 5000 units by 2009	To enhance the supply of suitable accommodation and support for those with particular needs to ensure their housing needs are adequately met
To provide an appropriate supply and range of housing support for those with particular needs	
To further develop service co-ordination and joint working arrangements	To further develop service co-ordination and joint working arrangements
To ensure people with particular needs have access to quality housing information and advice	To ensure people with particular needs have access to quality housing information and advice

<b>Original Action</b>	<b>Timescales</b>	<b>Progress to date</b>	<b>Changes to Action as an outcome of Review</b>
Carry out a comprehensive assessment of housing & housing support needs for all client groups, developing action plans to address any gaps in existing supply	12/06	Action to be progressed during year 2	None
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.	12/04	Relevant Groups (and group leaders) have been identified, and LHS steering group is represented on a number of meetings. Separate meetings to discuss the LHS and particular client groups have taken place, and housing and social work liaison meetings continue to feed into updates of the strategy.	Action has been made more specific: <i>Work with Joint Future group to establish better information and data on the needs of community care and other vulnerable groups at a small area level</i>
Develop & incorporate the principles of Personal	04/08	Action to be progressed during year 3	None

Original Action	Timescales	Progress to date	Changes to Action as an outcome of Review
Housing Plans into Single Shared Assessment			
Provide a range of housing that meets the needs of particular groups	ongoing	Action Deleted	Action deleted – is actually an objective, which the remaining actions support
Establish a register of adapted properties across all tenures and review allocation and nomination arrangements for these properties	09/05	Interim spreadsheet is in place that can be used for manual input of information until Orchard system is fully operational. All adapted properties owned by EAC are logged on the existing Orchard system.	Action has been made more specific: <i>Establish a register of adapted properties across all tenures and review allocation and nomination arrangements for these properties</i>
Review existing housing models to establish continued relevance for those people with particular needs in East Ayrshire	12/06	Supporting People Review of sheltered housing review started April 2005	None
Extend the Care & Repair scheme	04/06	Care and Repair scheme has been extended to cover all of East Ayrshire Shire Housing Association retained their contract as managing agent after the pilot phase was complete.	Action has been made more specific: <i>Extend the Care and Repair Scheme to assist qualifying individuals to remain in their home</i>
Expand the use of community alarms and other smart technology to support people in their own homes	ongoing	Currently investigating requirements for bespoke housing developments as part of the ongoing hospital retraction programme. Will investigate opportunities for incorporating SMART technology in any proposed design.	None
Review impact of Supporting People Programme and investigate the potential of expanding services to the owner occupied sector	12/06	First SP Service Review begun April 2005	None
Develop a full range of housing support models to meet the varying needs of all client groups	04/09	Action Deleted	Action deleted – is actually an objective, which the remaining actions support
Support further development	04/08	Joint Single Shared Assessment training was undertaken during 2004, and	None

Original Action	Timescales	Progress to date	Changes to Action as an outcome of Review
of the single shared assessment procedure		EAC's Homelessness Strategy and Services Manager continues to attend liaison meetings with Social Work colleagues to further develop the SSA process.	
Support the expansion of the one-stop-shop model for the provision of services	5 by 04/09	Work has begun on the development of the North West Centre	Action made more specific: <i>Support the extension of the combined public service delivery model which will see a move to 'one-stop shops' where services offered by a range of agencies can be accessed in one place.</i>
Review the success of pilot community budgeting initiatives and investigate opportunities for introduction into housing services	04/07	Action to be progressed during year 3	None
Support the aligning of departmental budgets in accordance with Joint Future Agenda	TBC	Awaiting guidance on Scottish Executive's Joint Future Unit on arrangements for budget alignment.	None
Provide information & advice that meets the needs of people with particular needs	Level 1 – 09/05 Level 2 – 04/06	Information and advice action plan is being developed in conjunction with local partners in the provision of Information & Advice partners Training of staff employed by the Council, and its partner agencies, is underway, and it is anticipated that service providers meeting the National Standards for the delivery of Housing Info and advice will be in place by December 2005.	Action made more measurable: <i>Develop a housing information and advice action plan that includes measures for providing information &amp; advice that meets the needs of people with particular needs</i>
Support other non-housing agencies to 'signpost' housing information & advice.	Level 1 – 09/05 Level 2 – 04/06	Information and advice action plan is being developed in conjunction with local partners in the provision of Information & Advice partners Training of staff employed by the Council, and its partner agencies, is underway, and it is anticipated that service providers meeting the National Standards for the delivery of Housing Info and advice will be in place by December 2005.	Action Deleted – signposting of services will be incorporated in the action plan detailed above.

<b>New Action</b>	<b>Timescales</b>	<b>Why action is required</b>
Consult with representatives of gypsy travellers communities and neighbouring local authorities about service provision	December 2006	Group identified as being absent from LHS Action plan
Consult with organisations representing BME households to develop a better understanding of the housing needs of these groups	December 2006	Group identified as being absent from LHS Action plan
Develop a housing provision and support strategy for older people, incorporating a review of existing sheltered housing provision, looking at its quality and the needs and aspirations of applicants and existing residents	April 2006	Previous action plan was not specific enough with regards to client groups
Improve access to, and standard of, supported housing units for homeless people by making available 200 units of accommodation for homeless people.	April 2009	Previous action plan was not specific enough with regards to client groups
Review requirement for additional refuge accommodation for victims of domestic abuse	April 06	Previous action plan was not specific enough with regards to client groups
Arrange the re-housing of individuals requiring accommodation as a result of the retraction of Strathlea and Arroll Park Resource centres	Dec 05	Previous action plan was not specific enough with regards to client groups

## 5. Updated Action Plan

The Previous sections detailed the review of the LHS that has been undertaken to date. This section sets out the product of this review – the revised LHS action Plan.

<b>AIM ONE: SUPPORT THE COMMUNITY PLANNING PARTNERSHIP TO REGENERATE DISADVANTAGED AREAS AND DEVELOP SUSTAINABLE COMMUNITIES</b>			
<b>Our objective is:</b>	<b>To achieve this objective we will:</b>	<b>We will do this:</b>	<b>The agencies responsible for this are:</b>
<b>SO1: To ensure the LHS is integrated within the CP framework</b>	<b>A1:</b> Incorporate the Community Plan as a permanent agenda item at meetings of the LHS Steering Group	From July 2005 onwards	EAC
	<b>A2:</b> Develop mechanisms for sharing information, research and good practice between housing and Community Plan thematic groups	By December 2004	EAC Community Planning Partners
	<b>A3:</b> LHS steering group to make links with Community Plan thematic groups and incorporate LHS actions into ongoing updates of the Community Plan	From January 2005 onwards	EAC Community Planning Partners
<b>SO2: To create revitalised, sustainable communities in identified 'initiative' areas</b>	<b>A4:</b> Complete the planned physical redevelopment of the housing stock and surrounding environment, as detailed in the housing development programme for each of the following areas: <ul style="list-style-type: none"> <li>• Hurlford – Lomond Avenue</li> <li>• Galston</li> <li>• New Farm Loch - Finlayson Drive &amp; Sutherland Drive</li> <li>• Longpark Phase Six</li> <li>• Riccarton West</li> </ul>	On site:  Feb 2005 April 2006 Jan 2007 April 2006 April 2006 April 2007	EAC Communities Scotland RSLs Private Developers

**AIM ONE: SUPPORT THE COMMUNITY PLANNING PARTNERSHIP TO REGENERATE DISADVANTAGED AREAS AND DEVELOP SUSTAINABLE COMMUNITIES**

Our objective is:	To achieve this objective we will:	We will do this:	The agencies responsible for this are:
<b>SO3: To increase community involvement in housing regeneration activities</b>	A5: Undertake a community consultation project to inform all new housing led developments	From April 2004 onwards	EAC RSLs
	A6: Review the Council's existing Tenant Participation Strategy and produce new Strategy	By January 2007	EAC TIS TPSG
<b>SO4: To ensure housing led development / regeneration includes added value outcomes and promotes the development of social capital</b>	A7: Develop a compact with locally operating RSLs to strengthen their wider role activities	By September 2005	EAC RSLs
	A8: Ensure housing developments/regeneration activities include opportunities for training and apprenticeships	From September 2004 onwards	EAC RSLs Wise Group
	A9: Work in partnership with internal and external agencies to encourage the provision of appropriate local amenities/facilities to support housing developments	From September 2005 onwards	EAC Community Planning Partners
	A10: Promote the use of local suppliers / companies to service new housing developments	From September 2005 onwards	EAC Communities Scotland Enterprise Ayrshire

<b>AIM TWO: IMPROVE RESIDENT SATISFACTION WITH HOME AND THE SURROUNDING ENVIRONMENT</b>			
<b>Our objective is:</b>	<b>To achieve this objective we will:</b>	<b>We will do this:</b>	<b>The agencies responsible for this are:</b>
<b>SO5: To ensure 100% of occupied social rented housing meets the SHQS by 2015</b>	<b>A11:</b> Undertake a comprehensive review of the future Council stock investment strategy exploring options such as prudential Borrowing & housing stock options appraisal	By April 2005	EAC Appointed Consultants
	<b>A12:</b> Investigate opportunities to develop an East Ayrshire Local Quality Standard as part of revised standard delivery plan	By April 2006	EAC
	<b>A13:</b> Council and RSLs to develop implementation plans to meet the SHQS	By April 2005	EAC RSLs Appointed consultants
	<b>A14:</b> Develop fully costed business plan setting out the resource requirements to meet SHQS in the Council's stock	By January 2006	EAC
	<b>A15:</b> Carry out gap analysis of EAC stock to develop a 100% stock database and resubmit detailed standard delivery plan	By April 2006	EAC
<b>SO6: To support owner occupiers and private landlords to improve property conditions</b>	<b>A16:</b> Carry out a survey of stock condition in the private sector to help target PSHG	By December 2005	EAC Appointed Consultants
	<b>A17:</b> Develop an accreditation scheme for private sector landlords to include stock condition targets	By April 2006	PL Forum EAC
	<b>A18:</b> Extend the Care and Repair Scheme to assist qualifying individuals to carry out repairs to their home	By April 2005	EAC Shire Housing
	<b>A19:</b> Ensure guidance is widely available advising property owners how to take responsibility for property maintenance	From April 2005 onwards	EAC Communities Scotland
	<b>A20:</b> Target the use of PSHG to eradicate remaining BTS properties	By April 2009	EAC EAC Env. health
	<b>A21:</b> Identify resources required to implement the key	By April 2007	EAC

## AIM TWO: IMPROVE RESIDENT SATISFACTION WITH HOME AND THE SURROUNDING ENVIRONMENT

Our objective is:	To achieve this objective we will:	We will do this:	The agencies responsible for this are:
	features of the Housing (Scotland) Bill 2005		
	A22: Provide information and advice for individuals looking to undertake property maintenance	From April 2007 onwards	EAC Communities Scotland
	A23: Investigate the feasibility of developing a factoring service to improve the maintenance and repair of mixed tenure buildings	By April 2007	EAC
	A24: Review arrangements for monitoring HMO procedures in light of proposed legislative changes in the Housing (Scotland) Bill 2005	By April 2007	EAC Env. Health
<b>SO7: To reduce the numbers of people living in fuel poverty, in line with the Scottish Executive's commitment to eradicate fuel poverty by 2016</b>	A25: Develop an East Ayrshire Fuel Poverty Strategy	By September 2004	EAC EAC Energy Advice
	A26: Establish monitoring system to review impact of fuel poverty strategy	By September 2004	EAC
<b>SO8: To support residents to live without fear of crime, harassment and anti-social behaviour</b>	A27: Develop an East Ayrshire wide Anti-Social Behaviour (ASB) strategy	By April 2005	EAC Strathclyde Police
	A28: Establish ASB monitoring system to review impact of ASB	By April 2005	EAC Strathclyde Police
	A29: Ensure Partnership new-build properties meet secure by design standards	From April 2004 onwards	EAC Communities Scotland
	A30: Support initiatives to provide appropriate safety measures in the homes of vulnerable residents	From April 2004 onwards	EAC
	A31: Improve the existing mechanisms used to monitor housing and neighbourhood 'quality' and desirability	From April 2006 onwards	EAC

**AIM TWO: IMPROVE RESIDENT SATISFACTION WITH HOME AND THE SURROUNDING ENVIRONMENT**

Our objective is:	To achieve this objective we will:	We will do this:	The agencies responsible for this are:
<b>SO9: To improve neighbourhood quality via enhanced estate management</b>	<b>A32:</b> Develop and implement a low demand strategy tackling low demand properties in all tenures	By April 2006	EAC
	<b>A33:</b> Develop estate action plans for identified priority areas	By September 2006	EAC
	<b>A34:</b> Investigate the merits of introducing a common maintenance programme (i.e. stair cleaning and garden maintenance) that would be delivered via the 'community business' model	By April 2007	EAC Enterprise Ayrshire

### AIM THREE: ENSURE EQUAL ACCESS TO AN ADEQUATE SUPPLY OF GOOD QUALITY AFFORDABLE HOUSING

Our objective is to:	To achieve this objective we will:	We will do this :	The agencies responsible for this are:
<b>SO10: To increase our understanding of housing requirements</b>	A35: Monitor the impact on the housing market of the Homelessness Legislation	By April 2007	EAC
	A36: Strengthen liaison between planning and housing to ensure compatibility between the LHS and the revised Local Plan	From July 2005	EAC
	A37: Undertake an affordable housing needs study to inform development of an affordable housing policy	By September 2005	EAC
<b>SO11: Increase supply of properties available across all tenures</b>	<p>A38: Develop an affordable housing policy for East Ayrshire in order to shape the delivery of affordable houses across tenures, to include:</p> <ul style="list-style-type: none"> <li>• Requirements for LCHO</li> <li>• Shared Equity Initiatives</li> <li>• Requirements for new build social rented accommodation</li> </ul>	By April 2006	EAC
	A39: Establish a partnership between Communities Scotland, Council and preferred developers to identify resources for housing to facilitate the provision of an integrated range of house tenures and types to meet the needs of all communities in East Ayrshire	By September 2004	EAC Communities Scotland RSLs
	A40: Council to apply for TMDf in order to shape the provision of new build housing for rent and Low cost home ownership	Awaiting new Scottish Executive guidance	EAC
	A41: Develop partnering model for procurement to maximise Best Value for public funded housing projects	By April 2006	EAC Communities Scotland
	A42: Increase available land supply through the review of the East Ayrshire Local Plan	By April 2006	

### AIM THREE: ENSURE EQUAL ACCESS TO AN ADEQUATE SUPPLY OF GOOD QUALITY AFFORDABLE HOUSING

Our objective is to:	To achieve this objective we will:	We will do this:	The agencies responsible for this are:
	A43: Identify publicly owned sites suitable for development	By September 2006	EAC
<b>SO12: To improve access to existing accommodation</b>	A44: Develop a range of initiatives for assisting people to access private rented accommodation	From April 2005 onwards	EAC CHAP
	A45: Develop a range of initiatives to promote social rented housing as an attractive and affordable option for new customers	By April 2006	EAC RSLs
	A46: Support the town centre living initiative and other schemes aimed at tackling void houses in all tenures	From August 2005 onwards	EAC Private Developers
	A47: Establish a social landlords forum to share information and ideas and extend good practice	By September 2006	EAC RSLs
	A48: Ensure the Mortgage to Rent Scheme is advertised locally, and local advice providers are supported to refer people to the scheme to reduce property repossessions	From April 2004 onwards	EAC CAB RSLs
	A49: Develop a common housing register to simplify the way in which people apply for social rented housing	By September 2006	EAC RSLs
	A50: Investigate the merits of Choice Based Lettings	By April 2009	EAC RSLs
<b>SO13: To ensure individuals have access to quality housing information and advice</b>	A51: Develop a Housing Information and Advice Action Plan to include arrangements for developing Best Value partnerships to meet the National Standards for Housing Information and Advice	By December 2005	EAC
	A52: Establish a Housing Advice Office	By December 2004	EAC
<b>SO14: To improve the way in which residents access the Council's housing services</b>	A53: Develop a guidance note detailing ways in which service access points will be increased to ensure housing services can be accessed in a variety of ways and at a variety locations	By September 2006	EAC

**AIM THREE: ENSURE EQUAL ACCESS TO AN ADEQUATE SUPPLY OF GOOD QUALITY AFFORDABLE HOUSING**

<b>Our objective is to:</b>	<b>To achieve this objective we will:</b>	<b>We will do this by:</b>	<b>The agencies responsible for this are:</b>
	A54: Support the extension of the combined public service delivery model which will see a move to 'one-stop shops' where services offered by a range of agencies can be accessed in one place	From April 2005 onwards	EAC
	A55: Strengthen self-assessment systems to improve performance	From April 2004 onwards	EAC
	A56: Develop customer liaison arrangements to ensure improvement activities are developed in direct response to complaints received	By September 2005	EAC

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

Our objective is to:	To achieve this objective we will:	We will do this:	The agencies responsible for this are:
<b>SO15: To improve our understanding of housing and housing support requirements of all client groups by 2009</b>	<b>A57:</b> 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 December 2006	EAC
	<b>A58:</b> Work with Joint Future group to establish better information and data on the needs of community care and other vulnerable groups at a small area level	From December 2004 onwards	EAC Health Board
	<b>A59:</b> Develop & incorporate the principles of Personal Housing Plans into Single Shared Assessment	By April 2008	EAC EAC Social Work
	<b>A60:</b> Consult with representatives of gypsy travellers communities and neighbouring local authorities about service provision	By December 2006	EAC Neighbouring Authorities
	<b>A61:</b> Consult with organisations representing BME households to develop a better understanding of the housing needs of these groups	By December 2006	EAC
	<b>A62:</b> Develop a housing provision and support strategy for older people, incorporating a review of existing sheltered housing provision, looking at its quality and the needs and aspirations of applicants and existing residents	By April 2006	EAC
	<b>A63:</b> Review existing housing models to establish continued relevance for those people with particular needs in East Ayrshire	By December 2006	EAC

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

Our objective is to:	To achieve this objective we will:	We will do this:	The agencies responsible for this are:
<b>SO16: To enhance the supply of suitable accommodation and support for those with particular needs to ensure their housing needs are adequately met</b>	A64: Improve access to, and standard of, supported housing units for homeless people by making available 200 units of accommodation for homeless people	By April 2009	EAC
	A65: Review requirement for additional refuge accommodation for victims of domestic abuse	By April 2006	Women's Aid EAC
	A66: Arrange the re-housing of individuals requiring accommodation as a result of the retraction of Strathlea and Arroll Park Resource centres	By December 2005	EAC Health Board
	A67: Extending housing support currently offered by EAC's Tenancy Support Team to residents of all tenures	By April 2009	EAC
	A68: Establish a register of adapted properties across all tenures and review allocation and nomination arrangements for these properties	By September 2005	EAC
	A69: Extend the Care and Repair scheme to support qualifying individuals to remain in their own home	By April 2005	EAC Shire HA
	A70: Expand the use of community alarms and other SMART technology to support people in their own homes	From April 2004 onwards	EAC
	A71: Review impact of Supporting People Programme and investigate the potential of expanding services to the owner occupied sector	By December 2006	EAC

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

Our objective is to:	To achieve this objective we will:	We will do this:	The agencies responsible for this are:
<b>SO17: To further develop service co-ordination and joint working arrangements between Council Departments and External Agencies</b>	A72: Support further development of the single shared assessment process	By April 2008	EAC Social Work
	A73: Support the extension of the combined public service delivery model which will see a move to 'one-stop shops' where services offered by a range of agencies can be accessed in one place.	From April 2005 onwards	EAC
	A74: Review the success of pilot community budgeting initiatives and investigate opportunities for introduction into housing services	By April 2007	EAC
	A75: Support the aligning of departmental budgets in accordance with the Joint Future Agenda	TBC	EAC
<b>SO18: To ensure people with particular needs have access to quality housing information and advice</b>	A76: Develop a housing information and advice action plan that includes measures for providing information & advice that meets the needs of people with particular needs	By December 2005	EAC