

EAST AYRSHIRE

Health & Social Care
Partnership



East Ayrshire Council
Comhairle Siorrachd Àir an Ear

Housing Contribution Statement 2019-22

East Ayrshire Health and Social Care Partnership

Housing Contribution Statement 2020-21

Sections

1. Introduction

- 1.1 COVID-19 – Impact and Future Challenges
- 1.2 Housing Contribution Statement
- 1.3 Achievements since last HCS 2018-20

2. Partnership working – Housing, Health and Social Care

3. Shared Evidence of Needs

- 3.1 Evidence Base
- 3.2 Joint Strategic Needs Assessment
- 3.3 Housing Need and Demand Assessment
- 3.4 Housing Asset Management Framework

4. Shared Outcomes

- 4.1 East Ayrshire Community Plan 2015 - 2030
- 4.2 EAH&SCP Strategic Outcomes 2018-2021
- 4.3 East Ayrshire Housing Services
- 4.4 East Ayrshire Local Housing Strategy 2019-2024
- 4.5 Strategic Housing Investment Plan
- 4.6 Transformation

5. Housing for Particular Needs

- 5.1 Older People
- 5.2 Dementia
- 5.3 Physical Disabilities
- 5.4 Learning Disabilities
- 5.5 Homelessness
- 5.6 Young People Transitioning from Care
- 5.7 Domestic Abuse
- 5.8 People Leaving Prison
- 5.9 Refugees
- 5.10 Gypsy/Travellers

6. Key Support Services

- 6.1 Home Care
- 6.2 Adaptations and Equipment
- 6.3 Telecare and Telehealth
- 6.4 East Ayrshire Care and Repair
- 6.5 East Ayrshire Garden Maintenance Scheme
- 6.6 Other Housing Initiatives

7. Housing Contribution – Key Challenges and Next Steps

- 7.1 Key Challenges
- 7.2 Next Steps – 9 Key Actions

1. Introduction

1.1 COVID-19 – Impact and Future Challenges

During the final stages of compiling this document in early March 2020 the full impact of the COVID-19 global pandemic was becoming increasingly apparent. The Health and Social Care Services, and Housing Services across Ayrshire and Arran were quickly mobilised to respond to the pandemic and ensure continuity of essential services.

From a Health and Social Care perspective, Primary, Secondary and Community Care services were reconfigured to ensure they were able to meet the new challenges presented by COVID-19. Even before we began to emerge from the spread of the virus the Health and Social Care Partnership, along with all key partners in Health, started to plan for recovery to ensure that in the post COVID-19 world, we would continue to effectively manage health and care capacity and meet the needs of the population of East Ayrshire.

Evidence has shown that people with a wide range of disabilities, residents of care homes, those with dementia, the homeless and those experiencing domestic abuse have been more adversely affected by COVID-19 than other members of our communities. The impact on these groups will be reviewed as part of our recovery agenda and we will continue to focus on delivering and enabling services that support people to live independent lives and achieve their full potential.

Throughout the Covid 19 Outbreak and subsequent lockdown, Housing Services have continued to provide critical functions and support services. The outbreak has provided an opportunity to pause and reflect as well as accelerate, reconsider and enhance pre-existing thinking and planning in relation to Housing related services. Housing and Communities have produced a “Response, Recover and Renewal Plan” which outlines the Council’s approach to the continued covid response and recovery and renewal prospects.

The plan was developed through the lenses of three Covid 19 Recovery and Renewal priorities which are:

- Children and Young People
- Wellbeing
- Economy and Environment.

It contains a Covid 19 Routemap which indicates the stages of recovery and renewal of services in line with the Scottish Government's four stage routemap for easing COVID 19 restrictions. Each Service function within Housing and Communities hold their own phase plan.

Housing and Communities recognise, more than ever, the value of cohesive joined up working between colleagues, communities and Community Planning Partners in order to realise the Council's ambition, especially in this time of accelerated working. Diligence in moving forward and strong leadership and collaboration will ensure that residents, communities and staff are at the heart of planning and implementation of future services.

1.2 Housing Contribution Statement

The Housing Contribution Statement (HCS) is an integral part of the East Ayrshire Health and Social Care Strategic Plan 2018-21 and is a statutory requirement that supports the Public Bodies (Joint Working) (Scotland) Act 2014. The role of the HCS is to operate as the "bridge" between strategic housing planning and that of health and social care. It identifies the contribution of the housing sector in meeting the intended outcomes of the Strategic Plan.

Housing has an important influence on health inequalities in Scotland through affordability, housing quality, fuel poverty and the role of housing in community life. This HCS clearly articulates the links between Housing, Health and Social Care and details the shared outcomes and priorities identified in both the East Ayrshire HSCP Strategic Plan and the East Ayrshire Local Housing Strategy (LHS).

The East Ayrshire Local Housing Strategy (LHS) is the key statutory strategic document for East Ayrshire. The current LHS covers the period 2019-2024. It sets

out a five-year vision for housing and related services across all tenures in East Ayrshire and provides the direction for housing investment over that period.

The Housing Contribution statement therefore primarily focuses on the Local Housing Strategy and its actions that will positively contribute to achieving shared outcomes and priorities of improving the health and well-being of East Ayrshire's communities and ensuring that more people can be cared for and supported at home or in a homely setting.

1.3 Achievements since the last Housing Contribution Statement

Our partnership approach has been central to the delivery of a number of key initiatives over the lifetime of the initial 1st East Ayrshire HCS, including:

- 421 new or reconfigured Council homes completed
- The delivery of downstairs wet rooms in all two storey new build homes, to better support residents to live in their homes, and remain in their communities, throughout their life experiences
- 15 properties purchased in 2019/20 through the Council's Open Market Acquisition Scheme and a target of acquiring a further 50 properties over the next 5 years
- Using the new build programme and Open Market Acquisitions to increase the supply of specialist housing to meet particular need. Of all new build properties under construction 22% are designed for particular need
- Development and publication of the Rapid Rehousing Transition Plan to ensure that where homelessness cannot be prevented, a settled housing option is provided as quickly as possible
- Via the prison advice contract the Council has established an effective partnership with Ayr Housing Aid to deliver the SHORE standards.
- Joint development of a pan-Ayrshire "Technology Enabled Care and Innovation Strategy" and a local development plan specifically for East Ayrshire
- Development of Youth Housing Statement
- Increased the number of people receiving minor equipment and adaptations enabling them to stay in their own property instead of considering supported accommodation

- Development of Whattriggs Road supported accommodation unit providing support for young people moving towards independence from local residential and fostering provision.

2. Partnership working – Health, Social Care and Housing

The benefits of integrated working between Housing Services and the HSCP, in terms of delivering and enabling services that support people to live independent lives and achieve their full potential, are widely recognised amongst partners across East Ayrshire.

It is essential to ensure that the key strategic documents across both Housing Services (Local Housing Strategy, Strategic Housing Investment Plan and Rapid Rehousing Transition plan) and the Health and Social Care Partnership (Health and Social Care Partnership Strategic Plan) are aligned.

The National Health and Wellbeing Outcomes are high level strategic statements of intent in relation to the work of the HSCP and Housing has a valuable role in helping achieve these outcomes.

Since integration was established, partnership working between Housing Services and the Health and Social Care Partnership has matured and further strengthened. To agree strategic direction at the interface between housing and health policy issues, senior leadership from both the HSCP and Housing Services are represented on key strategy setting groups.

East Ayrshire Council Head of Housing and representatives from the RSL sector attend the Strategic Planning Group/Wellbeing Group and articulate the views of the housing sector and the role it plays in achieving the national health and wellbeing outcomes.

Likewise, the Health and Social Care Partnership has representation on a number of housing led strategic groups. These strategic groups also provide a mechanism for involvement from third and independent sector partners and vitally from people who receive or have an interest in shaping service or strategy development. These groups include:

- Local Housing Strategy Steering Group

- Future Homes Board
- HNDA Strategic Steering Group
- East Ayrshire Tenants and Residents Federation.

3. Shared Evidence of Needs

3.1 Evidence Base

The evidence used to identify and assess required specialist housing provision is derived from a number of key sources. These include the Housing Need and Demand Assessment (HNDA), the Housing Asset Management Framework, the assessment of population need detailed in the EAH&SCP Strategic Plan, national data at a local level and locally collected data.

3.2 Joint Strategic Needs Assessment

In the development of the HSCP Strategic Plan the HSCP look at the health and wellbeing needs of the local population. The findings of this inform the strategic direction of future service provision.

3.3 Housing Need and Demand Assessment

The key evidence base used to inform strategic documents within Housing Services is the Housing Need and Demand Assessment.

The HNDA estimates the future number of additional homes required to meet existing and future housing need and demand. It also provides information to assist in the development of policies relating to new housing supply, management of existing stock and the provision of housing related services

Furthermore, it provides an evidence base for specialist provision housing and focuses on the provision required across the local authority area.

It provides analysis of the current and likely future demand for specialist services involved in meeting the needs of vulnerable groups. It utilises data from a wide range of sources across housing, health and social care services to ensure that it incorporates the evidence required to inform planning for future solutions across housing, health and social care. The aim is to identify the contribution that

specialist provision makes in enabling people to live at home, independently for as long as possible.

3.4 Housing Asset Management Framework

The Housing Asset Management Framework (HAMF) provides a framework for managing the Council's housing stock to ensure it contributes efficiently and effectively to the need identified within the Joint Strategic Needs Assessment and the Housing Needs and Demand Assessment.

The HAMF approach and associated matrix gives an up-to-date, comprehensive and reliable information base. This informs a clear analysis on performance, value for money and highlight the value that properties are bringing to the Council.

4. Shared Outcomes

4.1 East Ayrshire Community Plan 2015 - 2030

The East Ayrshire Community Plan 2015-30 sets out the overall vision for the local area as follows:

“East Ayrshire is a place with strong, safe and 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 plan identifies three key themes and is implemented through delivery plans from each of the three areas:

- Safer Communities
- Economy and Skills
- Wellbeing.

Housing and Communities and the Health and Social Care Partnership work alongside other Community Planning Partners to ensure each services strategic priorities are aligned to the Community Plan.

4.2 East Ayrshire Health & Social Care Partnership Strategic Priorities

The National Health and Wellbeing Outcomes for Scotland are relevant for all housing stakeholders working together to deliver on better Health and Social Care outcomes. The East Ayrshire Health and Social Care Strategic Plan 2018 - 2021 details how we can best meet the national outcomes and continue our commitment to improving outcomes for the people of East Ayrshire over the three year lifespan of the Plan.

The East Ayrshire Health and Social Care Partnership have identified four key priorities that it will pursue over the lifetime of its Strategic Plan 2018-21. These priorities are highlighted below and can be directly aligned with the strategic direction of travel outlined in the East Ayrshire Community Plan and CPP Wellbeing Delivery Plan 2018-2021.

1. Early Intervention and Prevention - scale-up of universal prevention and early intervention work across Work, Alcohol, Tobacco, Obesity and Mental Health (WATOM)
2. New Models of Care – design and implementation of new approaches to our provision of health and social care services for older people and those with complex conditions aimed at shifting the balance of care from hospitals to more homely and community-based settings
3. Building Capacity in Primary and Community Care - widening the concept of the Practice Team within Primary Care to ensure that patients benefit from a wider range of available support
4. Transformation and Sustainability – closing the financial gap and transform how we work to achieve sustainability.

4.3 East Ayrshire Housing Services

The Council's strategic role in planning to meet housing need ensures that Housing makes a significant, direct contribution towards meeting the national outcomes on health and wellbeing by:

- Facilitating, or providing new purpose built housing that meets a range of specific housing and care needs
- Providing advice and assistance on housing options

- Providing a range of homelessness services including housing support
- Providing a range of preventative services including adaptations and related services to support our residents live independently within their own homes where it is practical to do so.

4.4 East Ayrshire Local Housing Strategy 2019-2024

The East Ayrshire Council Local Housing Strategy (LHS) 2019-2024 is the key planning vehicle that articulates how the Council and its partners will meet the housing requirements of all those who reside in East Ayrshire and sets out East Ayrshire Council's vision for the future of housing and housing related services over the next five years. It also sets out the Council's approach to meeting statutory duties such as Homelessness service provision, eradicating fuel poverty, tackling the effects of climate change and improving house condition across all tenures.

The Strategy aims to deliver against four key strategic outcomes, these being:

- East Ayrshire has a supply of good quality affordable housing across all tenures based within vibrant empowered communities
- People in East Ayrshire have access to a person centred housing options service and where possible homelessness is prevented
- People in East Ayrshire are supported to live healthy independent lives for as long as possible in their own homes and communities
- People in East Ayrshire live in high quality, energy efficient homes and fuel poverty is minimised.

The LHS Strategic Housing Outcomes reflect and align across the published National Health and Wellbeing (NHW) Outcomes Framework and set out the specific actions that the Housing Service will undertake to support independent living and the integration of health, social care and housing. The LHS provides details of the services and supports that are available to achieve this goal and provides an estimate of future specialist provision, need and delivery options.

4.5 Strategic Housing Investment Plan

Since 2007, Local Authorities have been invited to prepare an annual Strategic Housing Investment Plan (SHIP) detailing key housing development priorities in their area.

The SHIP is a five year rolling Plan that links the strategic priorities identified in the Council's Local Housing Strategy (LHS) to the delivery of affordable housing. The purpose of the SHIP is to guide the allocation of available Scottish Government investment funding to meet the affordable Housing Supply Target, as set out in the LHS and its associated priorities and outcomes. The strategic outcomes identified in the LHS that guide investment priorities in the SHIP include:

- Delivering more new-build affordable homes
- Targeting investment in social housing to support regeneration of local neighbourhoods and to increase the number of people living in town centres
- Returning empty homes to the pool of effective housing stock
- increasing the supply of suitably designed properties to meet the needs of older people and those with a physical disability
- Delivering appropriate accommodation solutions for young people with support needs and care experienced young people
- Delivering appropriate accommodation solutions for people with learning disabilities.

4.6 Transformation

East Ayrshire Council is committed to securing a fairer, kinder and more connected East Ayrshire by working closely with our partners to tackle poverty and inequality and build stronger communities.

The Local Housing Strategy and Health and Social Care Partnership Strategic Plan link to East Ayrshire Council's transformational proposals and highlight the Council's commitment to the following transformational workstreams:

- A Fairer, Kinder and Connected East Ayrshire
- A Vibrant and Empowered East Ayrshire

- Income and Commercialisation.

5. Housing for Particular Needs

There are a number of client groups for whom there is a clear need to plan specialist housing provision and to provide additional support to address and meet their health and wellbeing needs. An outline of each of these groups, an overview of the key issues and the responses taken to improve the health and wellbeing outcomes to create greater housing stability for these groups is outlined in this section.

5.1 Older People

An ageing population places additional demands on both housing and health and support services within each local authority area. The population of older people in East Ayrshire (pensionable age and older) is expected to increase by 18.5% between 2016 and 2041. By 2037 it is estimated that 47% of households will be headed by someone aged 60 years old or older, compared with 37% in 2012. This is an estimated increase of around 7,656 households from 19,808 to 27,464. The projection also estimates an increase of 13% for the 60-74 year-old group and 84% for the 75 and above age group. The key impacts of this ageing population will be:

- Changing demands for housing supply and housing stock
- Higher levels of health, care and support needs
- More support required to enable people to remain at home
- A greater need for adaptations to existing housing stock.

Nationally, the central objective of health and community care policy is to assist older people to live in their own homes or in a community setting for as long as it safe and practicable to do so. The continued local commitment to this objective is reflected in the EAH&SCP Strategic Plan and the role of preventative and low-level support services that allow older people to stay in their own homes have an important role in the delivery of services for older people.

East Ayrshire has one of the lowest proportions of older people supported in care homes in Scotland, with the latest figure highlighted in the 2016 Care Home

Census showing that 3.4% of older people (65+) are being supported in care homes and that over 96% of older people are living in housing, rather than in a care home or hospital setting.

In order to ensure that older people are enabled to live safely and independently at home for as long as possible, suitable accommodation and support services are required.

In East Ayrshire, the Council along with a range of Registered Social Landlords provide housing specifically for older people. These RSLs include Bield Housing Association; Hanover Housing; Trust Housing Association and West of Scotland Housing Association. East Ayrshire has 40 supported accommodation schemes throughout the local authority area that consists of 796 units of accommodation provided by social landlords and allocated according to an assessment of housing need. All supported accommodation schemes receive the support of an alarm service. Current service models are being reviewed to ensure that they will continue to meet the changing needs of a growing older population.

A total of 421 new or configured Council homes have been fully completed to date. The Council continues to use the new build programme as a means to increase the supply of specialist housing to meet particular needs. At the time of writing the most recent Strategic Housing Investment Plan 57 homes (23%) were designed for particular needs.

5.2 Dementia

The East Ayrshire Health and Social Care Partnership, alongside people with dementia, their families, carers and a wide range of stakeholders have developed a three year Dementia strategy. The strategy aims, in the short term, to work towards creating dementia friendly communities, which will require dedicated partnership working throughout our communities, and will provide integrated support to people affected by dementia by enabling them to enjoy the best possible quality of life.

Alzheimer Scotland estimates that in 2017 there was 2,173 individuals with Dementia in East Ayrshire with the number of females diagnosed (1,415) far outweighing the number of males who have been diagnosed (758). More recent

figures from East Ayrshire Health and Social Care Partnership show 170 clients in receipt of services who are living with the condition, this highlights that a large number of people with dementia are not accessing Health and Social Care services in East Ayrshire.

In supporting people with dementia to stay in their own homes there will be increasing demands on community based support. Scotland's National Dementia Strategy 2013-16 stresses the importance of services such as telecare and aids and adaptations to reduce the number of accidents in the home and subsequent hospital admissions.

All affordable housing new build properties in East Ayrshire are built to both Housing for Varying Needs and Secure by Design standards, and have elements of dementia-friendly design as standard, such as good natural and artificial lighting, rooms accessed off a central hallway, flooring that is consistent in tone, the toilet is easy to find, and good contrast in the toilet/ bathroom.

The LHS 2019 – 2024 contains an action stating that all frontline housing staff will receive dementia awareness training over the duration of the LHS.

5.3 Physical Disabilities

The Scottish Household Survey estimates that 1% of households in East Ayrshire need adaptations. This is an estimated 400 households. Projecting forward, this would mean a requirement of 510 in 2027 and 550 in 2037.

Since 2014 the Council's new house building programme has delivered 71 new homes specifically designed to meet the needs of older and ambulant disabled people and 38 developed as fully wheelchair accessible homes. Altogether, an additional 109 new particular needs homes have been delivered since 2014, with more proposed to be included in future developments. In addition, 'Housing for Varying Needs' requirements for affordable new-build housing means that newer properties are built to a higher standard of accessibility.

Where possible, social housing developments, financed via grant funding will contain a small number of properties fully designed for wheelchair use. Housing Services work with Social Work colleagues to identify families who would

benefit from this type of provision in order to allocate these homes appropriately.

5.4 Learning Disabilities

People with learning disabilities have a wide range of needs that may change during their lifetime. Accommodation needs can vary across mainstream housing with support for those with mild to moderate learning disabilities or supported tenancies, grouped accommodation or registered care home facilities for those with complex needs.

In 2019, the number of adults with a learning disability in East Ayrshire, who were known to the Council, was recorded at 566. This represents a ratio of 5.6 adults with a learning disability per 1000 of the population. Of these adults, 137 lived with a family carer and 249 lived independently.

In terms of the types of accommodation where adults with a learning disability lived in 2019, the figures show that:

- 107 adults with a learning disability lived in mainstream accommodation
- 14 adults with a learning disability lived in registered adult care homes
- 10 adults with a learning disability lived in supported accommodation

In East Ayrshire, supporting adults with learning disabilities to live independently in their communities has been achieved successfully for many people as a consequence of positive joint working across Social Care, Housing Services and Registered Social Landlords. Access to good quality housing in defined localities where supports can be shared amongst several people along with the use of assistive technology has provided cost-effective solutions to enable people to live in their own communities with access to support, when required. There is a need to further develop this provision in response to the growing number of people who live with ageing carers and who will require alternative living arrangements in due course.

Andrew Nisbet Place was built by the Council's strategic framework partner CCG (Scotland) Ltd. It is the second assisted living development to be delivered following completion of Lilyhill Gardens in Kilmarnock.

It provides 13 assisted living homes, along with a care provider's base, and is located adjacent to Hurlford community centre. The homes are designed to support people with a range of disabilities to live independently and safely in their own homes with the support of an on-site care provider, The Richmond Fellowship Scotland.

The homes are bright, energy efficient and have specially designed features installed including wet rooms and rise and fall kitchen worktops in the wheelchair accessible ground floor flats. The build benefits from being Housing for Varying Needs and Secure by Design compliant, as well as meeting the Silver Standard. It has a lift, power assisted doors and a visible, welcoming entry. All of the flats can be accessed from an internal street that has been designed to face onto the residents' private, enclosed garden.

5.5 Homelessness

There remains significant links between homelessness, poor health and high social care needs.

The Scottish Government commissioned a study, the findings of which were published in June 2018, which links homelessness and health datasets for the first time at a national level, to explore the relationship between homelessness and health in Scotland.

Amongst those that have experienced homelessness it indicated:

- Higher reports of health conditions related to drugs, alcohol or mental health
- Increased interactions with health services preceded people becoming homeless
- A peak in interactions with health services was seen around the time of the first homelessness assessment.

In East Ayrshire there were 858 homeless applications received in 2019-20. This is an increase from 2018-19 when there was 809 recorded applications.

The main focus of the Council's homelessness activities is preventing homelessness from occurring in the first place, and ensuring the best possible

services are made available for those who find themselves in need. Housing Support Services are delivered in a person-centred way, involving a full assessment of vulnerability and an early identification of support needs and risk factors which could lead to homelessness. Housing support is then provided to those households to prevent tenancy breakdown.

Where the prevention of homelessness is not possible and people find themselves in housing crisis, a range of support services are available within East Ayrshire from agencies such as Centre-stage and the East Ayrshire Churches Homelessness Action (EACHa) group. People who have been accepted as homeless, or potentially homeless, and who are provided with temporary accommodation receive support from Temporary Accommodation Support Officers.

East Ayrshire Council and NHS Ayrshire and Arran jointly fund a health and homeless charge nurse post, recently augmented by Rapid Rehousing Transition Plan funding and the appointment of a band 5 staff nurse. The health of homeless households continues to be a key priority in tackling health inequalities. Both nurses ensure the health needs of those at risk of or experiencing homelessness are met, linking households back into mainstream services and acting as the conduit between health and housing.

East Ayrshire Council has a 20 bedroom hostel as well as 87 furnished flats throughout the local authority area. As at end of March 2020 there were 83 households in temporary accommodation, an increase of 8 households from March 2018. There were 104 households in temporary accommodation at the end of March 2020, although caution should be exercised when comparing this number to previous years, as the Covid 19 outbreak has resulted in the significant increase in this number.

East Ayrshire Council does not use bed and breakfast or private lets as temporary accommodation.

Homelessness applicants do not spend a long period of time in temporary accommodation in East Ayrshire compared with the rest of Scotland. During 2018-19 households spent an average of 61 days in temporary accommodation, a

significantly lower figure than the national average of 102 days. In 2019-2020 this length of stay increased to 79 days.

Private sector stock is under-utilised in being used as a tenure option for people who have experienced homelessness. In order to address this the Council is working with The Centre for Homelessness Impact and participating in a pilot in order to explore how the Private Sector can be better utilised in relation to homeless households. Actions contained in the Rapid Rehousing Transition Plan will also further explore and promote the feasibility of the private rented sector as a sustainable housing option for households who are homeless or threatened with homelessness.

East Ayrshire's Rapid Rehousing Transition Plan sets out the key actions and timescales which key partners identified to achieve the 5-year vision for rapid rehousing. The aim is to increase focus on early intervention and prevention, reduce homeless presentations and applications, and ensure a settled housing option is reached as quickly as possible, reducing any time spent in temporary accommodation.

The Plan seeks to develop, as a partnership, common, streamlined processes and procedures which will deliver greater efficiencies, reduce duplication of activity and, most importantly, improve outcomes for homeless households, particularly vulnerable groups including young people, those experiencing domestic abuse and those leaving prison.

Housing Services are working closely with partners to achieve the commitments and actions contained within the Rapid Rehousing Transition Plan and to deliver the aims of early intervention and prevention, increased tenancy sustainment and the prevention of homelessness.

Housing First is a model which provides ordinary, settled housing as a first response for people with complex needs who face multiple disadvantages. It recognises a safe and secure home as the best base for recovery and offers personalised, open-ended, flexible support for people to end their experience of homelessness and address wider needs. The model separates the provision of housing and support, offers choice and control and works to the principles of harm reduction.

As part of East Ayrshire's Rapid Rehousing vision, East Ayrshire Council are rolling out Housing First in 2020 as we acknowledge that the health and wellbeing needs of those experiencing homelessness are equally important as housing and that these needs can be more effectively addressed from the stability of settled accommodation.

Homeless clients with more chaotic lifestyles can access the Ayrshire Intensive Housing Support Service. The core aim of this Service is to bring stability to the lives of some of the most chaotic and vulnerable people in our society by providing intensive support.

Particular work with young people who present as homeless is a priority of the homelessness prevention initiatives. The provision of additional support for those young people who are unable to return home is made available to support the development of the young person's capacity to sustain his or her tenancy.

East Ayrshire Council commissions Blue Triangle Housing Association to provide 10 accommodation spaces, 6 within their project of self-contained flats and 4 furnished properties for those aged 16-24 who are homeless.

Blue Triangle Housing Association have access to further supports in the wider organisation and has created a skills based programme to develop confidence and independence in young people. They collaborate with a range of key partners towards the achievement of person centred outcomes for young people.

In East Ayrshire there has been an increase of 13% in youth homelessness from 2017/18 to 2018/19, and prior to this, an increase of 13% from 2016/17 to 2017/18. Despite this, the rate of youth homelessness in East Ayrshire (per 1000) is 12.3 which is similar to the Scottish average of 12.0. This relates to 148 presentations out of a population of 12,058 16-24 year olds.

5.6 Young People Transitioning from Care

East Ayrshire Council is committed to providing a range of services to support young people making the transition from childhood into adulthood. This means

ensuring that young people most at risk, or in need of additional support know where to seek advice and have access to relevant support services.

To ensure a managed and fully supported transition to independent living, young people leaving care are considered for rehousing on the Strategic Needs Group within the Common Allocation Policy. Working with colleagues from the Health and Social Care Partnership, accommodation is identified which will provide the best possible opportunity for the young person. This takes account of existing support networks, augmented by a tailored package of support to develop the skills required to set up and sustain a tenancy at a pace which recognises the progress, attainments and abilities of the young person.

All young people transitioning from a care setting have an allocated lead professional in Children and Families. Many young people also have an intensive support worker to assist them with the practical, social and emotional issues involved in moving on to a more independent living environment. The level of support provided is determined by the needs, vulnerability and preferences of each young person.

Whattriggs Road is a bespoke development in a town centre location designed to meet the needs of care experienced young people. It offers four, two bedroom flats, located above a row of shops, with access through a communal entrance way. Three of the flats are made available as supported accommodation for up to six young people with the fourth flat providing office accommodation.

5.7 Domestic Abuse

The East Ayrshire Domestic Abuse Policy was developed taking account of The Istanbul Convention, the Domestic Abuse (Scotland) Act 2018 and the recommendations contained in Equally Safe – Scotland's Strategy for Preventing and Eradicating Violence against Women and Girls. The policy, which was launched in August 2019, sets out the Council's commitment to assist and support anyone in East Ayrshire who is experiencing domestic abuse and refers equally to men and women.

East Ayrshire Women's Aid provides a range of support services to women at risk of or suffering domestic abuse or violence. These include a bespoke, new build

property in the North of East Ayrshire that provides eight self-contained accommodation units, two of which are accessible to people with physical disabilities whilst also offering space specifically designed for young children. A family space/house in the Doon Valley is also managed by Women's Aid. A key priority is to secure additional refuge accommodation in the south of the authority that is responsive to the rural nature of the area.

Crisis and longer-term planned support to women is also offered through refuge based support, a refuge out-of-hours service, practical assistance and advocacy services. Follow on support is provided to women, children and young people to allow them to move into their own homes as a result of leaving their home because of domestic abuse. Outreach services are provided to support women and their families living in the outlying areas of East Ayrshire. Support may be provided at home or elsewhere in the local community where victims feel safe.

Despite the recorded increase in domestic abuse, the demand on women's refuge accommodation has remained fairly constant. Long term trends in household type suggests this demand on refuge accommodation is unlikely to increase and consultation with staff from East Ayrshire Women's Aid supports the view that the current level of refuge provision is adequate for the current level of need.

5.8 People Leaving Prison

Accessing and maintaining accommodation is a key factor in resettlement for those leaving prison and a critical part of rehabilitation. People that are made homeless on their release are more likely to be reconvicted.

Over 2018 / 2019 10% of all homeless applications came from individuals being discharged from prison / hospital / care / other institution.

East Ayrshire Council currently works in partnership with Ayr Housing Aid and other key stakeholders to deliver the key outcomes of the SHORE standards. A number of new initiatives have been implemented over the course of this year to improve outcomes for those leaving prison, including a telephone appointment service to initiate a homeless application prior to leaving prison. This has led to tenancy offers being made prior to liberation, reducing the time spent in temporary

accommodation. An FAQ factsheet was also produced for visitors to the family and friends Hub at HMP Kilmarnock.

Ayr Housing Aid also carry out homeless prevention activities and liaise with housing providers to assist with setting up rent repayment arrangements and address tenancy management issues to sustain any available accommodation for liberation.

5.9 Refugees

East Ayrshire Council fully supports the Government's Refugee Resettlement Programme and has committed to working with the Scottish and UK Government in any way possible to help those refugees in need of urgent assistance and support.

East Ayrshire Council have welcomed 13 families to date, consisting of 27 adults and 29 children. The Council currently provides accommodation and support for 52 people through both the Syrian Resettlement Programme and the Vulnerable Children's Resettlement Team.

5.10 Gypsy/Travellers

There is currently no Gypsy/Traveller site in East Ayrshire and this has been a continuing consideration by the Council. According to the 2011 census there may be around 60 Gypsy/Travellers in the East Ayrshire area, mainly concentrated in Kilmarnock HMA. There is need for at least one site to accommodate 13-23 households

The recommendations within the HNDA, are based on the 2006-2009 Gypsy/Traveller Count Information, 2011 Census data and the annual number of Unauthorised Encampments that visit East Ayrshire. As useful as these findings are, a more detailed local analysis is currently being undertaken, incorporating consultation with local Gypsy/Traveller families. This will provide a more accurate and current reflection of need within East Ayrshire and highlight the preferred accommodation needs of Gypsy/Travellers in East Ayrshire.

6. Key Support Services

In East Ayrshire, a range of care and support services for people with health and social care needs are provided to help them to live as independently as possible in their community and to allow them to have a better quality of life. An overview of each of these key services is provided below.

6.1 Home Care

Access to home care is not restricted by age, however the data shows that the highest proportions of those who utilise the service are over the age of 65. Home Care services are co-ordinated by the Partnership and provide high levels of personal care and support services. Services aim to be flexible and responsive and are provided following an assessment of need.

In East Ayrshire the numbers of older people receiving a care at home service has reduced year-on-year since 2016. This reduction is linked to earlier care at home reviews, wider enablement work and the establishment of the “Front Door Service” which focusses on matching individuals with appropriate support within their community. The latest figures show that the number of clients receiving homecare per rate of 1,000 population in East Ayrshire is 15.07. This remains higher than the Scottish average of 11.13.

6.2 Adaptations and Equipment

Adaptations to housing are an essential component in helping older and disabled people of all ages to remain living independently in their own communities for as long as possible, and can reduce the need for more costly support services, or long term admission to care. There is a wide range of options available that can help transform a home that has become inaccessible and potentially dangerous because of changes in the residents health and mobility, into a safe and independent living space. The timely provision of appropriate housing adaptations is therefore an important activity in shifting the balance of care and preventing hospital delayed discharges.

The Council and RSL partners carry out a range of adaptations to their own stock, following assessments by an Occupational Therapist. There are three Occupational Therapists that work for Housing Services full time. Annually, over 1,000 adaptations are made to Council stock consisting of preventative works, small repairs, home safety/security and minor adaptations with the most common adaptation works being the installation of handrails. The Council also provides grant assistance to support owners to carry out adaptations to their own homes through the Scheme of Assistance with the most common types of works being the installation of stair lifts and also wet floor showers.

Responsibility for delivery of functions relating to housing adaptations and equipment (aids) lies with the Health and Social Care Partnership. Key responsibilities delegated to the Partnership are:

- The duty to assess for an adaptation
- Planning for and resourcing adaptations
- The duty to provide grants of 80% or 100% for those living in the private sector who are assessed as needing adaptations.

The 2019/20 and 2020/21 budget figures for adaptations, the housing function which is delegated to the integration authority, are highlighted in the table below.

Delegated Function	2019/20 (Budget)	2020/21 (Budget)
Adaptations	£1,284,670	£1,284,670

6.3 Telecare and Telehealth

Telecare and Telehealth are both types of TEC that enable people to achieve their personal outcomes including living independently at home. The role of these solutions is increasingly important in both monitoring health and safety and improving communications between professionals and the delivery of specialist services. East Ayrshire Health and Social Care Partnership has jointly developed a pan-Ayrshire “Technology Enabled Care and Innovation Strategy” and a local development plan specifically for East Ayrshire.

The overall aim is to promote independence, choice and quality of life for people and to support a higher number of people to live independently in their own homes. Developing a framework or whole systems approach ensures the delivery of integrated, mainstream equitable services across Ayrshire and Arran and its three Health and Social Care Partnerships.

Around 4,000 people in East Ayrshire are supported through Smart Supports and Community Alarm Services. Smart Supports are enhanced services provided by East Ayrshire Health & Social Care Partnership which use technology to support people within their homes and communities. These services can be requested through local social work offices, GPs or other health professionals and discussions are held with each individual to determine the right support which will help them achieve the outcomes they aspire to.

The level of support provided is expected to increase further over the coming years as an effective way of supporting self-management and helping people to continue to live safely in their own homes.

The Community Alarm Service supports 3500, mainly older, people across East Ayrshire living in all tenure types. The 24 hour service facilitates independent living, offering security to elderly people and their carers that, in the event of an emergency, trained help is readily available.

6.4 East Ayrshire Care and Repair

The aim of the Care and Repair service is to enable people to remain in their own homes for as long as it is practical and safe to do so. It is a free service available to owner occupiers and private tenants who are over 60 years of age or have a disability at any age. The project is also designed to assist clients in hospital get back to their own homes, through the provision of works in the home to make them suitable for their return. The service administered a total of 1,334 recorded case files over the period 2018/19, which included preventative works, small repairs, home safety/security, advice/referral, care fund and minor adaptations

6.5 East Ayrshire Council Garden Maintenance Scheme

The East Ayrshire Council Garden Maintenance Scheme helps tenants who are unable to manage their own garden. To qualify tenants must be over 60 years of

age and have no one living at home who could help them or have a permanent physical disability that impairs their ability to carry out gardening work.

6.6 Other Housing Initiatives Promoting Health and Wellbeing

- East Ayrshire Council is a member of the Pan-Ayrshire Local Energy Advice Forum (LEAF) which aims to provide a co-operative multi agency approach to tackling fuel poverty in Ayrshire. The group comprises of a wide range of local and national agencies from the private, public, voluntary and charitable sectors who work together to provide a single point of access for the public to help reduce energy costs, eradicate fuel poverty and help the environment.
- East Ayrshire Council has secured funding allowing it undertake a project to raise building performance standards to levels which have helped reduce the potential for extreme fuel poverty for the lowest income households. This has entailed installing wall insulation in non-traditionally constructed properties in East Ayrshire, making these homes warmer and more habitable and with lower fuel bills.
- Housing Asset Services have also continued to work alongside other key stakeholders including the Health and Social Care Partnership, National Health Service and the Energy Agency to monitor the health and wellbeing of tenants and residents who have benefitted from the installation of solid wall insulation in East Ayrshire.

7. Housing Contribution – Key Challenges and Next Steps

7.1 Key Challenges

The key challenges in improving the housing contribution to health and well-being over the next five years include:

- Continue to respond recover and renew services following the Covid 19 outbreak
- Meeting Scottish Government targets in provision of housing through local housing supply targets
- New and increasing demands from an ageing population and growth in customer expectations
- Achieving and maintaining the target to provide all unintentionally homeless people with settled accommodation
- Scarcity of direct public funding for the provision of services.

In addition to these high level challenges, a number of related issues can also be highlighted, these are shown below.

Care Group	Key Housing Challenges
Older People	An increasing older population will increase the demand for accessible housing and housing support services.
Older People	Given the increasing complexity of needs of older people supported at home consideration should be given to how housing can be enhanced to improve the accessibility and suitability.
Older/Vulnerable People	Given the link between fuel poverty and poor health outcomes, particularly for more vulnerable households it is important that energy efficiency advice and improvements are targeted effectively.
People with disabilities	There is a clear need to develop additional wheelchair standard housing in EA both to meet the increasing demand arising from an increasing older population but also in respect of the estimated shortfall of wheelchair units.
People with disabilities	It is acknowledged that most needs are met through the broad range of equipment, adaptations and other in situ interventions, many of which are preventative in nature. It is important that continued focus is given to developing these services to meet the increasing demand arising from population growth and existing unmet need and to ensure

	effective use is made of adapted property when it becomes available for allocation.
People with disabilities	Planning for the future with adults with a learning disability and their families/carers is important and housing is a key part of this planning process.
People with a mental health condition	People with serious mental health illness can find it difficult to secure and maintain good quality accommodation. High quality housing and support can improve health and help reduce demand for health and social care services.
People who are homeless	In order to improve outcomes for people who experience homelessness we need to develop better shared responsibility in the planning and case management across services.
People who are homeless	There is a need for even more emphasis on tailored housing options advice and earlier intervention / prevention.
People who are homeless	Cohesive partnership working is required to ensure the successful implementation of the Rapid Rehousing Transition Plan.
Vulnerable Young People	The impact of the Children and Young People (Scotland) Act 2014 will have significant implications for the Council and other services with the increase in age threshold and scope of services for corporate parenting responsibility.
Other Groups	Gypsy Travellers can experience issues in accessing services due to their transient lifestyle and as a result experience poorer health than the rest of the general population. It is therefore important that there are appropriate supports to help ensure Gypsy Travellers have access to housing, health, social care and education in order to address health inequality.
Other Groups	East Ayrshire is gradually becoming a more culturally diverse place to live but is significantly less culturally diverse than the rest of Scotland. It is important therefore that access to housing and support services are as inclusive as possible with specific consideration to the different needs and aspirations of different cultural groups.

The Local Housing Strategy outlines the Council's strategic response to meet these challenges and to improve the housing contribution to the health and wellbeing of East Ayrshire residents.

7.2 Nine Key Actions

Housing Services will take forward 9 key actions over the 2019-24 period to address the challenges in improving the housing contribution to health and wellbeing and to ensure Housing Services are contributing to each of the 4 core strategic outcomes of the Local Housing Strategy 2019-24. These actions are:

1. Develop supported living accommodation in partnership with Health and Social Care
2. Increase the supply of social rented housing suitable for older people
3. Increase the supply of social rented housing suitable for people with mobility needs
4. Continue to embrace a neighbourhood coaching approach to service provision and ensure frontline staff are fully trained to assist people to live independently in their own home.
5. Develop protocol arrangements for young people leaving care
6. Develop and maintain a partnership approach to providing accommodation for individuals on release from prison
7. Improve the quality and consistency of joint efforts to address housing, health and social care needs of homeless people
8. Conduct a local needs assessment in order to Improve provision for Gypsy/Travellers
9. Continue to support the Refugee Re-settlement Programme