

Local Housing Strategy

2019 - 2024



**Building Homes
Building Communities**

Local Housing Strategy 2019 - 2024

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Introduction

The Housing (Scotland) Act 2001 places a statutory requirement on local authorities to produce a Local Housing Strategy which sets out their priorities for the delivery of housing and related services over a five year period. In 2014¹ the Scottish Government issued a guidance document to assist local authorities in the preparation of their strategy.

The strategy and the strategic outcomes contained within, are also driven by various acts of parliament, legislation and policy directives².

The LHS is closely linked to a number of local strategies and plans.



Building from Community Led Action Plans, the strategic links between the LHS and other local strategic documents reflect the importance of good quality housing across all aspects of life.

A warm, safe, affordable home within a vibrant and thriving community provides a foundation for improved outcomes in health, education, employment and poverty.

¹ Since the production of the LHS 2019 – 2024 updated LHS guidance has been produced by the Scottish Government. This will be used in the production of future LHS documents.

² The strategic context of the LHS is explored in greater details in the Strategic Context Evidence Paper.

Development of the Strategy

The East Ayrshire Housing Need and Demand Assessment (HNDA) 2018 is the key evidence base in the development of the LHS. 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. A multi partner working group met regularly throughout the development of the HNDA to inform its content.

Building on the success of previous strategies, the LHS 2019 - 2024 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 eradicating fuel poverty, tackling the effects of climate change and improving house condition across all tenures.

Community Planning Partners and local tenants and residents were involved throughout a three stage consultation process in order to inform the strategy:

Stage 1 – Setting the vision statement and identifying housing priorities

Stage 2 – Specialist area stakeholder/focus group events

Stage 3 – Draft Local Housing Strategy consultation.

The LHS was submitted to the Scottish Government for a peer review and feedback was received from the Scottish Government Policy Teams, the Housing Area Team and colleagues from Argyll and Bute Council.

The strategy is a stand-alone document. However, alongside the strategy sits a suite of evidence papers, which contain more in depth analysis of each of the areas within the LHS³³.

Evidence Papers have been produced for the following areas:

Clean, Green Vibrant Communities

Independent Living and Specialist Provision

Homelessness and Housing Options

Gypsy/Traveller and Travelling Showpeople

Housing Quality, Fuel Poverty and Energy Efficiency

Empty Homes

Private Rented Sector

Youth Housing Statement

Legislation and Strategic Context

Consultation

Housing and Health

³³ <https://www.east-ayrshire.gov.uk/Housing/Local-housing-strategy/Housingstrategiesandpolicies.aspx>

These evidence papers have resulted in a streamlined strategy which is easier to read and more understandable to a wide range of stakeholders including local residents.

A clear concise strategy, accessible to local people was a priority identified through initial consultation exercises.

Equalities

East Ayrshire Council aims to prevent discrimination against service users and employees as set out under the Equality Act 2010 in respect of the various protected characteristics. The LHS has been developed in accordance with the principles of equality and diversity and actively promotes inclusion.

An Equalities Impact Assessment⁴ has been completed during the development of the LHS 2019-2024. There is no negative impact on the population of East Ayrshire, however, this will be monitored over the duration of the strategy.

The scope of issues covered in the LHS will result in the strategy impacting the whole population of East Ayrshire. The strategy will positively impact on various groups including older people, those with a disability, younger people and people experiencing homelessness.

Fairer Scotland Duty

The Fairer Scotland Duty, Part 1 of the Equality Act 2010, came into force in Scotland from April 2018. It places a legal responsibility on public bodies in Scotland to actively consider how they can reduce inequalities of outcome caused by socio-economic disadvantage, when making strategic decisions.

Tackling socio-economic disadvantage and narrowing gaps in outcomes are central to the strategic objectives of East Ayrshire Council and is a key theme throughout the Local Housing Strategy.

Strategic Environmental Assessment

The Environmental Assessment (Scotland) Act 2005 requires local authorities to undertake a strategic environmental assessment (SEA) in the development of major strategies or plans. This ensures consideration of potential impact upon the environment.

As “responsible authority” the Council has prepared a Strategic Environmental Assessment pre- screening report and submitted this to the Scottish Government SEA Gateway under Section 9 (3) of the Environmental Assessment (Scotland) Act 2005.

⁴ <https://www.east-ayrshire.gov.uk/Housing/Local-housing-strategy/Housingstrategiesandpolicies.aspx>

Vision Statement

East Ayrshire's strategic vision for housing for 2019 - 2024 is:

'Working together to ensure that everyone in East Ayrshire has access to good quality, energy efficient housing, within safe, healthy and vibrant communities.'

Drawing from the previous LHS aims (2013-18), reflecting the priorities detailed in the Scottish Government LHS Guidance and taking cognisance of the views of local people, this vision will be delivered through four strategic outcomes. Each outcome is accompanied by a corresponding action plan.



The strategic vision and four strategic outcomes were discussed and then agreed by local tenants and residents and partner agencies, at the Local Housing Strategy Forum on 30 November 2018.

The feedback from participants at the LHS forum was as follows:

- **96%** agreed with the strategic vision
- **95%** agreed with priority 1
- **95%** agreed with priority 2
- **100%** agreed with priority 3
- **93%** agreed with priority 4

Local Context



East Ayrshire is a diverse area covering 490 square miles. It has a population of 121,840⁵ spread over both urban and rural communities. Kilmarnock is the largest urban area with a population of around 44,000 and the rest of the population live in smaller communities, ranging from less than 100 people in some villages and rural areas, to around 9,000 in Cumnock, the second largest town.

Situated in south west Scotland, East Ayrshire has a varied natural environment, a rich and diverse cultural heritage, a proud industrial history and a range of leisure activities, recreation and hospitality, which attract residents and visitors alike.

East Ayrshire is located between the M77 corridor from Glasgow to the west coast and the M74 from Glasgow to the north of England. It shares boundaries with, not only North and South Ayrshire, but also Dumfries and Galloway, South Lanarkshire and East Renfrewshire.

Housing Market Areas

The LHS identifies three distinct Housing Market Areas (HMA's) in East Ayrshire which are Kilmarnock, Cumnock and Doon Valley.

Housing Market Area	Wards
Kilmarnock	Annick, Kilmarnock East and Hurlford, Kilmarnock North, Kilmarnock West and Crosshouse, Kilmarnock South and Irvine Valley
Cumnock	Cumnock, New Cumnock and Ballochmyle
Doon Valley	Doon Valley

⁵ NRS Mid 2018 Population Estimates

These HMA's are consistent with those used in the East Ayrshire Housing Need and Demand Assessment and Local Development Plan.

Key Issues and Trends

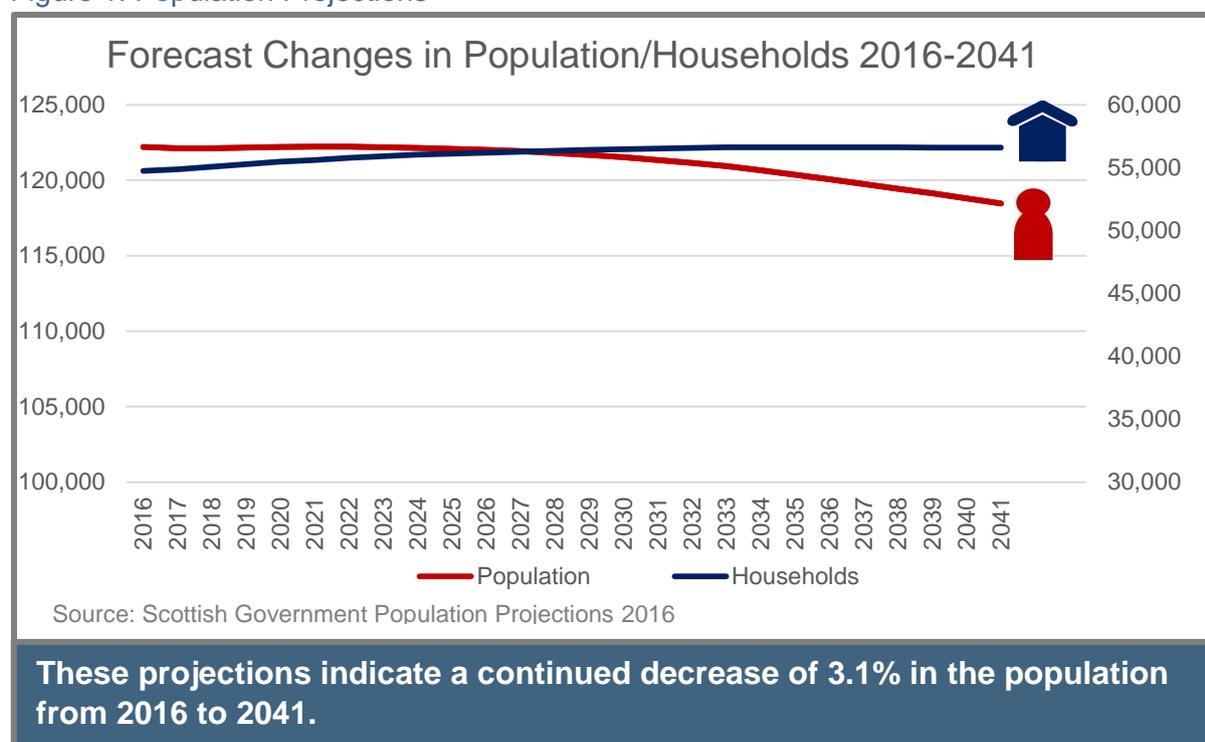
The East Ayrshire Housing Need and Demand Assessment⁶ sets out a number of key issues and trends in order to inform the Local Housing Strategy and Local Development Plan.

Populations and Households

The 2018 population for East Ayrshire was 121,840, a slight decrease from 121,940, in 2017. The population of East Ayrshire accounts for 2.2% of the total population of Scotland.

The most up to date population projections run from 2016 to 2041.

Figure 1: Population Projections



The building of new houses in an area with a declining population should focus on quality over quantity. Strategic planning can help ensure that the right houses are built for the right people, in the right areas.

The provision of good quality affordable housing that meets current need and demand, but also attracts new residents to the area, can contribute to addressing a declining population.

⁶ <https://www.east-ayrshire.gov.uk/Housing/Local-housing-strategy/Housingstrategiesandpolicies.aspx>

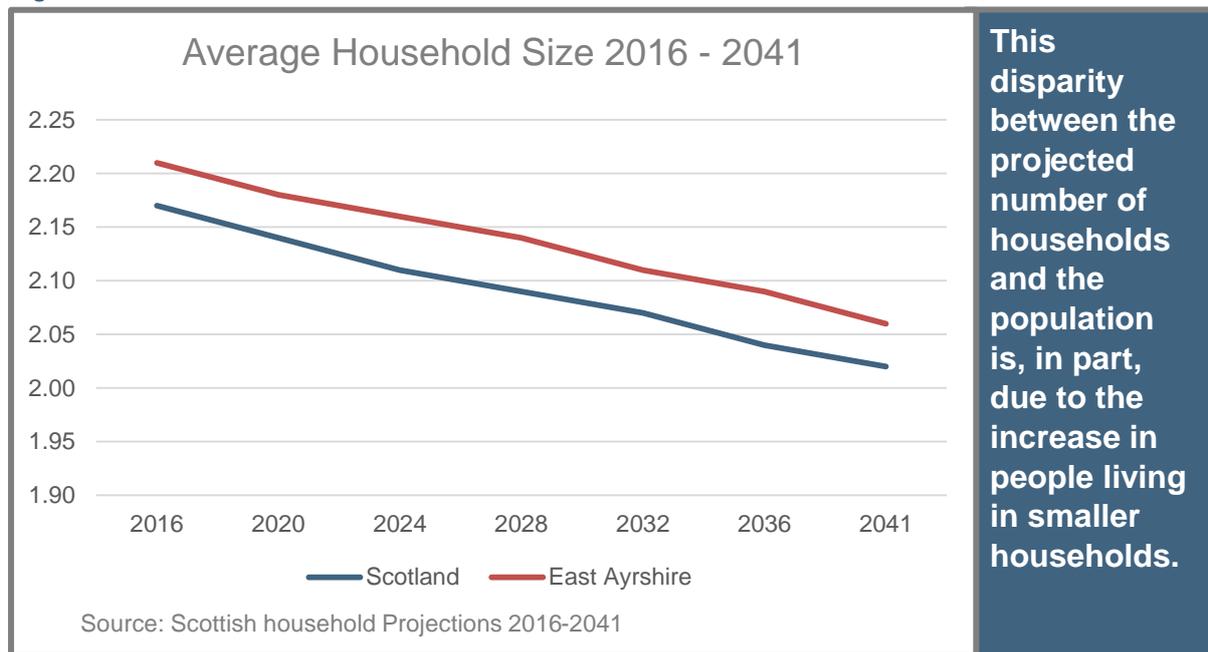
The number of households in East Ayrshire in 2018 is 55,107, which is an increase of 0.4% from 2017.

Whilst the projected population of East Ayrshire is expected to decline, the number of households are projected to continue to increase. Between 2016 and 2041 the number of households are expected to increase by 3.4%.

This increase is significantly smaller than the Scottish average which is predicted to be an increase of 13%.

The size of households in East Ayrshire reduced at the start of the decade, with an average size of 2.21 people in 2015 compared with 2.35 in 2001.⁷

Figure 2: Household Size 2016 - 2041

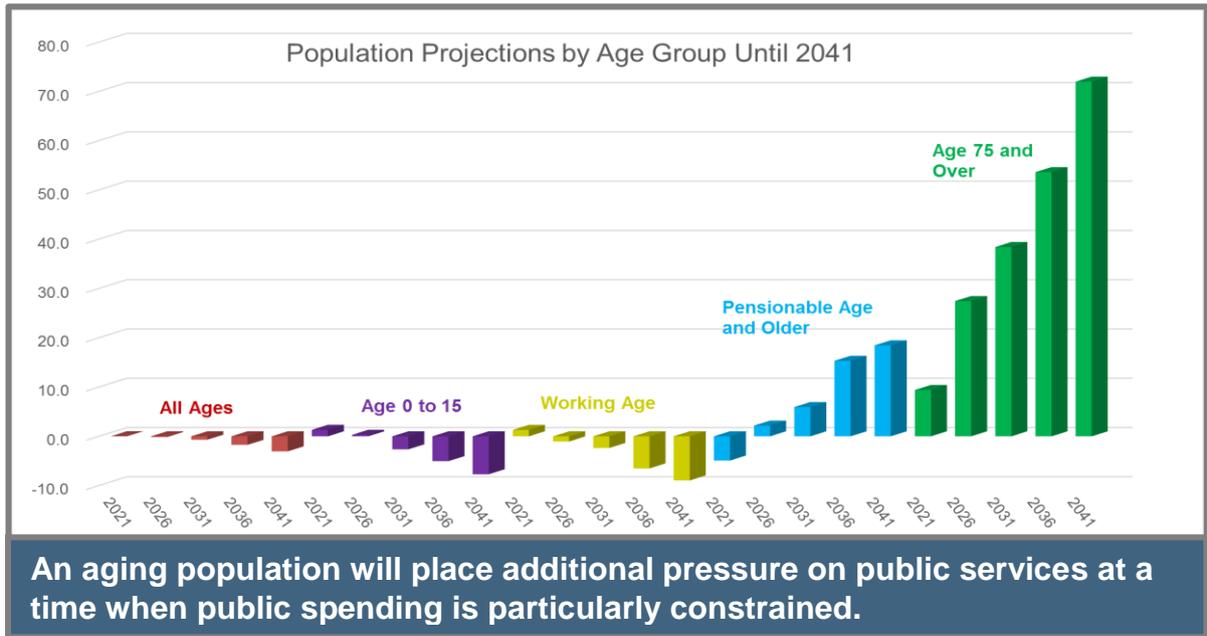


This downward trend is expected to continue with the household size expected to reduce by a further 7% by 2041.

The population of older people (pensionable age and older) is expected to increase by 18.5% between 2016 and 2041, whilst the populations of children up to 15 and those of working age are set to decrease significantly. This is in contrast to the predicted pattern across Scotland where there is expected to be slight increases in the population of all age groups.

⁷ Source: NRS Population Projections

Figure 3: Population Projections by age, 2014 - 2041

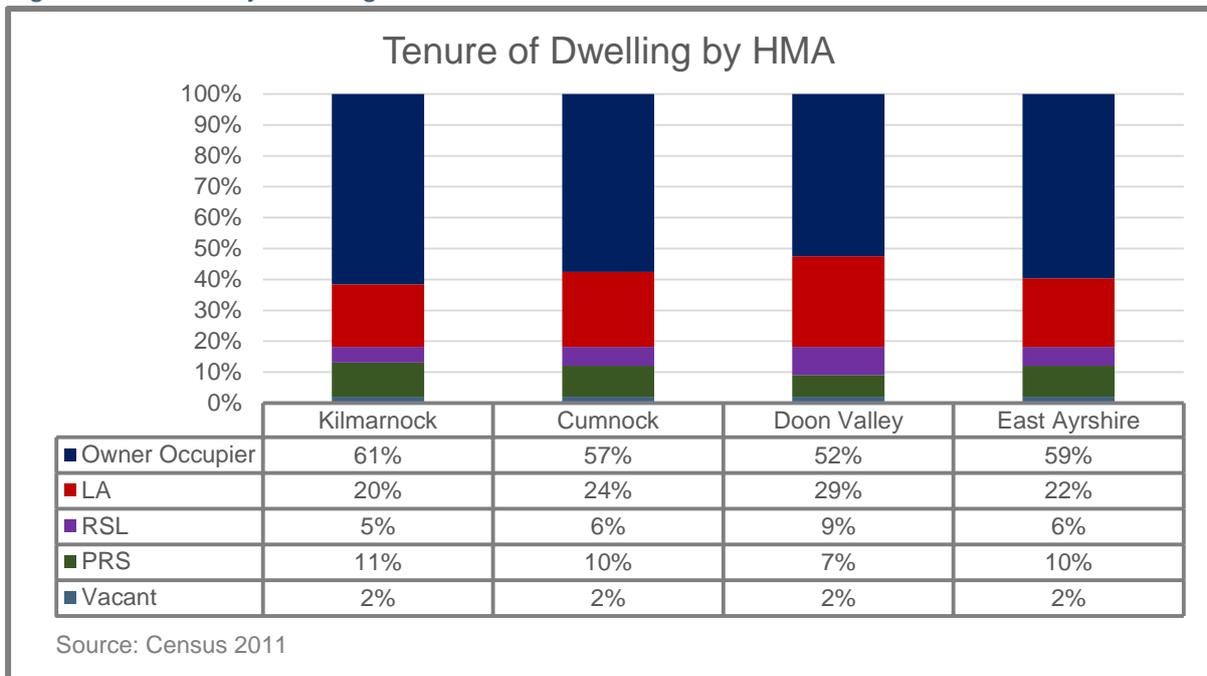


Projections show that the growth in older households will be geographically uneven, with more projected in Cumnock and Doon Valley HMAs than in Kilmarnock⁸.

Housing Tenure

Across East Ayrshire, there has been an increase in the number of owner occupiers, a slight decrease in the number of social rented households and a significant increase in the percentage of privately rented housing.⁹

Figure 4: Tenure by Housing Market Area



⁸ East Ayrshire Housing Need and Demand Assessment

⁹ Based on Census data (2001-2011)

Across Housing Market Area, the HNDA reports that:

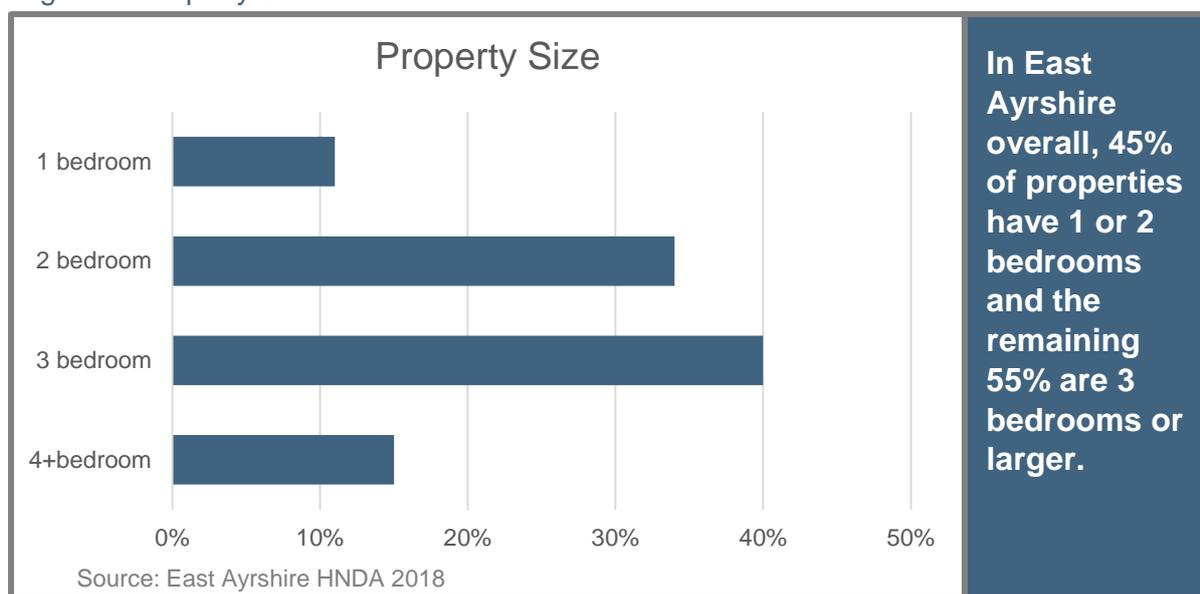
- Just over 60% of dwellings in Kilmarnock are owned, compared with 57% in Cumnock and 52% in Doon Valley
- Private renting is more common in Kilmarnock (11% of dwellings) and Cumnock (10% of dwellings)
- In Doon Valley, there is less private renting at an estimated 7% of properties
- Doon Valley has a higher proportion of social renting - 38% compared with 25% of properties in the Kilmarnock HMA and 30% of properties in Cumnock.

Over 72% of the 6,306 private rented properties on the East Ayrshire Council landlord register are in Kilmarnock, 22% are in Cumnock and 6% in Doon Valley.

More recently there has been an increase in the number of properties approved through private sector registrations between 2013 and 2016 of 11% in East Ayrshire. This is lower than the Scottish average of 16%.

Housing Size

Figure 5: Property Size



Comparison of household size and property size in the social rented sector, shows a potential mismatch. 16% of the social rented stock is one bedroom but 47% of social rented households are single person households with 26% being two-person households.

The proportion of small households across all tenures is also increasing. 32% of households across all tenures were single adults in 2012 but are projected to make up 39% of households by 2037.

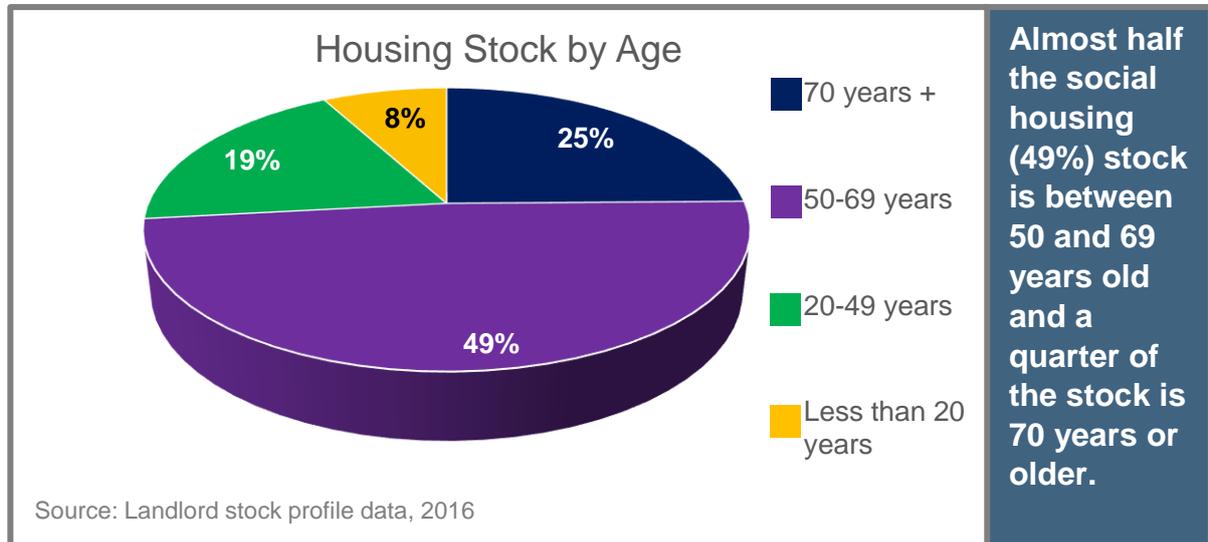
There is a lack of supply of one bedroom properties to accommodate the projected increase in single person households, but this is offset by local trends demonstrating low demand for one bedroom properties in parts of East Ayrshire.

Age of Housing Stock

It is important to consider the age of housing stock as older properties can be less energy efficient than new build and can require renovation in the future.

Local Authority stock in East Ayrshire is relatively young compared with the overall stock of dwellings in Scotland. 25% of the East Ayrshire stock was built more than 70 years ago with 31% of properties across Scotland.¹⁰

Figure 6: Housing Stock by Age



This suggests that substantial investment will be required in the future as elements of these buildings go beyond their useful life span.

Migration

Migration into an area is important, as this affects future growth in population and households.

From 2016 to 2017, figures from the National Records for Scotland (NRS) indicated a slight net loss of population within East Ayrshire.

However, data from both 2018 shows a more positive trend, with an increase in net migration to East Ayrshire. Despite this increase, the level remains lower than that of the Scottish average.

¹⁰ Scottish House Condition Survey 2015-2017

Local Economic Context

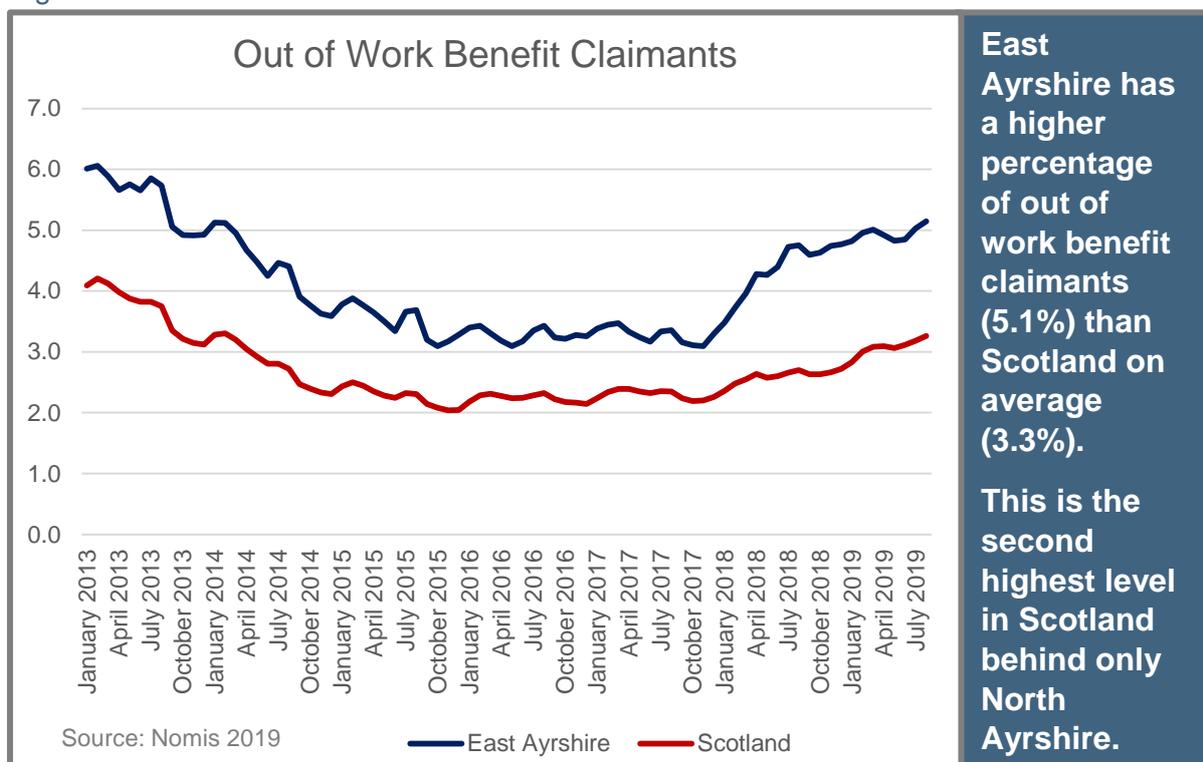
Employment

As at 30th June 2018, 62% of the population of East Ayrshire was of working age.

However, employment is low in East Ayrshire compared to Scotland as a whole, with a lower percentage of people in employment (69%) than the Scottish average (74%)¹¹.

Levels of claimants of out of work benefits reduced between 2013 and 2017, but since 2018 has steadily increased.

Figure 7: Out of Work Benefit Claims



Household Income

Analysis of the latest public dataset from the Office of National Statistics (2018) shows an average (mean) net annual income in East Ayrshire of £26,164, compared with a Scottish average of £27,730.

Over the period of the last strategy 2013 - 2018, average incomes in East Ayrshire increased by 13.45% (from £23,062 to £26,164), compared with an increase of 9.13% in average incomes across Scotland (from £25,762 to £28,116.)

¹¹ Regional employment patterns table 2018

According to the Office of National Statistics (2018) East Ayrshire has one of the lowest gender pay gaps in Scotland. The gender pay gap mean is 2.2% in East Ayrshire compared to 14% across Scotland as a whole.

Mortgage and Rent Affordability

East Ayrshire rents and house prices are lower than average, with house prices showing limited growth and private rents stagnating.

However, East Ayrshire residents also have lower than average incomes, so even low rents and house prices may pose affordability issues for some households.

Poverty and Deprivation

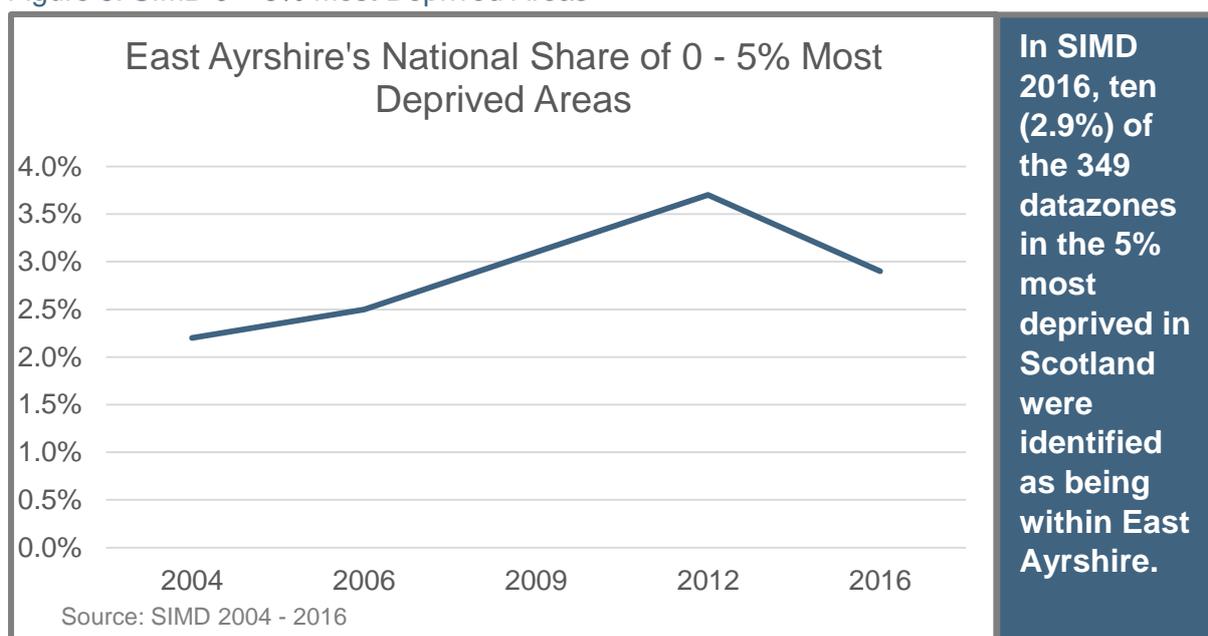
Scottish Index of Multiple Deprivation (SIMD)

The SIMD is the Scottish Government's official tool for identifying small area concentrations of multiple deprivation across Scotland.

The SIMD ranks small areas (datazones) from most deprived (ranked 1) to least deprived (ranked 6,976). Use of the SIMD will often focus on the datazones below a certain rank, for example, the 5%, 10%, 15% or 20% most deprived datazones in Scotland.

The Scottish Government has used this method to track multiple deprivation since the first Index of Multiple Deprivation in 2004 and, taken together, the five indices (2004, 2006, 2009, 2012 and 2016) provide a series of snapshots in time of the concentration of multiple deprivation across the country.

Figure 8: SIMD 0 – 5% Most Deprived Areas



East Ayrshire, as a whole, has higher levels of poverty than the Scottish average. In addition, there are sharp contrasts in the prosperity of communities across East Ayrshire, with some experiencing significant disadvantage while others are relatively affluent. In the north of the Authority, high levels of deprivation co-exist with the relatively wealthy commuting population.

The most deprived datazone in the overall SIMD 2016 in East Ayrshire is Kilmarnock North with a rank of 29.

The following communities also have datazones which are in the 15% most deprived:

Figure 9: SIMD 0 – 15% Most Deprived Areas

0-15% Most Deprived Datazones			
Settlement	Datazones	Settlement	Datazones
Kilmarnock North	9	New Cumnock	2
Kilmarnock South	6	Catrine	1
Patna	2	Muirkirk	1
Kilmarnock Central	2	Drongan	1
Bellsbank	2	Newmilns	1
Auchinleck	2	Cumnock	1
Galston	2	Hurlford	1
Logan	1	Rankinston and Sinclairston Rural	1
Lugar and Logan	1		

Source: SIMD 2016

Relative to other local authorities, the 2016 SIMD shows that:

- the percentage share of datazones in the 15% most deprived in terms of the overall SIMD index domain has increased between 2012 and 2016
- the biggest concentration of datazones in the 15% most employment deprived is seen in Kilmarnock
- there is a noticeable decrease in the national and local share percentage of datazones reported to be in the 15% most deprived with regard to health. In relative terms, almost a quarter (23.9%) of the datazones in East Ayrshire are among Scotland's 15% most health deprived
- for the first time there are 3 datazones in the 15% most deprived in terms of the SIMD 2016 Housing Domain.

Health

Both life expectancy and healthy life expectancy in East Ayrshire is lower than that of the Scottish average for both males and females.

The relationship between housing and health has been highlighted in numerous previous studies¹².

These show that the physical characteristics of the actual property, household experience and the community itself can impact directly on an individual's health and indirectly on health determinants such as financial circumstances, education, employment, relationships and social life.

It is worth noting the following key points in relation to health in East Ayrshire¹³:

East Ayrshire has the highest rate in Scotland of patients hospitalised with chronic obstructive pulmonary disease (COPD)

The rate of patients hospitalised with coronary heart disease in East Ayrshire has decreased over the last ten years but is still above the Scottish average

In East Ayrshire the rates of alcohol related hospital stays are significantly higher than the Scottish average

The estimated smoking attributable deaths in East Ayrshire are 427 per 100,000 people, considerably higher than the Scottish average rate of 367

The necessity of constructive joint working between Housing and the Health and Social Care Partnership and the positive outcomes this can achieve, in relation to New Build Housing, Housing Quality, Specialist Provision and Homelessness, is explored throughout the various chapters of this strategy.

Ethnicity

The minority ethnic population within East Ayrshire is low in comparison with the rest of Scotland

93% of the population of East Ayrshire classifies themselves as White Scottish. This is significantly higher than the Scottish average of 84%.

Figures from the 2014 residents survey shows that 90% of respondents said they were white Scottish, which is a reduction from 94% in the 2011 survey and 96% in the 2008 survey.

Only 1% of the population of East Ayrshire were from minority ethnic groups.

¹² Housing and Health is explored in more detail in the LHS Evidence Papers 2019 - 2024

¹³ NHS Ayrshire and Arran – Director of Public Health Annual Report 2016

Local Housing Strategy – Priority 1

East Ayrshire has a supply of good quality affordable housing across all tenures based within vibrant empowered communities.

This priority is informed by the Sustainable Places and Vibrant Communities Evidence Paper, Private Sector Evidence Paper and Empty Homes Evidence Paper.

<https://www.east-ayrshire.gov.uk/Housing/Local-housing-strategy/Housingstrategiesandpolicies.aspx>

Progress made during the LHS 2013-2018:

- 1,212 private new build properties built over the course of the previous strategy.
- 367 new build social housing properties built over the course of the previous strategy.
- Introduction of the affordable housing policy.
- Implementation of the Housing Asset Management Framework (HAMF) to inform future housing provision.
- Continued support and regulation of private sector landlords through the Landlord Registration Service, promoting good practice whilst improving standards in the quality of private sector homes.
- Appointment of a designated Empty Homes Officer to help bring vacant properties back into use.
- 50 empty properties brought back into use by the Empty Homes Officer over a two year period.
- Development of a Pan Ayrshire Conference for landlords and tenants and ongoing publication of newsletter.
- The Deposit Guarantee Scheme has helped house 244 people from 2013-2018.
- Housing Services providing input into to the development of 18 Community Led Action Plans.
- Housing re-let times improved from 75.66 days in 2016/17 to 66.18 days in 2017/18 and then again to 52.10 days in 2018/19.

Access to Housing

Where do we want to be?

Access to Housing:

Continue to increase the supply of good quality affordable housing across all tenures.

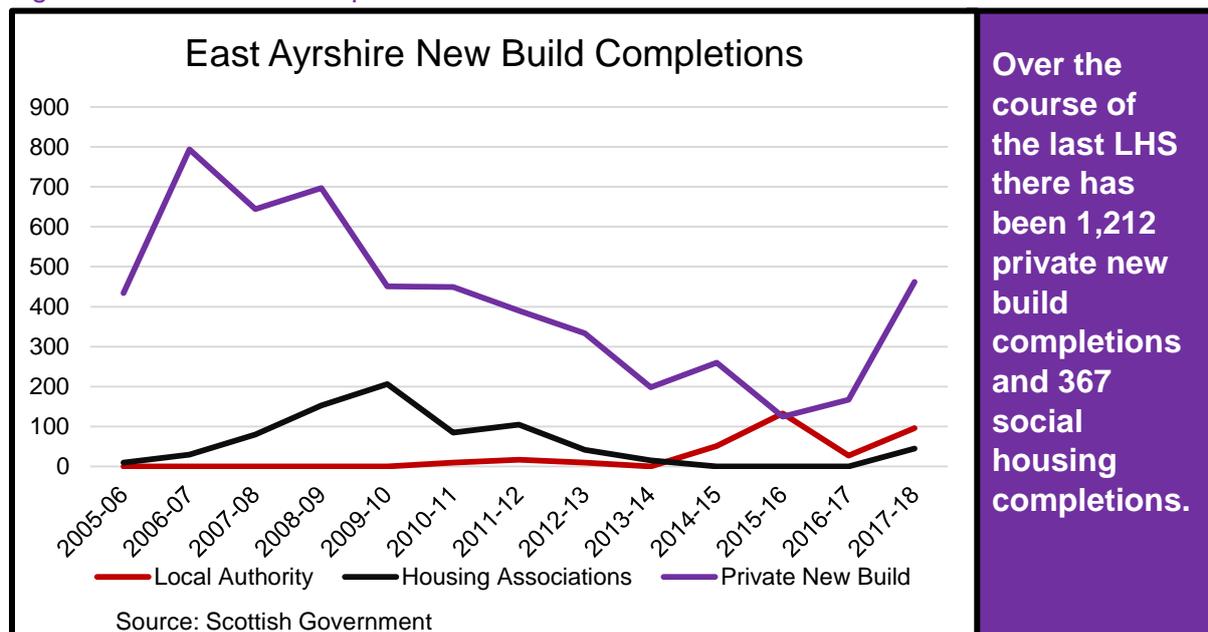
Increasing the supply of quality affordable housing continues to be a key priority for East Ayrshire Council.

Population projections indicate a 3.1% decrease in East Ayrshire between 2016 and 2041.

It is important therefore, that the new build programme focuses on quality over quantity. Strategic planning through the HAMF and the Housing Need and Demand Assessment can ensure that the right houses are built for the right people.

Housing Development

Figure 10: New Build Completions



House completions have slowed since 2006/07 due to the economic downturn of 2007/08. Since then, build rates have fluctuated but maintained a general downward trend until 2015. From 2016/17 there have been significantly more completions across all tenures, particularly private new build.

RSL developments have been low during the duration of the previous strategy with no houses being completed in the RSL sector between 2014 and 2017. The situation has improved over more recent years with 159 new build starts between 2016 and 2018.

Despite exceeding the Housing Supply Target for social housing (100 properties per annum) in 2015, low completion rates in the other years have resulted in the target not being met.

The SHIP 2020 – 2025 seeks to deliver 985 new, rehabilitated or acquired homes during the lifetime of the Plan, with 390 being built or acquired within the first year of the SHIP to 2021.

East Ayrshire Council has established an arrangement with a single developer. This developer will deliver the Council's SHIP programme, utilising the offsite manufacturing process in order to achieve efficiency savings, a more streamlined development process and a reduced carbon footprint.

Registered Social Landlords

Shire Housing – Shire HA use a Net Present Value Model to assess the longer-term viability of stock and to inform future investment plans. The LHS has highlighted the oversupply of larger 3-bed social housing in areas where further depopulation and changing housing need is projected.

The Association, along with partners, is seeking opportunities to re-provision the over-supply of housing in difficult to let areas to ensure that future housing need is met and to help sustain communities across East Ayrshire.

Investment over the next 5 years by Shire Housing Association is £6.7m improving the energy efficiency and planned improvement of their stock to continue to meet SHQS and EESSH requirements.

Atrium Homes – Atrium's revised business plan 2018 – 2023 is based on an asset management investment strategy which anticipates investment of around £22 million on housing stock over the next 5 – 7 years. The business plan also includes provision for up to 70 new homes with the potential for a further 29 new properties.

Cunninghame Housing Association (CHA) - Cunninghame Housing Association has an approved development programme within East Ayrshire of 250 new build properties for rent during 2020/2023. Through the Asset Management Strategy, CHA continue to invest in existing stock and explore innovative approaches to ensure compliance with the EESH and SHQS. CHA will invest in excess of £6M in planned maintenance to support the strategy.

Irvine Housing Association (IHA) – Within the Corporate Plan 2017-20 Irvine Housing Association state their intention to increase the number of homes within their stock over the next ten years by 40%. Furthermore, through the Asset Management Information and Funding Strategy IHA will drive forward improvements to existing stock to meet the Energy Efficiency Standard for Social Housing.

Buy Backs

EAC will in some instances consider purchasing back ex local authority properties.

The priority to purchase will be based on:-

- Achieving full ownership within a block
- Obtaining a property in demand
- Obtaining a property that adds value to housing stock
- Where the property helps meet a specific need i.e. wheelchair accessible or adapted.

From 2013/14 to 2017/18 the Council has bought back 49 ex local authority properties into the social housing stock.

Housing Supply Targets

Housing is a vital part of the growth of East Ayrshires economy and the sustainability of its communities.

Housing supply targets (HST's) are the Council's assessment of the number of new homes to be built over the period of the Local Development Plan (LDP) and is a joint exercise between housing and planning officers.

The Housing Need and Demand Assessment (HNDA) provides the evidence base from which the Housing Supply Targets are developed. The HST is East Ayrshire Council's target for housing to be supplied and enables the Council to ensure the sufficient land is allocated to meet these targets.

The HST also takes account of the following factors:

- Environmental factors
- Social Factors
- Economic factors which may impact on supply and demand
- Capacity within the construction sector
- The potential inter-dependency between delivery of market and affordable housing at a local level
- Availability of resources
- Likely pace and scale of delivery based on completion rates
- Recent development levels
- Planned demolitions
- Housing stock brought back into effective use.

Local Housing Strategy Guidance (2014) recommends that the Local Housing Strategy and Local Development Plan (LDP) are aligned in order to ensure a generous supply of housing land and enabling the delivery of both market and affordable housing.

Although the LHS and LDP were initially aligned, development of the LDP, and in particular, the main issues report which contains the housing supply targets has been delayed. Therefore, the Local Housing Strategy is due to be taken to Cabinet for approval in advance of the main issues report.

To avoid the postponement of the updated LHS 2019-2024 the document will initially adopt the Housing Supply Targets that were previously agreed in the development of the previous LHS and current LDP.

Figure 11: Housing Supply Targets¹⁴

Type of Supply	Target Figure
New Build Affordable Housing	100
New Build Market Housing	434
Make Best Use of Existing Stock	90
Other (indirect) Interventions	65

Public consultation on the new Housing Supply Targets will take place during the development of the main issues report.

At the first annual review of the LHS 2019-2024, the housing supply targets within the LHS will be updated to align with the new targets set out in the updated LDP.

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 achievement of the Council’s aims and objectives, both now and in the future, whilst ensuring that we retain vibrant communities with good quality homes.

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

The key objectives of the framework are:



¹⁴ Additional information on the existing housing supply targets can be found in the East Ayrshire LHS 2013-18: <https://www.east-ayrshire.gov.uk/Resources/PDF/H/Housing-LocalHousingStrategy.pdf>

A HAMF Matrix was developed utilising guidance from the Scottish Housing Regulator’s recommended practice on Strategic Asset Management.

The matrix identifies stock into 3 categories of red, amber and green.

Green - Properties that have been identified as core stock which perform well and cause little or no concern.

Amber - Properties that have been identified as having an element of concern but do not fall into the Red Status category.

Red - Properties that have been identified as being “cause for concern” with regard to sustainability.

Figure 12: HAMF Matrix Results

RAG status	Total numbers 2016	% of stock 2016	Total numbers 2017	% of stock 2017	Total numbers 2018	% of stock 2018
Green	10358	81.8%	10337	86.2%	10207	86.4%
Amber	1620	12.8%	1223	10.2%	1238	10.5%
Red	680	5.4%	432	3.6%	370	3.1%

Source: NAC HAMF Data

The numbers of properties categorised as red, has fallen by 2.3% between 2016 and 2018 due to recommendations implemented over the last two years.

Alongside the findings of the HNDA, the HAMF Matrix will be run as an annual exercise to inform future strategic housing provision and Housing Improvement Programmes.

Affordable Housing Policy

Supplementary Guidance on affordable housing was approved by the Scottish Government and published in February 2017. The supplementary guidance provides detail on how the Council will implement its Affordable Housing Policy. In line with the Scottish Government’s Planning Advice Note 2/2010 Affordable Housing and Housing Land Audits, the Council has introduced an Affordable Housing Policy which is implemented in a flexible manner taking full account of wider financial and market conditions.

Within developments of 30 or more houses in the Kilmarnock sub housing market area, 25% of houses will be required to be affordable in nature. In the Doon Valley sub housing market area, 15% of houses will be required to be affordable in nature.

The Council's preference is that affordable housing will be delivered by the developer. A commuted sum payment will be accepted only where all appropriate on and off site possibilities have been explored and full justification for them being discounted is provided.

Town Centre Regeneration

Where do we want to be?

Town Centre Regeneration:

East Ayrshire has vibrant and thriving town centres that people want to live in and visit.

Vibrant and thriving town centres play an important role in supporting the economic and social wellbeing of East Ayrshire's communities.

East Ayrshire contains a network of town centres which vary in both size and function. These are Kilmarnock (East Ayrshire's prime town centre), Cumnock (the largest town centre in the south of East Ayrshire) Stewarton, Dalmellington and Galston.

Kilmarnock town centre is the prime commercial, cultural, entertainment and retail heart of East Ayrshire. To safeguard and improve all of the various functions that the town centre provides, the "Kilmarnock Town Centre Strategy" was produced.

The strategy acknowledges that "a thriving local resident population can be a positive force for change and the maintenance of quality within town centres."

East Ayrshire Council is currently progressing major regeneration projects in both Kilmarnock and Cumnock, and Housing Services will continue to contribute to this regeneration where appropriate.

There is a dedicated Town Centre Regeneration Team based within East Ayrshire Council whose role is to boost town centre footfall and each of the towns economic potential.

A number of regeneration projects have been carried out in various town centre locations. A town centre environmental improvements study was carried out in Kilmarnock to identify and examine opportunities for physical change or environmental improvement within the town centre area. The centre of Cumnock is undergoing extensive regeneration including the development of a new Council office building, a new supermarket and the provision of additional car parking.

The Ayrshire Growth Deal is an ambitious multi-million pound investment package that aims to transform the Ayrshire economy. The UK and Scottish Governments will invest over £200 million with additional financial support from the three Ayrshire Councils. Proposed projects within East Ayrshire include an Ayrshire Manufacturing Investment Corridor at Bellfield and a National Energy Research and Demonstrator (NERD) Project in Cumnock.

Investment at Bellfield Interchange can create a regionally significant Ayrshire Manufacturing Development and realise the potential for jobs and manufacturing growth.

NERD is an innovative and forward thinking project which will set a ground breaking precedent for the way in which homes are powered and meet the energy demands of local communities. Using environmentally friendly technology to provide sustainable and reliable energy at affordable prices, it aims to address climate change and fuel poverty. The project will benefit Cumnock residents, promote best practice and make Cumnock a more attractive location for investors and new businesses

The SHIP 2020 – 25 incorporates 10 town centre sites for affordable housing development across East Ayrshire, to be provided through activity on brown field sites where demolition has previously taken place, to be carried out as part of the HAMF assessment on land held by the Council which has been identified for the provision of new homes in house or via RSL partners, or on land already owned, or to be acquired. One development also allows for the re-provisioning of an existing building.

Rural Regeneration

Just over 42% of people in East Ayrshire are classed as living in urban areas with a population of over 10,000. A further 29% are resident in settlements with a population of 3000-9999, and 21% residing in small towns and villages with a population under 3000 but within a 30 minute drive to an urban area. The remaining 8% reside in settlements classed as 'remote rural', where the population is under 3000 and over a 30 minute drive to settlements over 10,000 population.

According to the Scottish Index of Multiple Deprivation around 24% of the datazones in East Ayrshire are in the 20% most deprived in relation to accessibility of services.

The rural areas within East Ayrshire provide different pressures in relation to housing development. In the north of the authority area, there is pressure on rural housing due to interest from commuters. These areas have been designated rural protection areas.

In contrast, there has been a significant drop in housing completions and far less pressure for rural housing is felt. These areas have therefore been designated as a Rural Diversification Area which means that a wider range of rural housing is acceptable¹⁵.

A residential development of 19 affordable homes for older and ambulant disabled residents has been developed at Carnshalloch Road, Patna.

A Survey of external building condition and the HAMF have also identified a number of rural areas in need of external investment work.

¹⁵ Further information on rural protection and rural diversification can be found at <https://www.east-ayrshire.gov.uk/PlanningAndTheEnvironment/Development-plans/LocalAndStatutoryDevelopmentPlans/East-Ayrshire-Local-Development-Plan-2017.aspx>

The Scottish Government launched the Rural Housing Fund in February 2016 to increase the long term availability of affordable residential housing of all tenures in rural Scotland. The aim of this fund is to promote development in rural areas, ensuring that rural communities thrive and meet the needs of their residents, businesses and visitors.

East Ayrshire Council supports Rural Housing Fund Applications in the area and will continue to do so for the duration of the funding period.

The Regeneration Capital Grant Fund (RCGF) supports projects in disadvantaged and rural communities.

Two community projects within East Ayrshire were successful in applying for £2.35 million to regenerate their local areas.

These projects are:

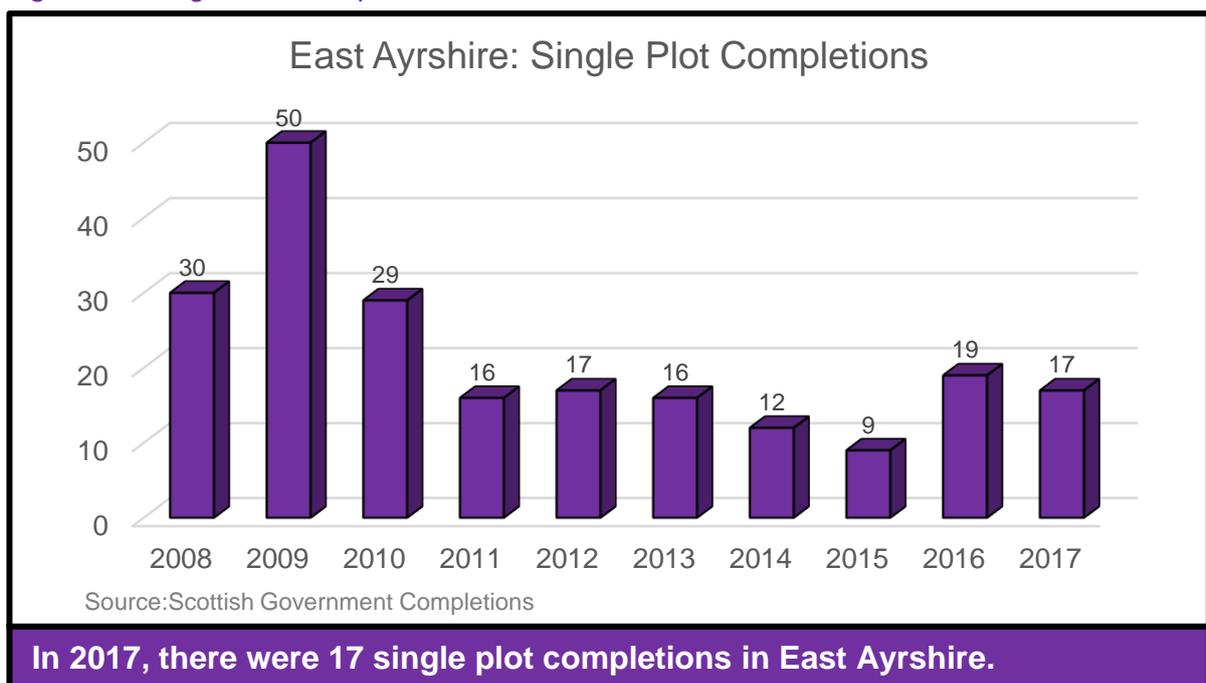
- Kilmarnock Academy Legacy Project – this will support the redevelopment of the B-listed Kilmarnock Academy building to provide a community hub, incorporating sporting, educational, community and creative spaces
- Ochiltree Community Hub – this will replace the former Community Centre and Library demolished in October 2016.

Self-Build/Custom Build

Self-build/custom build can be a useful way of meeting specific housing need, particularly in rural communities.

The Scottish Government record the number of single plot site completions, which may give an indication of levels of self-build developments.

Figure 13: Single Plot Completions



East Ayrshire Council does not have a specific policy relating to self-build/custom build developments, but the same general residential criteria and guiding principles identified in the LDP will apply to self-build and custom build projects.

The Council will continue to explore Self-build / Custom-build as a viable option for increasing housing supply.

Private Sector Housing¹⁶

Where do we want to be?

Private Rented Sector:

East Ayrshire has a sustainable private rented sector which is seen as an attractive tenure choice.

There are 6,027 privately rented properties in East Ayrshire. This is proportionately fewer dwellings in the private sector than in Scotland as a whole (10.5% compared with 15% across Scotland).

In relation to housing market area, there is a higher percentage of private rented sector properties in Kilmarnock (11%), than both Cumnock (10%) and Doon Valley (7%).

Further analysis of concentration of privately rented properties through the East Ayrshire Council landlord register shows that 72% of these are in Kilmarnock with 22% in Cumnock and only 6% in Doon Valley.

This suggests that there is the potential for developing the private rented sector in the more remote areas of East Ayrshire.

Within East Ayrshire, 70% of landlords own only one property. 95% of landlords own between one and five properties. This pattern of relatively small scale ownership has implications for engaging with the landlord community.

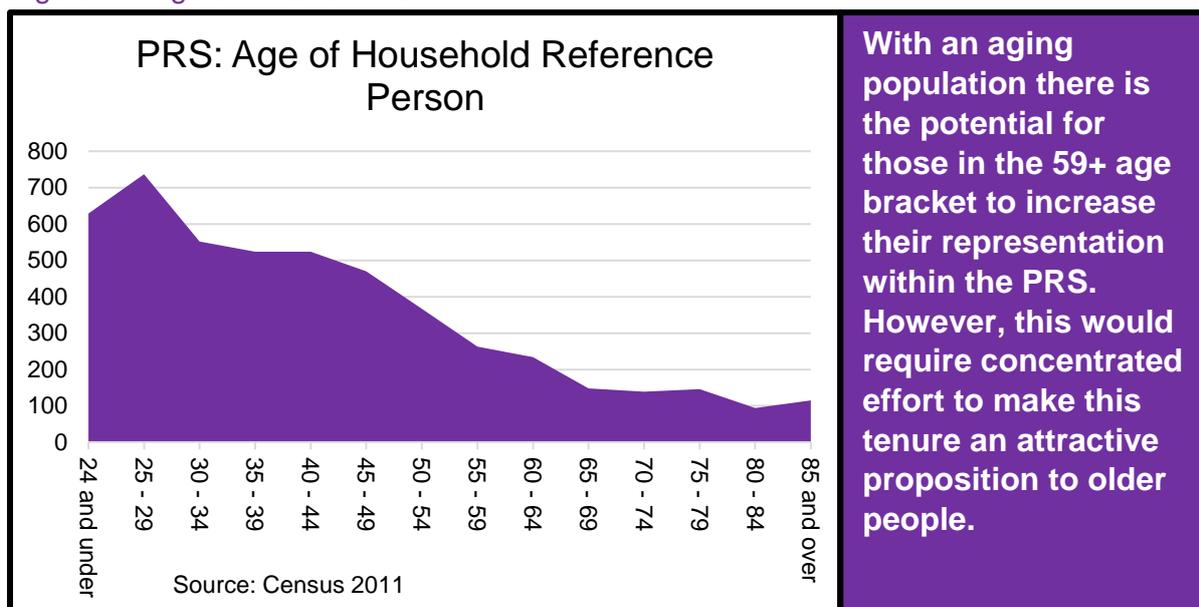
The East Ayrshire HNDA reports that, at an Ayrshire level, private rents are amongst the most affordable in Scotland, and generally in line with the Local Housing Allowance.

Despite this, local focus group sessions have shown that there is a perception that the private rented sector is unaffordable. This may indicate that awareness raising is required to change perceptions of the PRS.

The private sector continues to be utilised mainly by younger adults and the numbers diminish dramatically in the higher age groups

¹⁶ More in depth analysis of the Private Rented Sector can be found in the Private Sector Evidence Paper 2019 - 2024

Figure 14: Age of PRS tenants



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.

Private Sector Stock Condition

There is insufficient private sector condition data within the Scottish House Condition Survey to allow analysis of the condition of stock. Furthermore, East Ayrshire Council does not have local house condition survey data to provide information on the quality of private sector stock.

Based on tenure data, East Ayrshire management data and the Housing Stock Condition Survey, the East Ayrshire Housing Need and Demand Assessment (2017) estimates the number of properties within the Private Rented Sector failing the Scottish Housing Quality Standard to be around 3000.

Figure 15: SHQA Failure

Tenure	Number
Social rented stock	450
Private rented sector	3,000
Owner-occupied sector	17,050
Total SHQS failure	20,500
Source: East Ayrshire HNDA	

Below Tolerable Standard

The tolerable standard is a basic standard of repair that a property must meet in order for it to be habitable. Local authorities have a statutory duty and specific powers to deal with houses that fall below the tolerable standard.

The Private Sector Advice team work proactively in order to tackle poor house conditions in the private sector. Without a private sector stock condition survey it is difficult to give an accurate assessment of the number of private sector properties failing the standard. Identification of properties failing the standard are primarily through contact from the owner, tenant or neighbour. Once they are identified the Private Sector Advice team will engage with the owner to ensure the necessary repairs and maintenance is carried out. Enforcement procedures can also be utilised if necessary.

Scheme of Assistance

Although the primary responsibility for maintaining owner occupier properties is with the owner, local authorities have statutory powers to maintain and improve the condition of private sector housing in their area.

Through the Scheme of Assistance, East Ayrshire Council provides home owners and private tenants and landlords with advice, practical assistance and financial advice to improve the quality of their homes.

Over the period of the last LHS a total of 1,649 cases have been taken on through the scheme of assistance.

£6,665,922 has been invested in the scheme. £4,206,855 of this has been used to fund adaptations in order to ensure that people with a disability are enabled to live independently for as long as possible.

Housing Renewal Areas (HRA)

The Housing Scotland Act (2006) introduced Housing Renewal Areas (HRA).

Local Authorities can designate an HRA to help secure the improvement of houses within the area.

There are two main occasions that might instigate HRA designation:

1. When there is a significant number of sub-standard houses in a localised area
2. When the appearance of houses are adversely affecting the amenity of the area.

East Ayrshire Council will use all available powers to deal with areas where the quality of housing or other environmental issues are impacting on the area or the residents nearby.

Whilst the council supports the principle of HRA powers it is felt that more suitable, alternative measures such as the HAMF are available and there is no current need for a policy on Housing Renewal Areas.

Energy Efficiency

Following a consultation in 2017, the Scottish Government announced minimum energy efficiency standards for private rented sector properties on 2 May 2018.

The new minimum energy efficiency standards for private rented properties in Scotland will be phased in and will increase over time.

The Scottish Government will publish regulations that provide more detail on how the standards will be applied.

East Ayrshire Council support the minimum standards and will facilitate the implementation of the Minimum Energy Efficiency Standards for the private rented sector.

Private Sector Housing Unit

East Ayrshire Council has a dedicated Private Sector Housing Unit (PSHU). The team provide the following support:

- Promote growth within the private sector
- Facilitate the annual private landlord conference
- Produce bi-annual private sector newsletter
- Promote compliance with private rented sector legislation
- Administer the National Landlord Registration System
- Provide general housing advice and assistance to all private sector residents, tenants and landlords in East Ayrshire.

The PSHU also manage landlord registration. Part 8 of the Antisocial Behaviour etc. (Scotland) Act 2004 states that from April 2006, it is an offence for the owner of a house to let it unless they are registered with the local authority.

The aim of landlord registration is to ensure that all private landlords are "fit and proper" to be letting residential property. The requirement helps local authorities to remove disreputable landlords from the market and protect tenants and their neighbours from the impact of antisocial behaviour and mismanaged property in the wider community.

The PSHU has established robust enforcement procedures which have resulted in the following actions since 2006:

Figure 16: Enforcement Procedures

Applications refused / rejected	10
Landlords previously registered, but since, revoked	22
Agent management stipulation attached as a condition of registration	13
Warning and action plan	14

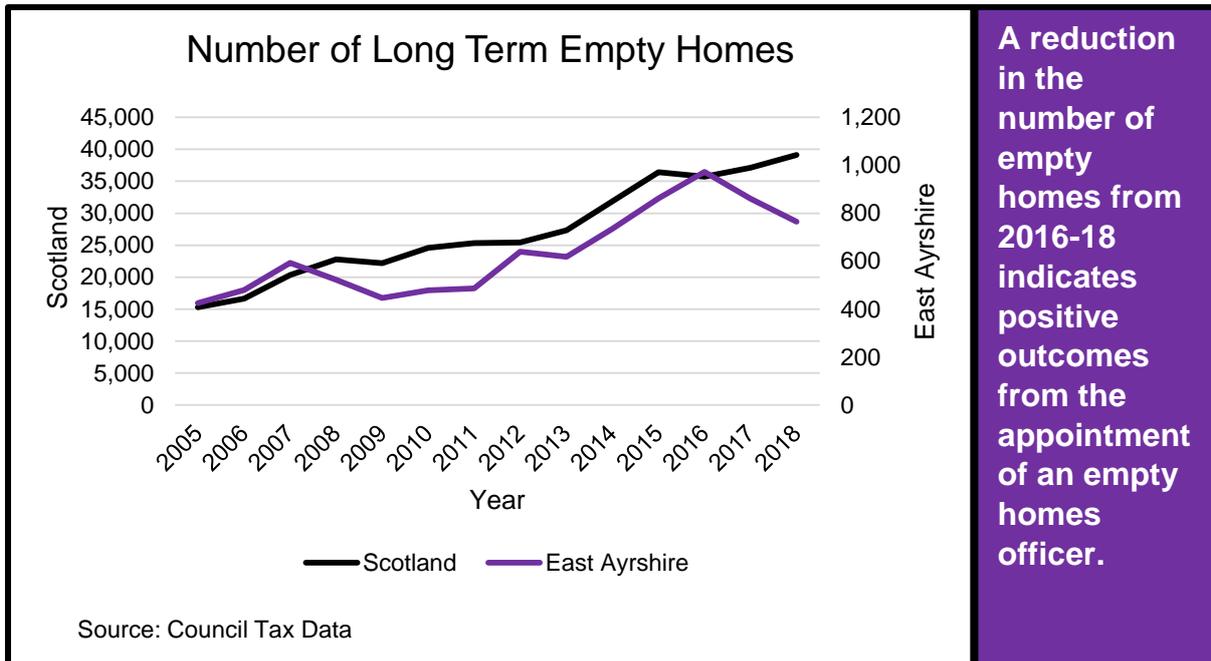
Where do we want to be?

Empty Homes:

Empty homes are properly utilised and play a vital part in increasing housing supply.

Locally, council tax data shows that in 2018 there were 765 long term empty properties in East Ayrshire.

Figure 17: Long Term Empty Homes



Looking at empty properties by housing market area, Kilmarnock has the highest concentration of empty properties, with around two thirds of all empty properties.

An Empty Homes Officer has been appointed to help bring privately owned empty homes back into use. Based within the Private Sector Housing Unit, they offer advice and assistance to landlords and tenants in the following areas:

- Interest free loans through the Empty Homes Loan Fund application
- Property buy-back scheme

- Matchmaker scheme
- Advice and assistance on becoming a private landlord and provision of ongoing support
- VAT discounts
- Renovation overview
- Safety and security
- Energy efficiency
- Selling options.

Over a two year period, the empty homes officer has assisted in bringing 50 empty properties back into use.

In 2012, the Scottish Government introduced a £4.5 million Empty Homes Loan Fund. This provides loans to councils and private organisations to help them renovate long-term empty properties for the use of affordable housing. East Ayrshire Council was successful in securing £250,000 of funding in order to bring 25 units back into use.

The funding is intended to assist owners to bring their property up to a lettable standard by providing an interest free loan if the property is let at a market rent for 5 years, or sold at an affordable level.

The Local Government Finance (Unoccupied Properties etc.) (Scotland) Act 2012 and its subsequent regulations seeks to encourage empty property owners to bring their properties back into use. It allows councils to both remove the discount on certain types of unoccupied homes and increase the level of council tax payable on these properties. The new powers came into effect in April 2013 and individual councils can determine if a council tax increase is appropriate in their area.

On 22 February 2018, cabinet approved the implementation of 100% additional Council Tax charge for long term empty dwellings, effective from 1 October 2018.

It is estimated that additional income of around £0.350m from the period 1 October 2018 to March 2019 will be generated. The main driver of the decision however, is to reduce the number of long term empty properties in disrepair and encourage owners to bring the empty properties back into use.

The Rapid Rehousing Transition Plan has recognised the need for a comprehensive analysis of empty homes in the Kilmarnock Housing Market Area and has identified this as an action for the first year of the plan.

Missing Share

Section 50 of the Housing (Scotland) Act 2006 allows the Council to consider paying the “missing share” for an owner who cannot fund their share of the cost of common works being carried out to a property.

The Council can only pay missing shares if certain qualifying conditions are met.

- The owners are responsible for carrying out maintenance work to common areas of the building (in accordance with the burden of the titles)
- The majority of the owners have agreed to carry out the work
- The owners have been requested to pay their share of the funds for the works into a maintenance account
- The majority of owners have paid their share into a maintenance account
- The majority of owners (through the Factor) have notified the non-paying owners that they are in the minority and their payment is required in order for the works to be instructed.

Following the completion of works, an invoice will be issued to the non-participating owner(s) for the amount paid by EAC into the maintenance account, plus an additional charge of 15% of the amount deposited, to cover the legal, financial and administrative expenses.

This course of action is beneficial in ensuring that properties do not fall into a state of disrepair or potentially become empty.

Compulsory Purchase Order (CPO)

CPO's can allow the Council to acquire land/property without the owner's permission, if there is a strong enough case for this in the public interest.

In any instances where a CPO is being considered, East Ayrshire Council will assess the public benefit in its proposals and the impact on the people affected. Where appropriate the wider community, and key partner agencies will be engaged as part of the process.

When a CPO is considered the most appropriate course of action East Ayrshire Council will set out its case for the compulsory purchase in a document called a "statement of reasons."

Where do we want to be?

Gypsy Travellers / Travelling Show-People:

East Ayrshire provides services that meet the needs of Gypsy Travellers / Travelling Show-People.

The East Ayrshire HNDA 2018 states that there is the need for Gypsy/Traveller site provision to accommodate 13 – 23 Gypsy Traveller households. The recommendation within the HNDA, is 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, incorporating consultation with local Gypsy/Traveller families, will provide a more accurate and current reflection of need within East Ayrshire and confirm whether the preferred accommodation needs of Gypsy/Travellers in East Ayrshire are a permanent local authority run site or something different. The findings of this will then inform future Local Housing Strategies and Local Development Plans.

A paper on future provision for the Gypsy/Traveller community was presented to Cabinet on 5 December 2018 and received approval from Elected Members. The paper included a proposal to fund, initially for three years, a temporary Gypsy/Traveller Integration and Engagement Officer (GTIEO) to take the lead in relation to service provision for Gypsy/Travellers in East Ayrshire.

Gypsy/Traveller accommodation can be addressed, in some instances, through private site provision and the Council intends to adopt a more person centred approach to empower Gypsy/Travellers who express an interest in developing a small family dwelling of their own. The GTIEO will provide a link between Gypsy/Travellers and the Council's Planning department, liaising with Planning Aid Scotland where required, to assist with a smoother navigation of the planning system.

In addition to this, the Council will participate in a test and learn exercise, in the form of Negotiated Stopping Places for any Gypsy/Travellers passing through East Ayrshire. East Ayrshire Council are the first Scottish local authority to sign up for this pilot.

Negotiated Stopping Places is an alternative to the traditional enforcement based approach to Unauthorised Encampments. It involves open dialogue and negotiation to enable Gypsy/Traveller families to stay for agreed limited periods of time whilst adhering to a code of conduct specified by the local authority.

The Gypsy/Traveller families are asked to enter into an agreement with the Council by signing a contract in relation to acceptable behaviour, use of waste disposal, provision of water and toilet facilities and an agreed date for moving on.

Whilst this analysis and pilot is undertaken, East Ayrshire have the opportunity to consider Gypsy/Traveller service provision outwith the confines of a permanent site and within the context of meaningful engagement and empowerment.

By capitalising on East Ayrshire's sector leader approach in relation to community empowerment and exploring different and innovative ways of meeting need, East Ayrshire will be in the strong position of being able to consider permanent Gypsy/Traveller site provision alongside all available alternatives¹⁷.

¹⁷ More information on Gypsy/Traveller provision can be found in the Gypsy/Traveller and Travelling Showpeople Evidence Paper

Travelling Showpeople

In 2018 there were 4 applications from fun fairs and 1 application from a circus from Show-people visiting East Ayrshire. The normal practice is for people to set up at sites they are using for the shows, and this has not created issues for Show-people or local residents. The LHS arrangements will have no effect on Travelling Show-people visiting East Ayrshire.

At present, there does not appear to be any demand within this local authority area for permanent provision. However, contact has been made with the Scottish Showmen's Guild to monitor demand from the community and the Council will look at suitable options should evidence of a demand transpire.

Refugee Resettlement

Where do we want to be?

Refugee Resettlement

East Ayrshire is a safe place for asylum seekers and refugees and fosters good relations and equality of opportunities for everyone.

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 26 adults and 30 children. The Council currently provides accommodation and support for 52 people through both the Syrian Resettlement Programme and the Vulnerable Children's Resettlement Team.

All age appropriate children are engaged with Education and all adults are offered ESOL (English to speakers of other languages) classes at a level appropriate to the individual.

A number of the adults are in further education or have secured employment and the Refugee Resettlement Team will continue to engage with Employability Services and network with local business and the third sector to explore opportunities for work experience, training opportunities and employment.

East Ayrshire Council will continue to support the UK Government in fulfilling its commitment to ongoing refugee re-settlement.

Clean Green Vibrant Communities

Where do we want to be?

Sustaining Communities:

Vibrant, empowered and sustainable communities are created within East Ayrshire and all local people are empowered to make decisions affecting their communities.

There is a role for housing investment to contribute to the regeneration of local communities in line with the Council's economic and community development strategies. The regeneration and restructuring of the housing supply in these areas is being led through the Council's Housing Asset Management Framework, Strategic Housing Investment Plan and Housing Investment Programmes.

The Community Planning Partners combined economic and housing regeneration programmes will be key in retaining current households, attracting new households to live in East Ayrshire, and stemming the projected decreasing household population in some areas of East Ayrshire.

East Ayrshire Council Vibrant Communities team have been working with housing and various other partner agencies over the past four years to empower and build capacity of local people and communities.

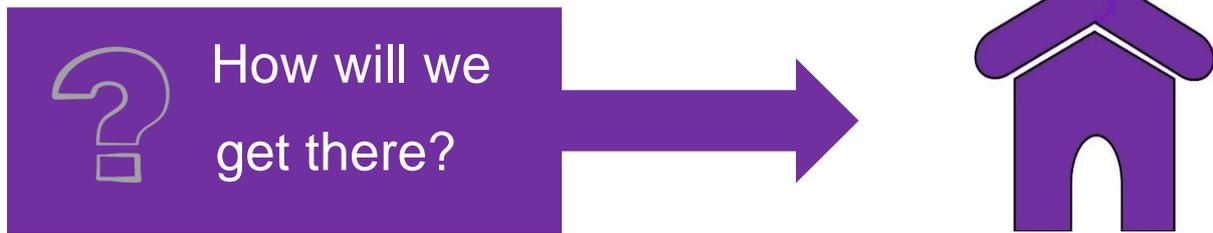
The development of Community Led Action Plans has ensured that local people have a real voice and can influence decisions which impact their community.

Community Led Action Plans

East Ayrshire has worked with local communities to develop 18 Community Led Action Plans, which drive the agenda of empowering and enabling local communities to take on the development and delivery of local programmes, services and facilities.

Within these plans there is information regarding the community's aspirations in relation to housing within their community. This information can be used to inform future strategic provision in these areas.

Priority 1: East Ayrshire has a supply of good quality affordable housing across all tenures based within vibrant, empowered communities.



Work with Planning to ensure a sufficient land supply availability for social housing



Maximise the delivery of new affordable housing in East Ayrshire



Increase the supply of social rented housing by 100 units per year



Continue to refresh the HAMF information to inform future strategic direction



Continue to provide support to the private rented sector



Use Council Tax powers as incentive for bringing empty properties back into use



Provide housing data and analysis to support the regeneration of town centres



Enable the provision of affordable housing in our rural communities



Continue to work with partners to empower local communities



Improve provision for Gypsy/Travellers in East Ayrshire

Supply of Housing and Place Making

Outcome: East Ayrshire has a supply of good quality affordable housing across all tenures based within vibrant, empowered communities.

Action	Baseline	Indicator/Measure	Target	Timescale	Responsible Person
Manage Delivery of the SHIP to increase the supply of affordable housing	SHIP 2020-25	Maintain and update the Strategic Housing Investment Plan	Document produced	Annually, to be taken to Cabinet in November	Development Officer
	Current Affordable Housing Policy	Developer Contributions and Affordable Housing Policy	Continue to enforce current policy and review and update in line with new Local Development Plan	2020	Development Officer / Senior Planning Officer / Team Leader Vibrant Communities
	LDP 2017	Maintain an effective landbank of sites to facilitate development	Ongoing	LDP Timescale	Senior Planning Officer
Sustain a sufficient supply of private rented homes in areas of need	5085	PRS Landlord Registration	Increase	2024	Private Sector Manager
	27	Increase the number of landlord accreditations	Increase	Annually	Private Sector Manager
	Current negative perception	Promote the private rented sector as an affordable housing tenure option within East Ayrshire	Change perception	2024	Private Sector Manager
	Newsletters and Events	Continue to raise awareness of the expectations and standards in relation to the private rented sector and provide support to achieve these	Continue to publish newsletters and hold events	2024	Private Sector Manager
	N/A	Improve knowledge, and understanding of stock condition in the private sector	Ongoing, as and when required	2024	Private Sector Manager
	3 Training sessions per year	Continue the partnership agreement to deliver training for private landlords through the Private Landlord Forum	Maintain 3 training sessions a year	2024	Private Sector Manager

	Published twice a year	Continue to engage with private landlords through the “let’s talk” newsletters	Continue to publish twice yearly	Ongoing	Private Sector Manager
	N/A	Continue to provide a package of assistance to support interested owners to become landlords	Ongoing	Ongoing	Private Sector Manager
	N/A	Investigate feasibility of tenant accreditation scheme	Feasibility study produced	2021	Private Sector Manager
	Support only provided to EAC tenants	Investigate feasibility of rolling out tenancy support to all tenures	Feasibility study produced	2024	Team Leader – Housing Support
	No current support to access the private sector through the common allocations policy	Encourage consideration of the private sector through common housing register applications	CHR applications process reviewed	2024	Private Sector Manager
	Low levels of people on housing benefit accessing the private sector	Work in partnership with the Centre for Homelessness Impact to increase the number of private landlords willing to accept people on housing benefit	Increase the number of people experiencing or at risk of homelessness accessing the private sector	2020	Rapid Rehousing Transition Lead
Manage existing stock to accommodate housing need	10	Number of buy backs	Minimum of 10 per year	2024	Private Sector Manager
	52.10 days	Average time to Re-let properties	32 days (Scottish average 18/19)	2024	Housing Options manager

Encourage empty home owners to bring their properties back into use	861	Continue to target empty homes	Bring 20 empty properties back into use each year	2024	Empty Homes Officer
	No Analysis currently available	Conduct Analysis of empty homes in the Kilmarnock Housing Market Area	Report produced	2020	Empty Homes Officer / Private Sector Housing Unit
	Post not currently filled	Following the success of the Empty Homes Officer, develop a post which will deal exclusively with bringing long term empty commercial properties back into residential use	Post created and filled	2020	Private Sector Housing Manager
Improve provision for Gypsy/Travellers	N/A	Development of Local Needs Assessment for Gypsy/Travellers	Document Produced	2021	Gypsy/Traveller Officer
	N/A	Number of cases of negotiated stopping places	Dependent on number of UE on Council land	Ongoing	Gypsy/Traveller Officer
Best use is made of community resources to create vibrant empowered communities and increase tenant involvement.	Ongoing	Work with Vibrant Communities to drive forward the outcomes within Community Led Action Plans	2 new plans produced and 2 existing plans refreshed each year	2024	Team Leader Vibrant Communities
	12	Number of Tenant and Resident Associations	Increase	2024	Customer Liaison Officer
Continue to support the Refugee Resettlement Programme	52	Number of refugees welcomed to East Ayrshire over a five year period	50 additional refugees welcomed over a 5 year period	2024	Housing Register Manager

Local Housing Strategy – Priority 2

People have access to a person centred housing options service and where possible, homelessness is prevented.

This priority is informed by the Homelessness and Temporary Accommodation Evidence Paper

<https://www.east-ayrshire.gov.uk/Housing/Local-housing-strategy/Housingstrategiesandpolicies.aspx>

Progress made during the LHS 2013-2018:

- Over the period of the last LHS the Deposit Guarantee Scheme has helped house 244 people.
- Commencement of tenancy health checks for early identification of tenancy sustainment issues.
- There has been an increase in the number of tenants sustaining their tenancy for at least 12 months over the last five years.
- Developed a rolling programme of improvements to St Andrews Court hostel and temporary furnished accommodation.
- Development of a local Welfare Reform Working Group and job shadowing programme for housing options staff and Department of Works and Pensions staff.
- Reviewed and updated the scope of the complementary leisure voucher that is provided to homeless applicants to encourage health and wellbeing.
- Progressed the work of the Southwest Housing Options Hub alongside partner local authorities.
- Consistently high satisfaction levels within temporary furnished accommodation.
- Worked in partnership with the East Ayrshire Tenants and Residents Federation to conduct a scrutiny review of the Homelessness and Housing Options service.
- Development of Whatriggs Road supported accommodation unit which provides support for young people moving towards independence from local residential and fostering provision.

Homelessness

Where do we want to be?

Homelessness:

East Ayrshire Council will prevent homelessness wherever possible and work with partners to ensure that those that do become homeless receive support to address both their housing and health and wellbeing needs.

Everyone has a fundamental human right to affordable, safe, secure, good quality housing. It should be accessible to everyone without discrimination.

Homelessness can affect a diverse range of people and can occur as a consequence of other life events.

Local Authorities have a legal duty to help people who are homeless or at risk of becoming homeless by:

- Providing information and advice
- Offering temporary or permanent accommodation where required.

East Ayrshire Council is committed to ensuring homeless households are supported and receive speedy access to safe and secure temporary accommodation until such time as they can be permanently housed.

Homeless Prevention

A number of preventative measures are in place to prevent households falling into homelessness:

- Over the period of the last Local Housing Strategy (2013-18) the Deposit Guarantee Scheme has helped house 244 people
- Tenancy health check carried out by housing officers
- Tenancy start matrix tool introduced in 2018
- Targeted housing support
- Specialised benefits/financial related advice and support
- Specialised support for care experienced young people.

Homelessness in East Ayrshire

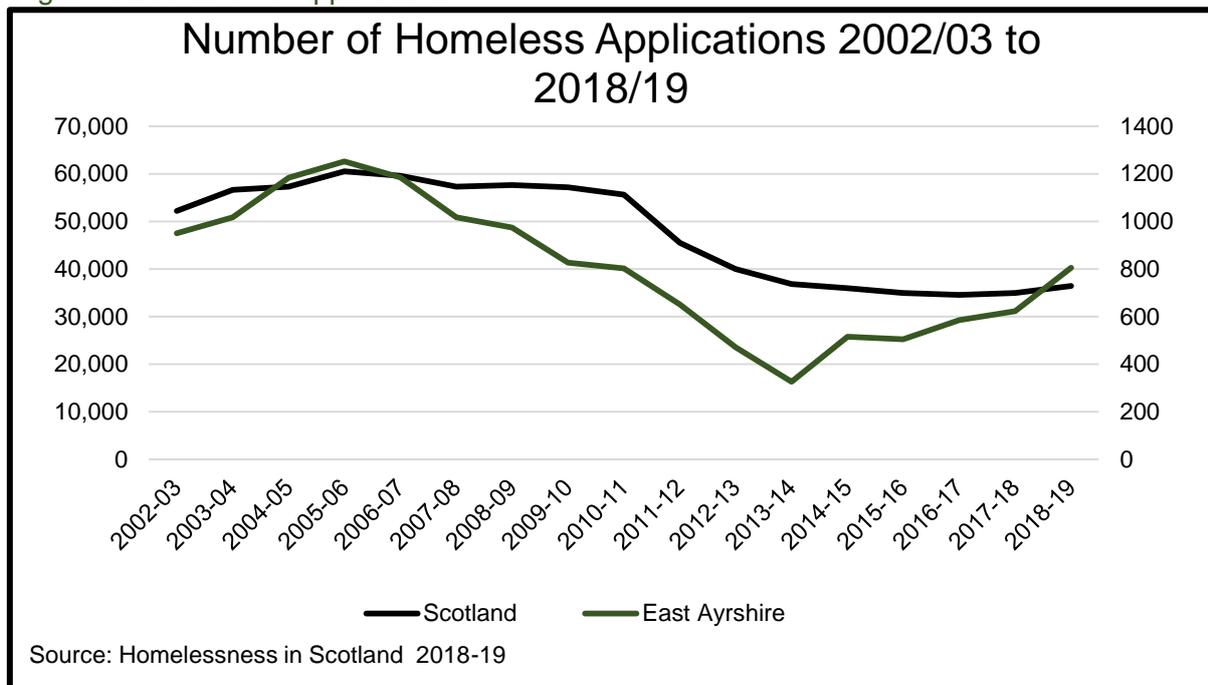
There were 805 homeless applications received in 2018-19. This is a significant increase from 2017-18 when there was 623 recorded applications.

Within East Ayrshire, homelessness peaked during 2003 – 2006 which can be attributed to the extension of priority need categorisation and the duties owed by local authorities. Since 2005/06 there has been a steady decline in applications, a trend also seen nationally. This fell, year on year, until 2013-14.

Since 2013/14 however, the number of presentations has increased each year. In 2018-19 East Ayrshire saw the largest increase in applications with a 29% increase in comparison to the previous year.

The significance of this increase can, in some part, be attributed to the change in recording methods which was implemented at the start of the financial year in line with guidance from the Scottish Housing Regulator.

Figure 18: Homeless Applications



The main reason for homelessness in East Ayrshire in 2018/2019 was through disputes within the household / relationship breakdown (non-violent), with this accounting for 21% of presentations. This has consistently been the case for the previous five years (2014/15 to 2018/19). This is followed by people being asked to leave their previous accommodation (19%).

The majority of homeless applicants come from people in the 25 - 34 age band with 35% of all applicants in 18/19 falling into this age group.

There has been an increase of 13% in youth homelessness from 2018/19 and prior to this, an increase of 13% in 2017/18. Over Scotland as a whole, in 2018/19, youth homelessness has decreased by 4%.

The rate of youth homelessness in East Ayrshire (per 1000) is 12.3 which is slightly higher than the Scottish average of 12.0. This relates to 148 presentations out of a population of 12,058 16-24 year olds.

Over 70% of young people presenting as homeless in Scotland, do so as a single person. Single person males make up 41% of the presentations and 31% of the presentations are from single person females.

In 2018/19, in East Ayrshire, 90 people reported that they had slept rough¹⁸ at least once in the three months prior to their homeless application and 40 people had slept rough the night before their application.

Over the same period, 10% of all homeless applications came from individuals being discharged from prison/hospital/care/other institution.

Ongoing work in relation to SHORE standards, Housing Options Protocol for Care Leavers and the Hospital Discharge protocol should impact positively on the group in the future.

Allocations

The ability to allocate properties quickly and fairly is an important aspect of sustainability given the increased demand from homeless households who are awaiting settled accommodation. The removal of 'priority need' has resulted in an increased proportion of households becoming eligible for permanent housing and has placed additional requirements on an already pressured system.

East Ayrshire Council, alongside a number of partner Registered Social Landlords (Atrium Homes, Cunninghame Housing Association, Irvine Housing Association and Shire Housing Association), operate a Common Housing Register and Common Allocation Policy.

The Single East Ayrshire Register for Community Housing (SEARCH) utilises a single application form to make it easier for applicants to apply for social rented housing within East Ayrshire and to extend greater choice for people seeking housing.

The average number of days taken to re-let homes in the last year has reduced from 75.7 days in 2016/17, 66.2 days in 2017/18 and 52.1 days in 2018/19.

This is still higher than the Scottish average of 31.89 days, indicating further opportunity for improvement.

On 25th October 2018, the Council received cabinet approval to increase the allocation target quota for homeless households from 12% to 30%.

Cabinet also gave the Head of Housing and Communities the discretion to adjust the quotas by plus or minus 10% as required to ensure housing demand is met and the best use of housing stock is made.

On 15 May 2019 Cabinet agreed to increase the number of lets to Homeless households in the Kilmarnock housing market area to 55% due to increased pressures in this area.

¹⁸ From HL1 Guidance Notes: "The definition of rough sleeping is as follows: Sleeping outside, either in the open air, or in a building or other place not designed for habitation."

Temporary Accommodation

Where do we want to be?

Temporary Accommodation:

East Ayrshire Council ensures that homeless households find a settled housing option as quickly as possible and only spend a short period of time in safe, secure, well managed temporary accommodation.

Local authorities are required by law to provide all homeless households with temporary accommodation while their homeless application is being assessed.

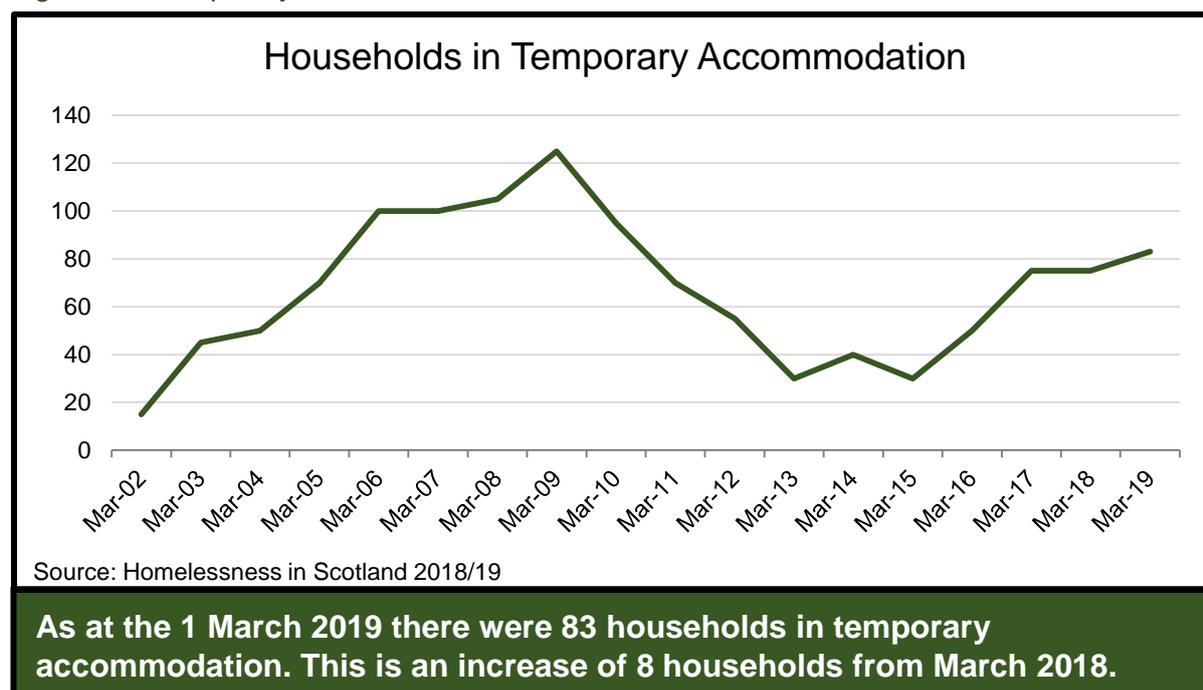
Figure 19: Temporary Accommodation Places

Accommodation Type	Number of Units
Hostel	20 rooms
Furnished Flats	87

East Ayrshire Council has a 20 bedroom hostel as well as 87 furnished flats throughout the local authority area. East Ayrshire has not used bed and breakfast temporary accommodation since 2009.

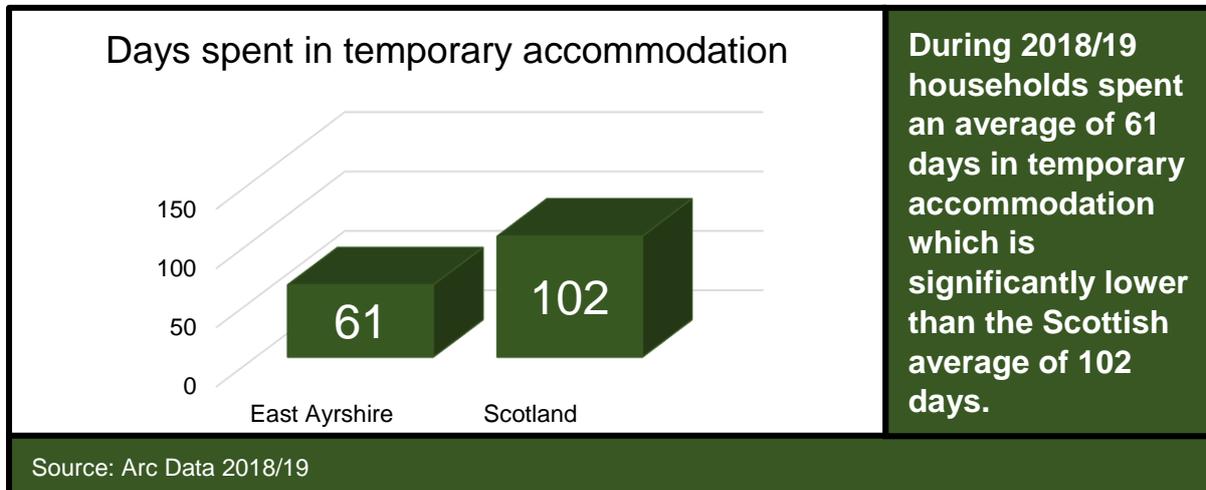
The number of households in temporary accommodation steadily increased between the years 2002 and 2009. Following this, and potentially as a result of EAC working towards the 2012 homelessness targets and introducing the housing options approach, the numbers decreased until 2013 where it has since levelled out and has again started to increase from 2015.

Figure 20: Temporary Accommodation



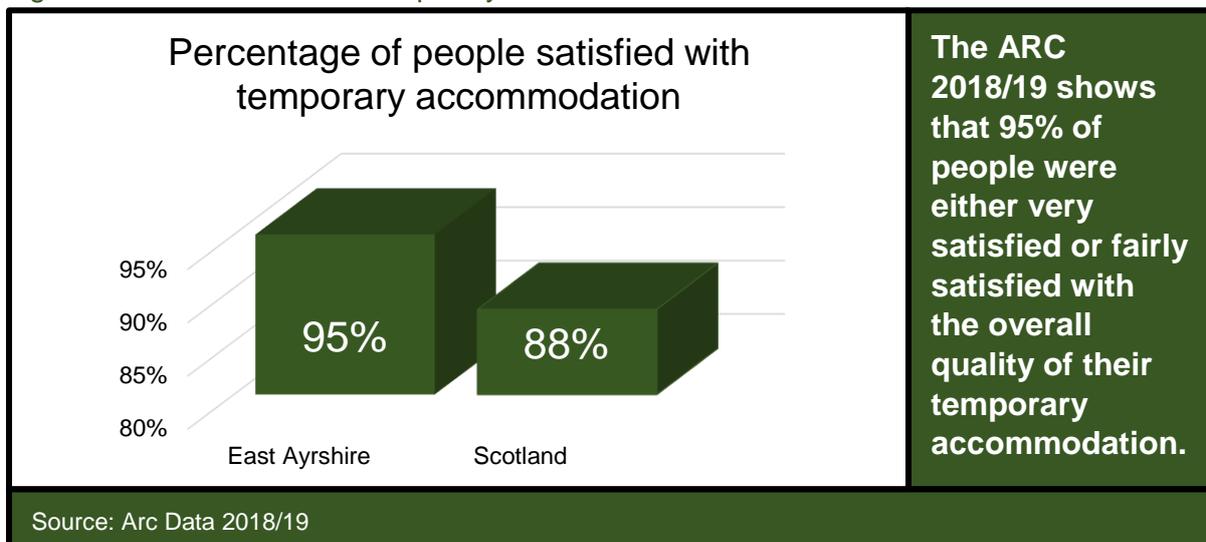
Homeless applicants do not spend a long period of time in temporary accommodation in East Ayrshire compared with the rest of Scotland.

Figure 21: Days Spent in Temporary Accommodation



Satisfaction levels with temporary accommodation in East Ayrshire are high compared to the Scottish average.

Figure 22: Satisfaction with temporary accommodation



Rapid Rehousing

Rapid Rehousing is a new strategic policy objective in relation to homelessness and the use of temporary accommodation.

The Homelessness and Rough Sleeping Action Group (HARSAG) was formed in October 2017 to produce short and long term solutions to eradicate homelessness and rough sleeping.

The HARSAG made rapid rehousing a cornerstone of its recommendations:

“rapid rehousing is about taking a housing led approach for rehousing people that have experienced homelessness, making sure they reach a settled housing option as quickly as possible rather than staying in temporary accommodation for too long”.

Rapid Rehousing is based on the belief that “a safe and secure home is the best base to build and live our lives¹⁹.”

Where homelessness cannot be prevented rapid rehousing means:

- A settled, mainstream housing outcome as quickly as possible
- Time spent in any form of temporary accommodation is kept to a minimum
- When temporary accommodation is needed, the preferred type is mainstream furnished, and within a community.

And for those individuals who have displayed multiple needs beyond housing:

- Housing First is the first response for people with complex needs and facing multiple disadvantages
- Highly specialist provision within small, shared, supported and trauma informed environments if mainstream housing, including Housing First, is not possible or preferable.

East Ayrshire Council has developed a 5 year Rapid Rehousing Transition Plan which details the Council’s journey towards this transition. The plan was signed off by cabinet on 15 May 2019.

The RRTP recommends retaining the current level of temporary accommodation and implementing, amongst other things, the following actions:

- Increase the number of social housing lets by East Ayrshire Council and SEARCH partners to all homeless households by increasing the allocations quota, subject to demand
- Set a target of a maximum of 60 days spent in temporary accommodation (excluding young people in supported accommodation or customers subject to MAPPA restrictions) prior to obtaining a settled housing outcome
- Review of St Andrews Court accommodation and support service via a Critical friend exercise
- Implementation of a Housing First approach
- Improve accessibility to all housing tenures and support services via the introduction of an online Self Diagnostic Housing Options Toolkit
- Comprehensive analysis of long term empty properties in the private sector to bring homes back into use
- Review of the Rent Deposit Scheme criteria
- Consideration of a Social Letting Agency.

Housing Services are fully committed to delivering a Housing First model in East Ayrshire and taking a strategic and collaborative trauma-informed approach which

¹⁹ http://social-bite.co.uk/wp-content/uploads/2018/07/Rapid_Rehousing_Guidance1.1.pdf

includes prevention measures, accessible housing options advice, substantial investment in the increase of housing supply, robust partnership working and resourced, wrap-around housing support.

Housing First is a housing, health and wellbeing intervention which requires a significant upfront and recurring financial investment to deliver a sustainable programme.

As well as financial investment, commitment is required from Community Planning Partners to ensure a reactive service which meets the needs of those with multiple complex needs, with a view to making Housing First the mainstream response to homelessness for people with those needs.

An implementation plan for a Housing First model is contained within the Rapid Rehousing Transition Plan with the collaboration of key partners at its core.

During development of the Council's Rapid Rehousing Transition Plan, a range of partners were asked to consider the scope and remit of their services and support currently provided to those who are homeless or at risk of becoming homeless and set out what they are able to contribute towards the Rapid Rehousing Transition Plan in the form of a Contribution Statement. The following partners provided feedback:

- East Ayrshire Health and Social Care Partnership
- Vibrant Communities
- Centrestage Communities
- East Ayrshire Women's Aid
- EACHa (East Ayrshire Churches Homelessness Action)
- NHS Ayrshire and Arran: HMP Kilmarnock
- Blue Triangle Housing Association Ltd.

The Contribution Statements covered:

- Prevention of homelessness
- Support to homeless households
- Providing settled homes with support
- Meeting the particular needs of priority groups.

Housing Services continue to work together with partners to achieve the commitments and actions contained within the Contribution Statements and the Rapid Rehousing Transition Plan, and the statements will be evaluated and monitored regularly to ensure outcomes achieve the aims of early intervention and prevention, increased tenancy sustainment and the prevention of homelessness.

Tenancy Sustainment

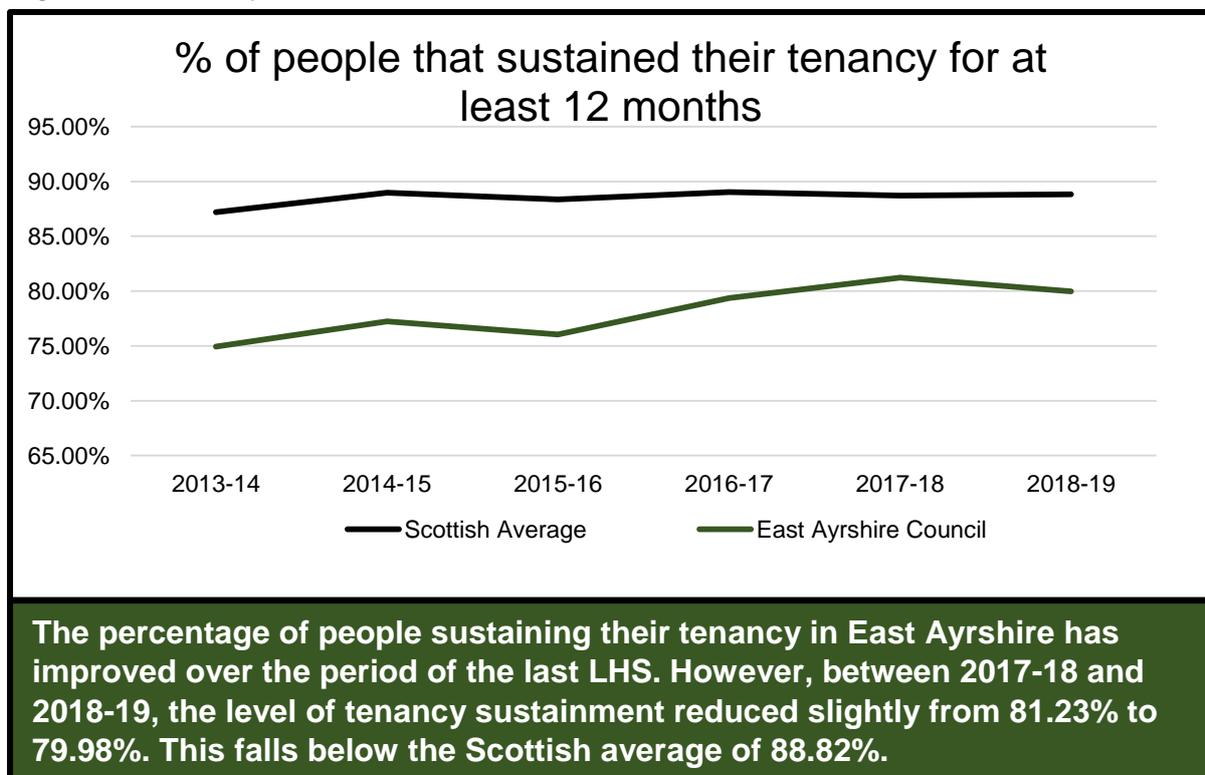
Where do we want to be?

Tenancy Sustainment:

East Ayrshire Council will continue to seek to improve levels of tenancy sustainment through good quality, person centred housing management.

Good quality housing management within a local authority area can have a positive effect on tenancy sustainment. Minimising the number of tenancy failures, can have an impact on the prevalence of homeless.

Figure 23: Tenancy Sustainment



The figure for homeless people sustaining their tenancy has also improved over the course of the previous LHS. 66% of homeless people sustained their tenancy for more than 12 months in 2018/19. This, again, is a reduction from the 2017/18 figure.

In order to proactively improve tenancy sustainment, the tenancy start matrix tool was introduced in 2018 and has now been fully implemented across all allocation areas. A number of key factors are examined and where a tenancy looks to be at risk of failing additional support can be offered.

Initial findings from the matrix are positive, and by benchmarking tenancy sustainment data over the coming years, the effectiveness of the tool can be determined.

Housing staff also conduct a tenancy health check with new tenants to ensure that they are settling into their new tenancy and ascertain whether they require any assistance. Health checks are conducted at 6, 9 and 12 months.

Housing Support

Section 32B of the of the Housing (Scotland) Act 1987 inserted by Housing (Scotland) Act 2010) states there is a duty on local authorities to conduct a housing support assessment for applicants who are unintentionally homeless or threatened with homelessness.

Within East Ayrshire there are a range of support services are available for tenants that find themselves struggling to maintain their tenancy.

People who have become homeless or find themselves in risk of becoming homeless are provided with support from Temporary Accommodation Support Officers. Support is provided to equip people with the basic life skills, social skills and coping mechanisms they will need to sustain their tenancy, engage with other services and move towards living independently.

Support is centred on the needs of individual service users and is based on a personal support plan setting out goals, tasks and timescales.

Support can include:

- signing up to a tenancy
- accessing furniture and equipment
- benefit maximisation
- budgeting and debt advice
- keeping a clean and tidy home
- eating properly
- improving relationships with family and neighbours
- engaging with specialist services.

This support helps people to stabilise and improve their lifestyles and anticipate, manage and reduce personal crisis.

When they are rehoused into permanent accommodation their support needs will continue to be met by the Housing Support Officer responsible for the area in which they are housed. Housing Support aims to prevent tenants from losing their tenancies and alleviate homelessness by helping them to develop the skills they need to manage their own home.

The Housing Support Service, which is based within Vibrant Communities can improve tenancy sustainment by assisting the tenant in a number of ways including:

- Assistance in accessing furniture
- Applying for benefits and managing money

- Homemaking skills and general advice on housing issues
- Form filling and managing correspondence such as letters or bills
- Registering with local services
- Arranging support or input from other services.

Domestic Abuse

East Ayrshire Women's Aid offers safe temporary accommodation for women and children. Two types of accommodation are offered:

- Scattered Accommodation – a house or flat within a community that is used to accommodate a family
- Self-Contained Flats – There are eight flats within the same building alongside communal facilities and an on-site office.

A range of information and support services are also provided to assist women and children experiencing domestic abuse.

The Council's Domestic Abuse Policy²⁰ has been 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 sets out the Council's commitment to assist anyone in East Ayrshire who is experiencing domestic abuse, the policy refers to everyone, regardless of gender.

The policy aims to support the East Ayrshire Community Plan 2015-2030 by:

- ensuring confidential, non-judgemental and sympathetic handling of situations arising from domestic abuse
- assisting and supporting anyone requesting help in addressing problems arising from domestic abuse during and out of hours by providing accurate and appropriate advice about their housing options and their legal rights and responsibilities
- improving the safety of residents affected by domestic abuse, and preventing further incidents by encouraging earlier reporting and a rapid response
- ensuring that the support provided is equally available to all, regardless of gender, race, religion, language, age or sexual orientation.

²⁰ <https://www.east-ayrshire.gov.uk/SocialCareAndHealth/Information-and-advice/Violence-against-women-partnership/Domestic-abuse.aspx>

Housing Options

Where do we want to be?

Housing Options:

East Ayrshire Council will provide people with good quality advice and assistance about their housing options, empowering them to make informed decisions.

Housing Options is the advice and assistance presented to a person who approaches the Local Authority with a housing need.

The process is two-fold. Where a person is in housing need but not threatened with homelessness, it is a prevention and early intervention tool which reduces the risk of crisis by working with the client to access the resources needed. Where a person is homeless, housing options advice is used to ensure the customer can access the most sustainable housing outcome to meet their needs.

Five 'Housing Options Hubs' have been established by the Scottish Government covering all 32 local authorities. These provide local authorities with support in developing the Housing Options approach through sharing practice and commissioning joint training and research. A training toolkit has been established to ensure consistency of provision across all authorities and East Ayrshire Council are currently in the process of implementing this.

Housing Option Activities

Analysis of the most frequently conducted Housing Options activities can give an idea of where to focus future support provision.

The highest number of housing option activities carried out in East Ayrshire between April 2018 and March 2019, was the provision of general housing advice at 22%.

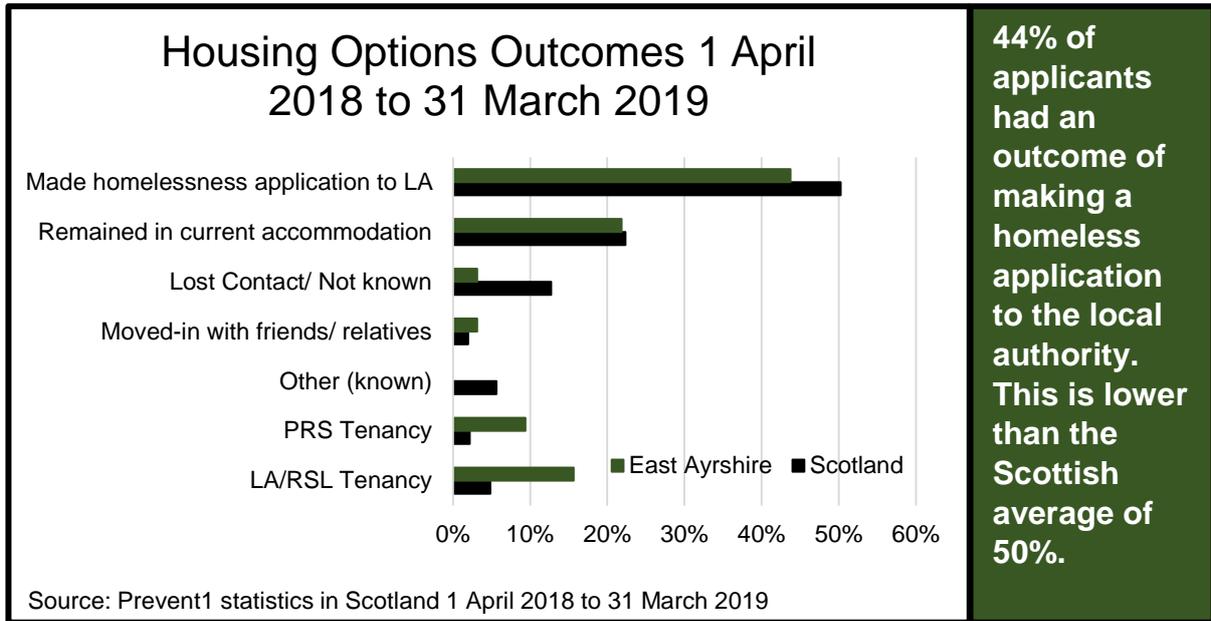
The percentage of financial assistance activities (18%) in East Ayrshire, is significantly higher than the Scottish average (5%) as is advice in relation to rent/repairs/referrals.

Housing Option Outcomes

It is also useful to analyse the outcomes that are achieved from applicants who made a housing options approach.

From 2018 to 2019 in East Ayrshire, 16% of applicants who made a housing options approach received a LA or RSL tenancy compared with 5% across Scotland.

Figure 24: Temporary Accommodation



A significantly higher percentage of people in East Ayrshire, 9%, successfully accessed the private rented sector compared to the national figure of 2%.

In East Ayrshire, 22% of people successfully remained in their current accommodation which is the same as the national figure. Over this period of time 3% of cases resulted in lost contact or unknown outcomes.

Welfare Reform

Where do we want to be?

Welfare Reform:

East Ayrshire Council will, wherever possible, mitigate the effects of welfare reform and introduce measures to reduce the risk of homelessness

Welfare reform is a collective term used to describe a number of changes to the benefits available to people of working age.

Universal Credit (UC), replaced six existing benefits (including housing benefit) with one monthly payment.

East Ayrshire Council identified a number of challenges in response to the introduction of Universal Credit:

- An increased risk of financial hardship for those claimants who fall into rent arrears, increasing the potential threat of homelessness
- A lack of digital awareness required to make a claim
- Limited, or no access, to the internet or a suitable device to make a claim and to manage online journals

- Vulnerable residents struggling to both understand the system and access a basic bank account into which a Universal Credit payment must be made
- A lack of basic budgeting skills required to respond to the one payment per month that will be made. There is the potential for rent arrears to accrue and the associated possibility of non-payment of essential costs, resulting in claimants falling into fuel poverty
- Single persons under 35 are subject to a “shared room rate” which means that the minimum benefit rate for weekly housing costs may not meet the full rental costs of temporary accommodation and may affect their access to private sector accommodation.

It was estimated that as a result of welfare reform, East Ayrshire residents would be £16.4m worse off²¹.

East Ayrshire Council began the phased roll-out of Universal Credit from February 2016, and initially dealt with single working age claims. It was then partly rolled out from October 2017 onto the full service for all new claims from the Kilmarnock and Cumnock job centres. The Doon Valley area then rolled out from February 2018 from the job centre in Ayr.

As at March 2018, the level of rent arrears for East Ayrshire Council totalled £731,252.69. This sum represented an overall increase of 7.3% on 2017 figures. This fairly limited impact on rent arrear levels is thought to be due to the proactive measures put in place by the Council in relation to altering rent arrears procedures and seconding two dedicated officers to manage all housing related Universal Credit matters.

At 5 August 2018, the level of rent arrears for East Ayrshire Council totalled £1,386,646.90 compared to £1,078,402.49 in the same week last year. This represents an overall increase of 28.6%. Universal Credit claimants record an increase of £361,823.09 between their claim start date and 5 August 2018.

In order to mitigate the potential impacts of Universal Credit, the Council introduced the Universal Credit Support Team in January 2019. The following measures were also put in place to support residents to claim Universal Credit:

- enable continued person-centred support to be offered to those residents currently in contact with the team, to include the introduction of home visits, where appropriate
- Assist residents to complete Council Tax Reduction applications ensuring the levels of indebtedness are minimised
- maintain the Council’s Trusted Landlord status
- maintain the current rent verification processes in place to meet the projected increase in volume of claims that will be made
- offer a dedicated helpline number to East Ayrshire residents who require digital and personal budgeting support, digital skills training, access to the internet and suitable devices, support to access basic bank accounts, and assistance to complete and maintain claims

²¹ The Rights Advice Scotland Publication (People, Councils, The Economy, 2010)

- promote co-location opportunities within the Department for Work and Pensions in Kilmarnock and Cumnock Job Centres
- promote a better understanding of Universal Credit with the Housing Service, and other Services, and deliver internal and external training to partners and stakeholders.

The Universal Credit Support Team receives referrals from a range of sources. Individuals can self-refer and have also been received from Housing Services, Housing Support, the Health & Social Care Partnership, Financial Inclusion Team, Third Sector organisations and the DWP.

On receipt of a referral, contact is made with the client within 48 hours so as to minimise any loss of income to the client and to ensure any crisis situation is managed within a swift time period.

Universal Credit Neighbourhood Coaches are co-located within DWP Job Centre Plus offices in Kilmarnock and Cumnock on a weekly basis and attend the EACHa drop-in centre on a weekly basis to help offer practical advice to those threatened with homelessness or in crisis. Universal Credit Neighbourhood Coaches also provide support to residents through the delivery of surgeries at the Catalyst Heart & Soul Café, Cumnock, and at Netherthird Community Centre.

From 1 January 2019 to 30 September 2019, the Universal Credit Support Team received 578 referrals from all agencies requesting support with a Universal Credit claim for service users. This figure excludes assistance and advice that is also provided through the Universal Credit Helpline.

The Universal Credit Support Team carried out a survey of Universal Credit customers between August and September 2019 to obtain a greater understanding of the issues faced by East Ayrshire's residents.

Results from the survey showed that the six most important issues for residents were:

1. Rent/ mortgage arrears
2. Understanding Universal Credit
3. Unexpected bills/ other debts
4. Council tax
5. Health issues
6. Housing

The feedback provides a real insight into the effects of Universal Credit at a local level and an indication into where to focus support and resources.

The impact of welfare reform will continue to present challenges such as an increase in the demand for, and the range of, services required to support vulnerable families and adults. The Council and its partners will continue to adapt and respond to this need to support residents so as to maximise their income and secure ongoing and sustained revenue streams for the Council.

Housing Services will also continue to work with partners locally and nationally, to share experiences and consider opportunities for collaborative working in relation to Welfare Reform.

Priority 2: People have access to a person centred housing options service and where possible homelessness is prevented.



Increase the supply of settled accommodation across all tenures



Further reduce the number of homeless presentations through partnership working



Provide good quality Housing Options information and advice



Ensure positive outcomes for people that make a housing options approach



Use a range of methods to include tenancy sustainment



Continue to mitigate the effects of welfare reform



Use the HAMF to ensure effective use of existing housing stock



Support delivery of housing services for younger people



Develop protocol arrangements for young people leaving care



Implement actions from the EATRF scrutiny report

Preventing and Addressing Homelessness

Outcome: People have access to a person centred housing options service and where possible homelessness is prevented.

Action	Baseline	Indicator	Target	Timescale	Responsible Person
Reduce number of Homelessness applications	805	Number of homeless applications	Reduce	Annually	Housing Options Manger
	6.5% of approaches	% of cases reassessed as homeless within 12 months of completion of duty (repeat homelessness)	Reduce to Scottish average 5.8%	2024	Housing Options Manager
	100%	% of decisions made in 28 days	100%	Annually	Housing Options Manager
	N/A	Monitor effects of Welfare Reform and Universal Credit, introducing measures to reduce the risk of homelessness	Ongoing	2024	Housing Options manager / Welfare Reform Team Manager/ Financial Inclusion Team Manager
	N/A	Make contact with every Council tenant within 48 hours of receiving a rent verification letter confirming that they are in receipt of Universal Credit to offer support and assistance	100% of tenants contacted	Ongoing	Welfare Reform Team Manager
	N/A	Make contact with any Universal Credit referral received within 48 hours regardless of tenure to offer support and assistance	100% of tenants contacted	Ongoing	Welfare Reform Team Manager
	No education programme currently in place	Implementation of an education programme within secondary schools on housing and homelessness	Programme developed and rolling out to secondary schools	2020	Housing Options Manager / Education
	107.8	Average number of days from presentation to completion of cases closed	Reduce	Ongoing	Housing Options Manager

	Training toolkit not currently active	Implementation of the Housing Options Training Toolkit	Implement and monitor	March 2021	Housing Options Manager
	N/A	Implement Housing Options Service Standards Policy and Procedure	Policy and procedure	2020	Housing Options Manager
		Continue to work with RSL partners to provide holistic housing options through the Common Housing Register	Ongoing	2020	Housing Register Manager / RSL's
Temporary Accommodation	No strategy currently in place	Develop a Temporary Accommodation Strategy	Strategy Produced	2020	Temporary Accommodation Coordinator
	87	Number of Temporary Accommodation places	Maintain	2024	Temporary Accommodation Coordinator
	77 days	Average length of stay in Temporary Accommodation	60 days	2024	Temporary Accommodation Coordinator
	95% very satisfied or fairly satisfied	Maintain high levels of satisfaction with Temporary Accommodation	95% or above satisfied or fairly satisfied	Annually	Temporary Accommodation Coordinator
Monitor and reduce rough sleeping	90	Proportion of HL1 cases where the applicant indicated that they slept rough in the 3 months preceding the application	<65	Annually	Housing Options Manger
Provide support to tenants to enable tenancy sustainment	79.98%	% of new tenancies sustained for more than a year	88.82% (National average)	2024	Team Leader Housing Support
	75.3%	% of new tenancies 16-25 year olds sustained for more than a year	82.77 (National average)	2024	Team Leader Housing Support
	65.78%	% of former homeless households who sustain council tenancy for more than 12 months	Reduce and maintain below national level	Ongoing	Team Leader Housing Support

Conduct analysis of non-acceptance of temporary accommodation.	21% of offers refused	Analysis Complete	Conduct analysis and identify actions to reduce number of refusals	2024	Housing Options Manager
Evaluate Scottish Government consultation in relation to Rapid Rehousing Implementation Plan	N/A	Evaluation Complete		2019	Housing Options Manager / Rapid Rehousing Transition Plan Lead
Develop Housing First model	Housing first approach currently not used	Create a multi-agency development and implementation group for Housing First	Group created	2020	Housing Options Manager / Rapid Rehousing Transition Plan Lead
	Housing first approach currently not used	Implement a Housing First approach with the introduction of 5 tenancies	Housing First Approach adopted	2021	Housing Options Manager / Rapid Rehousing Transition Plan Lead
	Housing first approach currently not used	Full review and analysis of Housing First and consider potential expansion	Review and analysis carried out	2022	Housing Options Manager / Rapid Rehousing Transition Plan Lead
	Post does currently not exist	Introduction of Mental Health Officer post	Post Created and filled	2023	Housing Options Manager / Rapid Rehousing Transition Plan Lead
Develop protocol arrangements for young people leaving care	No protocol currently in place	Publication of Protocol	Publish protocol and review and update as required	2020	Housing Register Manager / Health and Health and Social Care Service Manager / Housing Options Manager
Develop and maintain a partnership approach to providing accommodation for	No protocol currently in place	Review the process for people leaving prison in line with the SHORE Standards	Publish protocol and review and	2020	Housing Options Manager / Rapid Rehousing Transition Plan Lead

individuals on release from prison			update as required		
	No post currently exists	Implementation of full time Housing Options Officer in HMP Kilmarnock	Post created and filled	March 2022	Housing Options Manager
Implement actions from EATRF scrutiny inspection	Report produced	Actions and recommendations from report implemented	Recommendations considered and implemented	2019	Housing Options Manager
Improve the quality and consistency of joint efforts to address housing, health and social care needs of homeless people	N/A	Research post to investigate relationship between health and homelessness (pan-Ayrshire project)	Research shared with local authorities at local authority level	March 2021	Housing Options Manager / Health and Social Care Manager
Social Letting Agency	No analysis currently available	Consider feasibility of a social letting agency in East Ayrshire.	Report Produced	March 2021	Private Sector Housing Unit
	Feasibility Study	Implementation of social letting agency subject to findings in feasibility study	Implementation of social letting agent	March 2022	Private Sector Housing Unit

Local Housing Strategy – Priority 3

People are supported to live healthy independent lives, for as long as possible in their own homes and communities.

This priority is informed by the Independent Living and Specialist Living Evidence Paper.

<https://www.east-ayrshire.gov.uk/Housing/Local-housing-strategy/Housingstrategiesandpolicies.aspx>

Progress made during the LHS 2013-2018:

- Supported the integration of health and social care services, the development of the East Ayrshire Health and Social Care Partnership and subsequent strategic planning documents.
- Development of the first Housing Contribution Statement alongside colleagues from the Health and Social Care Partnership to support alignment between the strategic aims of both services.
- Launched provision of supported accommodation for young care leavers with Blue Triangle Housing Association, providing ten accommodation spaces, six of these within their project of self-contained flats and the remaining four furnished properties for those aged 16-24 who are homeless.
- Increased the number of people receiving minor equipment and adaptations, enabling them to stay in their own property instead of considering supported accommodation.
- Continued to provide a highly regarded Care and Repair service to owner occupiers and private tenants who are over 60 years of age or have a disability at any age.
- Developed Lillyhill Gardens Supported Accommodation, the success of which, has prompted the development of similar models across other areas of East Ayrshire.
- East Ayrshire Health and Social Care Partnership jointly developed a pan-Ayrshire “Technology Enabled Care and Innovation Strategy” and a local development plan specifically for East Ayrshire.
- Development of a working partnership with Ayr Housing Aid to ensure a more joined up approach to accommodating prisoners on their liberation.

Health and Social Care Partnership

Where do we want to be?

**Health and Social Care Partnership:
Housing Services and the Health and Social Care Partnership work together to provide good quality, holistic services.**

The Public Bodies (Joint Working) (Scotland) Act 2014 provided a framework that supports improvements in the quality, efficiency and consistency of health and social care services through the integration of Health and Social Care. On 2 April 2015 all community-based health and social care services were delegated to the Integration Joint Board to be delivered through the Health and Social Care Partnership. This included responsibility for planning unscheduled activity in a large hospital setting and specific 'Lead Partnership' arrangements'

The national 2020 vision for Health and Social Care overarches the Partnership's work:

"By 2020 everyone is able to live longer healthier lives at home or in a homely setting"

Considerable work has been taken forward in designing and implementing new approaches to provision of health and social care services for older people and those with complex conditions.

The aim is to support people in more homely and community based settings and contribute to the management of unscheduled care in acute hospitals.

The HSCP Strategic Plan 2018-21 details four strategic priorities:

- Early intervention and prevention
- New models of care
- Building capacity in primary and community care
- Transformation and sustainability.

Housing Contribution Statement

The benefits of integrated working between Housing Services and the Health and Social Care Partnership 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.

The National Health and Wellbeing Outcomes²² are high level strategic statements of intent in relation to the work of the HSCP. Housing has a valuable role in helping

²² <https://www2.gov.scot/Topics/Health/Policy/Health-Social-Care-Integration/National-Health-WellbeingOutcomes>

achieve these outcomes and this is explored further in the Housing and Health Evidence Paper.

It is essential 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 Housing Contribution Statement (HCS) supports this alignment and provides information on how the housing sector can help achieve the outcomes detailed in the HSCP Strategic Plan. The HCS is effectively the bridge between the strategic aims of LHS and the Strategic Plan.

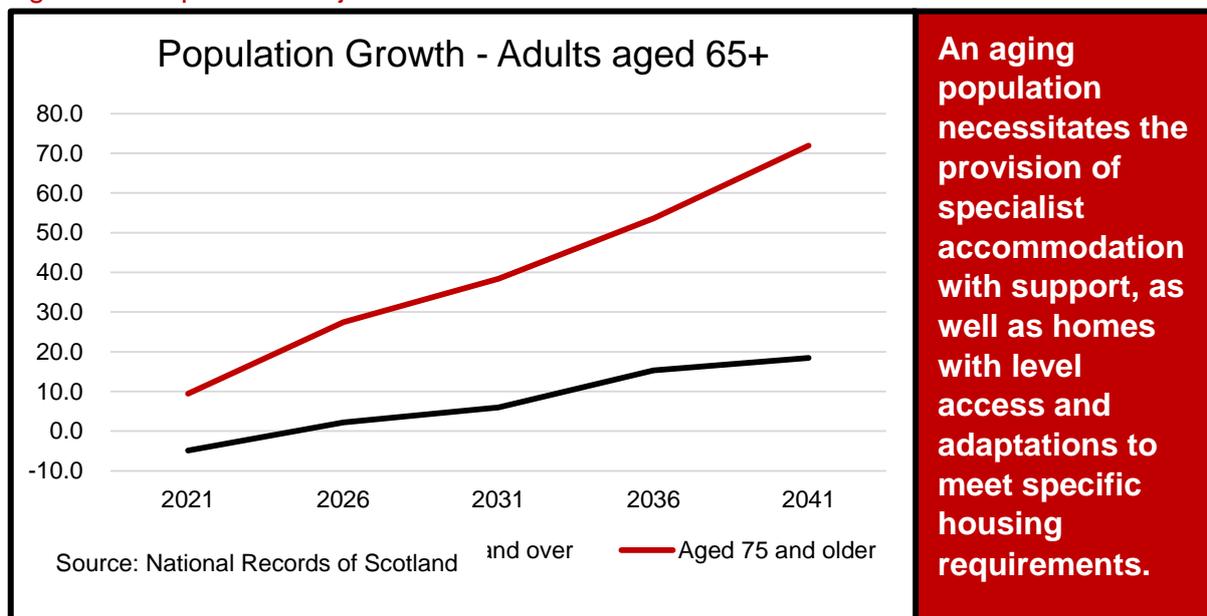
Older People

Where do we want to be?

Older People:
Older people are supported to live in their own home or a homely setting for as long as possible.

Between 2016 and 2041, the population of older people (pensionable age and older) is expected to increase by 18.5% whilst the populations of children up to 15 and those of working age are set to decrease significantly.

Figure 25: Population Projections



The Health and Social Care Partnership Strategic Plan 2018 - 2021 emphasises the additional pressures on health and social care services due to an aging population. Addressing the housing needs of an older population will be a key priority over the course of the LHS.

East Ayrshire currently has housing developments suitable for older people, which are easy to manage properties, situated together in a community setting. They are designed to be easily accessible and consist of either bedsits, flats or bungalows. They are self-contained units providing residents with their own private living space and front door.

Alongside East Ayrshire Council, the following Registered Social Landlords also offer Housing for Older People:

- Bield
- Hanover Housing
- Trust Housing Association
- West of Scotland Housing Association.

Across all providers there are currently 40 developments specifically for older people containing 768 units of accommodation. This level of provision will be monitored alongside measures to enable people to live independently in their own home to ascertain if an increase in provision is required.

Technology Enabled Care (TEC)

East Ayrshire Health and Social Care Partnership jointly developed a pan-Ayrshire “Technology Enabled Care and Innovation Strategy²³” and a local development plan specifically for East Ayrshire.

The document sets out the strategic approach to the utilisation and expansion of sustainable TEC in Ayrshire and Arran.

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 by developing a framework or whole systems approach with which to deliver integrated, mainstream equitable services across Ayrshire and Arran and its three Health and Social Care Partnerships.”

It is anticipated that TEC will support the workforce and the infrastructure across the following areas of redesign, long term conditions pathways and groups:

- | | |
|---|--|
| ➤ Community Care | > Intermediate Care and Rehabilitation |
| ➤ Mental Health Services | > Acute Hospitals Interface |
| ➤ Out Patients | > Primary Care |
| ➤ Pharmaceutical Care | > Respiratory |
| ➤ Diabetes | > Dementia |
| ➤ Learning Disabilities | > Adults and Older People |
| ➤ Coronary Heart Disease and Hypertension | > Falls |

²³ <https://www.nhsaa.net/media/5632/20181008bmp19.pdf>

The number of people provided with a telecare/telehealth support package continues to increase each year and this trend is expected to continue as TEC is an effective way of helping people live safely in their own homes.

Wheelchair Accessible Housing

Where do we want to be?

Wheelchair Accessible Housing:

People are encouraged and supported to live in local communities regardless of their mobility, and there is sufficient housing provision for them to do so.

It is difficult to build a completely accurate picture of wheel-chair accessible housing from mainstream and specialist landlords' data across East Ayrshire, since property type and amenity type does not typically show whether the accommodation is wheelchair accessible.

There is also a lack of detailed stock information and detail about wheelchair accessible private new-build stock.

A meaningful target in relation to wheelchair accessible housing requires an accurate knowledge of existing provision. For this reason, a stock condition survey is required to develop an accurate baseline of specialist provision, including wheelchair accessible homes. This information can then be used alongside population projections, to develop a target figure.

Until a meaningful and substantiated target can be developed, the provision of wheelchair accessible properties on a site by site basis will be included in the new build site proposals contained within the SHIP.

In the absence of robust records, the HNDA estimates that there is **likely to be** up to 350 fully wheelchair accessible properties across RSL (Registered Social Landlord) stock, adaptations and new build.

Between 2006/07 and 2013/14 there were 32 RSL properties and 2 Council new build properties built that were fully wheelchair accessible.

The Council's new house building programme has delivered 44 new homes specifically designed to meet the needs of older and ambulant disabled people since 2014.

Over the course of 2015/16 a baseline of 59 new build houses for varying need has been added to, with an additional 42 under the SHIP during 2012-15 and a further 14 properties during 2015/16.

There was a further 60 houses built between 2010 and 2013, resulting in a total of 219 houses built for varying needs since 2010.

Care and Support Needs

Where do we want to be?

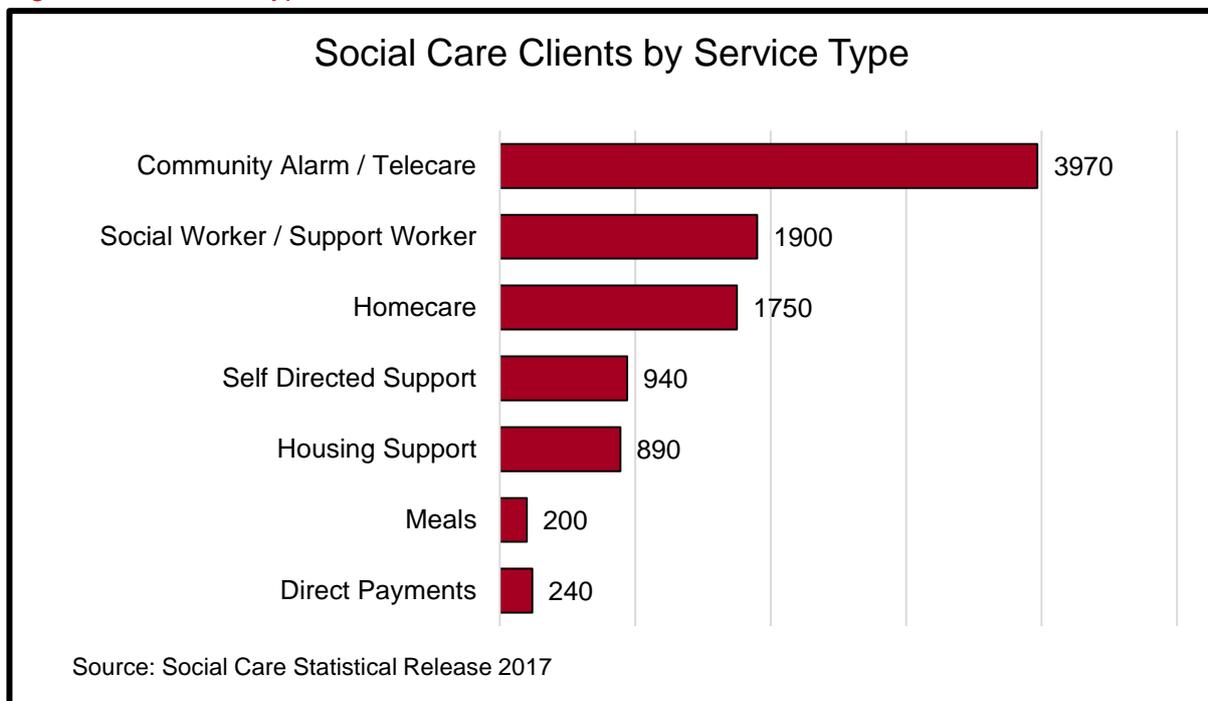
Care and Support Needs:

Care and support is available to assist people to remain in their own tenancy for as long as possible.

Within East Ayrshire, in 2017 the highest number of social care clients are users of the Community Alarm / Telecare service with 40% of clients using this service.

Considering the strategic objective to enable people to live in the community for as long as possible, it is understandable that the most utilised services are preventative services such as the Community Alarm and Telecare Service.

Figure 26: Service Type

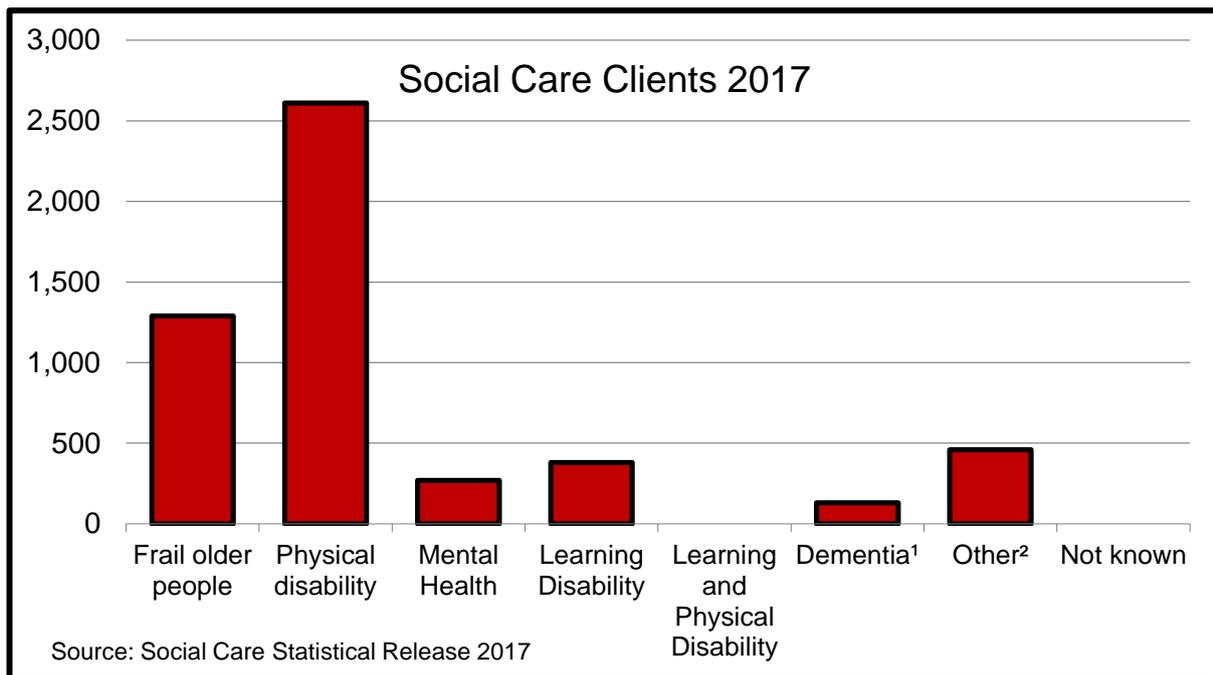


In relation to the client groups that receive social care input, the largest client group receiving Social Care services are those with a disability.

As at August 2018 there were 398 people with a disability on the housing waiting list. This equates to 10.3% of applicants.

The second largest client group is frail older people, and this group is likely to increase in the future due to the aging population.

Figure 27: Social Care Clients



People with a Mental Health Condition

The Mental Health Strategy Scotland 2017 to 2027 sets out a vision of a Scotland:

Where people can get the right help at the right time, expect recovery, and fully enjoy their rights, free from discrimination and stigma.

There is a strong link between poor mental health and people experiencing housing problems and homelessness. Poor quality housing may also affect people's wellbeing.

Early preventative mental health interventions are needed and Integration Authorities and Local Authorities have significant opportunities to develop joined-up policy and service provision in this area.

Housing will work with HSCP colleagues to determine housing demand for this client group and how best to use existing housing stock to meet need.

People with a Learning Disability

Since the early 2000s there has been a shift away from accommodating people with learning disabilities in residential care homes and towards greater use of supported accommodation. This was prompted by the introduction of Supporting People funding and by concerns about the institutional nature of some care homes.

According to the 2011 Census there was 709 people with learning disabilities in East Ayrshire. It also showed that the majority of those with learning disabilities fell into

the 16-65 age group. People with learning disabilities are now living longer and are now more likely to outlive their parents.

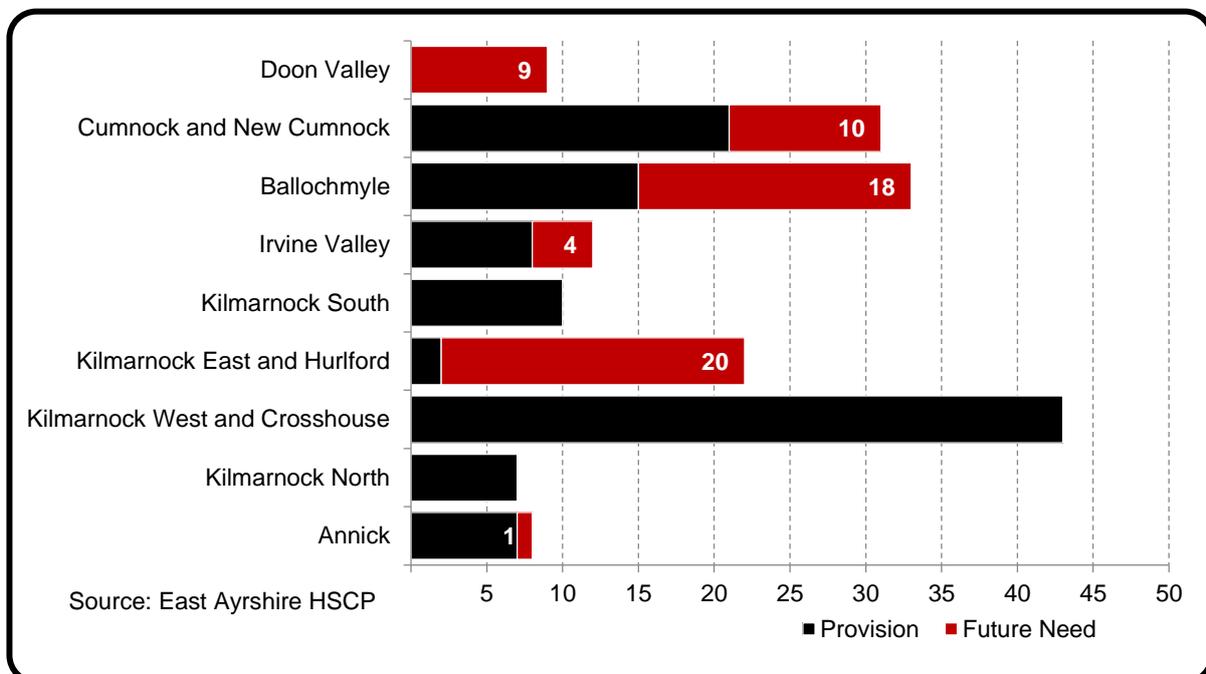
A significant challenge in the future will be the aging population within the learning disability population and additional and focussed support needs that will be required.

Supported Accommodation

Analysis by East Ayrshire Health and Social Care Partnership shows a disparity of supported accommodation provision across East Ayrshire. There is currently no provision in the Doon Valley and very little in Kilmarnock East and Hurlford.

The HSCP has modelled future needs in relation to supported accommodation. A total of 64 supported accommodation places are required in addition to the 113 places currently available.

Figure 28: Additional Supported Accommodation Places Required



Lilyhill Gardens is a new build town centre-based assisted living development in Kilmarnock, which provides housing for 13 residents with a range of learning and physical disabilities. It offers support to adults with a range of disabilities so as to promote the successful move from a range of care settings to their own homes.

With the exception of the smaller-scale assisted living proposals for Auchinleck, the development proposals contained in the SHIP 2020-25 reflect that of the model nearing completion at Cessnock Road, Hurlford, that allows for the provision of 6 ground floor wheelchair accessible homes, along with 7 upper floor general needs flats, with a range of assisted technologies designed to be installed to support people with a range of complex needs to live independently and safely in the community with the benefit of an on-site care provider.

Care and Repair

Where do we want to be?

Care and Repair / Adaptations:

Where work can be carried out in a house in order to provide the resident with a safe and secure environment, this will be done promptly and with the minimum of disruption.

The East Ayrshire Care and Repair service is a joint funded initiative between East Ayrshire Council and the Scottish Government, and is managed by Shire Housing Association.

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 can do so by reducing the level of accidents in the home and preventing the need for hospital admissions.

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 return 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 from 1 April 2018 to 31 March 2019. This includes Preventative Works, Small Repairs, Home Safety/Security, Advice/Referral, Care Fund and Minor Adaptations.

Adaptations

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 a care home.

The service administered a total of 1,408 recorded case files over the period 2017/18. This includes Preventative Works, Small Repairs, Home Safety/Security, Advice/Referral, Care Fund and Minor Adaptations.

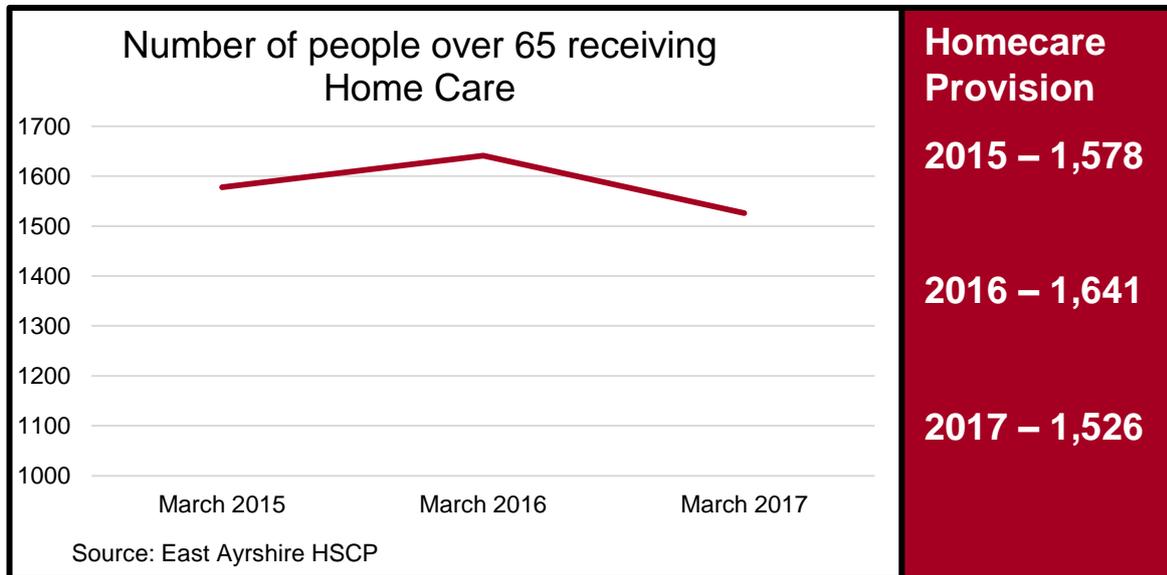
The East Ayrshire Housing Need and Demand Assessment (2017) predicts that adaptations are likely to be required at a similar rate as at present, although this figure could be potentially higher depending on the rate at which East Ayrshire Council can shift the balance of care from residential to community settings.

There is a drive within the Health and Social Care Partnership to shift to a more preventative agenda whereby the provision of minor aids and equipment can maximise an individual's physical abilities and independence and prevent the need for major adaptations.

Care at Home Service

As at March 2016 1,641 older people received a care at home service which is up from 1,578 people in the previous year. However, between 2016 and 2017 the number of people receiving the service dropped to 1,526.

Figure 29: Home Care



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 number of clients receiving homecare per rate of 1,000 population in East Ayrshire is 15.07 which is higher than the Scottish average of 11.13.

In 2016/17 the proportion of people receiving care at home were supported with personal care (98.4%), evening and overnight support (55%) and weekend service (91.3%).

Dementia

Where do we want to be?

Dementia:

East Ayrshire Council is a dementia friendly Council and good quality services are in place to support people with dementia and their families.

The World Health Organisation (2016) defines dementia as “a syndrome in which there is deterioration in memory, thinking, behaviour and the ability to perform everyday functions.”

It commonly occurs in people over 65 years of age but can occasionally occur in younger people.

Scotland's Dementia Strategy 2017-2020 sets out 21 commitments and provides a framework for further action to ensure the realisation of a shared vision for people with dementia and their carers.

Alzheimer Scotland estimates that in 2017 there was 2,173 individuals with Dementia in East Ayrshire. Similar to the situation across Scotland, the number of cases of females (1,415) far outweigh the number of males (758).

Local analysis²⁴ estimates that the number of people over 65 being diagnosed with dementia in Ayrshire and Arran will increase by 36% over the years 2016 to 2026.

At a locality level is estimated that there will be more significant increase in diagnoses in the Northern Locality wards and the Kilmarnock North Ward.

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.

Young People

Where do we want to be?

Young People:

Young people are provided with a safe, healthy environment growing up and are supported to make the transition into their own tenancy.

As at September 2018, there were 12,058 young people aged 16-24 in East Ayrshire which equates to 10% of the population.

Furthermore there are currently 256 young people aged 16-24 on the housing waiting list (8% of all applicants.)

The last Census (2011) showed that a third (33%) of all people aged 20 to 34 in East Ayrshire were living with their parents. This was higher than across Scotland as a whole (25%).

This may suggest barriers to younger people accessing housing.

An evidence review on the life chances of young people indicates that these barriers to housing may include larger deposit requirements, rising house prices, low pay and a lack of secure employment opportunities. It also highlights a problem, in that young people do not know where to go to seek information and advice about housing.

Alongside working with partners to address the main issues affecting young people, the Council needs to ensure that young people know where to seek information and advice in relation to housing.

²⁴ EAC Statistical Snapshot – Projected population 65+ with dementia

Care Leavers and Care Experienced Young People

Where do we want to be?

People Leaving an Institutional Setting:

Anyone leaving an institutional setting has access to suitable housing and where required, support is provided to help them maintain their tenancy.

The housing needs of care leavers can be complex and it is essential that these are addressed before they leave care.

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 in order to provide the best possible opportunities for young people. 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.

East Ayrshire Council currently 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.

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. Three of the flats are made available as supported accommodation for up to six young people with the fourth flat providing office accommodation.

Despite the current provision, the East Ayrshire Housing Need and Demand Assessment (HNDA) suggests there may be insufficient resources in East Ayrshire to meet the needs and requirements of young people moving on from care or custody through supported accommodation. It estimates that 20-25 supported accommodation places are needed, against 6 current places.

Prison Discharge

The Council currently works in partnership with Ayr Housing Aid to accommodate prisoners on liberation. From November 2017 to June 2018, homeless presentations were prevented in 131 cases by ensuring rent entitlement was in place or housing information and advice on tenancy sustainment was provided.

However, over the same period, 108 service users were homeless on liberation and half of these presented as homeless in East Ayrshire. This shows that there are still a number of challenges for partners to overcome. These include:

- Loss of settled accommodation upon sentencing
- Increasing demand for temporary accommodation
- Prisoners neglecting to submit a housing application and therefore not being on the waiting list prior to release
- Prisoners not attending pre-arranged interview on release and presenting at a later date or not at all.

The Prison Housing Advice Service report (November 2017 to June 2018), from the Ayr Housing Aid Service, shows that the majority of individuals that use their service²⁵ were local authority tenants. This highlights the importance of Housing Services working with partners to ensure that support and accommodation is available for prisoners on release. This is further re-enforced by the fact that 45% of service users expressed that they needed advice on housing options/housing information and advice.

The report also highlights the role of Health and Social Care in that, over a third (35.08%) of new service users stated they had mental health issues and 22.29% had physical health issues when entering prison.

East Ayrshire Council are working with the Ayr Housing Aid Service and other Community Planning Partners, in relation to the Shore standards, to improve the preparation and support for those in, and leaving, custody.

The SHORE Standards (Sustainable Housing on Release for Everyone) were developed by a range of housing stakeholders in 2016 to ensure that people leaving prison are able to successfully reintegrate into the community and support desistance from future offending by ensuring that their housing needs are identified at the earliest opportunity, throughout their sentence and as part of the preparation for their release, and that their wider support needs, including access to public services, are then met timeously.

In addition to collaborative working with Ayr Housing Aid, East Ayrshire Council work with other third sector organisations, in relation to the SHORE Standards, to improve the preparation and support for those in, and leaving, custody. A number of actions have been identified within the Rapid Rehousing Transition Plan, with commitment from a range of partners, to ensure continued implementation of the SHORE Standards.

²⁵ Ayr Housing Aid Centre support service users across both East Ayrshire and South Ayrshire

Meeting the Shore Standards will require a cohesive, committed and joined up approach, from all Community Planning Partners to ensure positive outcomes for prisoners, and reduce the risk of re-offending.

Multi Agency Public Protection Arrangements (MAPPA)

Multi Agency Public Protection Arrangements (MAPPA) is the framework which joins up the agencies which manage offenders and was introduced by sections 10 and 11 of the Management of Offenders etc. (Scotland) Act 2005.

The introduction of MAPPA in 2007, gave a consistent approach to the management of offenders across all local authority and police force areas, providing a framework for assessing and managing risks posed by offenders.

Categories of offenders include:

- Registered sex offenders
- Those offenders assessed as posing a risk of serious harm to the public
- Restricted patients.

Stable housing arrangements and effective monitoring make a key contribution to minimising the risks sex offenders under Multi Agency Public Protection Arrangements (MAPPA) may pose.

The East Ayrshire MAPPA Officer works closely with Criminal Justice Social Work and Police Scotland Offender Management Unit which has specially trained staff dedicated to the management of offenders.

The National Accommodation Strategy for Sex Offenders (NASSO) forms part of the Multi Agency Public Protection Arrangements and explains how housing contributes to those arrangements.

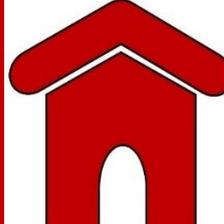
An Environmental Risk Assessment (ERA) is completed for every Registered Sex Offender (RSO) within East Ayrshire in all three housing tenures, owner occupied, private rented and social rented sectors.

All offers of social housing go through the ERA process and have to be approved by Criminal Justice Social Work and the Offender Management Unit of Police Scotland before an offer can proceed. All approved ERA properties are reviewed annually.

Priority 3: People are supported to live healthy independent lives for as long as possible in their own homes and communities.

	Health and Social Care will work closely with Housing Services to ensure that particular needs and design requirements are identified early in the planning process	
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	Work with partners to address issues faced by young people
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	Further explore the potential for technology enabled care
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	Work alongside Gypsy/Traveller communities to ensure their needs are met
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	Ensure young people know where to go for housing advice and assistance
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	Continue to provide a first class care and repair service
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	Provide dementia training for all frontline staff
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	Ensure all new affordable housing developments are built to varying needs design standards so they can be adapted to meet varying need in the future	
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Independent Living and Specialist Provision

Outcome: People are supported to live independently for as long as possible in their own homes and communities.

Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Responsible Person
Develop supported living accommodation in partnership with Health and Social Care.	1 unit	Number of SHIP completions for specialist provision	2 units developed	2024	Housing Development / HSCP
		No of new homes built to meet special needs	Increase	2024	Housing Development / HSCP
Develop an accurate baseline of specialist housing provision in East Ayrshire	N/A	Stock condition survey carried out	Survey carried out to inform future strategic provision	2021	Housing / HSCP
Increase the supply of social rented housing suitable for older people	Baseline to be confirmed through stock survey	No. of accommodation units for older people	Increase	2024	Housing Development
Increase the supply of social rented housing suitable for people with mobility needs	Baseline to be confirmed through stock survey	Number of wheelchair accessible properties	Increase	2024	Housing Development
	4,293	Number of people using smart supports	Increase	2024	HSCP
Monitor levels of sheltered/residential accommodation	768 units	Demand for units	Monitor	Ongoing	Local Housing Strategy Officer / Health and Social Care Partnership
Continue to encourage independent living across all tenures	1,408	Care and repair jobs administered	Increase	2024	Shire Housing Association
	7,514	Number of aids / adaptations carried out	Reduce	2024	HSCP
	395 (2016 – 2017)	Number of private home adaptations	Increase	2024	HSCP

		carried out by scheme of assistance			
Ensure frontline staff are fully trained to assist people to live independently in their own home	N/A	Number of staff that have received dementia training	Training provided to all frontline staff	2024	Housing
Provide regular reviews and updates to the Housing Contribution Statement	Existing Document	Document reviewed and updated	Ongoing	Annually	Housing / HSCP
Contribute to the implementation of the East Ayrshire Dementia Strategy	N/A	Strategy Produced	Strategy produced in 2019	2019	Housing Needs

Local Housing Strategy – Priority 4

People in East Ayrshire live in high quality, energy efficient homes and fuel poverty is minimised.

This priority is informed by the Housing Quality, Fuel Poverty and Energy Efficiency Evidence Paper.

<https://www.east-ayrshire.gov.uk/Housing/Local-housing-strategy/Housingstrategiesandpolicies.aspx>

Progress made during the LHS 2013-2018:

- Successful compliance with the Scottish Housing Quality Standard (SHQS) programme. 100% of East Ayrshire housing stock met the standard.
- 94.4% of Council Housing Stock complies with the Energy Efficiency Standards for Social Housing (EESH) standards, putting the Council on schedule to meet 2020 standard.
- 2345 households benefited from the Home Energy Efficiency Programme: Area Based Scheme (HEEPS:ABS) which improves energy efficiency of properties.
- 2270 Council houses fitted with external wall insulation to improve energy efficiency of properties.
- A Local Fuel Poverty conference was held in 2017 with Di Alexander (Chairperson of the Scottish Rural Fuel Poverty Task Force) attending as guest speaker. The event was also attended by Kevin Stewart MSP who provided closing comments for the event.
- East Ayrshire Council became an active partner in the Local Energy Advice Forum (LEAF), which aims to provide a single and mutually beneficial approach to energy information and assistance across both East Ayrshire and North Ayrshire.
- 98.7% of tenants were satisfied with the service they received from the Council's repairs service which is significantly higher than the Scottish average of 90.6%.
- Reduction in the number of households experiencing extreme fuel poverty.

Housing Stock

Where do we want to be?

Housing Stock:

East Ayrshire has housing stock across all tenures which meet the needs of local people.

Tenure - In East Ayrshire 59% of the dwellings are owner occupied, 28% are rented from the Local Authority or Housing Association and 10.5% are rented privately.

There is disparity in household tenure by housing market area. There is less tenure choice in Doon Valley with a predominance of social renting. There are lower levels of private renting and the owner occupied sector in Doon Valley.

Property Type - Across East Ayrshire, a quarter of dwellings are flats and three quarters are houses (27% terraced 29% semi-detached and 19% detached).

Again, there are differences across housing market area, with Kilmarnock having proportionately most flats and Doon Valley having proportionately least flats.

Property Size - The Scottish Household Survey shows that, overall, roughly 45% of properties in East Ayrshire have one or two bedrooms while 55% are three bedrooms or larger.

Across the mainstream social landlords in East Ayrshire, 50% of the stock has two bedrooms and 32% has three bedrooms. One bedroom properties make up 16% of the stock.

The 2011 Census provides data for the private rented sector. 5% of the occupied stock has 1-2 rooms (i.e. studio/bedsit) 18% has three rooms (1-bedroom) 35% has four rooms (2-bedroom) and 26% has five rooms (3-bedroom) while 16% has six rooms or more (4+ bedroom).

Age of housing stock

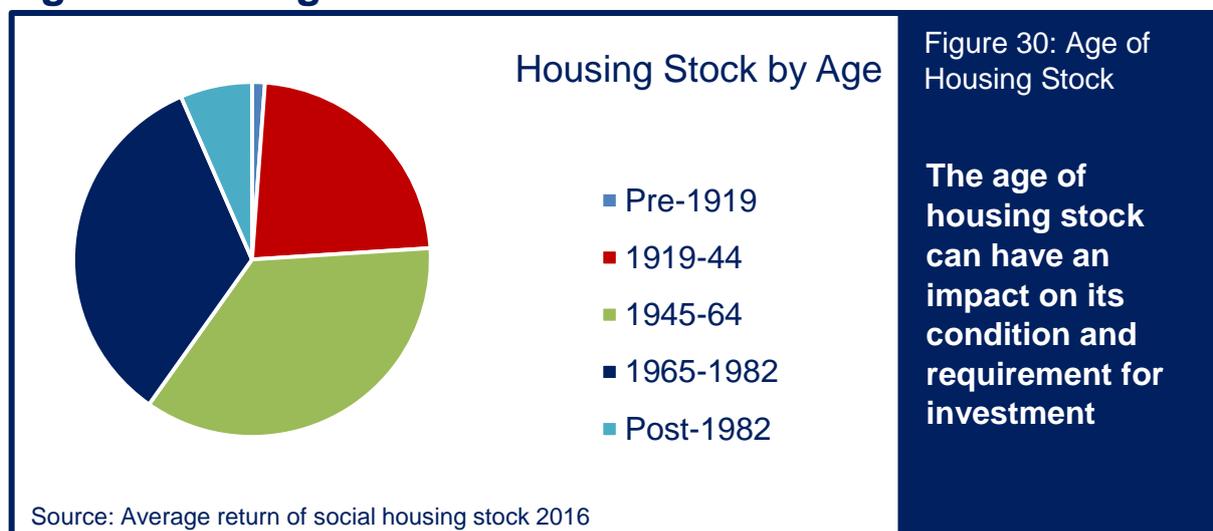


Figure 30: Age of Housing Stock

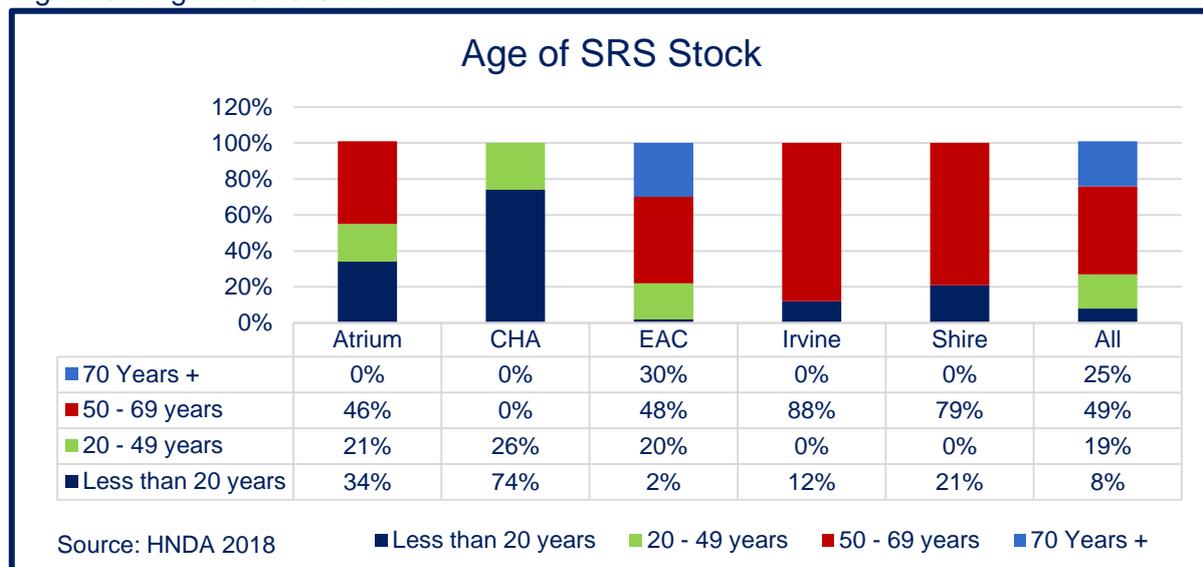
The age of housing stock can have an impact on its condition and requirement for investment

In relation to public sector housing stock, around 60% of the housing stock is over 50 years old and around a quarter (24%) of the stock is pre-war housing. Older properties may require more substantial investment to ensure they meet minimum standards.

There are significant differences in the age of stock across the largest social landlords in East Ayrshire.

Cunninghame Housing Association has most new stock as a proportion of total stock, with three quarters less than 20 years old while East Ayrshire Council has proportionately older stock, with just 2% of properties aged less than 20 years old.

Figure 31: Age of SRS Stock



Housing Quality

Where do we want to be?

Housing Quality

Everyone in East Ayrshire lives in good quality housing regardless of tenure.

New Build Housing - The Scottish Government is dedicated to supporting the development of good quality, energy efficient homes with a target of delivering 50,000 homes by 2021.

New Build Housing - The Scottish Government is dedicated to supporting the development of good quality, energy efficient homes with a target of delivering 50,000 homes by 2021.

New build homes contained in the Strategic Housing Investment Plan 2019 – 2024 will be developed to meet Section 7, Silver Standard under the Building Regulations 2011 in terms of both Carbon Dioxide Emissions and Energy for Space Heating, adopting a fabric-first approach to achieving the standard.

The Council New Build Programme is being delivered in partnership with CCG who are using Offsite Manufacturing (OSM) in the development of new build housing. This involves the fabrication and assembly of building elements at a location other than their final installed location. In the case of CCG, this is at their OSM facility in Cambuslang.

OSM supports responsible material sourcing, promotes minimal material waste, along with recycling, and there is third party quality and environmental assurance accreditation

Off-site principles bring a reduction in the use of materials during the construction process, compared to traditional methods, that improves site management and reduces vehicle movements, contributing to a far more efficient process with a vastly improved associated carbon footprint.

Good quality energy efficient housing will help reduce energy bills and the risk of residents falling into fuel poverty.

Where do we want to be?

Housing Quality – Existing Stock

As well as developing high quality new build housing, there is significant investment to improve the quality of existing housing stock.

Scottish Housing Quality Standard (SHQS) The Scottish Housing Quality Standard (SHQS) was introduced by the Scottish Government in February 2004 and then updated in March 2011. It is the Scottish Governments principle measure of housing quality in Scotland and supersedes the previous “tolerable standard²⁶.”

According to the East Ayrshire Housing Needs and Demand Assessment there is an estimated 20,500 properties failing the SHQS in East Ayrshire. These are mainly in the owner occupied sector, with an estimated 3,000 in PRS, and only 450 failures in the social rented sector.

There are insufficient cases in the SHCS for East Ayrshire to allow accurate analysis of the private rented stock and East Ayrshire Council does not have local house condition survey data to provide further information about the location of the poorer quality private sector stock.

As at 31st March 2019, 100% (12163 properties) of East Ayrshire Council’s housing stock complied with the Scottish Housing Quality Standard (SHQS), 12000 meeting the SHQS standard and 163 properties either exempt or in abeyance.

The Council will attempt to re-engage with tenants and owners and carry out work when these properties become void. The future of these properties will also be considered in the light of new technology.

²⁶ Housing Act 1987 and Housing (Scotland) Act 2001

A total estimated provision of £6.5million from 2018 to 2022 has been set aside to ensure the Council continues to meet the SHQS.

Energy Efficient Standard for Social Housing - The Scottish Government introduced a new minimum energy efficiency standard in 2014 for social housing known as EESSH (Energy Efficient Standard for Social Housing)

As at 31 March 2019, 97.94% of East Ayrshire Council's housing stock complied with EESSH compared with 97% at 31 March 2018.

Registered Social Landlords – Registered Social Landlords are also subject to the same standards as Council Housing. The Housing Quality Standard and Energy Efficiency Standards for Social Housing for the Common Housing Register partners are reported annually in the ARC return.

Figure 32: Annual Return on the Charter Information

	SHQS	EESSH
Atrium Homes	98.81%	70.76%
Cunninghame Housing Association²⁷	95.12%	100%
Irvine Housing Association	98.43%	75.9%
Shire Housing	87.5%	87.3%

Scottish Social Housing Charter - A number of other indicators within the Scottish Social Housing Charter relate to housing quality and maintenance.

Figure 33: Annual Return on the Charter Information

Indicator 2018/19	East Ayrshire	Scottish Average
Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)	98.66%	94.09%
Average length of time taken to complete emergency repairs	1.94 hours	3.65 hours
Average length of time taken to complete non-emergency repairs	6.93 days	6.56 days
Percentage of reactive repairs completed 'right first time'	92.56%	92.52%
Percentage of repairs appointments kept	97.55%	95.57%
Percentage of tenants satisfied with the service they received	99.17%	91.66%

²⁷ 80% of CHA stock assessed

In all quality related indicators, East Ayrshire Council matches or exceeds the Scottish average.

East Ayrshire Council takes slightly longer to complete non-emergency repairs (6.93 days as opposed to 6.56 days, however this has reduced dramatically from 7.5 days in 2016/17 and 7.1 days in 2017/18.

The percentage of repairs “right first time” has also improved dramatically from 75.9% in 2016/17 to 84.7% in 2017/18 and in 2018/19 is now in line with the Scottish average.

Through the Housing Investment Programme (HIP) the Council has also invested in existing housing stock to ensure that it remains fit for purpose. The HIP is a 5 year rolling programme that is revised annually and submitted to Cabinet for approval.

The HIP links directly to both the Housing Asset Management Framework and the Strategic Housing Investment Plan.

Work has been carried out to externally insulate and render properties that are non-traditionally constructed or have hard to treat cavity walls.

Over the course of the previous LHS 1,176 social housing properties and 1094 private properties benefited from external insulation works.

The Scottish Government launched the Home Energy Efficiency Programme Scotland: Area Based Schemes (HEEPS: ABS) in 2013 with a focus on assisting home owners within mixed tenure properties to participate in certain qualifying projects.

This funding assists East Ayrshire Council in gaining the participation of adjoining owners within area based improvement programmes where delivering energy efficiency projects to Council housing stock.

Over the lifespan of the previous strategy a total of 2345 households have benefited from the Heeps:ABS project.

In 2019/20, East Ayrshire Council have been successful in attracting over £1.4m of HEEPS:ABS funding to assist 181 private owners.

Where do we want to be?

Housing Quality – Private Sector

Houses across all tenures are energy efficient and meet Scottish Government targets.

Following a consultation in 2017 responses, the Scottish Government announced minimum energy efficiency standards for private rented sector properties on 2 May 2018.

This forms part of its energy efficiency improvement programme, Energy Efficient Scotland, which will ensure homes and buildings are warmer, greener and more efficient.

The new minimum energy efficiency standards for private rented properties in Scotland will be phased in and will increase over time:

- From 1 April 2020, any new tenancy will require the property to have an EPC of at least band E
- By 31 March 2022, all properties will need to have at least EPC band E.
- From 1 April 2022, any new tenancy will require the property to have an EPC of at least band D
- By 31 March 2025, all properties will need to have at least EPC band D.

The Scottish Government plan to publish regulations that provide more detail on how the standards will be applied.

Fuel Poverty

Where do we want to be?

Fuel Poverty

People in East Ayrshire are able to access advice and support in relation to fuel poverty and where possible, fuel poverty is eradicated.

During the development of the LHS 2019-2024 the Scottish Government introduced the Fuel Poverty (Target, Definition and Strategy) (Scotland) Bill. The three aims of the bill are as follows:

- Sets out a new target for fuel poverty
- Introduces a new definition of fuel poverty
- Mandates the production of a new fuel poverty strategy.

The proposed fuel poverty statutory target is to ensure that, by 2040, no more than 5% of households in Scotland will be in fuel poverty. The bill requires that Scottish Ministers publish a strategy setting out how they will eradicate fuel poverty and how progress on this will be reported.

The proposed new fuel poverty definition states that households must fulfil the following criteria:

- Fuel costs must be more than 10% of household net income after deducting housing costs **and**
- The remaining household net income after the payment of fuel costs and childcare costs (if any) must also be insufficient to maintain an acceptable standard of living for the household.

An acceptable standard of living will be based on 90% of the Minimum Income Standard (MIS) produced by the centre for Research in Social Policy at Loughborough University.

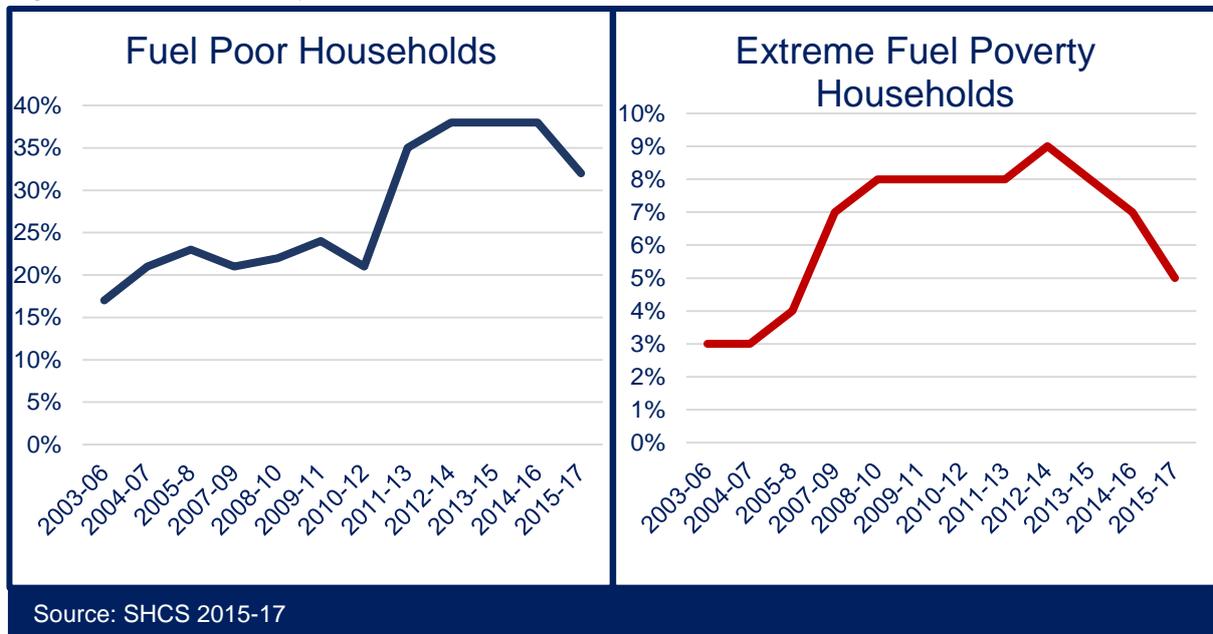
Fuel Poverty in East Ayrshire

Levels of fuel poverty can be measured through the findings of the Scottish House Condition Survey.

These findings are based on the previous definition of fuel poverty as a household having to spend more than 10% of its income on household fuel use. Furthermore if a household was required to spend more than 20% of its income on all household fuel use, it is said to have been in extreme fuel poverty.

Within East Ayrshire the Scottish House Condition Survey (SHCS) 2015 -17 states that 32% of people are living in fuel poverty. This is a reduction of 6% from the previous year.

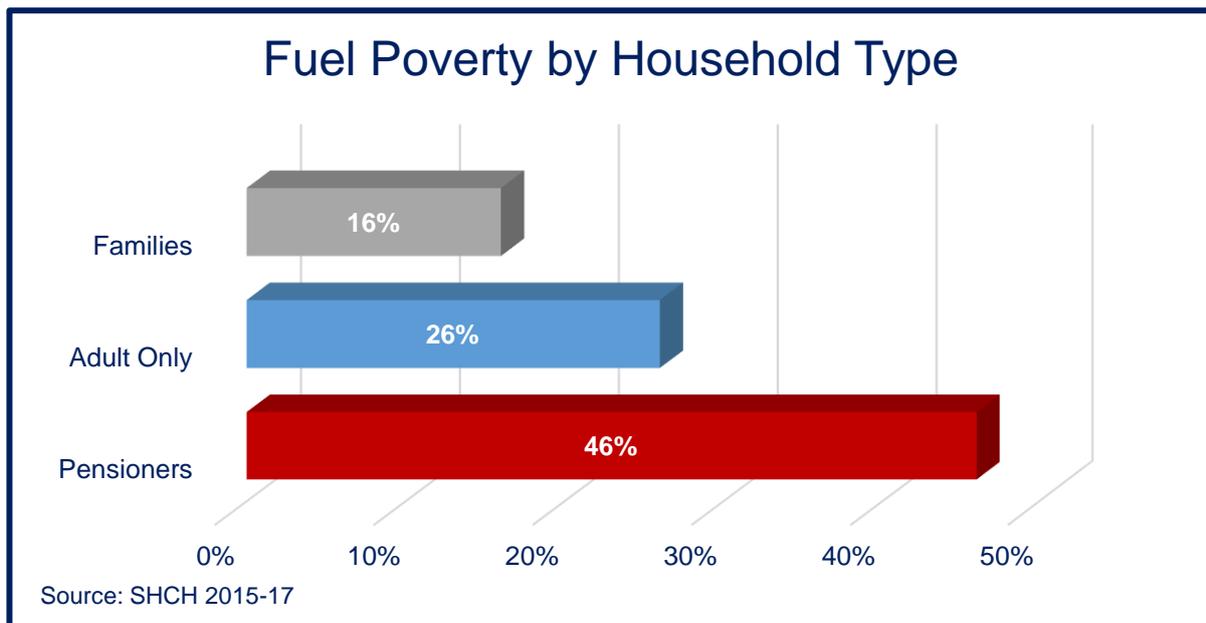
Figure 34: Fuel Poverty



There has also been a steady decline over the last three years in the number of households experiencing extreme fuel poverty. The number of households in extreme fuel poverty had reduced from 9% in 2012-14 to 5% in 2015-17.

Single pensioner households are at the high end of the fuel poverty rate according to the Scottish House Condition survey 2015 - 2017 at 46%.

Figure 35: Fuel Poverty by Households Type



The Scottish House Condition Survey also shows that there are almost as many owner occupiers in fuel poverty (32%) as there are social housing tenants (33%). Therefore it is essential that the Council provides support and assistance across different tenures.

Households in older properties are more likely to experience fuel poverty as they have shown to have lower energy efficiency ratings. With these features being more common in rural areas, this can also result in a lower energy efficiency profile for rural properties.

This information is a useful indicator in relation to identifying households that are more susceptible to fuel poverty. However, more could be done alongside partnership agencies to conduct an analysis of fuel poverty at a local level.

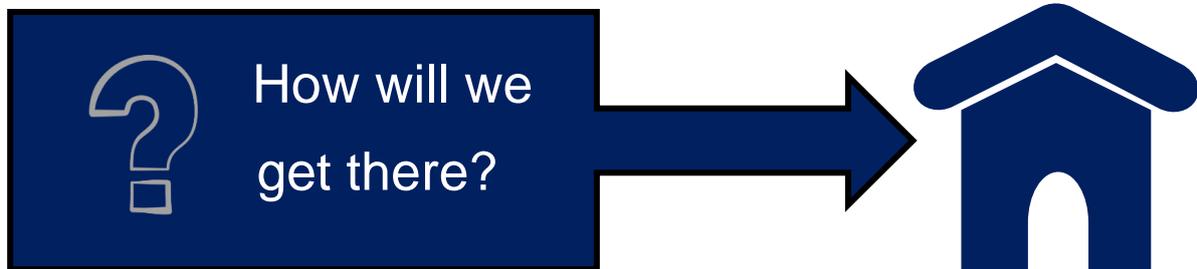
Fuel poverty is a multi-agency issue and in order to address this, a joined up approach between housing providers, local support providers and other stakeholders is required.

Tackling Fuel Poverty in East Ayrshire

Within East Ayrshire the following organisations currently offer advice, support and assistance in relation to Fuel Poverty.

- Financial Inclusion Team
- Local Energy Advice Forum
- Home Energy Scotland
- Citizens Advice Scotland
- Citrus Energy / Lemon – aid.

Priority 4: People in East Ayrshire live in high quality, energy efficient homes and fuel poverty is minimised.



Fuel Poverty

	East Ayrshire Council is committed to eradicating fuel poverty as far as reasonably possible through a cohesive partnership approach	
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	Raise awareness of fuel poverty
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	Assist people to reduce their fuel spend
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	Provide energy efficiency advice and information
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	Assist people to maximise their income
--	--

	Improve the energy efficiency of existing housing stock
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	Build an accurate picture of fuel poverty at a local level
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Housing Quality and Energy Efficiency



Housing services will continue to invest and improve the energy efficiency of the council housing stock in order to meet SHQS and EESSH requirements

Continue to monitor the potential health benefits of fuel efficient housing at a local level



Provide advice and assistance to the private sector to encourage energy efficient improvements to properties within this tenure

In the design of future homes, ensure that the properties are future proofed and as energy efficient as possible



Work with partner agencies and stakeholders to develop housing projects that help regenerate communities and rural settlements.

Climate Change



By improving energy efficiency of properties and working towards EESSH targets Housing Services will contribute toward reducing carbon emissions set out in the Climate Change (Scotland) Act 2009

Action	Baseline	Indicator/Measure	Target/Milestone	Timescale	Responsible Person
Work with partners to support fuel poor households	32%	% Households in fuel poverty	27% by 2020 and a reduction by 5% each year following this	2020	Partners
	5%	% Households in extreme fuel poverty	Reduce annually by 1%	2024	Partners
	N/A	Build an accurate picture of fuel poverty at a local level	Report produced	2020	Local Energy Advice Forum
	N/A	Referrals to energy efficiency partners	Baseline to be quantified in 2019/2020	2024	Financial Inclusion Team
	N/A	There is good quality information and support available regarding fuel poverty	Baseline to be quantified in 2019/2020	2024	Partners
	N/A	Better publicise the assistance available through local support agencies	Baseline to be quantified in 2019/2020	Ongoing	Local Energy Advice Forum
Maximise household income	£4.6m	Income generated by the financial inclusion team	Increase	2024	Financial Inclusion Team
Ensure good quality housing	77%	% of homes with disrepair	Reduce to at least 70% (Scottish average)	2024	Housing Asset Service
	39%	% of homes with urgent disrepair	Reduce to at least 30% (Scottish Average)	2024	Housing Asset Service
	97.94%	% of social rented homes complying with ESSH	100%	Dec 2020	Housing Asset Service
	86.1%	Percentage of reactive repairs completed right first time	92.2% (Scottish Average)	Annually	Housing Asset Service
Address obsolete and inefficient heating systems	850	Number of replacement units	850 per annum	2024	Housing Asset Service

Ensure existing housing stock is energy efficient	386	Number of external enveloping works carried out	Based on ongoing stock condition survey	Annually	Housing Asset Service
	183	Number of private properties improved with heeps abs assistance	Dependent on funding levels	2024	Housing Asset Service
Promote energy supplier comparison and switching supplier in order to ensure that fuel costs are minimised	N/A	Continue to support the Local Energy Advice Forum	Ongoing attendance of meetings and provision of support to the group	2024	Housing
Consider the inclusion of electric vehicle charging points in new build properties	N/A	% of new build properties with electric vehicle charging points	All new build completions to include electric vehicle charging points	2024	Housing Development and Strategy

