

**East Ayrshire Council**  
Comhairle Shiorrachd Inbhir Àir an Ear

# Local Housing Strategy 2019 – 2024



**Building Homes**  
**Building Communities**

# Introduction

The Housing (Scotland) Act 2001 places a statutory requirement on local authorities to provide a Local Housing Strategy which sets out their priorities for the delivery of housing and related services over a five year period. In 2014 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 directives.

The LHS is closely linked to a number of other local strategies and plans<sup>1</sup>.



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

## 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 to meet existing and future housing need and demand. It also provides information to assist in the development of policies on new housing

<sup>1</sup> The strategic context of the LHS is explored in greater details in the Strategic Context Evidence Paper.

supply, management of existing stock and the provision of housing related services. A multi partner working group worked together inform the content of the HNDA.

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, supporting the development of the Health and Social Care Partnership 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 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 LHS.

### **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**

**Legislation and Strategic Context**

**Housing Quality, Fuel Poverty and Energy Efficiency**

**Empty Homes**

**Private Rented Sector**

**Youth Housing Statement**

**Housing Supply Target**

These evidence papers have allowed us to streamline the strategy which makes it easier to read and more understandable to a wide range of stakeholders including local residents. **This 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. An Equalities Impact Assessment has been completed during the development of the LHS 2019-2024. There is no negative impact on the population of East Ayrshire. [\\*Link to EQIA will be included in final version of strategy.\\*](#)

## 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

A Strategic Environmental Assessment screening report will be undertaken and submitted to the Scottish Government SEA Gateway under Section 9 (3) of the Environmental Assessment (Scotland) Act 2005.

# 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 2014 and taking cognisance of the results of a consultation with local people, we aim to deliver this vision through four strategic outcomes. Each outcome will be accompanied by a corresponding action plan.



The strategic vision and four strategic outcomes were agreed at the Local Housing Strategy Forum on 30 November 2018.

The feedback from participants at the LHS forum was:

- **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 121,840<sup>2</sup> 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 North, Kilmarnock West and Crosshouse, Kilmarnock South and Irvine Valley
Cumnock	Cumnock, New Cumnock and Ballochmyle
Doon Valley	Doon Valley

<sup>2</sup> HRS Mid 2018 Population Estimates

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

## Key Issues and Trends

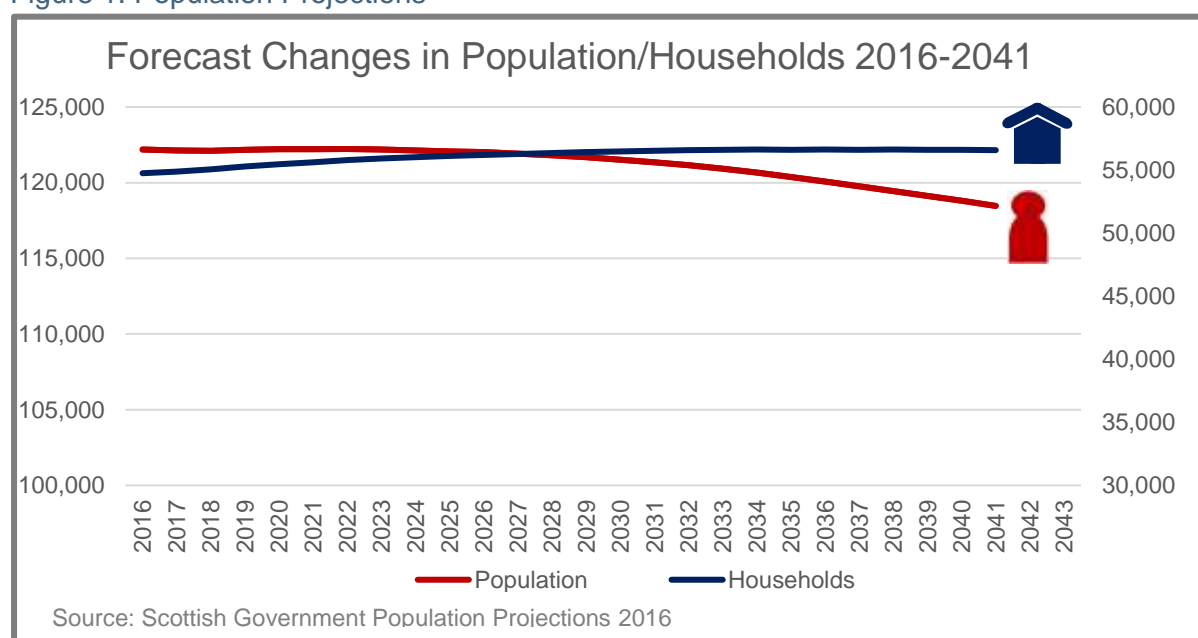
The East Ayrshire Housing Need and Demand Assessment<sup>3</sup> sets out a number of key issues and trends in order to inform the Local Housing Strategy and Local Development Plan.

### 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



These projections indicate a continued decrease of 3.1% in the population from 2016 to 2041.

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.

<sup>3</sup> \*Insert link to HNDA in final version of strategy\*

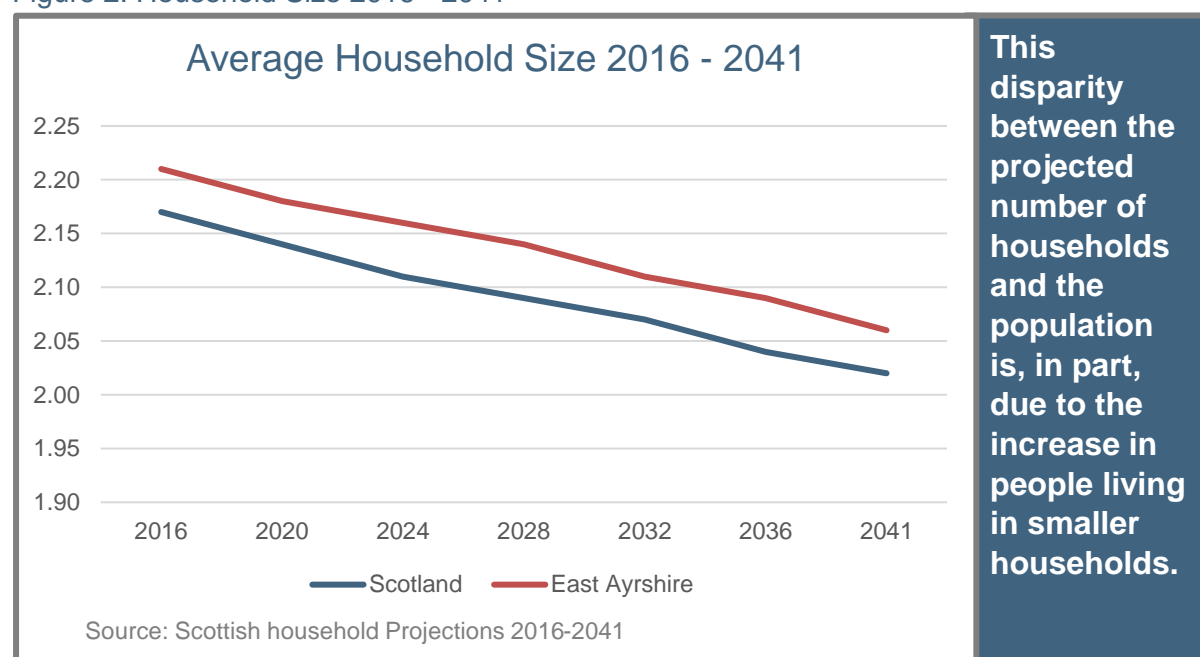
The number of households in East Ayrshire in 2018 is 55,107, which is an increase of 0.4% from 2017.

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.<sup>4</sup>

Figure 2: Household Size 2016 - 2041



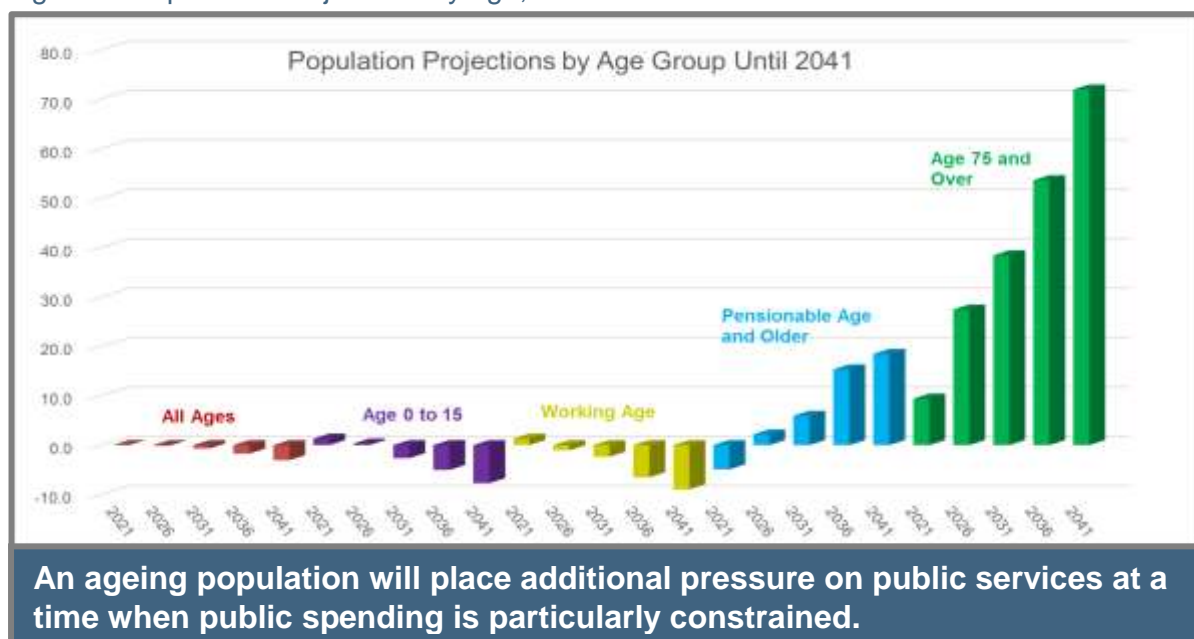
This downward trend is expected to continue with the household size expected to reduce by a further 7% by 2041.

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.

<sup>4</sup> Source: NRS Population Projections



Figure 3: Population Projections by age, 2014 - 2041

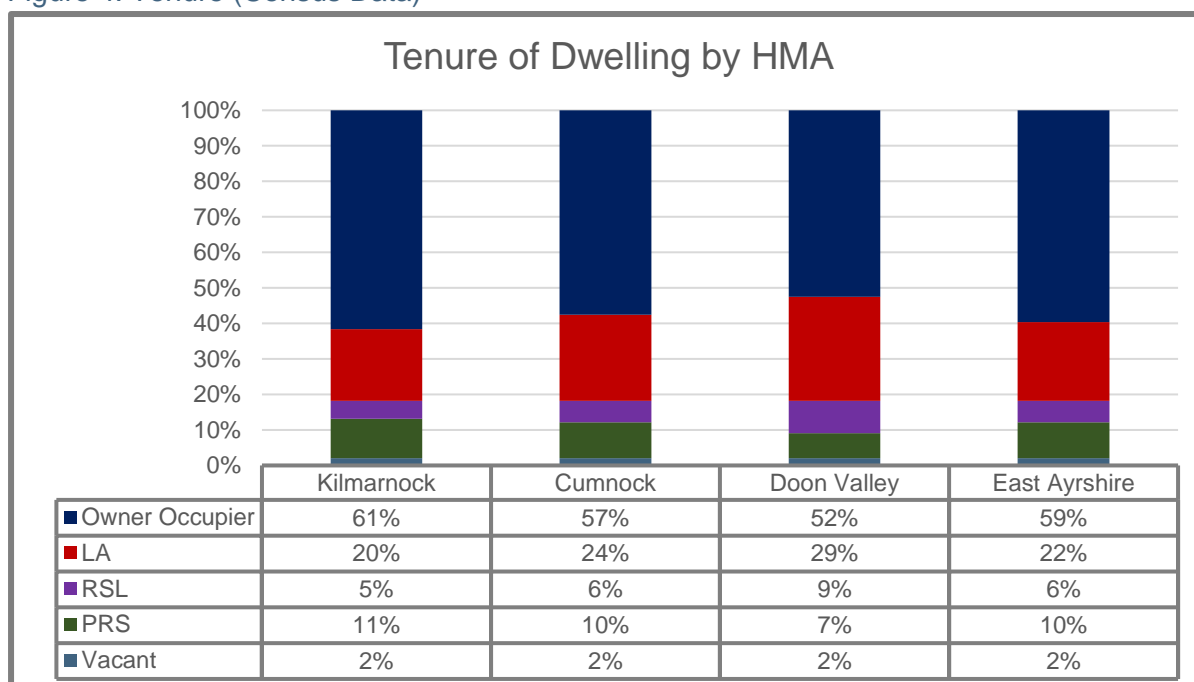


Projections shows that the growth in older households will be geographically uneven, with more projected in Cumnock and Doon Valley HMAs than in Kilmarnock<sup>5</sup>.

## 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.<sup>6</sup>

Figure 4: Tenure (Census Data)



<sup>5</sup> East Ayrshire Housing Need and Demand Assessment

<sup>6</sup> Based on Census data (2001-2011)

Across Housing Market Area, the HNDA reports that:

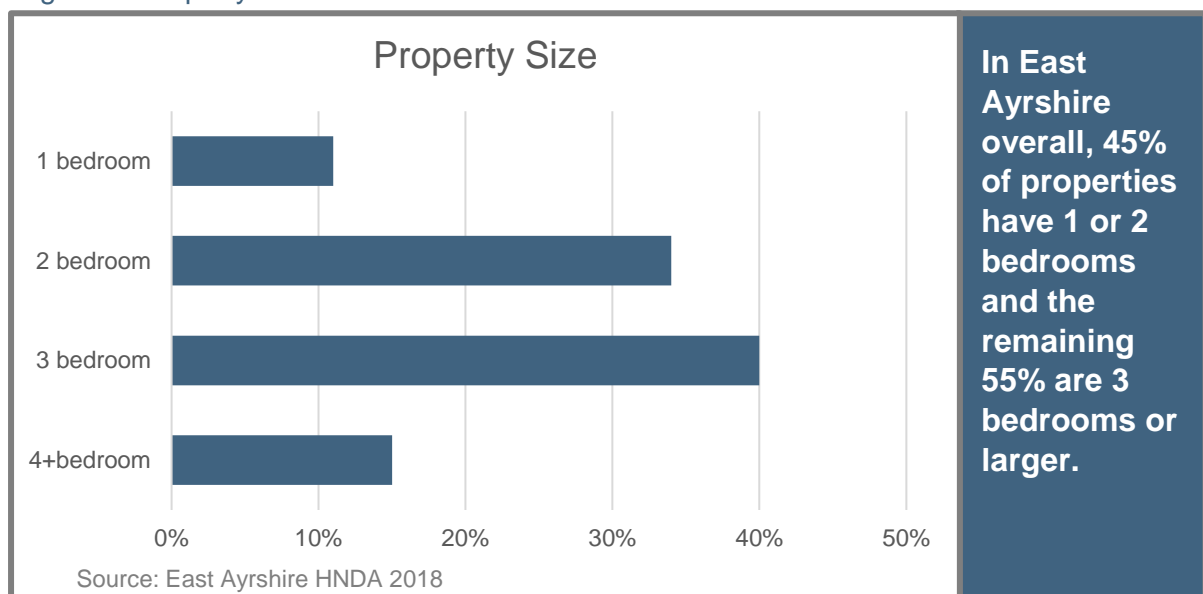
- Just over 60% of dwellings in Kilmarnock are owned compared with 57% in Cumnock and 52% in Doon Valley
- Private renting is more common in Kilmarnock (11% of dwellings) and Cumnock (10% of dwellings)
- In Doon Valley, there is less private renting at an estimated 7% of properties
- Doon Valley has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

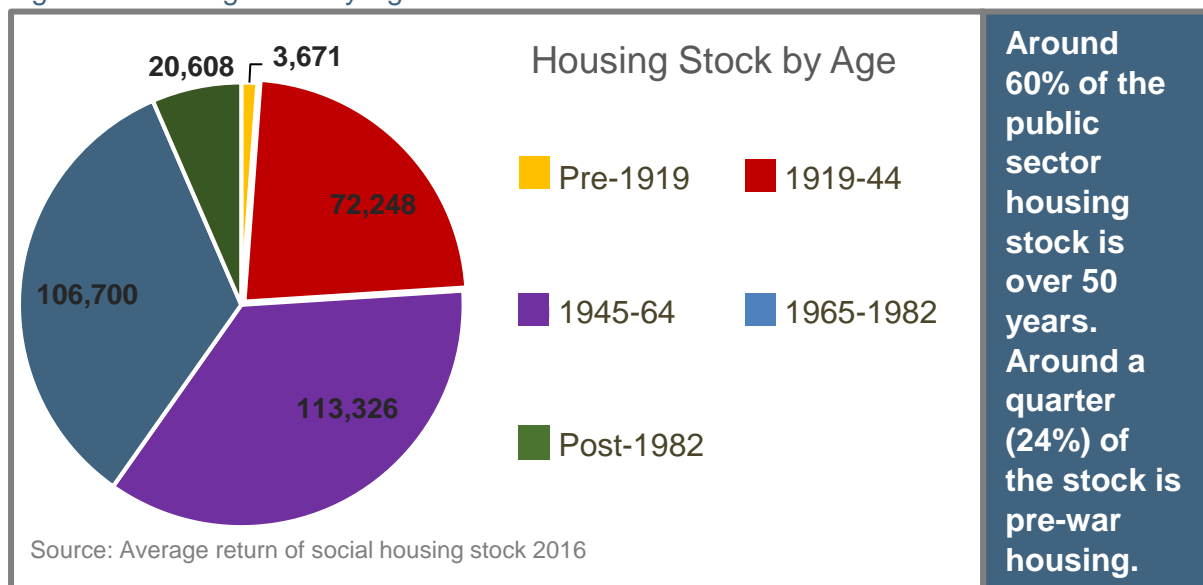
There is a lack of supply of one bedroom properties to accommodate the projected increase in single person households, but this is offset by housing services reporting and demonstrating low demand for one bedroom properties in parts of East Ayrshire.

## 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 before 1945 compared with 31% of properties across Scotland.<sup>7</sup> Further analysis shows that 16% of all social housing stock and 25% of owner occupied stock is built pre 1945 .

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 2012 to 2014, figures from the National Records for Scotland (NRS) indicated a slight net loss of population within East Ayrshire.

However, data from both 2015 and 2016 show a more positive trend, with an increase in net migration to East Ayrshire.

<sup>7</sup> Scottish House Condition Survey 2014-2016

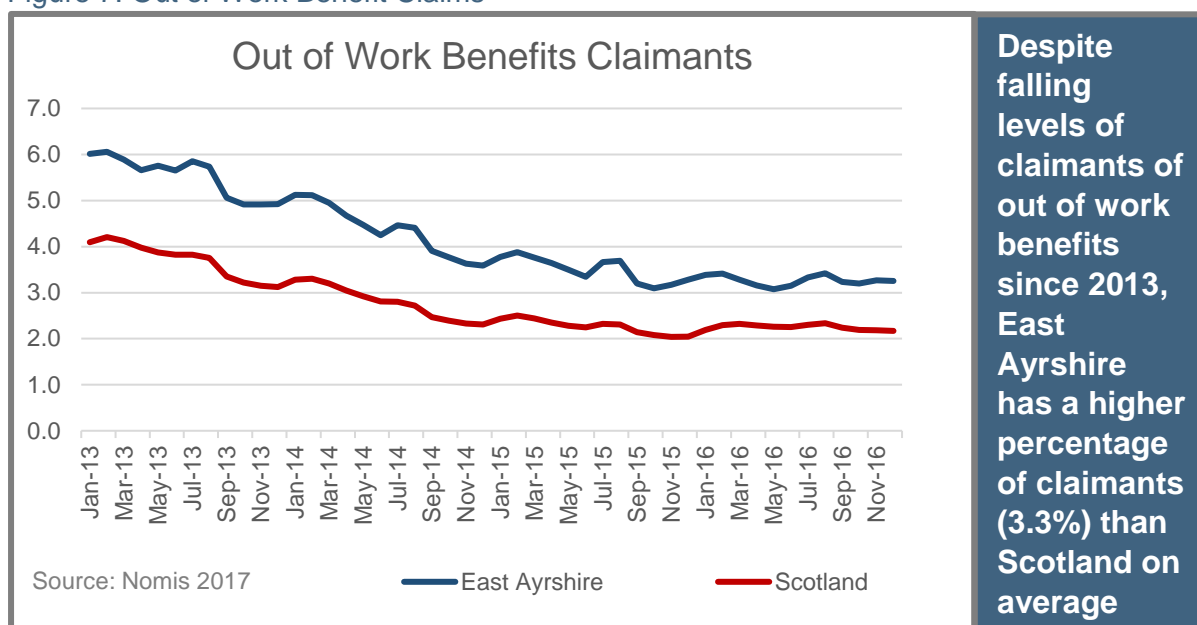
## Local Economic Context

### Employment

63.4% of the population of East Ayrshire is of working age.

However, employment is low in East Ayrshire compared to Scotland as a whole, with a lower percentage of people in employment (66%) than the Scottish average (73%).

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 just 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.)

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

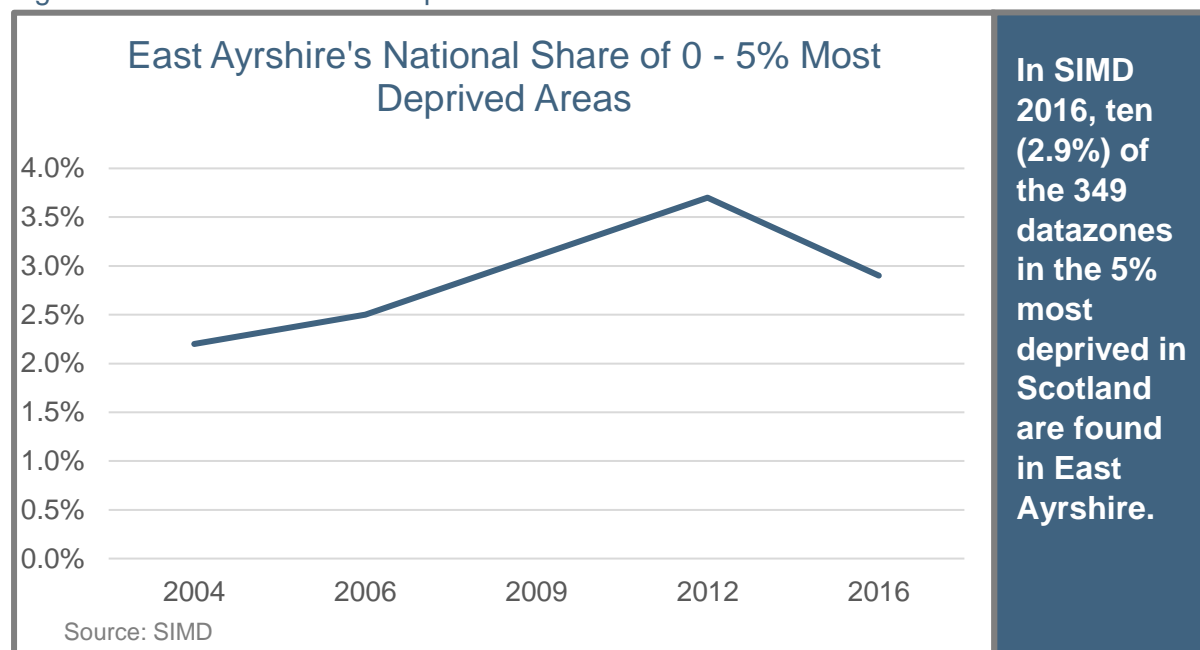
## Scottish Index of Multiple Deprivation (SIMD)

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 have datazones which are in the 0-15% 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		

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

- the percentage share of datazones in the 0-15% most deprived in terms of the overall SIMD index domain has increased between 2012 and 2016
- the biggest concentration of datazones in the 0-15% 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 0-15% most deprived with regard to health. In relative terms, almost a quarter (23.9%) of the datazones in East Ayrshire are among Scotland's 015% most health deprived
- for the first time there are 3 datazones in the 0-15% 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 studies<sup>8</sup>.

**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.**

<sup>8</sup> Housing and Health is explored in more detail in the LHS Evidence Papers 2019 - 2024



It is worth noting the following key points in relation to health in East Ayrshire<sup>9</sup>:

**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.

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<sup>9</sup> 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, Private Sector and Empty Homes Evidence Papers**

**(Insert hyperlink to evidence papers here)**

### **Progress made during the LHS 2013-2018:**

- **1,212 private new build properties over the course of the previous strategy.**
- **367 new build social housing over the course of the previous strategy.**
- **Introduction of the affordable housing policy to increase social housing stock.**
- **Implementation of Housing Asset Management Framework (HAMF) to inform future housing provision.**
- **Continued to support and regulate 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.**
- **Development of a Pan Ayrshire Conference for landlords and tenants and ongoing publication of Private Sector newsletter.**
- **The Deposit Guarantee Scheme has helped house 244 people from 2013-2018.**
- **Contributing to the development of 18 Community Led Action Plans**

# 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.

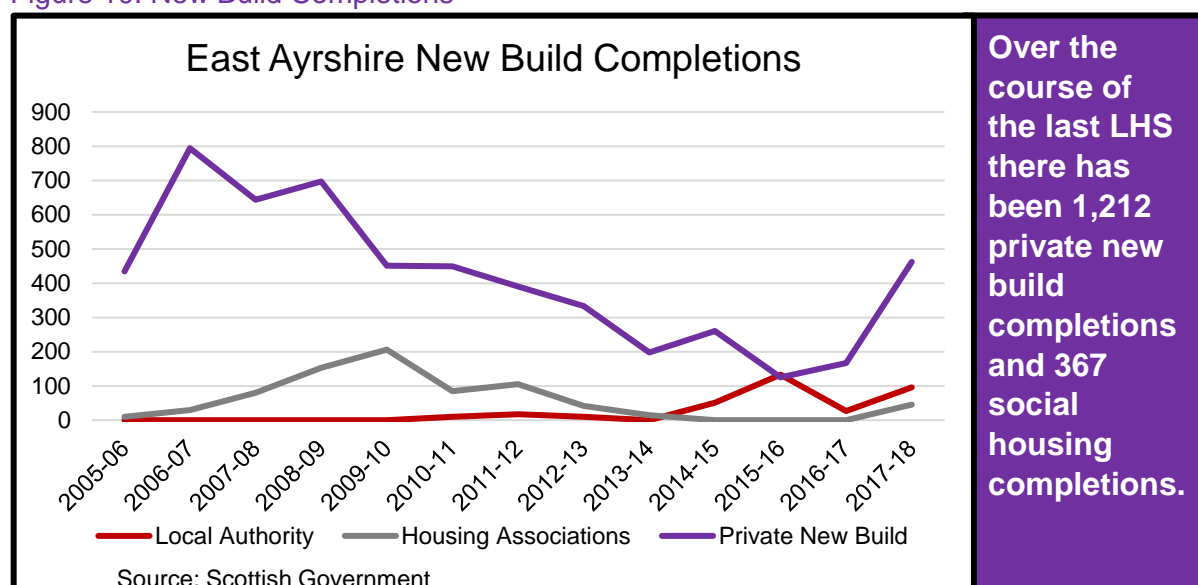
Increasing the supply of quality affordable housing continues to be a key priority for East Ayrshire Council.

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



Private Sector 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 2018 – 2024 seeks to deliver 888 new and regenerated homes during the lifetime of the Plan, with 788 being built within the first three years of the SHIP.**

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

## Buy Backs

EAC will in some instances consider purchasing back ex local authority properties, in the first instance 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 48 ex local authority properties.**

## Housing Supply Targets

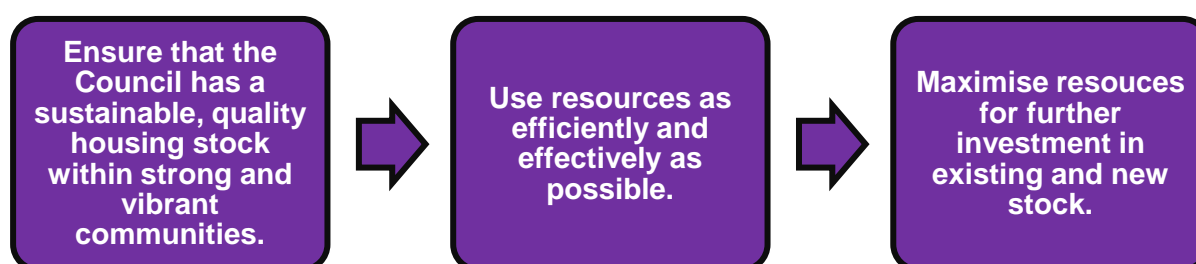
Housing supply targets are being developed with Planning and will be included in the final LHS. Public consultation on the housing supply targets will be conducted through the Local Development Plan, Main Issues Report consultation)

## Housing Asset Management Framework

The Housing Asset Management Framework (HAMF) provides a framework for managing the Council's housing stock to ensure that they contribute 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:



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 performs 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 11: HAMF Matrix Results

RAG status	Total numbers 2016	% of stock 2016	Total numbers 2017	% of stock 2017	Total numbers 2018	% of stock 2018
<b>Green</b>	10358	81.8%	10337	86.2%	10207	86.4%
<b>Amber</b>	1620	12.8%	1223	10.2%	1238	10.5%
<b>Red</b>	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 intends that the Affordable Housing Policy will be implemented in a flexible manner taking full account of wider financial and market conditions.

**Within developments of 30 or more houses in the Kilmarnock and Loudoun 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 and 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 improvements 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 SHIP 2018 – 23 incorporates 11 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 by partner RSL's.

## 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 acceptable<sup>10</sup>.

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

The Housing Asset Management Framework has also identified a number of rural areas in need of external investment work

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<sup>10</sup> 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:

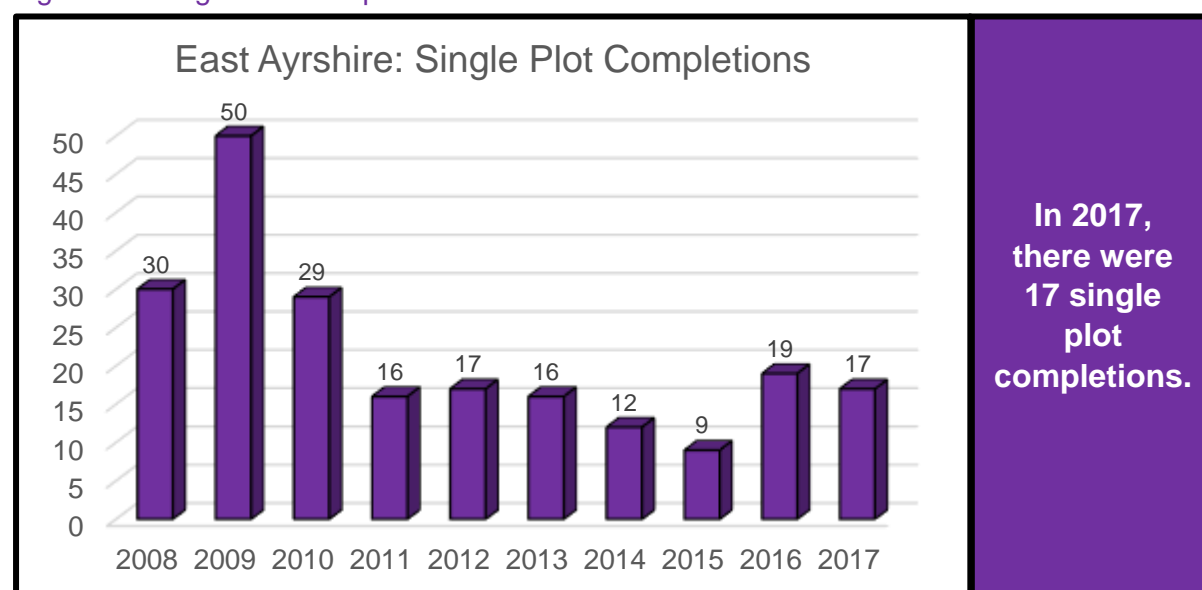
- Kilmarnock Academy Legacy Project – this will support the redevelopment of the B-listed Kilmarnock Academy building to provide a community hub, incorporating sporting, educational, community and creative spaces
- Ochiltree Community Hub – this will replace the former Community Centre and Library demolished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

## Self-Build/Custom Build

Self-build / custom build is 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 12: 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 Housing<sup>11</sup>

### 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.**

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.

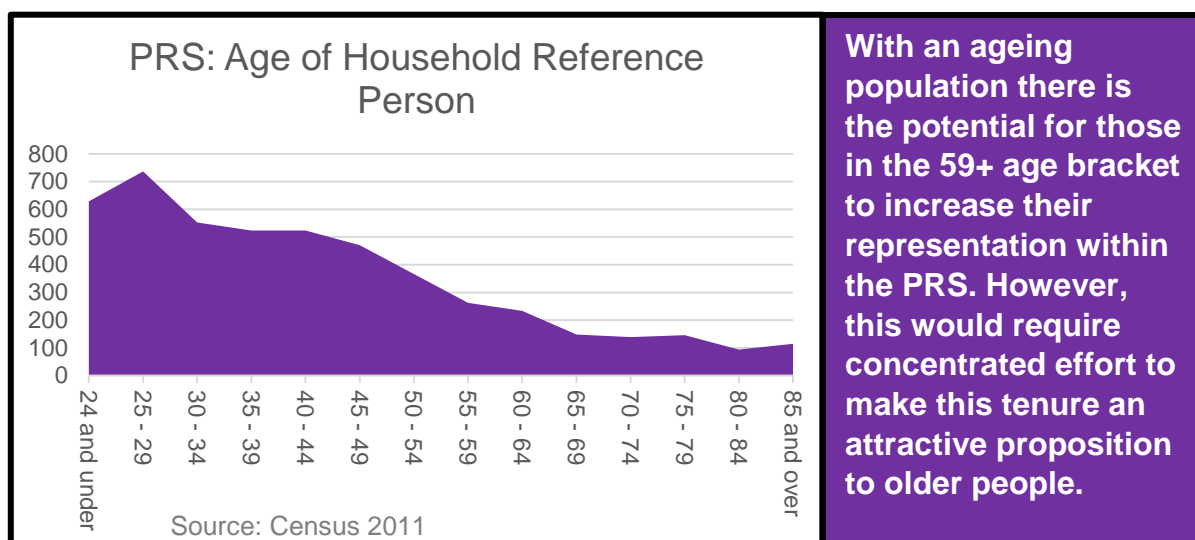
Despite this, local focus group sessions have shown that there is a perception that the private rented sector is unaffordable. This may indicate that awareness raising is required to change perceptions of the PRS.

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

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<sup>11</sup> More in depth analysis of the Private Rented Sector can be found in the Private Sector Evidence Paper 2019 - 2024

Figure 13: Age of PRS tenants



## 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 HSCS, 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 14: 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 assistance to improve the quality of their homes.

**Since 2010/11 a total of 2,099 cases have been taken on through the scheme of assistance.**

Over £7.8 million pounds in total (£7,875,546) has been invested in the scheme. £4,357,010 of this has been used to fund disabled 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 are available and there is no current need for a policy on Housing Renewal Areas.

## Energy Efficiency

Following a consultation in 2017 responses, 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 in 2019 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.**

East Ayrshire Council has a dedicated Private Sector Housing Unit. 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.

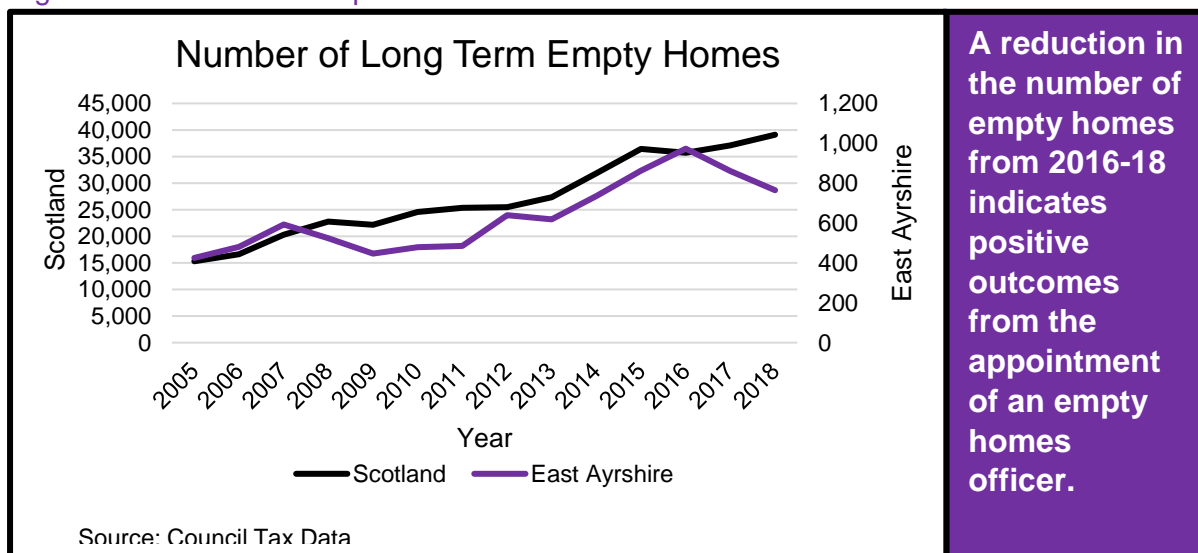
## Where do we want to be?

### 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 15: New Build Completions



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

In 2012, the Scottish Government introduced a £4.5 million Empty Homes Loan Fund to provide loans to councils and private organisations to help them renovate long-term empty properties to be made available as 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 it is up to individual councils to decide 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 a state of disrepair and encourage owners to bring the empty properties back into use

## 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:**

**There is adequate provision for Gypsy Travellers / Travelling Show-People in East Ayrshire.**

The East Ayrshire HNDA 2018 states that there is the need for Gypsy/Traveller site provision to accommodate 13 – 23 Gypsy Traveller households.

The recommendations within the HNDA, are based on the 2006-2009 Gypsy/Traveller Count Information, 2011 Census data and the annual number of Unauthorised Encampments that visit East Ayrshire.

As useful as these findings are, a more detailed local analysis, 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.

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 to take the lead in relation to service provision for Gypsy/Travellers in East Ayrshire.

Gypsy/Traveller site provision can be addressed 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.

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 are an alternative to the traditional enforcement based approach to Unauthorised Encampments. It involves open dialogue and negotiation between the local authority and Gypsy/Traveller families who pass through the area. The purpose is to enable Gypsy/Traveller families to stay for an agreed limited period 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. We would propose that this contract can be presented at local amenity sites where they will be granted permission to responsibly dispose of any domestic waste and the Council's zero waste officers can advise regarding arrangements for disposal of commercial waste.

**Negotiated Stopping Places are 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 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 alternatives<sup>12</sup>.

## Travelling Show People

On average there are 2 - 3 licence applications per year for circuses/funfairs run by 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?

**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.

<sup>12</sup> More information on Gypsy/Traveller provision can be found in the Gypsy/Traveller and Travelling Show People Evidence Paper

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

## 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, SHIP 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 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.

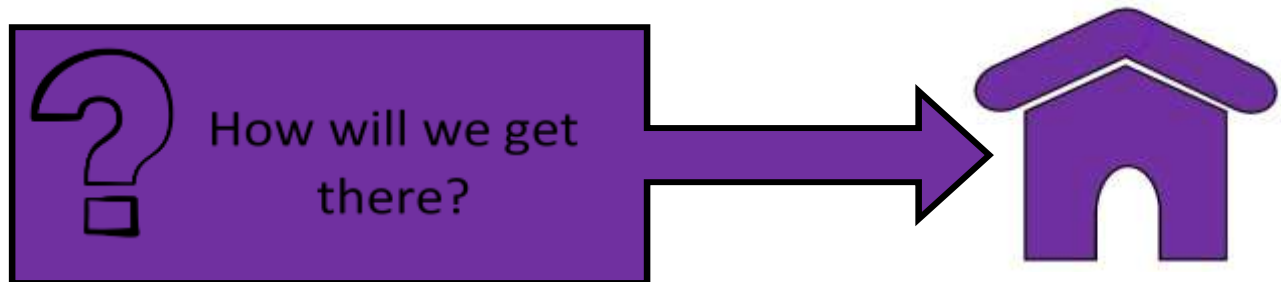
The development of Community Led Action Plans has ensured that local people have a real voice and can influence decisions which impact their community.

### 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.**



Supply of Housing and Place Making					
<b>Outcome: East Ayrshire has a supply of good quality affordable housing across all tenures based within vibrant, empowered communities.</b>					
Action	Baseline	Indicator/Measure	Target	Timescale	Responsible Person
Manage Delivery of SHIP to increase the supply of affordable housing.	SHIP 2018-23	Maintain and update the Strategic Housing Investment Plan	Document produced	Annually	Development Officer
	N/A	Developer Contributions and Affordable Housing Policy	Ongoing	2024	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	5005	PRS Landlord Registration	Increase	2024	Private Sector Manager
	27	Increase the number of landlord accreditations	Increase	2024	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
	N/A	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	Ongoing	2024	Private Sector Manager



	tbc	Increase the number of private rented properties used to house homeless and potentially homeless households.	Increase	2024	Private Sector Manager / Housing Options Manager
	Published twice a year	Continue to engage with private landlords through the “let’s talk” newsletters	Ongoing	2024	Private Sector Manager
	N/A	Continue to provide a package of assistance to support interested owners to become landlords.	Ongoing	2024	Private Sector Manager
	N/A	Investigate feasibility of tenant accreditation scheme	Feasibility study produced	2024	Private Sector Manager
	Support only provided to EAC tenants	Investigate feasibility of rolling out tenancy support to all tenures		2024	Housing Options Manager
	N/A	Encourage consideration of the private sector through common housing register applications	CHR applications process reviewed	2024	Private Sector Manager
Manage existing stock to accommodate housing need	15	Number of buy backs	Increase	2024	Private Sector Manager
Encourage empty home owners to bring their properties back into use.	861	Continue to target empty homes	Reduce	2024	Empty Homes Officer
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	Ongoing	2024	Team Leader Vibrant Communities
	12	Number of Tenant and Resident Associations	Increase	2024	Customer Liaison Officer

## 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

(Insert hyperlink to evidence paper here)

### Progress made during the LHS 2013-2018:

- There has been a year on year increase since 2015/16 in the number of people sustaining their tenancy for at least 12 months.
- Developed a rolling programme of improvements to the hostel and temporary furnished accommodation.
- Development of local Welfare Reform Working Group and job shadowing programme for housing options staff and DWP staff.
- Reviewed and updated the scope of the complementary leisure voucher that is given to homeless applicants to encourage health and wellbeing.
- Progressed the work of the 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.

## Homelessness

### Where do we want to be?

Homelessness:

East Ayrshire Council will prevent homelessness wherever possible.

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

Priority should be given to the most marginalised, including homeless people and those who are inadequately housed.

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:

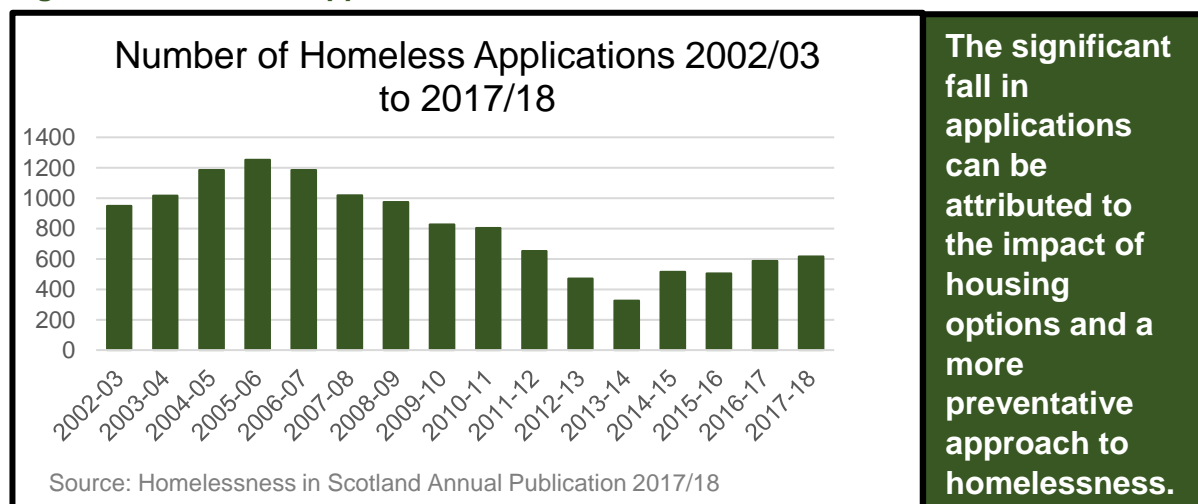
- Over the period of the last Local Housing Strategy (2013-18) the Deposit Guarantee Scheme has helped house 244 people.
- Tenancy health check carried out by housing officers
- Tenancy start matrix tool introduced in 2018
- Targeted housing support
- Specialised benefits/financial related advice and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

## Homelessness in East Ayrshire

There were 617 homeless applications in 2017-18. This is a slight increase from 2016-17.

Since 2005/06 there has been a steady decline in applications, a trend also seen nationally. This fell year on year until 2013-14. However, as the data shows, this reduction now looks to have levelled out. From 2014/15, the number of presentations are slowly starting to rise.

**Figure 16: Homeless Applications**



The main reason for homelessness in East Ayrshire in 17/18 was through disputes within the household / relationship breakdown (non-violent), with this accounting for 22% of presentations. This has consistently been the case for three years running.

The majority of homeless applicants come from people in the 26 - 59 age band with 69% of all applicants in 15/16 falling into this age group.

There has been an increase of 13% in youth homelessness from 2016/17 to 2017/18, and prior to this, an increase of 1% from 2015/16 to 2016/17. Over Scotland as a whole, youth homelessness has decreased over the period 2016/17 to 2017/18 by 8%.

**Despite this, the rate of youth homelessness in East Ayrshire (per 1000) is 10.4 which is still lower than the Scottish average of 11.7. This relates to 128 presentations out of a population of 12,321 16-24 year olds.**

## Allocations

The ability to provide sufficient lets 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) utilising 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.

On 25<sup>th</sup> 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.

## Temporary Accommodation

### Where do we want to be?

#### Temporary Accommodation:

**East Ayrshire provides sufficient levels of appropriate safe and secure temporary accommodation.**

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

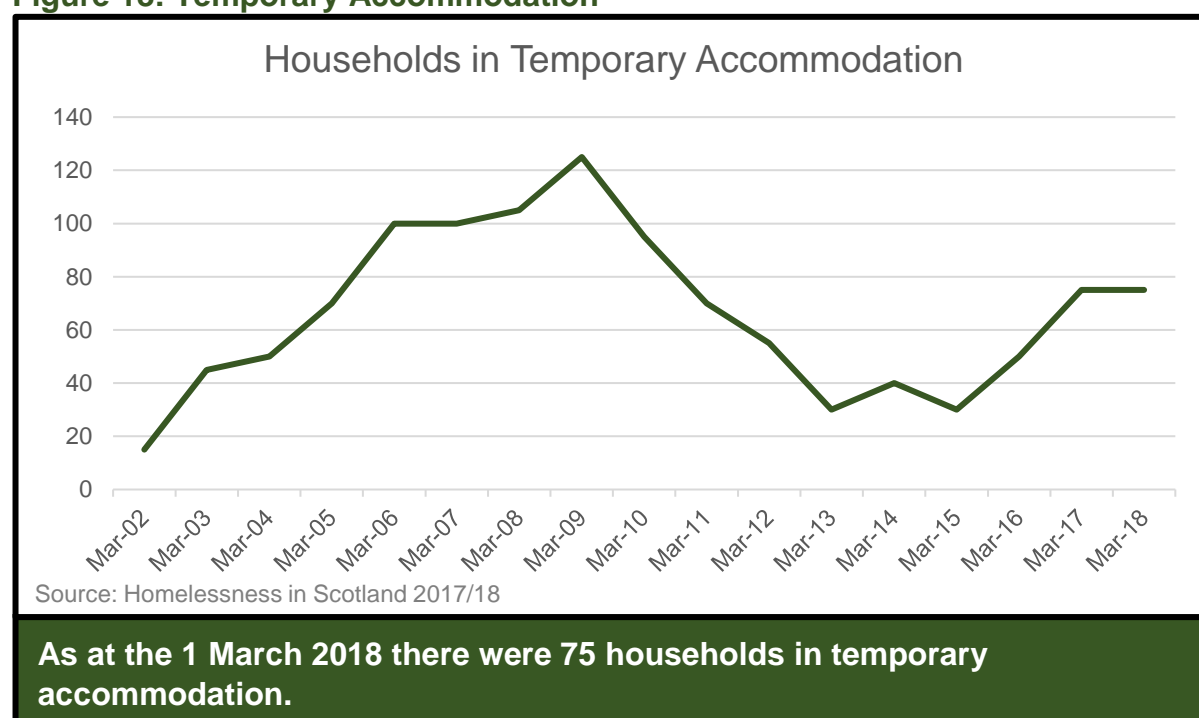
**Figure 17: Temporary Accommodation Places**

Accommodation Type	Number of Units
Hostel	20 rooms
Furnished Flats	75

As at 31 March 2018 East Ayrshire Council utilised a 20 bedroom hostel as well as 70 furnished flats throughout the local authority area. This has increased to 75 units as at December 2018. 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 18: Temporary Accommodation**



Homeless applicants do not spend a long period of time in temporary accommodation in East Ayrshire compared with the rest of Scotland. During 2017/18 households spent an average of 80 days in temporary accommodation which is significantly lower than the Scottish average of 171 days.

## Rapid Rehousing

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

Rapid Rehousing is based on the belief that “a safe and secure home is the best base to build and live our lives<sup>13</sup>.”

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 plan which details the Council's journey towards this transition.**

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 to use
- Review of the Rent Deposit Scheme criteria
- Consideration of a Social Letting Agency.

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<sup>13</sup> [http://social-bite.co.uk/wp-content/uploads/2018/07/Rapid\\_Rehousing\\_Guidance1.1.pdf](http://social-bite.co.uk/wp-content/uploads/2018/07/Rapid_Rehousing_Guidance1.1.pdf)

## Tenancy Sustainment

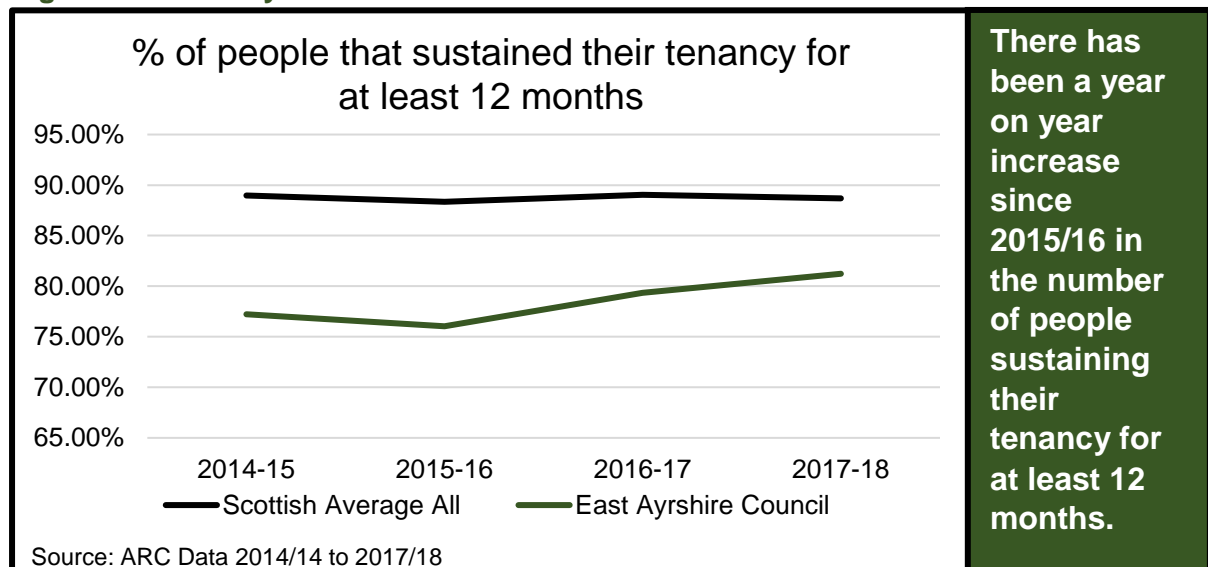
### Where do we want to be?

#### Tenancy Sustainment:

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

The percentage of people sustaining their tenancy in East Ayrshire has improved over the last three years, bringing the figure closer to that of the Scottish average.

**Figure 19: Tenancy Sustainment**



Despite this increase the 2017/18 figure of 81.23% still sits below the national average of 88.70%.

The figure for homeless people sustaining their tenancy is slightly lower, with 72% of homeless people sustaining their tenancy for more than 12 months. This, again, is an improvement from the 2015/16 figure.

In order to proactively improve tenancy sustainment, the tenancy start matrix tool was introduced in 2018. It has now been fully implemented across all allocation areas where key factors are looked at where tenancies may fail and/or putting in place additional support for as long as needed.

Initial finding from the matrix are positive, but the full impact will be assessed when the 2018/19 annual charter performance returns in relation to tenancy sustainment can be benchmarked against previous data.

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. Tenancy sustainment performance has shown improvement over the period of implementation.



## Housing Support

Section 32B 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 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 and 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 and engaging with specialist services.

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

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 now sits 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 Woman'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.

## 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.

## 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 2017 and March 2018, was the provision of financial assistance at 21%. This is in contrast to Scotland as a whole where the percentage of financial assistance and advice was only 7%.

The next most common activity was general housing advice / tenancy rights advice at 19%. This is the most common activity across Scotland.

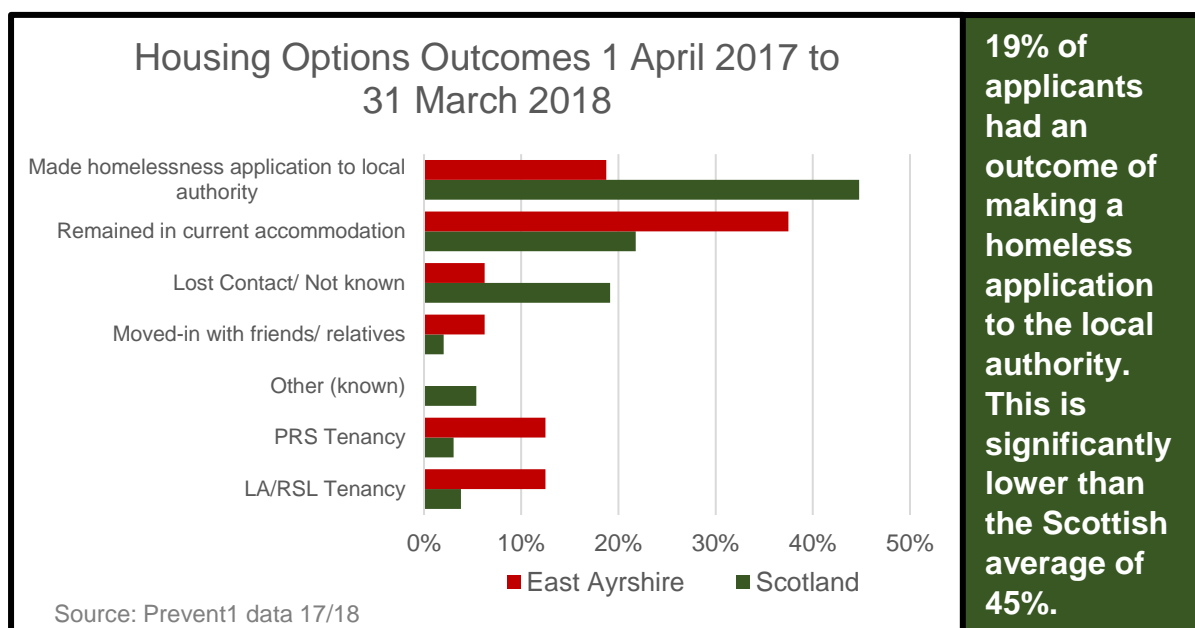
## Outcomes

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

From 2017 to 2018 in East Ayrshire, 13% of applicants who made a housing options approach received a LA or RSL Tenancy compared with 4% across Scotland.

A significantly higher percentage of people in East Ayrshire, 17%, successfully accessed the private rented sector compared to the national figure of 4%.

**Figure 20: Temporary Accommodation**



A higher percentage of people in East Ayrshire, 38%, successfully remained in their current accommodation compared to the national figure of 22%. Over this period of time 6% of cases where contact was lost or outcomes were unknown. The data also suggests that around a third of homeless approaches found alternative accommodation.

These outcomes could reflect an oversupply of housing within East Ayrshire. This reinforces the importance of the Housing Asset Management Framework (HAMF) in ensuring that the Council's housing stock is being used as efficiently and effectively as possible.

## 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) into one monthly payment.

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 Ayr job centre.

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 so as to make a claim
- Limited, or no access, to the internet or a suitable device to make a claim and to manage online journals
- More 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, or poor, basic budgeting skills that are 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 off<sup>14</sup>.

As at March 2018, the level of rent arrears for East Ayrshire Council totalled £731,252.69. This sum represents an overall increase of 7.3% on 2016/ 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.

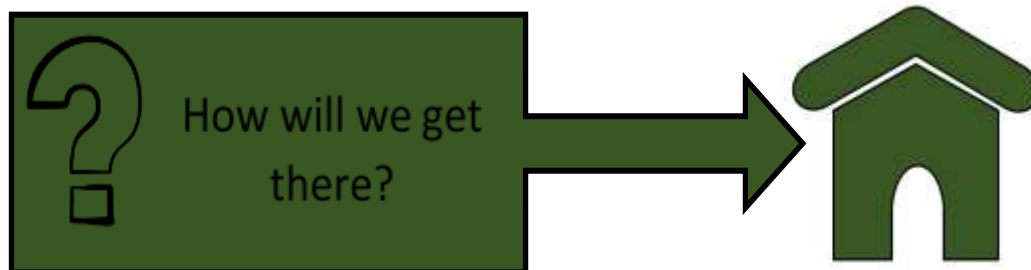
In order to further mitigate the potential impacts of Universal Credit, the Council has employed 7 Neighbourhood Coaches to work throughout East Ayrshire to help and support people through claiming UC working through the many obstacles to making and supporting claim, including any benefit caps or shortfalls in rent payments.

**Housing Services will continue to work with partners locally and nationally, to share experiences and consider opportunities for collaborative working.**

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<sup>14</sup> The Rights Advice Scotland Publication (People, Councils, The Economy, 2010)

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



## 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
Implementation of a Homelessness Task Force to improve service provision in East Ayrshire.	N/A	Additional staff in position	Implement	2019	Housing Options Manager
Reduce Homelessness	623	Number of homeless applications	Reduce	2024	Housing Options Manager
	3% of approaches	% of cases reassessed as homeless within 12 months of completion of duty	Reduce	2024	Housing Options Manager
	100%	% of decisions made in 28 days	Maintain	2024	Housing Options Manager
		Re-let times to homeless households	Reduce	2024	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
Provide Housing Options advice		Number of housing options interviews completed	Increase year on year	2024	Housing Options Manager
		Number of housing options interviews that proceed to a homeless presentation		2024	Housing Options Manager
		Average time to allocate tenancy for homeless person	Reduce	2024	Housing Options Manager
	Training toolkit not currently active	Implementation of the Housing Options Training Toolkit	Increase	2024	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
Temporary Accommodation	N/A	Develop a Temporary Accommodation Strategy	Strategy Produced	2020	Temporary Accommodation Coordinator
	70	Number of Temporary Accommodation places	Maintain	2024	Temporary Accommodation Coordinator
	80 days	Average length of stay in Temporary Accommodation	Maintain	2024	Temporary Accommodation Coordinator
	95% very satisfied or fairly satisfied	Maintain high levels of satisfaction with Temporary Accommodation	Maintain	2024	Temporary Accommodation Coordinator
Monitor and reduce rough sleeping	65	Proportion of HL1 cases where the applicant indicated that they slept rough in the 3 months preceding the application.	<65	2024	Housing Options Manager
Provide support to tenants to enable tenancy sustainment	81.23%	% of new tenancies sustained for more than a year	88.7% (National average)	2024	Team Leader Housing Support
	75.3%	% of new tenancies 16-25 year olds sustained for more than a year	82.77	2024	Team Leader Housing Support
	72%	% of former homeless households who sustain council tenancy for more than 12 months	88.2% (National Average)	2024	Team Leader Housing Support
Conduct analysis of non-acceptance of temporary accommodation.	30% of offers refused	Analysis Complete	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



Develop protocol arrangements for young people leaving care	No protocol currently in place	Protocol developed and finalised		2018	Housing Allocations Manager / Health and Health and Social Care Service Manager
Develop and maintain a partnership approach to providing accommodation for individuals on release from prison		Review the process for people leaving prison in line with the SHORE protocol		2019	Housing Options Manager
Implement actions from EATRF scrutiny inspection	Report produced	Actions and recommendations from report implemented		2019	Housing Options Manager
Assign designated addiction worker to St Andrews Hostel	No designated worker currently in place			2019	Housing Options Manager / Senior Hostel Support Officer
Improve the quality and consistency of joint efforts to address housing, health and social care needs of homeless people	N/A	Explore opportunities for joint working and data sharing in order to produce a health and homelessness needs assessment.	Ongoing	2024	Housing Options Manager / Health and Social Care Manager

## 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

**(Insert hyperlink to evidence paper here)**

### **Progress made during the LHS 2013-2018:**

- Launched provision of supported accommodation for young care leavers.
- Increased the number of people receiving minor equipment and adaptations.
- Developed a Pan Ayrshire Joint Equipment Service for aids and adaptations.
- 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.
- Partners in HSCP published plans for taking forward technology enabled care.

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 Council Social Work services and NHS Ayrshire and Arran services transferred to the management structure within the Health and Social Care Partnership.

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. During the

course of the new HSCP Strategic Plan 2018-21 new models of care will be fully embedded across East Ayrshire, implementing new approaches to the provision

## 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.

It is essential that the key strategic documents across both Housing Services (Local Housing Strategy) 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 LHS and the Strategic Plan.**

## Older People

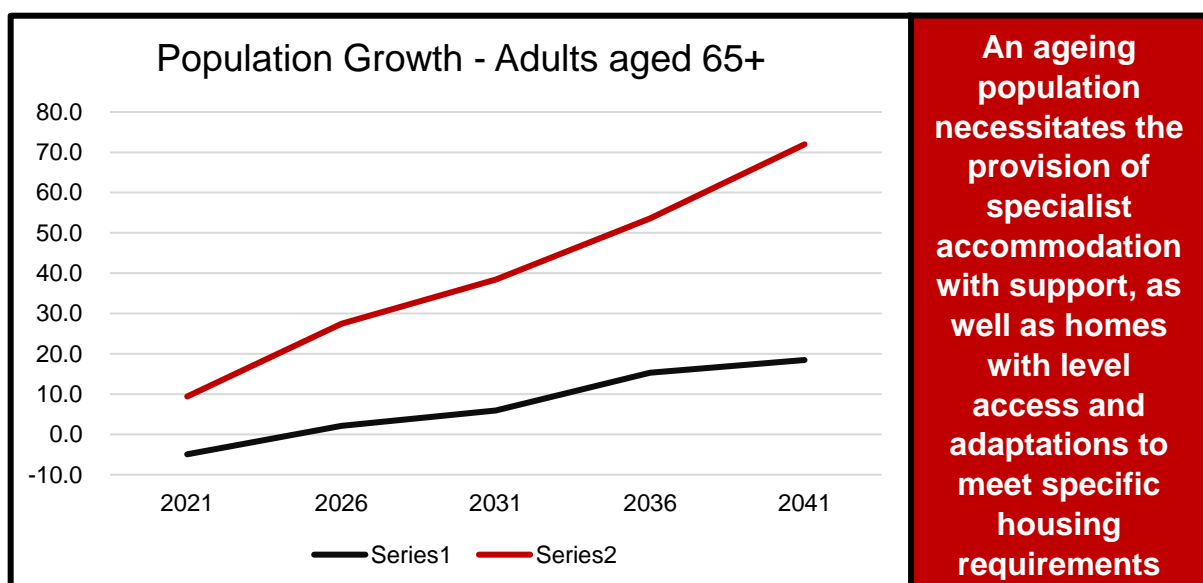
### Where do we want to be?

#### Older People:

**Older people are supported to live in their own home or a homely setting**

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 21: Population Projections**



The Health and Social Care Partnership Strategic Plan 2018 - 2021 emphasises the additional pressures that will be put on health and social care services due to an ageing 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 40 developments specifically for older people containing 768 units of accommodation.

## Technology Enabled Care

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. 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.”**

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.

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?

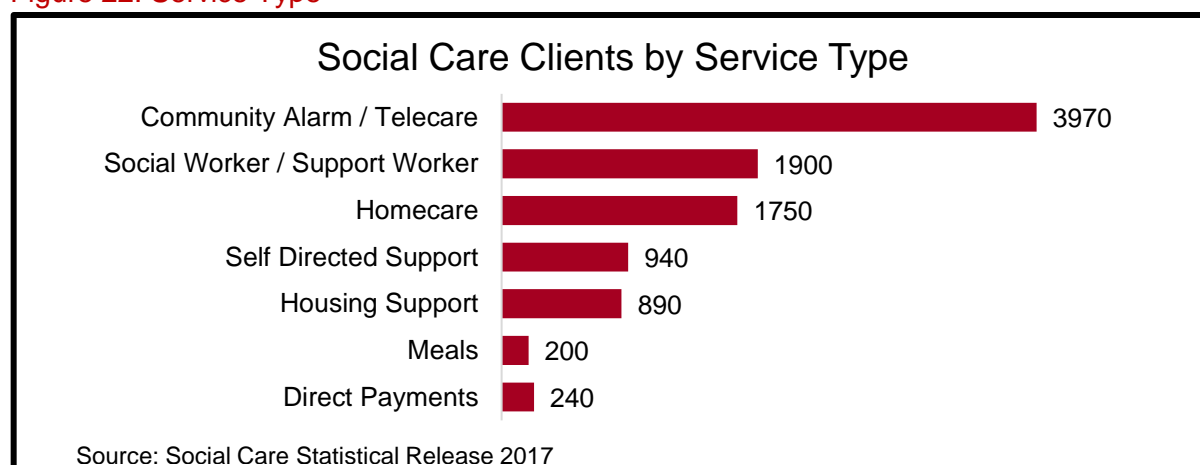
#### Care and Support Needs:

**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 use this service.

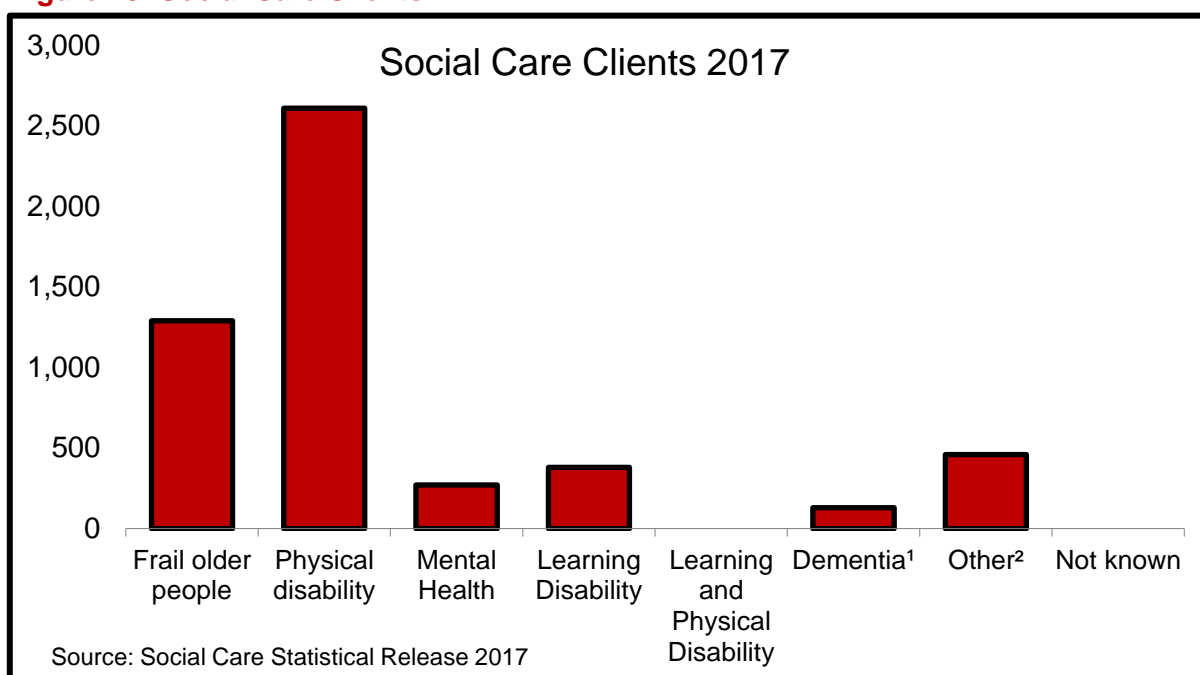
Considering the strategic objective to enable people to live in the community for as long as possible, it makes sense that the most utilised services are preventative services such as the Community Alarm and Telecare Service.

Figure 22: 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 physical disability.

**Figure 23: Social Care Clients**



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

## 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.

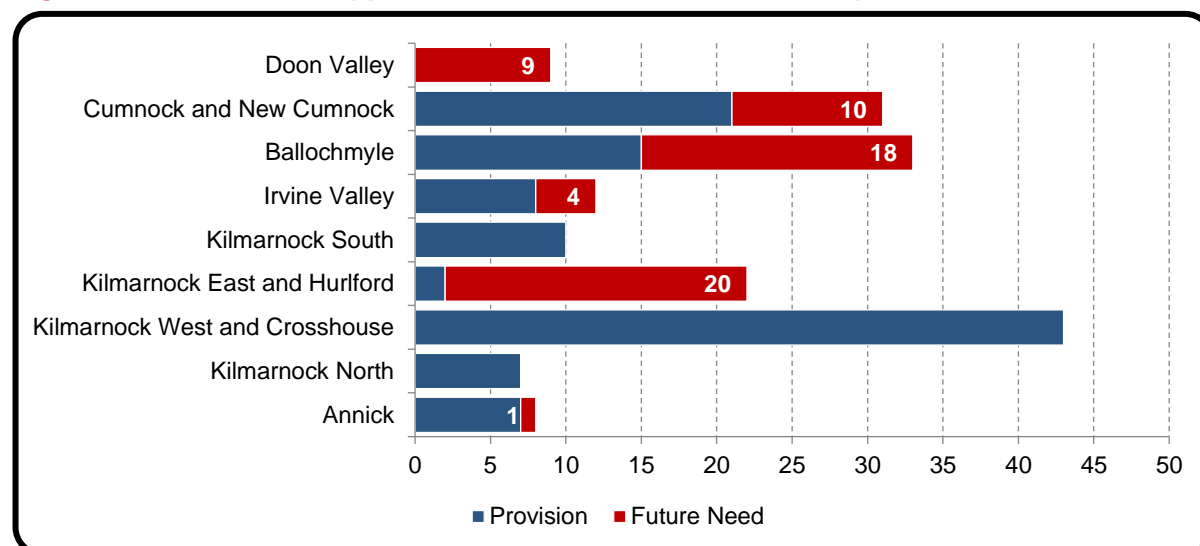
A significant challenge in the future will be the aging population within the learning disability population and additional and focussed support needs that will be required.

## 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.

As can be seen in figure 20, the HSCP has modelled future needs. A total of 64 supported accommodation places are required in addition to the 113 places currently available.

**Figure 24: 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.

**There are plans within the SHIP 2017-2022 to provide a bespoke assisted living facility on the site of the former Crown Hotel, in New Cumnock. There are also proposals which will deliver assisted living developments in Hurlford (14 places), New Cumnock (14) and the potential to develop in Mauchline (14) and to augment the new provision referenced in Kilmarnock (14).**



## 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 get back to their own homes, through the provision of works in the home to make them suitable for their return.

The service administered a total of 1,334 recorded case files 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, with an estimated 5.3% - 6.2% of households aged 60+ receiving adaptations each year, across housing tenures.

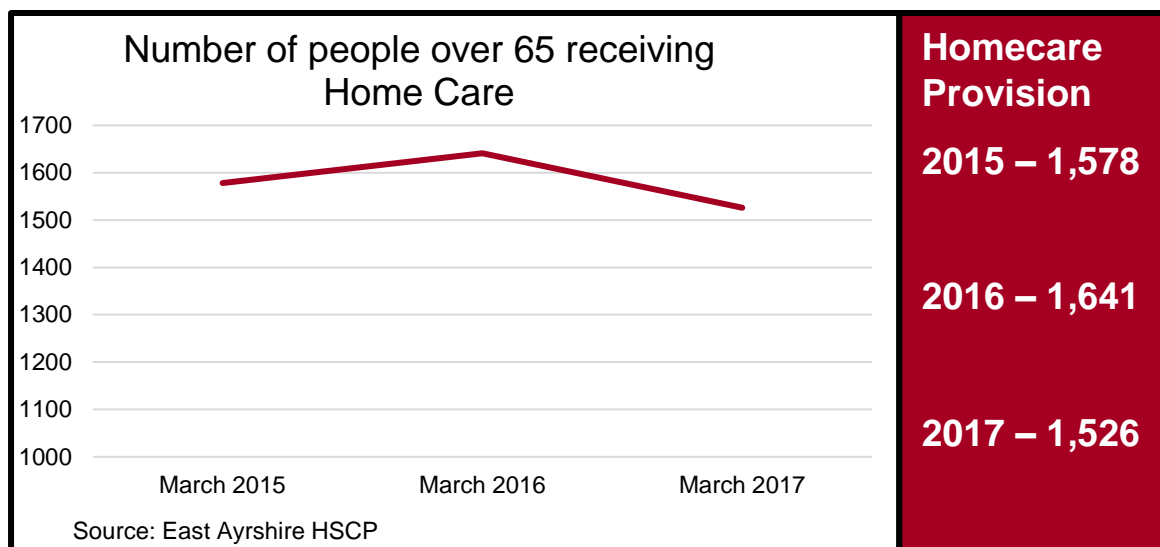
This gives a total need for adaptations, projecting forward from current adaptations and currently unmet adaptations of between 1,860 - 1,940 in 2027 and between 2,005 - 2,090 in 2037.

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.

## 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 25: 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 service.**

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).

In order to inform future service provision, in 2014 the Scottish Government produced an estimated annual dementia diagnosed incidence rate for Scotland. It forecast that by 2020, the number of diagnoses would increase by 17%

At a local level, it estimated that the number of people being diagnosed with dementia in Ayrshire and Arran was expected to increase by 37% over the years 2014 to 2020.

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.**

## Care Leavers

### 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 which will provide the best possible opportunity for the young person. This takes account of existing support networks, augmented by a tailored package of support to develop the skills required to set up and sustain a tenancy at a pace which recognises the progress, attainments and abilities of the young person.

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

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 release from incarceration. There are instances where this works well and 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:

- 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 service<sup>15</sup> 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.

**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

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.

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<sup>15</sup> Ayr Housing Aid Centre support service users across both East Ayrshire and South Ayrshire

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.

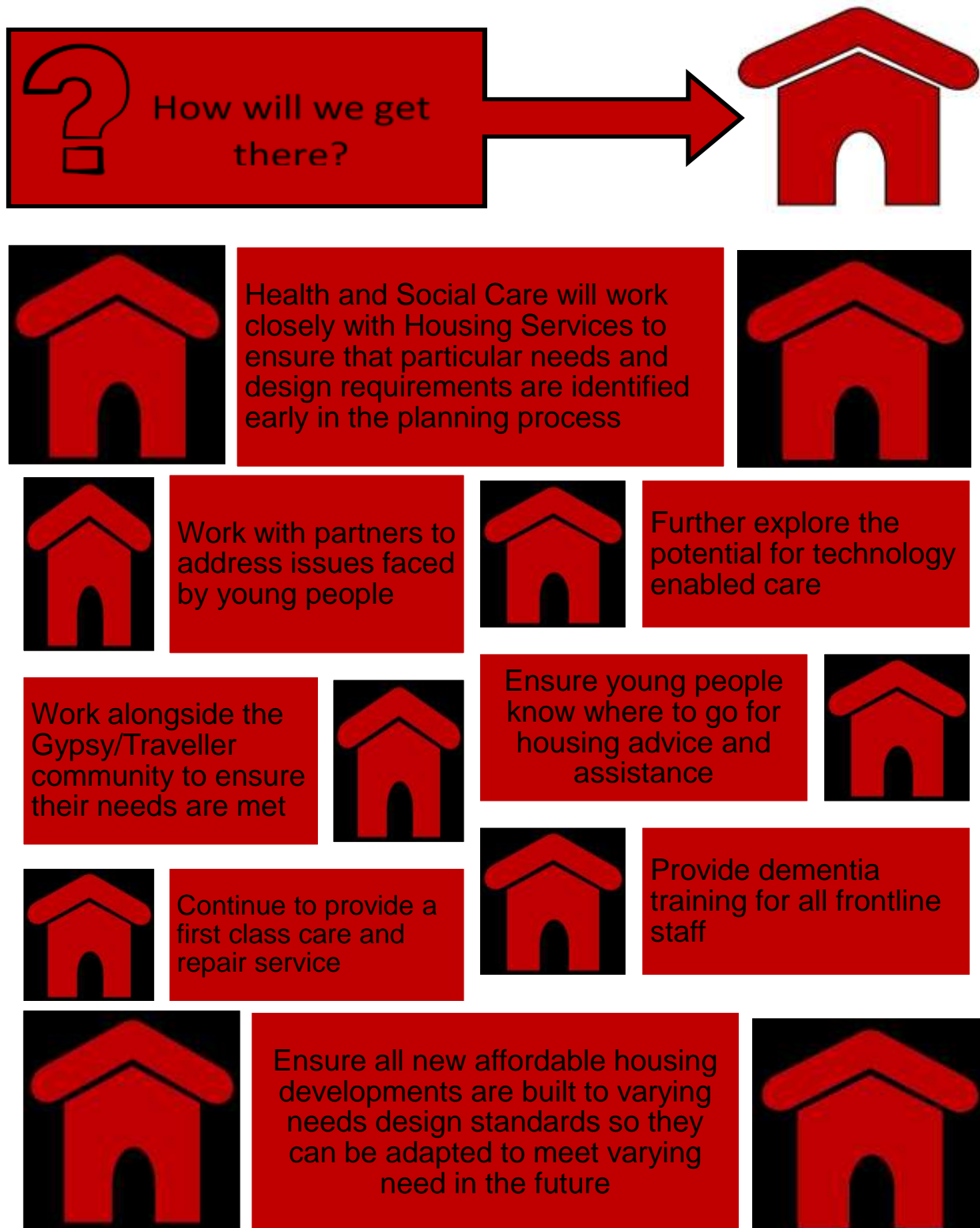
The East Ayrshire MAPPA Officer works closely with Criminal Justice Social Work and Police Scotland Offender Management Unit which has specially trained staff dedicated to the management of offenders.

The National Accommodation Strategy for Sex Offenders, or NASSO for short, forms part of the Multi Agency Public Protection Arrangements (MAPPA) 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 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 independently for as long as possible in their own homes and communities.





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		2024	Housing / HSCP
Increase the supply of social rented housing suitable for older people		No. of accommodation units for older people	Increase	2024	Housing Development
Increase the supply of social rented housing suitable for people with mobility needs		Number of wheelchair accessible properties	Increase	2024	Housing Development
	4,293	Number of people using smart supports	Increase	2024	HSCP
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	Increase	2024	HSCP
	395 (2016 – 2017)	Number of private home adaptations carried out by scheme of assistance.	Increase	2024	Housing Asset Service
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 an annual review and update to the Housing Contribution Statement	Existing Document	Document reviewed and updated.	Ongoing	2024	Housing / HSCP
Contribute to the implementation of the East Ayrshire Dementia Strategy	N/A	Strategy Produced		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

(Insert hyperlink to evidence paper here)

### Progress made during the LHS 2013-2018:

- Successful compliance with the Scottish Housing Quality Standard (SHQS) programme. 98.5% of East Ayrshires housing stock met the standard
- 94.4% of Council Housing Stock complies with EESSH standards, putting the Council on schedule to meet 2020 standard
- 2345 households benefited from the HEEPS:Area Based Scheme project
- 2270 houses fitted with external wall insulation to improve energy efficiency of properties.
- Local Fuel Poverty conference held in 2017 and attended by Kevin Stewart MSP
- East Ayrshire Council became a partner in the Local Energy Advice Forum.

## Housing Stock (Housing Need and Demand Assessment)

### Where do we want to be?

#### Housing Stock:

Regardless of tenure, East Ayrshire has housing stock which meets 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.

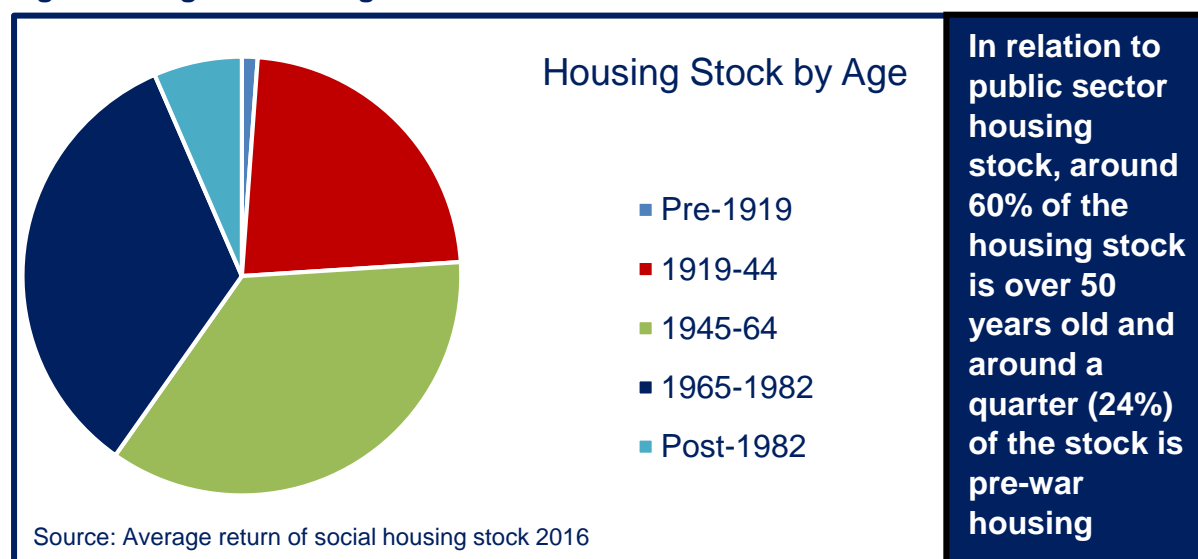
**Property Size** – The Scottish Household Survey shows that, overall, roughly 45% of properties in East Ayrshire have one or two bedrooms while 55% are three bedrooms or larger<sup>16</sup>.

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 26: Age of Housing Stock**

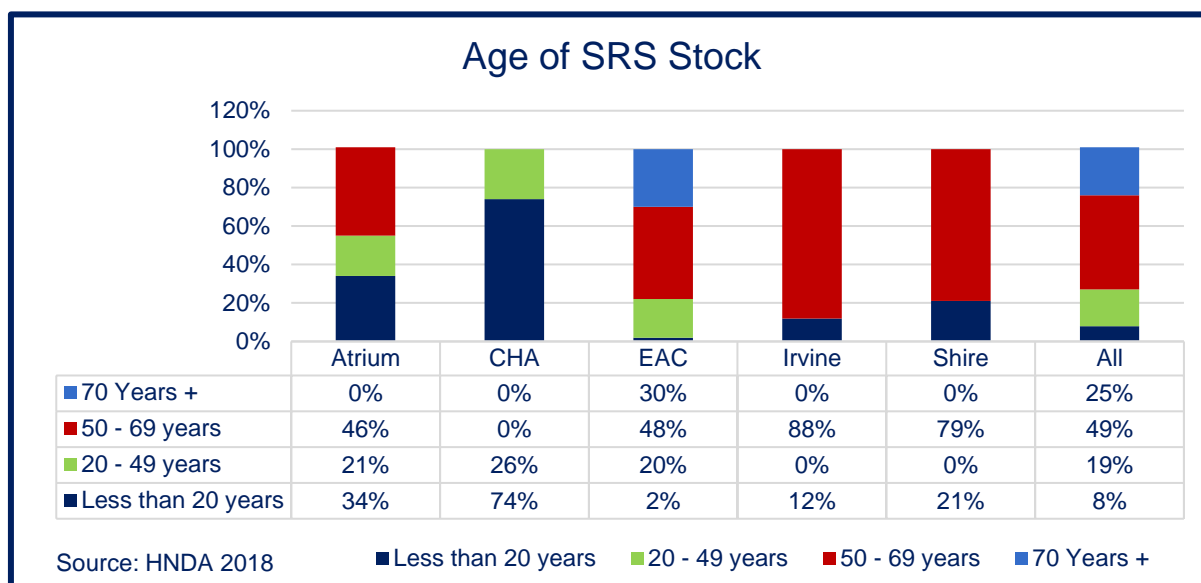


Older properties may require more substantial investment to ensure they meet minimum standards.

There are significant differences in the age of stock across the largest social landlords in East Ayrshire. Cunninghame Housing Association has most newest 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.

<sup>16</sup> Information on the property size of private rented properties is not presented in the Scottish Household Survey due to the small number of private rented cases in East Ayrshire.

**Figure 27: 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.

**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 Government's principle measure of housing quality in Scotland.

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 met the Scottish Housing Quality Standard (SHQS). There were also 112 exemptions. 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.

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

**Figure 28 : Annual Return on the Charter Information**

	SHQS	ESSH
Atrium	98.81%	70.76%
Cunninghame	86.7%	tbc
Irvine Housing Association	98.43%	75.9%
Shire	87.5%	87.3%

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

In all quality related indicators apart from two, East Ayrshire Council exceeds the Scottish average. East Ayrshire Council takes slightly longer to complete non-emergency repairs (7.5 days as opposed to 7.1 days). In relation to the percentage of repairs “right first time” there has been a significant increase over the previous year (75.9% to 84.7%), however, this still falls short of the Scottish average of 92.4%

**Figure 29: Annual Return on the Charter Information**

Indicator 2016/17	East Ayrshire	Scottish Average
Percentage of Stock Meeting the Scottish Housing Quality Standard (SHQS)	98.5%	93.6%
Average length of time taken to complete emergency repairs	2.2 hours	4.7 hours
Average length of time taken to complete non-emergency repairs	7.5 days	7.1 days
Percentage of reactive repairs completed ‘right first time’	84.7%	92.4%
Percentage of repairs appointments kept	96.9%	95.7%
Percentage of tenants satisfied with the service they received.	98.7%	90.6%

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## Where do we want to be?

### Housing Quality

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

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.

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

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 Housing Investment Programme (HIP) complements and links directly to both the Housing Asset Management Framework (HAMF) and the Strategic Housing Investment Plan (SHIP).

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.**

## Energy Efficiency

### Where do we want to be?

#### Energy Efficiency

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

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 2018, 97% of East Ayrshire Council's housing stock complied with EESSH compared with 94.4% at 31 March 2017.

The previously mentioned ongoing work in relation to the external insulation and Heeps:ABS will continue to ensure that existing housing stock is good quality and energy efficient.

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 will publish regulations in 2019 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 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.

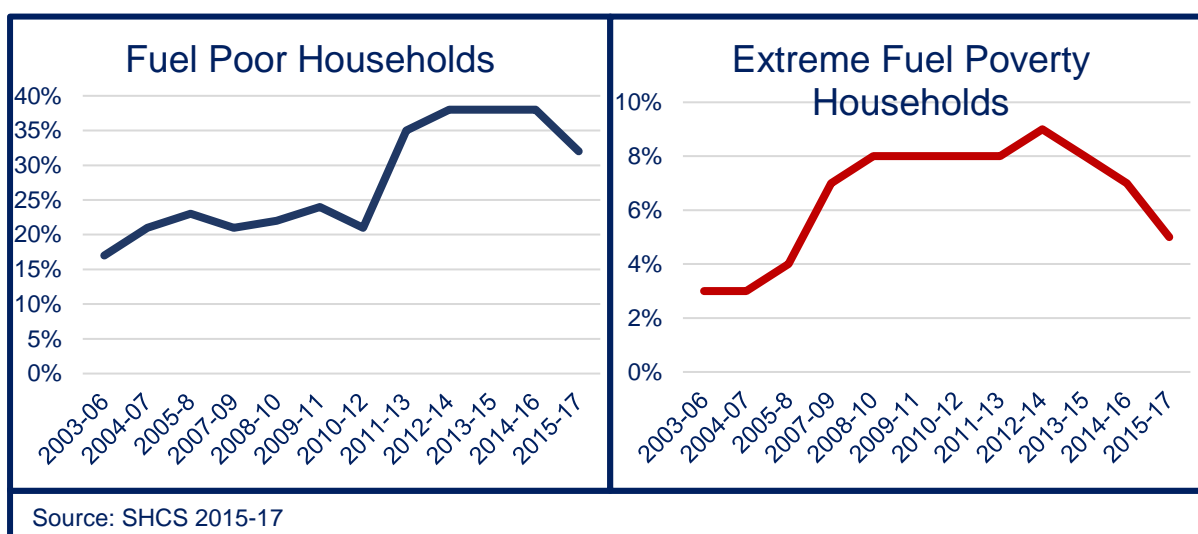
## Fuel Poverty in East Ayrshire

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 30: 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.

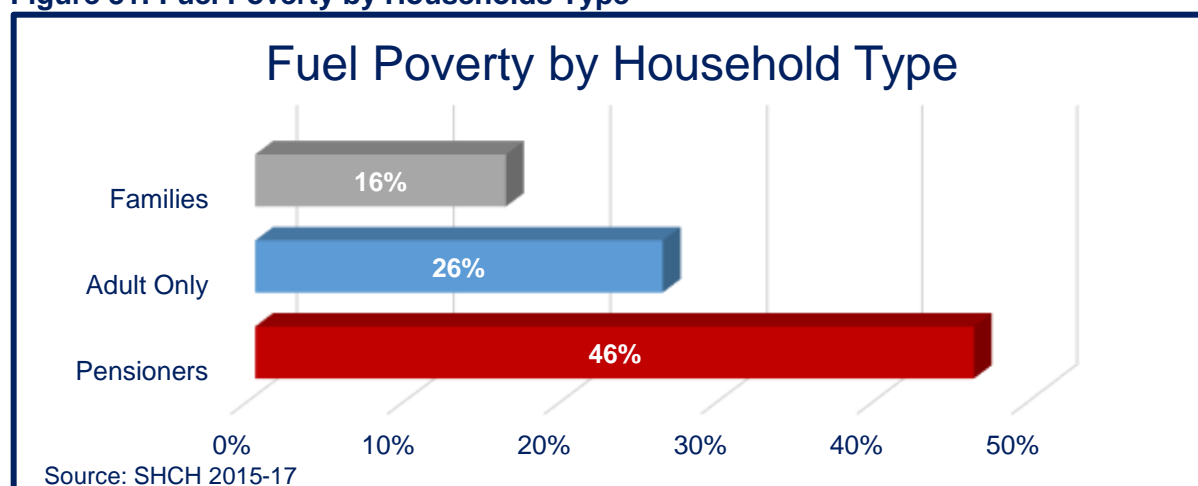
Single pensioner households are at the high end of the fuel poverty rate according to the Scottish House Condition survey 2015 - 2017 at 46%.

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.

Single pensioner households have also shown to be at the high end of the fuel poverty rate according to the Scottish House Condition Survey.

**Figure 31: Fuel Poverty by Households Type**



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 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. However it is a complex issue compounded by a lack of information at a local level regarding fuel poverty figures. A partnership approach is required to address this issue.



Raise awareness of fuel poverty



Reduce Fuel Spend

Provide energy efficiency advice and information



Maximise Income



Improve the energy efficiency of existing housing stock



Through the Fuel Poverty and Energy Efficiency Working Group ensure a joined up and cohesive approach to fuel poverty.

## 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.



Advice and assistance will be provided to the private sector to encourage energy efficient improvements among this tenure.

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



Work with partners 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	38%	% Households in fuel poverty	Reduce	2024	Partners
	8%	% Households in extreme fuel poverty	Reduce	2024	Partners
	N/A	Referrals to energy efficiency partners	Baseline to be quantified in 2018/2019	2024	Financial Inclusion Team
	N/A	There is good quality information and support available regarding fuel poverty.	Baseline to be quantified in 2018/2019	2024	Partners
Maximise household income		Income generated by the financial inclusion team	Increase	2024	Financial Inclusion Team
Ensure good quality housing	89%	% of homes with disrepair	Reduce	2024	Housing Asset Service
	56%	% of homes with urgent disrepair	Reduce	2024	Housing Asset Service
	94.4%	% of social rented homes achieving EESH	100%	Dec 2020	Housing Asset Service
		Average SAP rating of homes in East Ayrshire	Increase	Ongoing 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	800 per annum		Housing Asset Service
	183	Number of private properties improved with heaps abs assistance	Increase	2024	Housing Asset Service
		Greenhouse gas emissions			
Promote energy supplier comparion and switching	N/A	Continue to support the Local Energy Advice Forum	Continue	2024	Housing

supplier in order to ensure that fuel costs are minimised					
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