



East Dunbartonshire Council Local Housing Strategy April 2017-2022

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1 Foreword



Welcome to the East Dunbartonshire Local Housing Strategy which will cover the period 2017 to 2022.

The LHS has been produced in partnership with our key stakeholders including registered social landlords, service providers, statutory bodies as well tenants, residents and elected members.

The purpose of this strategy is to develop a clear understanding of our priorities for the next five years. It sets out how the Council and its partners will address key imbalances in the local system and address housing need and demand in East Dunbartonshire, and provides the blueprint for directing investment and improving housing services.

I'm grateful for the hard work of the Council's Housing Strategy & Development Team, as well as that of Council services and our key stakeholders engaging throughout the process.

I very much look forward to implementing the action plan over the next five years. Together I believe we can make a significant contribution to ensuring everyone in East Dunbartonshire has access to affordable, suitable, good quality housing.

Councillor Stewart MacDonald

Convenor of Neighbourhood Services

2 Introduction

The Housing (Scotland) Act 2001 places a statutory requirement on local authorities to prepare a Local Housing Strategy (LHS) supported by an assessment of housing need and demand. In particular, the LHS requires to set out the strategic direction, together with policies and plans that will enable the authority and its partners to deliver high quality housing and housing related services, across all housing tenures, to meet identified need. It is also a requirement to set out the contribution housing can make towards the effective integration of health and social care; as well as its approach to meeting a range of statutory housing responsibilities such as addressing fuel poverty, improving house condition and homelessness.

This is the third LHS for East Dunbartonshire. It provides a clear vision of what East Dunbartonshire Council and its partners aim to achieve and sets out five LHS priority outcomes to be delivered over the five-year period 2017-2022.

The Local Housing Strategy provides a strategic framework for addressing housing need and demand in East Dunbartonshire. It provides the blueprint for directing housing investment and for developing housing and housing related services.

It considers all tenures and types of accommodation, and reflects national and local priorities.



2.1 LHS vision and priorities

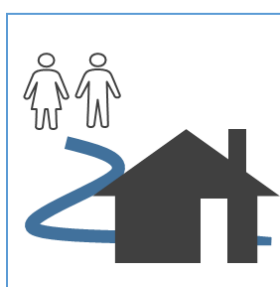
The LHS vision builds on the previous LHS, and was developed in consultation with partners and stakeholders following a consultation workshop session. It takes account of the Single Outcome Agreement (SOA), as well as the Scottish Government's National Outcomes and National Health and Wellbeing Outcomes. This vision is driven by a clear commitment to increasing the supply of affordable housing, which is being enabled by:

- an uplift in government grant;
- contributions from the affordable housing policy, and
- a continuing commitment to improve the quality of the private sector housing stock.

Five LHS priorities provide a framework for delivering the LHS.

The evidence, key issues and actions for each LHS Priority are set out in Sections 4 to 7 of the Local

Every person in East Dunbartonshire has a home which is affordable, suitable and offers quality both now and in the future



Priority 1: Enable a suitable, efficient and affordable supply of housing

Priority 2: Enhance the role of housing options in preventing homelessness

Priority 3: Encourage independent living

Priority 4: Address housing condition, fuel poverty and regeneration

Priority 5: Improve service delivery quality and value for money

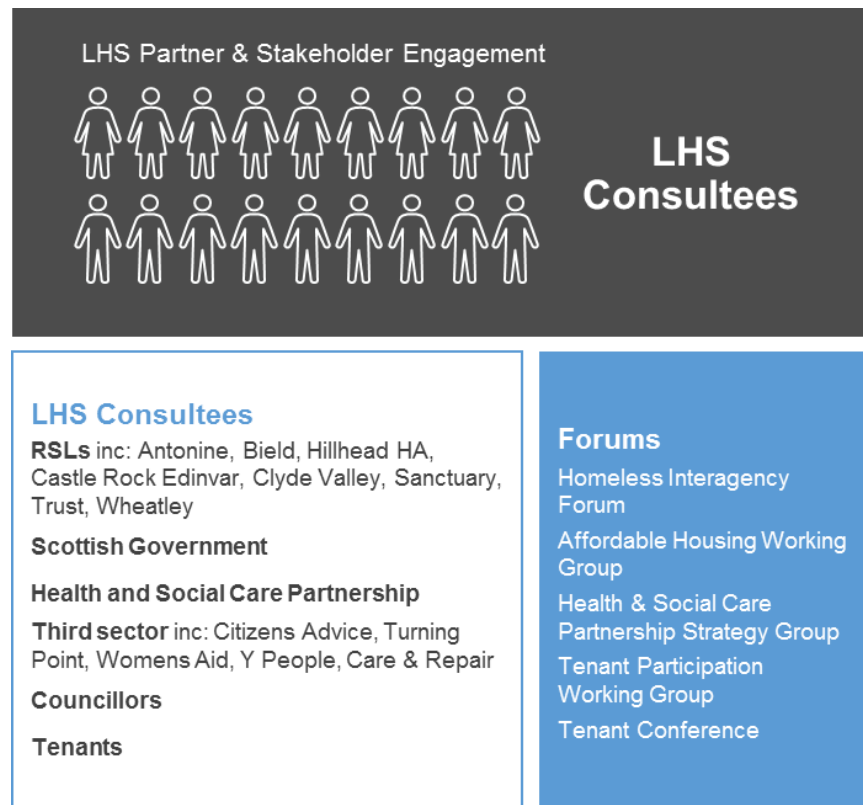
Housing Strategy Document.

Guiding the delivery of the LHS are the principles set out by the Christie Commission on the Delivery of Public Services in Scotland. These include commitments to collaboration, efficiency and innovation, prevention, and tackling inequality.

2.2 Consultation

The Council has a duty to consult widely on the LHS, and in that consultation, involve the wider community to ensure that equality duties are met. To produce the new Local Housing Strategy, we have engaged with key partners and stakeholders to define a vision for the local housing system, identify the main housing issues facing the area and, critically, propose actions and solutions to address these issues.

A range of partners, stakeholders and housing experts have actively participated in developing the East Dunbartonshire LHS 2017-22. A diverse programme of engagement activity has been undertaken to collect a range of views, and enable these to systematically inform the development of the LHS. This includes:



- Stakeholder conference:**
 The Stakeholder Conference informed the development of a vision, priorities and strategic options that build on the progress achieved over the last five years and reflect emerging challenges at local and national level. It also considered the range of strategic options that could be considered for the 2017-2022 LHS. Participants attended from across the Council, as well as key partner agencies.
- Options appraisal survey:** A series of questionnaires were issued to partners to systematically appraise the strategic options for delivering the LHS.
- Options appraisal workshop:** A one-day workshop was held with core staff and partners. Together with the survey responses, this provides a valuable input into the LHS outcome and action plans. The participants were drawn from specialist stakeholders across the Council and its partner organisations.
- Existing forums and structures:** The LHS has been a regular or special agenda item on a wide range of key forums over the last year, to ensure a high level of awareness of the LHS, with cross-cutting issues being fully embraced, while linkages and cross-over issues are fully considered during the preparatory stages.

- **Newsletters:** Information on the emerging LHS has been included in a number of Council newsletters including the ***Tenants' Newsletter: Taking Part*** and the ***Private Landlords' Newsletter***.
- **Strategic engagement:** Mechanisms were put in place, as part of the LHS consultations and on-going, to ensure the LHS is fully aligned with **relevant** strategies, policies and plans. These include partnership working around the Housing Contribution Statement, Single Outcome Agreement and Business and Improvement Plans.
- **Strategic governance:** The LHS has been commissioned by the LHS Implementation Group which manages multi-agency governance of the LHS. The LHS was considered for approval by East Dunbartonshire Council's Neighbourhood Services Committee in March 2017.

2.3 Equalities Statement

East Dunbartonshire Council embraces the commitments required under the Equality Act 2010 which brings the general duty to nine equality strands of age, disability, race, sexual orientation, gender reassignment, religion and belief, pregnancy and maternity, marriage and civil partnership. We view East Dunbartonshire as a place where:

- everyone matters;
- everyone should have equal opportunities; and
- everyone should be treated with dignity and respect.

The Council aims to ensure that all services meet the needs of everyone who lives, works or visits East Dunbartonshire and we will continue to work with our communities to ensure we can achieve this.

The LHS Guidance 2014 requires local authorities to start the EQIA early in the development process, so it can help shape the LHS and it would be considered good practice to refer to the EQIA throughout the LHS, as appropriate. A full equalities impact assessment has been undertaken on the Local Housing Strategy. Equality impact assessment (EIA) is a method or tool for assessing predicted effects or impacts of a Council policy or function on meeting the public sector equality duties to:

- eliminate discrimination;
- promote equality of opportunity; and
- foster good relations between those who have an equality characteristic and those who do not.

Officers have considered the range of people who might be affected by the Local Housing Strategy. The assessment shows that the strategy has many positive impacts on all of the equality impact groups.

2.4 Strategic Environmental Assessment

A screening request was submitted to SEA Gateway under Section 9(3) of the Environmental Assessment (Scotland) Act 2005. The key consultation authorities have indicated that there was no likelihood of significant environmental effects through the LHS 2017-2022 because of the linkages between the LHS and the Local Development Plan process, which is subject to full SEA.

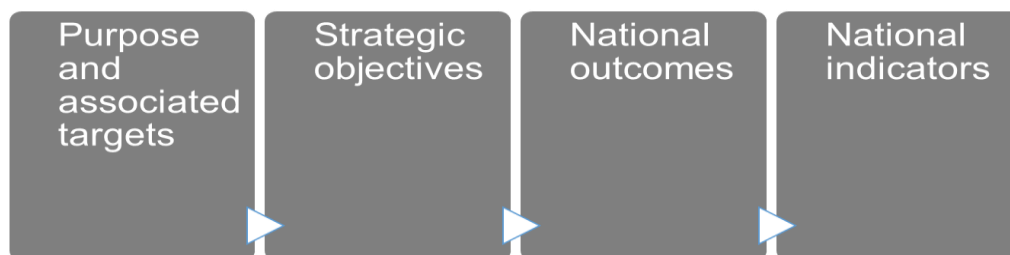
3 Context and evidence

3.1 National context

It is important that the LHS supports and helps deliver national outcomes and targets, while also reflecting the needs and priorities of local people through the Community Planning process. The LHS is therefore set within the wider Community Planning and Single Outcome Agreement (SOA) for the Council and its partners. On this basis, the LHS defines the housing contribution to SOA priorities, which provide the local framework for meeting the Scottish Government's 16 National Outcomes. This and the wider strategic framework that will support and enable LHS delivery is set out in more detail below.

3.1.1 Strategic framework for Housing in Scotland

The National Performance Framework (NPF) sets out the Scottish Government's vision for the country and a framework for measurement. The NPF is in four parts which support and reinforce each other:



The LHS supports the delivery of the East Dunbartonshire Single Outcome Agreement, which sets out how priorities and outcomes will contribute to meeting the government's 16 National Outcomes. The LHS contribution will be particularly focused around increased housing supply, improved housing opportunities including access to affordable housing and support for people with care needs, neighbourhood regeneration, and environmental improvements. This LHS will have the greatest impact on National Outcome 10: we live in well-designed, sustainable places where we are able to access the amenities and services we need. However, we expect the LHS to contribute to several others as follows:

National Outcomes			
2	We realise our full economic potential with more and better employment opportunities for our people.	11	We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.
5	Our children have the best start in life and are ready to succeed.	12	We value and enjoy our built and natural environment and protect it and enhance it for future generations.
7	We have tackled the significant inequalities in Scottish society.	13	We take pride in a strong, fair and inclusive national identity.
8	We have improved the life chances for children, young people and families at risk.	14	We reduce the local and global environmental impact of consumption and production.
9	We live our lives safe from crime, disorder and danger.	15	Our people are able to maintain their independence as they get older & are able to access appropriate support when they need it.
10	We live in well-designed, sustainable places where we are able to access the amenities and services we need.	16	Our public services are high quality, continually improving, efficient and responsive to local people's needs.

National Outcomes (Source: National Performance Framework, Scottish Government)

3.1.2 Homes Fit for the 21st Century

Homes Fit for the 21st Century sets out the Scottish Government's vision for housing to 2020 and a range of actions and proposals to realise that vision. This includes increasing the supply of affordable housing; promote flexibility and choice within the housing system with a goal to provide an affordable home for all.

The Joint Delivery Plan, published in May 2015 by the Joint Housing Policy and Delivery Group, identifies the priority actions that representatives from across the housing sector agree need a specific focus to ensure we are able to deliver the strategic objectives set out in Homes Fit for the 21st Century, and other subsequent Scottish Government strategies with a bearing on housing.

The Affordable Housing Supply Programme (ASHP) announced for 2016/2017 to 2020/2021 commits to a pronounced increase in ambition and resources: a target of some 50,000 affordable homes, of which 70 per cent will be for social rent, over five years.

3.1.3 Housing (Scotland) Act 2014

The Housing (Scotland) Act 2014 introduced a number of major changes, including the end of the Right to Buy in July 2016, more flexibility in the allocation and management of social housing stock, a First Tier Tribunal to deal with disputes in the Private Rented Sector, give local authorities new discretionary powers to tackle disrepair in the Private Rented Sector, introduce a new regulatory framework for letting agents in Scotland, modernise the site licensing regime for mobile homes sites with permanent residents, place new requirements on private sector landlords to fit carbon monoxide detectors in properties that have carbon emitting appliances and to carry out electrical safety checks every five years.

3.1.4 Scottish Planning Policy (SPP) 2014

The SPP sets out national planning policies which reflect Scottish Ministers' priorities for operation of the planning system and for the development and use of land. The planning system through the preparation of development plans should ensure the release of sufficient land in sustainable locations to support the

provision of all tenures. A review of the planning system was commenced in 2016, and will address, among other things, 'the delivery of more high quality homes'. Consultation on the white paper will be undertaken in early 2017, to enable legislation to be brought forward thereafter.

3.1.5 Welfare Reform

The UK Welfare Reform Act 2012 has introduced significant changes to the welfare system. The main change impacting on the Scottish Government and local authorities is the bedroom tax and universal credit. This continues to place massive pressures on the social housing sector.

3.1.6 Energy Efficiency Standards for Social Housing (ESSH)

The Energy Efficiency Standard for Social Housing (ESSH) aims to improve the energy efficiency of social housing in Scotland. It will help to reduce energy consumption, fuel poverty and the emission of greenhouse gases. It will make a significant contribution to reducing carbon emissions by 42 per cent by 2020 and 80 per cent by 2050 in line with the requirements set out in the Climate Change (Scotland) Act 2009.

3.1.7 The Commission on Housing and Wellbeing

A blueprint for Scotland's future was developed in June 2015 based on a wide ranging assessment of the links between housing and wellbeing in order to offer proposals for the future direction of housing policy in Scotland. To deliver on the Government targets, the **National Health and Wellbeing Outcomes** have been developed; a set of high-level statements of what health and social care partners are attempting to achieve through integration and ultimately through the pursuit of quality improvement across health and social care.

3.1.8 Scotland's Economic Strategy

Scotland's Economic Strategy provides a framework for a more competitive and a fairer Scotland. The Strategy seeks to ensure that the benefits of economic growth are shared more equally across society. It provides the focus for local economic development in the context of increasing competitiveness and tackling inequality.

3.2 Local strategic context

Single Outcome Agreement: The Council's 2015-2018 Single Outcome Agreement (SOA) sets out what the Council partners want to achieve for the next three years and in the longer term. The vision of the SOA is "Working together to achieve the best with the people of East Dunbartonshire". Partners will work to achieve this through the implementation of the SOA which is based on the analysis of our community profile and feedback from local people and communities. Our strategic direction and long term priority is to reduce inequality between our most and least deprived communities. Two long-term (5 to 10 year) outcomes have been developed as follows:

- We have reduced inequality and disadvantage across East Dunbartonshire; and
- Our communities are more engaged in the design and delivery of services.

These are underpinned by a series of shorter term (3 year) outcomes, covering a range of key policy areas, including the local economy, training and employment, young people, the environment, health inequalities, and older people. There is a clear line of sight between EDC SOA outcomes and the Scottish Governments National Outcomes.

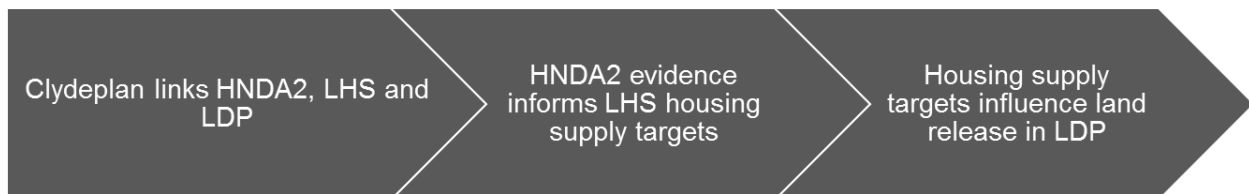
Sustainable Development: This is a corporate priority that affects all areas of activity. A range of documents link to sustainability and these are highlighted at section 9.5

3.2.1 Development Planning

East Dunbartonshire is one of the eight members of Clydeplan, the strategic development planning authority for the Glasgow and Clyde Valley area. The strategic development plan (SDP) covers strategic issues such as housing, transport, employment, infrastructure and energy, and is prepared through a process of joint working and consultation with a number of key stakeholder organisations and the wider community. The current Glasgow and Clyde Valley Strategic Development Plan (GCV SDP) was approved in May 2012, and work is now underway on the Proposed Clydeplan SDP, with a view to its adoption in 2017¹.

The GCV SDP informs the East Dunbartonshire Local Plan 2 (LP2), adopted in 2011, which sets out policies and proposals for the delivery of land for housing across East Dunbartonshire. LDP 2017 is currently in preparation, with a view to adoption in 2017. Policy 6 within the emerging LDP is concerned with creating inclusive and sustainable communities. New housing development plays an important role in meeting the evolving needs of local communities and in addressing imbalances in affordability to ensure that residents have access to high-quality housing suitable for their needs, promotes social inclusion and improves health. However, the LDP stresses that there must be a realistic balance between addressing housing needs in an area and protecting environmental quality, avoiding unsustainable growth and wider impacts (such as the supporting regeneration and protecting the Green Belt).

Scottish Government LHS Guidance stresses the importance that transparent linkages are maintained across strategic planning and local housing strategy.



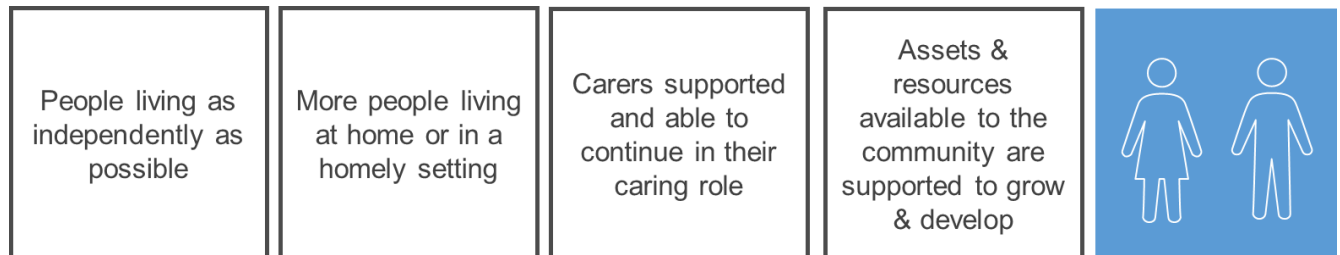
3.2.2 Joint Community Care Planning Framework (JCCP) 2012-15

The JCCP is the overarching community care planning document for East Dunbartonshire Council and East Dunbartonshire Community Health Partnership (CHP) and sets out the basis for all community care planning and service delivery across health, social care and partner services. The community planning partners' strategic vision is: -

¹ The other members are East Dunbartonshire, East Renfrewshire, Glasgow City, Inverclyde, North Lanarkshire, Renfrewshire, South Lanarkshire and West Dunbartonshire Councils' boundary comprises the administrative boundaries of these eight local authorities except that part of West Dunbartonshire covered by the Loch Lomond and The Trossachs National Park Authority.

“Older people and their carers are supported to enjoy a high quality of life, achieve their potential, and that they are safe, healthy and ‘included’”.

Community planning partners will work together, with and for older people and their carers, to address high level strategic priorities:



The JCCP Framework is presented in three discrete sections:

- Part One: Ageing Well Strategy - describes the high level shared health and social care priorities and approaches to promoting health and well-being and preventing or delaying the need for formal care. Planning assumptions have been informed by a number of demographic and other information, as well as a series of responses from health and social care practitioners, older people and their carers.
- Part Two - Joint Strategic Commissioning Plan - describes the detail of what and how we will undertake and achieve change through specific procurement and commissioning of services, as well as identifying high level performance measures.
- Part Three - Joint Strategic Commissioning Delivery Plan is currently being developed and will determine specific action; lead delivery agency; resource requirements; key performance indicators and agreed timescales.

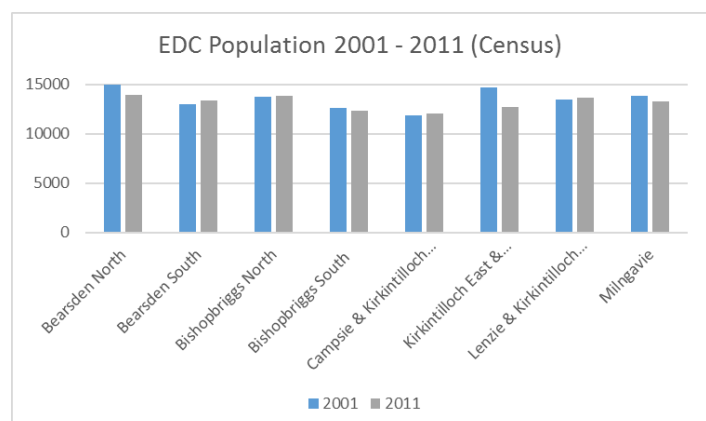
3.3 East Dunbartonshire profile

East Dunbartonshire has a population of 106,710, placing it in the mid-range of Scottish local authorities, and covers 77 square miles. It comprises a mixture of urban and rural areas that includes the settlements of Bearsden, Bishopbriggs, Kirkintilloch, Lennoxtown, Lenzie, Milngavie, Milton of Campsie, Torrance and Twechar. It has been recognised as one of the best areas to live in Scotland based on residents' health, life expectancy, employment, school performance and climate. Nonetheless, inequalities do exist across the authority and there are pockets of deprivation where the quality of life falls below the national average.

3.3.1 Population and households

The estimated population of East Dunbartonshire was 106,710 (mid 2014). Over the ten years since the last Census (2001 – 2011), the population of East Dunbartonshire is estimated to have decreased by 3,217 people (-3%).

Declines were most marked in the Kirkintilloch East & Twechar area, with population loss also noted in Bearsden North, Bishopbriggs South and Milngavie. Population increased in the other wards, with the largest population growth in Bearsden South. During this time Scotland's population increased by 5%; fastest growth rate between two censuses in the last century.



Source: Census 2001 - 2011

The structure of East Dunbartonshire's population has changed over this period, with a marked decrease in the number of children aged 15 and under, and an increase in the 60-64 age group. This is in line with profile of an ageing population across the country.

The Registrar General for Scotland's most recent population projections suggest that the population of East Dunbartonshire will increase by nearly 6% over the next 25 years, slightly less than the growth expected for Scotland as a whole. The total population of older people (those of pensionable age and over) is expected to increase substantially – by around 30% over the same period – while the number of people of working age is projected to decline (by around 3%).

Table 3.1: Population projections 2014 – 2039

	Population projections		Percentage change in population, by age group: 2014 to 2039 (%)			
	2014	2039	All ages	Children (0 to 15)	Working age	Pensionable age and over
East Dunbartonshire	106,710	112,967	5.9	4.4	-3.2	30.4
Scotland	5,347,600	5,701,476	6.6	1.4	1.2	28.3

Source: NRS, 2014-base projections

There were an estimated 43,778 households in East Dunbartonshire in 2012. The number of households has been increasing and this is projected to continue; by around 2% over the next 25 years, somewhat below the level for Scotland as a whole (17%). However, the strong growth in population projected in the 2014-base may strengthen this projection. Linked to this is the size and structure of households. The average size of households is falling, as more people live alone or in smaller households, although the rate of change is slowing down. The average household size in Scotland decreased over the last decade, from 2.22 people per household in 2004, to 2.17 in 2014. The 2014 estimates show the average household size in East Dunbartonshire is 2.38 people per household, this is a decrease from 2.48 in 2004.

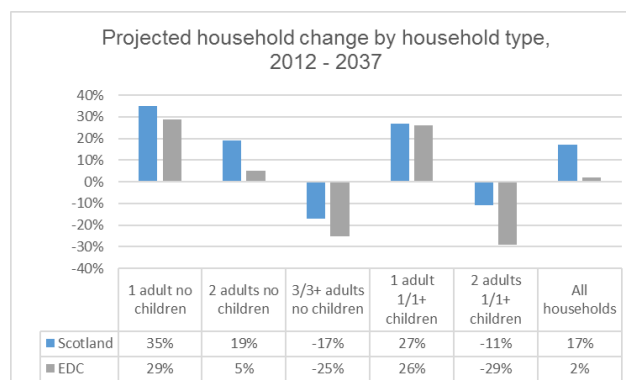
Table 3.2: Household projections, 2012 - 2037, all households

	2012	2037	Annual change	Overall change	
				Number	Percentage
East Dunbartonshire	43,778	44,509	29	732	2%
Scotland	2,387,207	2,782,774	15,823	395,567	17%

Source: NRS, 2012-base projections

Although the total number of households is projected to increase by just 2% over the period to 2037, as shown on the chart there are marked shifts in the structure of those households: a substantial increase in single person households, principally older persons; and a marked decline in two parent families. A pronounced increase in couples with children may also be expected. These changes may signal an increased demand for smaller homes.

According to National Records of Scotland, male and female life expectancy was highest in East Dunbartonshire. Males in East Dunbartonshire can expect to live for 80.5 years, nearly four years longer than the Scottish average. Females can expect to live for 83.9 years, nearly three years longer than Scotland as a whole. A relatively high percentage of East Dunbartonshire residents (84.9%) reported in the Census



that their health was very good or good; some 2% higher than the Scottish average. This is reflected in the Scottish Household Survey in which just 22% of East Dunbartonshire adults report a long-term physical or mental health condition, compared with 29% of the Scottish adults.

3.3.2 Housing stock

There are currently some 45,678 dwellings in East Dunbartonshire, an increase of 5% on 10 years ago. While this rate of growth is slightly below the Scottish rate (6.7%), very recent levels are higher, responding to pressures in the housing markets.

Table 3.3: Number of dwellings, 2005 to 2015

	2005	2015	Change 2014 to 2015		Change 2005 to 2015	
			Number	%	Number	%
E Dunbartonshire	43,405	45,678	397	0.9%	2,273	5.2%
Scotland	2,396,782	2,557,582	17,021	0.7%	160,800	6.7%

Source: NRS

The vast majority of dwellings (98.6%) are occupied: a small number of properties are vacant (1.1%) and are used as second homes (0.3%). This compares favourably with Scotland as a whole, where some 3.1% of dwellings are vacant (and a further 1.1% are used as second homes).

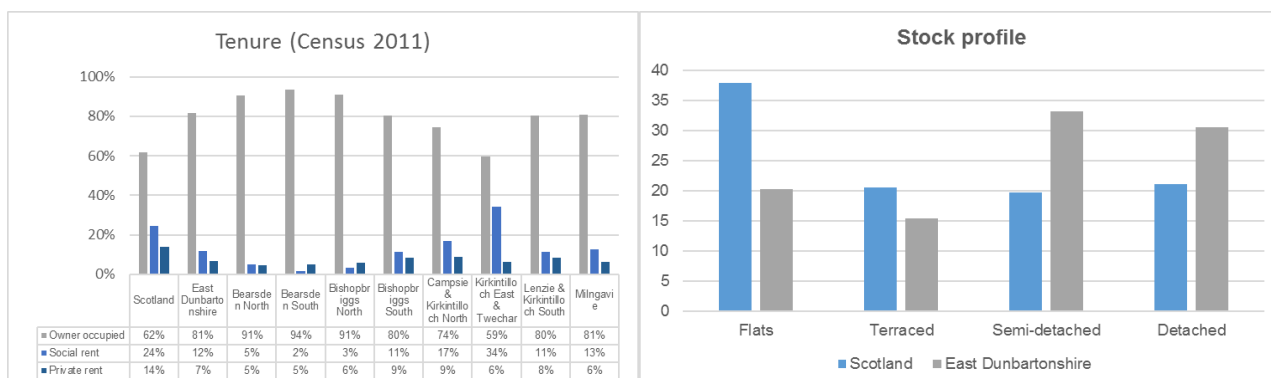
Table 3.4: Profile of dwellings, 2015

	Total	Occupied	Vacant	Second homes	Total empty	Change in empty 2012-2015	
						Number	%
East Dunbartonshire	45,678	45,044	514	120	634	-157	80%
Scotland	2,557,582	2,451,790	78,475	27,317	105,792	-5,310	95%

Source: NRS

Home ownership is the principal tenure in East Dunbartonshire: 81% of households own their property, almost 20 percentage points higher than the Scottish average of 62%. Of these households, 40% own their homes (12 percentage points above the Scottish average), and 41% own with a mortgage (7 percentage point higher than the Scottish average). There are some variations across East Dunbartonshire, with the highest rate of homeownership in Bearsden South and the lowest level of homeownership in Kirkintilloch East & Twechar.

Just 12% of households rent from social landlords in East Dunbartonshire (8.5% from the Council and 3.5% from other social landlords), well below the Scottish average of 24%. There are relatively high levels of social renting in Kirkintilloch East & Twechar, 16.6% of households renting from the Council rented homes and 17.7% from other social landlords. Levels of social renting are low in Bearsden South (2%) and in Bishopbriggs North (3%).



Source: Census 2011

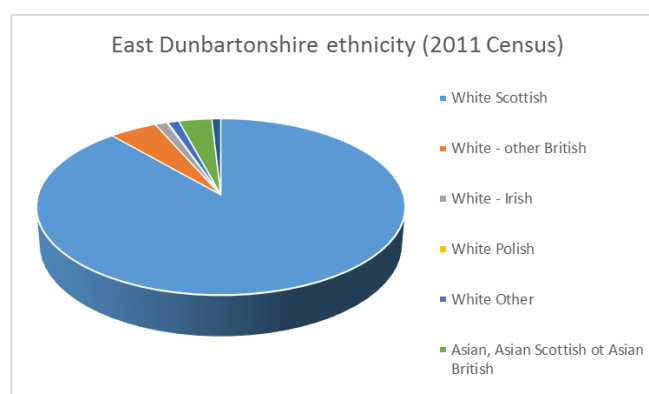
Source: Scottish Neighbourhood Statistics 2013

The vast majority of households in East Dunbartonshire live in houses (79%, compared with 62% for Scotland): with semi-detached properties (33%) and detached properties (31%) the most common property types. Bearsden North and Bearsden South had the highest percentage of detached dwellings (45% and 44% respectively). Kirkintilloch East & Twechar had the lowest percentage of detached dwellings (11%). Just 20% of East Dunbartonshire households live in flats (compared with 38% across Scotland as a whole). The prevalence of flats was highest in Kirkintilloch East & Twechar (28%) and Campsie & Kirkintilloch North (27%).

3.3.3 Ethnicity

The chart shows the broad ethnic breakdown of East Dunbartonshire. Some 89% of the population self-classifies as White Scottish (compared with 84% for Scotland as a whole). Kirkintilloch East & Twechar had the highest percentage of residents that were white Scottish (94%) compared to other Wards.

Overall, 4.2% of people in East Dunbartonshire were from minority ethnic groups, an increase of 1% since the 2001 Census. The Asian population was the largest minority ethnic group (3.3%) in East Dunbartonshire. Within this, Indian was the largest individual category, accounting for 1.5% of the total population. Bearsden South had the highest proportion of residents from an Asian community at 6.7%, followed by Bearsden North (4.9%) and Bishopbriggs South (4.8%).

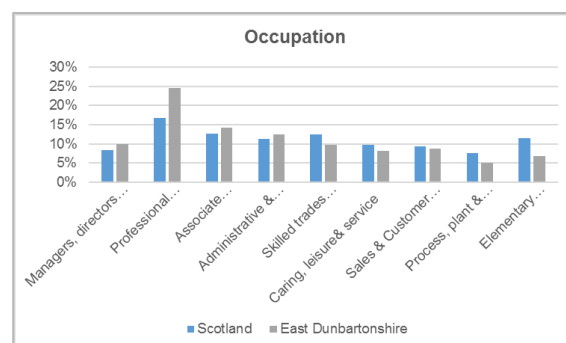


3.3.4 Local economy – structure and implications

Employment is high in East Dunbartonshire with figures from NOMIS showing that the area has a high percentage of people in employment (74%), than the Scottish average (72%). However, there has been a slight decrease in the percentage of people in employment between 2013 and 2014 from 77% to 74%. Unemployment has remained stable with a very slight increase (0.1%) between 2013 and 2014 to 5%, just over 2% lower than the Scottish average.

In the 2011 Census, the occupations for employed people were derived from job titles and brief descriptions of their principle employment.

- The largest category of occupation in East Dunbartonshire was a professional occupation (25%); significantly higher than the national average at 17%.
- Professional occupations were the largest occupation category across most wards, with the highest rates in Bearsden North at 34% and Bearsden South at 32%.
- The largest occupation categories in Kirkintilloch East & Twechar were skilled trades occupations (14%) and professional occupations (13%).



Source: 2011 Census

Table 3.5: Levels of economic activity, East Dunbartonshire, Scotland, 2013-2016

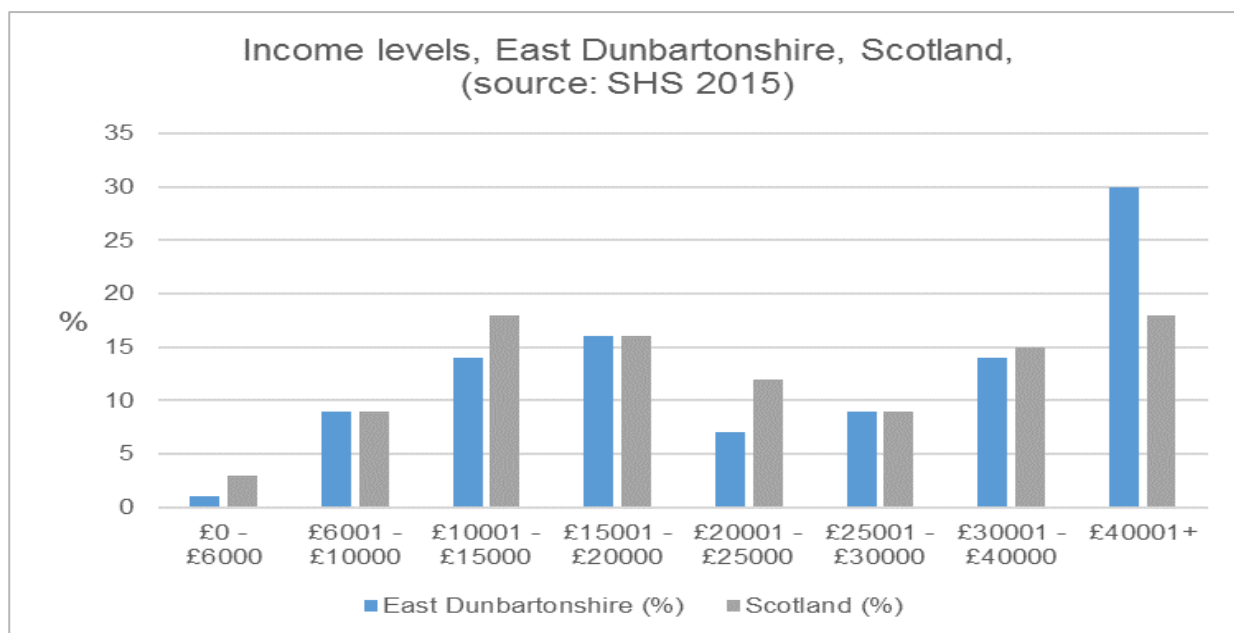
	East Dunbartonshire				Scotland			
	2013	2014	2015	2016	2013	2014	2015	2016
Economically active ¹	80%	78%	79%	77%	77%	78%	77%	77%
In employment: ¹	77%	74%	75%	74%	71%	72%	73%	73%
Employees ¹	67%	64%	66%	66%	62%	64%	65%	64%
Self Employed ¹	9%	10%	9%	8%	8%	8%	8%	8%
Unemployed ²	5%	5%	4%	4%	8%	7%	6%	5%

Source: NOMIS

Notes 1: % of those aged 16-64; 2: % of those economically active

NOMIS suggests that the median earnings for 2016 were around £32,830 in East Dunbartonshire, with male earnings higher at £35,550 and female earnings around £27,780. These levels, and the male earnings in particular, are considerably higher than for Scotland as a whole (£27,900 and £29,640 respectively).

The Scottish Household Survey allows further examination of income levels. The chart below indicates that 56% of households in East Dunbartonshire have a household income of up to £25k, compared with an average of 67% of households across Scotland (with 10% of households in East Dunbartonshire on incomes of £10k or less), while 30% of households in East Dunbartonshire have an income of over £40k compared with just 18% across Scotland. Clearly there is some difference in the income reported by these sources, resulting from the methodologies adopted, but the message is similar: East Dunbartonshire is a comparatively high income area but nonetheless, a substantial minority of the population are on low incomes.



3.3.5 Deprivation

There is relatively little deprivation across East Dunbartonshire. More than half the datazones in the area (56%) are classed among the 20% least deprived in Scotland. Only East Renfrewshire has a higher proportion (at 60%). At the other end of the scale, just 5% of datazones are classed as being within the most deprived 20% in Scotland, well down the national ranking at 26th. Ward 8, Kirkintilloch East and Twechar, is the most deprived Ward in East Dunbartonshire with 82% of datazones in the most deprived in Scotland. Two wards, Bearsden South and Bishopbriggs North and Torrance have no datazones in the 50% most deprived nationally.

Table 3.6: Share of deprivation relative to Scotland

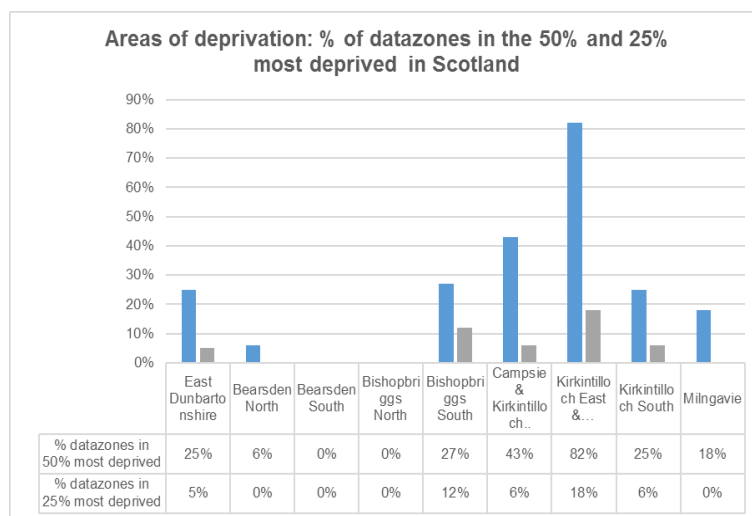
	Local share	National ranking
Most deprived 20%	5%	26
Most deprived 21-40%	17%	21
Least deprived 20%	56%	31

Source: SIMD 2016 National Report

East Dunbartonshire has roughly the same proportion of deprived datazones as in 2004, although the locations of these datazones have changed over time. Some boundary changes were introduced in 2016, which mean that direct comparisons with previous analyses cannot always be made.

- The datazones in Twechar have shown marked improvement from 2004, and both have moved out of the '25% most deprived' category;

- Lennoxton had shown overall decline from 2004 but has shown improvement from 2009 onwards.
- The level of deprivation in the Auchinairn has been broadly static. However, in 2016 the level has risen, but this does appear to be related to boundary changes (the creation of a new datazone).
- On the whole, Hillhead datazones have remained static from 2004, with some improvement from 2012. The level of improvement is difficult to measure as boundaries of these datazones are no longer directly comparable.



Source: SIMD 2016 National Report

- The datazone in Milngavie town centre has improved, and is no longer classed within the 'most deprived 25%'.
- The Kirkintilloch West datazone has shown steady decline since 2004 and it is now in the 25% most deprived in Scotland.

3.3.6 House prices and turnover

The average house price in East Dunbartonshire was £221,751 in 2015-16, around £45k above the Scottish average. Prices are generally rising, in total by nearly 18% over the last ten years. The average price fell in the last financial year (by around 4%), which was broadly in line with the national profile. Prices in East Dunbartonshire are consistently above the Scottish level.

Although sales turnover has declined as a result of the housing market recession, performance remains better than the Scottish average: over the last ten years the volume of sales has declined by around 14%, this compares to around 34% for Scotland as a whole. Over the past two years, sale levels have been improving, rising by 10% in 2014/15 and a further 0.4% in 2015/16. This combination of rising prices and recovering turnover is an indication of the strength of the local market. Indeed, over the last ten years, the total market value in East Dunbartonshire has increased slightly (by around 1%) while across Scotland as a whole the value of the housing market has declined by around 21%.

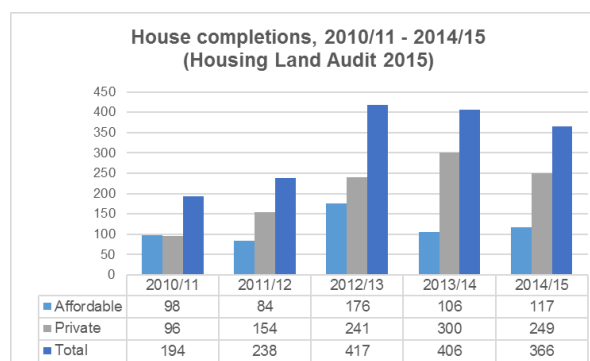
Table 3.7: House prices and sales, 2006/7 - 2015/16, East Dunbartonshire, Scotland

	Values			% Change	
Average prices	2006/07	2014/15	2015/16	1 year	10 years
East Dunbartonshire	£179,912	221,327	£211,752	-4.3	17.7
Scotland	£139,207	167,395	£166,624	-0.5	19.7
Number of sales					
East Dunbartonshire	2,300	1,961	1,969	0.4	-14.4
Scotland	151,290	92,798	100,074	7.8	-33.9

Source: RoS 10 year reports: 2005/15, 2006/16

The Housing Land Audit for East Dunbartonshire (2015), reveals there has been a recovery in the volume of new housing completions over the last five years: housing completions increased by 47% from just 194 in 2010/11 to 366 in 2014/15.

Over the last three years, the number of affordable and private housing completions have fluctuated slightly, but the total number continues to be around 400.



3.4 Local Housing Strategy 2011-16

LHS 2011-16 was designed to provide a strategic direction to inform future investment in housing and related services across the local authority area and to tackle housing need and demand within East Dunbartonshire.

It sets out five clear objectives, covering housing supply, promoting mixed communities, homelessness, meeting particular needs and property disrepair and quality, within a robust implementation framework. The table below summarises the LHS 2011-16 outcomes and the progress to date. Where actions have not been fully delivered and remain appropriate, they will carry forward through to LHS 2017-22.

The LHS Outcomes:

1: People successfully access suitable and affordable housing in their community and tenure of choice

Delivery: HST of 305pa, of which 110 is AH (not achieved); identification and delivery of an adequate land supply in consultation with key stakeholders

Mixed tenures: commitment to increasing access to affordable housing by reviewing options for delivery and implementing shared equity schemes on a number of sites

Sites: continue to actively review sites to ensure optimum land use, by making use of the planning process (call for sites) and a review of council sites

Common Housing Register: East Dunbartonshire Common Housing Register went live in October 2013

2: More people enjoy the benefits of living in diverse communities and sustainable places

Regeneration Twechar: unpopular flats have been demolished and Places for People have developed and renovated a range of AH. There has been a marked improvement in deprivation ranking, but population has declined

Regeneration Hillhead - Hillhead HA has - demolished 185 unpopular flats and built 182 new homes. Phase 5 is currently on site

Inclusive process: delivering with and through community organisations; and engaging actively with partners to work with the community, for example, Scottish Climate Change providing funding for an energy advisor through Twechar Community Action

3: Less people will become or will be badly affected by homelessness in East Dunbartonshire

Prevention: SLAs to deliver prevention outcomes in place

Temporary accommodation ongoing action to review levels of temporary accommodation and emergency TA provision and develop provision accordingly

Sustainment: range of actions in place including early intervention measures, mortgage to rent and furniture initiative. Housing options now adopted

PRS: actively working to utilize the PRS as an alternative to the SRS, including lead tenancy scheme (60-75 tenancies pa) and a rent deposit scheme (30-88 deposits pa)

4: More people with particular housing needs access suitable housing options which promote independent living

Standards: all properties are built to varying needs standard

Adaptations: c£350k pa for adaptations to council properties and £350-£450k pa for private sector properties

Support: active promotion via a range of media, including the tenants' newsletter, and intermediaries such as support workers, of the range of housing supports available – incl telecare, care and repair, and small repair service

5: More people in East Dunbartonshire live in well repaired and maintained homes

Scheme of assistance: provision of good quality advice and assistance; financial support in mixed tenure roof replace schemes

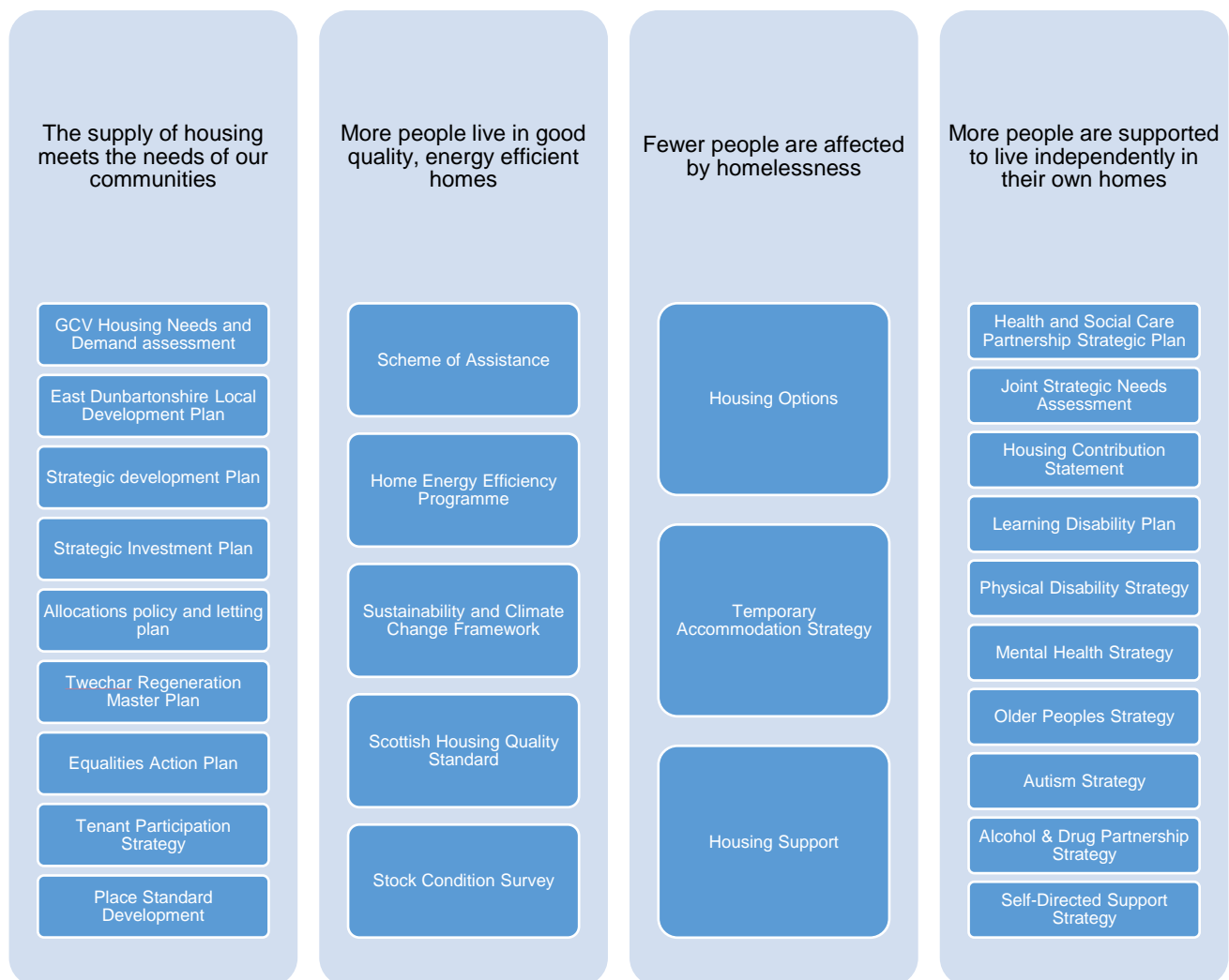
SHQS: on track to meet SHQS – 94% of EDC homes, and c100% of the major RSLs' homes comply with SHQS

Care and Repair: expanded to support older people – to deliver a small repairs service and a falls prevention service

Energy Efficiency: securing substantial funding including £780k HEEPS in 205/16 to support owners improve the energy efficiency of their homes

3.5 Planning and delivery Framework for LHS

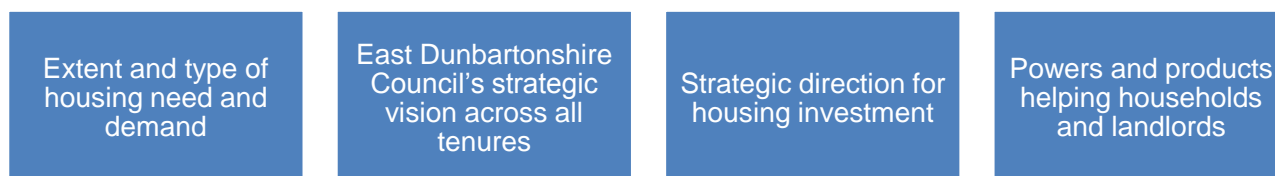
As well as improving joint working across strategic housing partners, Local Housing Strategy outcomes provide the framework for rationalising the range of operational plans which feature housing across the Community Planning framework. The following diagram outlines the range of themed strategies and plans which contain housing-related actions which are encompassed, consolidated and reflected in the LHS outcome tables:



4 LHS Priority 1: Enable a suitable, efficient and affordable supply of housing

4.1 LHS Context

In line with the LHS guidance, in terms of delivering a suitable and sufficient supply of housing, the LHS is required to provide evidence and policy direction in relation to:



4.2 Key issues: HNDA

4.2.1 Housing need and demand

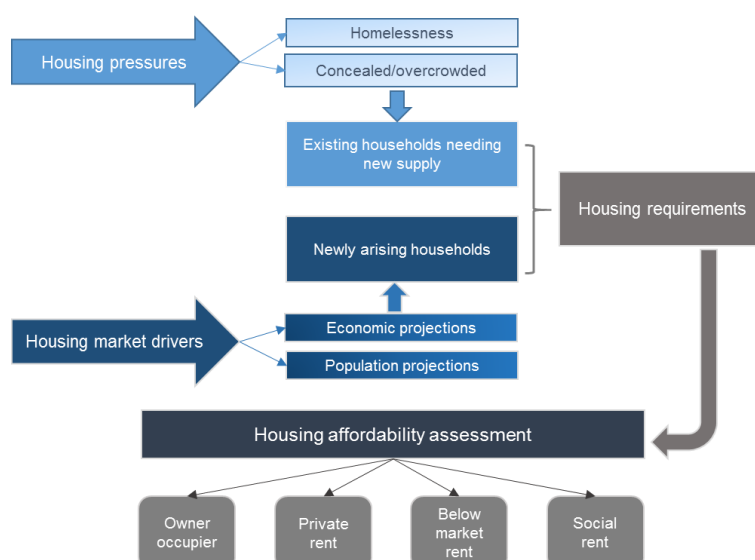
The second Glasgow Clyde Valley HNDA was assessed as robust and credible by Scottish Government in May 2015. The Housing (Scotland) Act 2001 requires local authorities to prepare an LHS informed by an assessment of housing provision and related services. In addition, Local Planning Authorities are required by the Town and Country Planning (Scotland) Act 1997 to plan for land use in their area, including the allocation of land for housing, drawing on robust evidence of net housing requirements (i.e. net new need for housing) and housing land requirements. The HNDA2 provides key evidence in support of these requirements.

The estimates of housing need and demand were produced using the Scottish Government HNDA Tool. The HNDA tool produces an estimate of the additional homes required to meet housing need and demand, broken down by tenure (owner occupied, private rented sector, below market rent and social rented housing). In addition, the HNDA also captures information on the operation of the housing system, to inform policies on new housing supply, the management of stock and the provision of housing related services.

The Tool collates evidence relating to key criteria such as demographic projections and economic indicators, to estimate future levels of housing need and demand.

The HNDA Tool calculation combines the number of existing households who require additional housing with an assessment of the number of new households that will form each year, and produce a total annual housing requirement. This requirement is then broken down by housing tenure by assessing the ability of households to meet housing costs.

The assumptions that make up the Tool can be modified so that the analysis best fits local circumstances and expectations. To inform



the development of realistic Tool scenarios, Oxford Economics was commissioned to carry out economic forecasting/scenario planning and a series of consultation workshops with key stakeholders were undertaken. It was agreed that a single scenario would be adopted across the Clydeplan area, although there was some flexibility accommodated in the time assumed for addressing existing (backlog) need². Following detailed analysis and consultation of the outputs from this work, it was agreed that the Planning Scenario was preferred. This is characterised as ‘steady growth in income and recovery in house prices’; the key assumptions for this scenario are as follows:

Household projections	Existing need	Median household income growth	Projected house prices	Rental assumptions
<ul style="list-style-type: none"> NRS 2012-base Principal projection (tool default) 	<ul style="list-style-type: none"> GCV estimate of existing need Clear in 5 years (tool default) (GCC and NLC: 10 yrs) 	<ul style="list-style-type: none"> Tool default: CACI income data Modest increase in household incomes Flat distribution of income growth 	<ul style="list-style-type: none"> Tool default: OBR estimates Income ratio = 4 (that is, a multiplier of 3.2, a 75% mortgage + an allowance for a deposit) 	<ul style="list-style-type: none"> 75% of those able to buy will do so PRS affordability: 35% of income on rent BMR affordability: 35% of income on rent (tool default)

The analysis was carried out at local authority level, conurbation and Clydeplan levels. Some analysis of economic, demographic and stock characteristics, as well as some estimates of need and demand, was produced for housing market areas. Detailed work was undertaken to build up housing market areas that were meaningful in terms of key criteria such as:

- predefined boundaries;
- housing market self-containment in terms of origin-based and destination-based moves, and centre to periphery household flows;
- travel to work analysis; and
- local knowledge.

The HNDA defines East Dunbartonshire into two areas; Bearsden/Milngavie and Strathkelvin. The Strathkelvin area includes Bishopbriggs, Kirkintilloch, Milton of Campsie, Lennoxton, Torrance and Twechar.

The HNDA estimates a housing need of **902 private sector** homes and **619 social rent and below market rent sector** houses are required, an average of 53 private and 36 social homes a year respectively. This suggests a substantial change in the housing requirement – and in the level of housing need – from the previous HNDA. However, the reduction largely reflects the revised Scottish Government methodology which, among other changes, amends the approach to assessing existing need (existing need made up a large proportion of the total housing need figure in the previous HNDA).

Overall, around 88 new homes will be required a year over the planning period (2017 – 21), although the profile of the housing estimate does vary. In particular, because it is assumed that the existing need will be addressed over the first five years, the social housing requirement is at its highest in the early period, and declines thereafter.

² Glasgow and North Lanarkshire Council chose to meet existing need over 10 years.

Table 4.1: HNDA housing estimates (adjusted), 2012-29

	2017-21			2012-29		
	No.	Annual average	%	No.	Annual average	%
Social	125	25	28%	619	36	40%
Social rented sector	111	22	25%	580	34	38%
Below market rent	14	3	3%	39	2	2%
Private	314	63	72%	902	53	59%
Total	439	88	100%	1,521	89	100%

Source: Housing estimates: social – HNDA2 TR01 Table A7, private - Clydeplan HNDA2 table 5.13

Of the required affordable housing, up to 40% of the need could be met through a range of intermediate housing such as shared equity, shared ownership, mid-market housing, etc. However, the appropriateness of intermediate housing to meet recognised affordable housing need in East Dunbartonshire depends on a number of related factors such as location, tenure, availability of subsidy, affordability and allocation to persons meeting affordable housing need criteria. Given that land values and demand for housing sites in East Dunbartonshire are very high, many intermediate tenure products will likely still require some level of subsidy to meet housing affordable housing need. It is important to acknowledge that the development of intermediate tenures as a solution to providing affordable housing is still in its infancy. As it matures the percentage of affordable housing that could be delivered in this way may change.

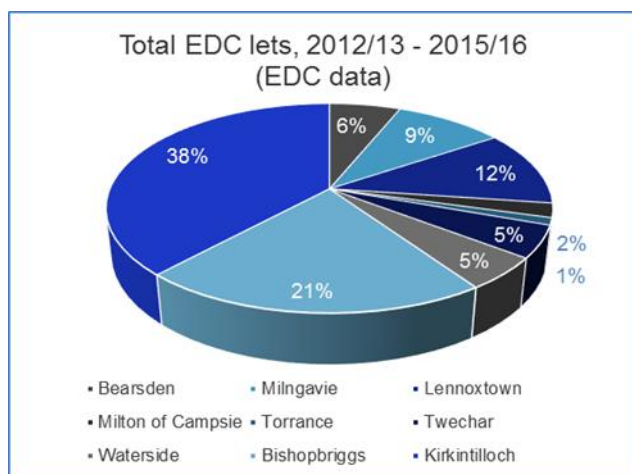
4.2.2 Key issues: social housing

The social rented sector comprises some 12% of the East Dunbartonshire housing stock, well below the Scottish average of 24%. A recent snapshot of the Council's housing register, indicates there are some 4,700 applicants for social housing. This compares with only around 250 properties coming available each year: a ratio of around 15 applicants per let, a clear indication of substantial pressure on the social rented housing stock.

Of these 4,700 applicants, approximately 3,300 have been allocated needs points by CHR partners based on their current housing circumstances. For example, housing unsuitability relates to the size of the property (overcrowding or under occupying) or the amenity offered by the property. The key characteristics of housing unsuitability for CHR applicants are as follows:

- 1 in 3 applicants are sharing amenities (in most cases, these applicants are sharing multiple amenities);
- 1 in 4 are living in overcrowded conditions; and
- 16% are under occupying their current home.

Overall, the significant majority of applicants require a small property (60% need a 1 bedroom and 24% require 2 bedrooms), with little demand for larger properties.



Over the three years to March 2016, the Council has made just over 900 lets. As the chart shows, the majority of these lets were made in Bishopbriggs (21%) and in Kirkintilloch (38%). There were very few lets in Torrance (1%) Milton of Campsie (2%).

More than half of the Council's lets are typically allocated to homeless applicants; over the last five years, the proportion has ranged between 53% and 60% of all lets.

There are no long-term vacancies in the housing stock: as the table below illustrates, lets are in line with, or exceed, the level of vacancies on a year by year basis. However, as discussed further under priority 5, the time taken to turn voids around is an issue, and further work needs to be undertaken to ensure the most effective use is made of the limited stock available.

Table 4.2: Lets and vacancies, 2015/16, and 2007/8 – 2014/15

	2015-16			Lets as a % of vacancies							
	Vacancies arising	Lets	Lets as % of vacancies	2014/15	2013/14	2012/13	2011/12	2010/11	2009/10	2008/09	2007/08
EDC	235	241	103%	102%	138%	105%	80%	100%	97%	96%	104%
Scotland	26,383	26,258	100%	99%	99%	91%	92%	94%	97%	87%	90%

Source: Scottish Government Housing Statistics for Lettings <http://www.gov.scot/Resource/0050/00505409.xls>

4.2.3 Key issues: Affordability

CACI Paycheck data for 2015 indicates that the average income for East Dunbartonshire households is £41,904. This is 20% higher than the national average (£34,619) and the third highest average among all Scottish local authorities. However, it is clear from the analysis above that house prices in the area are among the highest in Scotland, raising questions about the capacity of lower income households to afford suitable housing, particularly in the context of a relatively limited social rented sector. Income levels are particularly low in the areas of Hillhead and Twechar.

The Council commissioned more detailed analysis of the affordability across the different sectors, to establish the income required to afford housing of different tenures. The analysis drew on information from the Scottish Government 2014 HNDA Tool to set the affordability assumptions.

Property Size	EDC	RSLs	PRS	LHA	MMR (85% LHA)
1 bed	£294	£281	£479	£424	£360
2 bed	£288	£327	£596	£505	£429
3 bed	£233	£362	£749	£695	£591
4 bed	£346	£389	£1,663	£959	£816

The starting point was to compare rent levels across the different tenures³. The figure clearly shows that, with the exception of 1 bedroom properties which include specialist accommodation, Council homes are the most affordable option in East Dunbartonshire. Market rents, and particularly those for larger homes which are likely to be influenced by an executive market, are very expensive (with the average 4 bed market rent home almost 5 times as much as a 4 bed Council property).

The affordability analysis made assumptions about the proportion of gross household income it was reasonable to spend on rent. Generally, rents are considered affordable if the household pays no more than 25% of their gross household income on housing costs, while in reality, most households will spend between 25% and 35% of their income on housing costs. The analysis therefore tested ratios of both 25% and 30%. For simplicity we are focusing on the more conservative 30% assumption.

³ Data sources: RSL rents 2014/15 ARC, PRS rents Rightmove websites (60 properties) 2016, LHA rates 2015-16, MMR estimated at 85% LHA rate

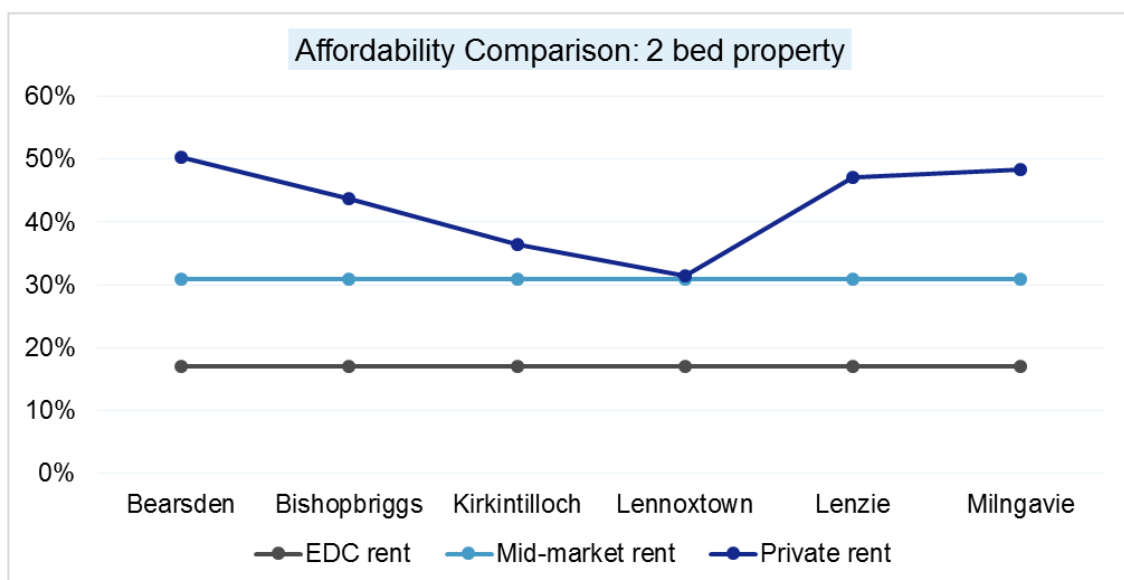
Households would need to earn approximately £55,000 to be able to access a mortgage sufficient for an average house in East Dunbartonshire (priced at £219,385). This is substantially above the average East Dunbartonshire income of £41,904.

House prices  £55,000 income required to access average house price Average ED income: £41,904	Private rented sector  Average rent: £664 47% local households cannot afford	Social rented sector  Average EDC rent: £302 25% local households cannot afford
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Households need an income of around £302 per month to afford social housing. The analysis suggests that 25% of households cannot afford social housing. This is likely to be an over-estimate, as the CACI data cannot fully reflect all the benefits to which households will be entitled. On the whole, we might expect vulnerable households to be supported through benefits to afford the housing they require.

However, increasingly there are limitations on benefits; both in terms of the resources made available to some households (particularly younger households) and on the size and type of housing supported. Discretionary housing benefit together with landlord action/resources, has to a large extent mitigated the impacts of welfare reforms thus far, but further measures are being introduced moving forward.

As noted above, private rents are also high. The analysis indicates that around 47% of local households cannot afford average market (PRS) rents (when devoting 25% of their income to their rent). This does, however, vary considerably within East Dunbartonshire communities. For example, when applying the same income to rent ratio (25%), 58% of East Dunbartonshire households would be unable to afford the average PRS rent in Bearsden, whilst 'just' 33% would be unable to afford the average market rent in Lennoxton. These variations are shown on the figure below, which compares the affordability of tenures, between areas.



Based on the average income for East Dunbartonshire - £41,904, the graph above sets out the proportion of households that cannot afford the average rent for a 2 bedroom property across multiple tenures in each area. As shown, a mid-market rent product – set at 90% of the LHA rate – would improve affordability most

in Bearsden (by 19%) and Milngavie (17%), given the extent to which private rents are unaffordable in these areas. In comparison, the delivery of a mid-market rent product in Lennoxton would have little to no impact, as the proportion of households that cannot afford the private rental value is the same as the proportion that cannot afford the mid-market rental value (31%).

4.2.4 Key issues: HSTs

The housing supply target (HST) was determined in partnership with the Glasgow Clyde Valley Housing Partnership authorities as part of the process of developing the Clydeplan⁴ Strategic Development Plan. Scottish Planning Policy at Paragraph 115 demands that the HSTs are reasonable, properly reflect the HNDA estimate of housing demand in the market sector, and are supported with compelling evidence. Nonetheless, as stressed in the HNDA Managers Guide, the HSTs are a policy view of the number of homes that each authority has agreed will be delivered in each housing market area over the periods of the development plan and Local Housing Strategy. Further, there is a clear expectation that there will be an alignment between the HNDA and the HST; however, the two need not be the same. The Guidance sets out a series of eight factors that may be considered in the setting of HSTs. GCV have taken all eight of these into account and added two additional criteria (environmental and social considerations). The full list of factors that influenced HSTs is therefore:

Environmental factors	Social factors	Economic factors affecting demand and supply	Capacity within the construction sector	Interdependencies in market and social housing delivery
Availability of resources	Completion rates	Recent development levels	Planned demolition levels	Housing being brought back into use

Table 4.3 sets out the adjusted housing estimates and the housing supply targets. Overall at the GCV level, the effect is an overall negative adjustment to the social sector to take account of the likely availability of resources, a more even spread of the target in the social sector across the planning periods, positive adjustments to the private sector and a consequential positive adjustment to the overall all tenure housing supply targets. Notably the HST agreed for East Dunbartonshire was in line with the adjusted housing estimate; that is, unlike any of the other authorities in the Glasgow Clyde Valley area, East Dunbartonshire Council determined to set the social housing supply target at the level of need estimated by the HNDA Tool.

Following the publication of the Clydeplan HSTs, the national target for affordable housing increased substantially, from 30,000 over the previous Parliament, to 50,000 affordable homes over the course of the current Parliament. This new commitment brings increased resources and a renewed emphasis on innovative funding mechanisms. This is designed to support continued growth in affordable housing delivery. A further review of the HSTs has therefore been undertaken. Table 4.3 includes revised HSTs designed to further increase delivery of affordable housing across East Dunbartonshire.

⁴ The eight authorities in the HMP are East Dunbartonshire, East Renfrewshire, Glasgow City, Inverclyde, North Lanarkshire, Renfrewshire, South Lanarkshire and West Dunbartonshire

Table 4.3: Housing Supply Targets, 2012-24

	SR& BMR	Private	Total
Adjusted housing estimate			
East Dunbartonshire	626	1,608	2,234
GCV	31,859	41,760	73,619
Housing supply target			
East Dunbartonshire	626	1,608	2,234
GCV	22,306	50,946	73,252
Housing supply target – revised			
East Dunbartonshire	1,300	2,400	3,700

Source: Adjusted housing estimate and HST: Clydeplan BR08 Figure 5, Revised HST: EDC

Although the housing estimates from the HNDA process should be the starting point for setting a Housing Supply Target (HST), Local Housing Strategy Guidance (August 2014) and Scottish Planning Policy state that the HST should be a reasonable policy view of the number and type of dwellings that can realistically be delivered over the LHS and LDP periods. Both documents also provide a list of factors that Councils should consider in order to arrive at an HST that reflects the likely pace and scale of housing delivery.

The figures in the Housing Supply Target in the table above reflect the findings of HNDA2 but also the Council's ambition to meet recognised need and increase provision of affordable housing across East Dunbartonshire. In devising the HSTs the following factors (as per the LHS guidance and SPP) were considered:

- local evidence on the need for affordable housing including the Council's waiting list and consultation with housing providers and local residents
- resources and funding availability
- economic factors impacting upon housing demand and supply
- previous delivery rates of private and affordable housing, and future anticipated programming
- environmental factors including land availability and suitability
- the degree of interdependency between the delivery of affordable and market housing

This HST ensures that the annual targets set are aspirational and will increase the affordable and private housing supply whilst ensuring that the high quality environment and amenity of the area is retained. The housing land supply will be reviewed through the Housing Land Audit process and the development of the next LDP and therefore may change in actual terms during the lifetime of the LHS.

The Council recognises that meeting this level of need will continue to be challenging. The LHS and LDP will make every endeavour to meet the level of housing need evidenced by:

- continuous update of the Housing Land Audit;
- enabling the delivery of intermediate housing products to meet identified affordable housing requirements;
- identifying development constraints at an early stage in order to maximise the delivery of housing supply;
- finding new ways of collaborating with the private development industry to support the delivery of affordable housing;
- enabling access to the private rented sector where appropriate; and

- adopting efficient methods of procurement and construction.

The Council continues to work with Clydeplan Housing Market Partnership to develop a clear understanding of the level of housing need and demand across the strategic housing market area. The authorities within the SDPA have worked together to jointly produce HNDA2 in line with Scottish Government guidance, and are currently making preparations for HNDA3, to ensure consistency and continuity for forthcoming LHS and LDPs.

There is a clear robust evidence base and policy requirement to support the delivery of a range of affordable housing tenures across East Dunbartonshire. In addressing this, the LHS aims to increase the supply of affordable housing and improve access to the private housing market in order to enable people to successfully access suitable and affordable housing in their community and tenure of choice.

4.3 Key issues: Affordable housing

Intermediate tenures: A number of key schemes operate within East Dunbartonshire to increase access to private sector housing for households on low to moderate incomes.

Shared equity: The Council has developed its own version of the LIFT new shared equity scheme. The scheme is aimed at first time buyers and those on low to modest incomes. Property prices are designed to be affordable to households on incomes below the 60th decile to be included as part of the scheme. Based on 2013 prices, this would generally mean values of no more than £125,000 per unit.

The Council prioritises applications to ensure that those with the greatest housing need are considered first. This includes tenants of the Council or RSL, applicants who are homeless, applicants in unsuitable housing due to disabilities and serving or ex-serviceman of the armed forces. To date, the Council has completed 48 purchases under the scheme, in a range of locations across the authority, including Bishopbriggs, Lenzie and Bearsden.

National Housing Trust (NHT): In response to the introduction of the National Housing Trust Council Variant, the Council commissioned research into the demand for Mid-Market Rent (MMR) housing in East Dunbartonshire. The overall aim was to determine demand for MMR housing in both the new build and second hand markets and to identify the most sustainable locations together with the size and type of accommodation for those areas. The research concluded that demand for MMR was high in towns but not in the villages of East Dunbartonshire. The focus will be on one and two bedroom properties in self-contained developments; with provision for older people's housing given the structure of the population.

New shared ownership homes for sale in Bearsden were officially launched in September 2014 by Bield Housing & Care. The development was completed in May 2015, is specifically designed for older people and is funded without the reliance for Scottish Government grant subsidy.

Affordable housing policy: The Council has an affordable housing policy in place, designed to contribute to the delivery of affordable housing across East Dunbartonshire. Under this policy the Council requires a 25% affordable housing contribution on all new housing developments (of two or more units).

For developments of ten or more units, the affordable housing contribution will be delivered on-site. Given the level of housing need across the authority, it has been decided that most of this affordable housing requirement should be social rented (15% of the site) At least 15% of the total number of units on the site will be social rent, with the balance of the 25% requirement provided as other affordable tenures (such as mid-market rent and shared ownership, although flexibility will be applied). On developments of less than 25 units, there may be a requirement that all the affordable housing requirement is social rented.

New affordable housing will be affordable to those earning less than the median income for the area (40th and 50th percentiles). It will also be suitable for people with varying needs: developers will be required to take account of the Scottish Government's document Housing for Varying Needs Standards – A Design Guide. This ensures that the housing is barrier free internally and externally, and so, suitable for a wide variety of individual needs. In addition, 10% of new housing will be suitable for wheelchair users.

On smaller sites (two to nine units), where integrated provision would not be feasible, developers will pay a commuted sum to the Council. This will be used to support the provision of affordable housing and to upgrade substandard properties where a need has been identified by the Council.

Private rented sector:

Some 7% of the households in East Dunbartonshire rent privately. The sector plays an important role in the local housing system. A number of measures are in place to improve access to and improve the quality of the sector. These include:

Property factors register: Established as a result of the implementation of the Property Factors (Scotland) Act 2011. This sets minimum standards and provides increased protection for homeowners who use the services of a property factor. The Property Factors Register is compulsory for residential property and land managers whether they are private sector businesses, local authorities or housing associations operating in Scotland.

Landlord Accreditation Scotland: A voluntary scheme through which landlords and letting agents adhere to the Scottish Core Standards for Accredited Landlords. Tenants have the assurance that their landlord/letting agent has committed to provide this high standard; while landlords and agents have access to information resources, courses and events, enabling them to conduct their business in a knowledgeable and professional manner.

The Lead Tenancy Scheme (LTS): A scheme where East Dunbartonshire Council leases residential properties from landlords and agents for a term of three years. These properties are then let by the Council to homeless families in need of accommodation. The scheme has benefits for the landlords as it guarantees a rental stream for the duration of the lease and ensures the property is maintained during the period of the lease; and also benefits the Council, as it increases the availability of temporary accommodation.

4.4 Partnership and Stakeholder Engagement

Stakeholders were engaged in the consultation throughout the process of developing the LHS. Stakeholders considered that clear action was needed to increase the supply of good quality affordable housing and enable an increase in the overall supply of housing. It was stressed that housing affordability remains a major problem in East Dunbartonshire, with household incomes still falling short of the costs of housing. This is exacerbated by a reliance on the private sector to deliver housing supply targets and affordable housing. Further concerns relating to delivery focused on lack of resources to invest in housing delivery and infrastructure, and the challenges of assembling and delivering the land supply. There was a clear view that the Council must engage proactively with landowners, developers and local communities to influence and encourage a more diverse housing product range and incentivise new and innovative approaches.

Consultation outcomes	Key issue: The operation of the East Dunbartonshire housing market, i.e. high market values and aspiration, make it difficult to direct supply and delivery towards meeting need	Key issue: Given the operation of the local housing market, proactive engagement with landowners, developers and local communities is needed to encourage delivery of a more diverse housing product range	Key issue: There is a distinct lack of resources and capital to invest in housing delivery and infrastructure, which is exacerbated by the value of housing land
Key issue: A better understanding of people's needs and desires is required at a sub-area level in order to target interventions	Key issue: Housing affordability is still a major problem with household incomes still falling short of the costs of housing	Key issue: Land supply remains a key issue due to the shortage of accessible supply to support speculative development, in addition to complex environmental protection issues	Key issue: Reliance on the private sector to deliver housing supply targets means that there is limited control over the products or price range on offer, making it difficult to meet a range of consumer needs

4.5 Priority 1 Outcomes

The options identified to deliver the outcome of “LHS Priority 1: The supply of housing meets the needs of our communities” have been designed to conform with the objectives of the Christie Commission so that there is a clear synergy between the public sector reform agenda principles and the delivery plan for increasing housing supply in East Dunbartonshire.

The HSTs are ambitious and will require a step-change in delivery from current completions, both for affordable housing and market housing. This is necessitated by the level of pressure in the housing market. The HSTs will be supported through increased funding for social housing, increasing delivery of other forms of affordable housing and the ongoing recovery in the construction sector; and by the Council's commitment to progress the target in partnership with its partners.

Collaboration	Prevention	Performance
<ul style="list-style-type: none"> • Increase housing supply • Development of social housing • Encouragement of a diverse range of affordable housing tenures • Encourage increased supply for older people • Secure land supply • Partnerships • Strategic planning • With construction sector • With RSLs • Community engagement 	<ul style="list-style-type: none"> • Improve the sustainability of town centres • Reprovision/repurpose existing stock to better meet the needs of the current/future population • Remove infrastructure blockages 	<ul style="list-style-type: none"> • Deliver infrastructure • Employ efficient and innovative approaches to building and financing new development • Adopt efficient and innovative approaches to asset management • Review allocations policy to maximise use of stock • Improve market intelligence on housing needs and aspirations of young people

Outcome and action plan						
LHS priority 1: Enable a suitable, efficient, affordable supply of housing						
Strategic outcome	Relevant indicators	Data type and source	Baseline (date)	Targets	National Outcome ¹	Timescale
1.1 Increase the supply of housing	1. Rate of new house building completions 2. Number of new houses given consent 3. Number of new private homes given consent	1. NB1 and NB2 SG return (annual) 2. EDC planning (annual) 3. EDC planning (annual)	1. 352 (2015) 2. 3.	1. HST = 370 pa 2. None 3. None	10	1. 2022 2. 2022 3. 2022
1.2 Increase the supply of affordable housing	1. Number of new affordable homes given consent 2. Number of all new affordable homes completed 3. Number of mixed tenure homes completed	1. EDC planning (annual) 2. NB2 SG return (annual) 3. EDC/RSL data	1. - 2. 66 (2015) 3. 92 (2015 and 2016)	1. - 2. HST= 130 affordable homes pa	7, 10	1. 2022 2. 2022 3. 2022
1.3 Develop options for affordable housing	1. Options identified 2. Feasibility studies undertaken 3. No of units for older people	1. EDC committee reports 2. EDC committee reports 3. EDC/RSL data	1. None 2. None 3. 20 shared ownership properties (2015)	1. Review options 2. Review studies 3. None	7, 10	1. Ongoing 2. Ongoing 3. 2022
1.4 Contribute to strategic planning	1. Adoption of Clydeplan 2. Engage with Planning Review 3. Provisions for and delivery of HNDA for next LHS 2022	1. EDC ctte reports 2. EDC ctte reports 3. EDC ctte reports, HNDA	1. Draft Clydeplan 2. None 3. HNDA2, SHIP	1. Adopt Clydeplan in 2018, as basis for HSTs, LDP and wider strategic planning 2. Mechanisms to streamline and enable new housing supply, mechanisms for continued joint working across the housing market area 3. Partnership arrangements to deliver an HNDA to inform the next LHS	10	1. 2018 and ongoing 2. 2018 and ongoing 3. 2022 and ongoing
Note 1: National Outcomes: 7: Reduce inequalities. 10 Well-designed suitable places						

Strategic actions	Link to strategic outcome	Partners
1. Encourage the development of accommodation for older people which offers choice, supports independent living and releases a supply of family homes into the local housing market	1.2, 1.3	EDC, RSLs, CPP, HSCP
2. Enable housing development and help manage developer risk through the SHIP process, partnership working and effective forward planning by the Council at an early stage	1.2, 1.3, 1.4	EDC, RSLs, developers
3. Ensure that housing and development planning processes identify a generous and deliverable supply of land to meet housing need through proactive engagement with housing providers, local stakeholders and communities	1.1, 1.2, 1.4	EDC, developers, Clydeplan
4. Encourage developers and housing providers to provide a more diverse mix of products that are affordable and accessible to those in housing need in communities across East Dunbartonshire	1.3, 1.2	EDC, RSLs, developers
5. Proactively consult and engage with communities, and specifically older people, to build intelligence on housing need including financial capacity, housing capital and future aspirations	1.3, 1.4	EDC, RSLs, CPP, HSCP
6. Review the Council's housing allocations policy to reflect emerging Scottish Government guidance on making best use of housing stock	1.3, 1.4	EDC, RSLs, SG
7. Perform research to support the delivery of an asset management strategy which assesses the performance of the Council's housing stock from a strategic, technical, financial, management and customer perspective	1.3	EDC
8. Improve our strategic understanding of housing need and aspirations of young people across East Dunbartonshire through research, engagement and by sharing information across services and partners	1.3, 1.4	EDC, RSLs, CPP developers, Clydeplan
9. Use the launch of Local Pad to improve access to the private rented sector and to encourage landlords and the owners of empty homes to engage with the scheme	1.3	EDC, RSLs, private landlords/agents, developers

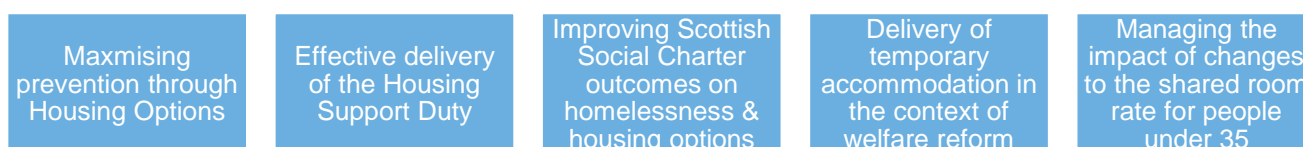
5 LHS priority 2: Enhance the role of housing options in preventing homelessness

The Housing (Scotland) Act 2001 places a statutory duty on local authorities to carry out an assessment of homelessness in their area and to prepare a strategy for preventing and alleviating homelessness. On this basis, the strategy for homelessness is a key aspect of the Local Housing Strategy in East Dunbartonshire and forms the basis of LHS Priority 2 to “*Enhance the role of housing options in preventing homelessness*”. The outcomes and framework for action developed by partners to address LHS Priority 2 is based on:

- evidence of the extent and nature of homelessness in East Dunbartonshire;
- impact analysis of key housing system and strategic issues such as the delivery housing options, housing support provision and temporary accommodation; and
- stakeholder views of how we collaborate to maximise prevention of those facing housing crisis.

5.1 LHS Context: Preventing and alleviating homelessness

The LHS provides a strategic framework for preventing and alleviating homelessness in East Dunbartonshire. To do this effectively, the strategy requires to set out how the LHS will address key homelessness policy issues including:

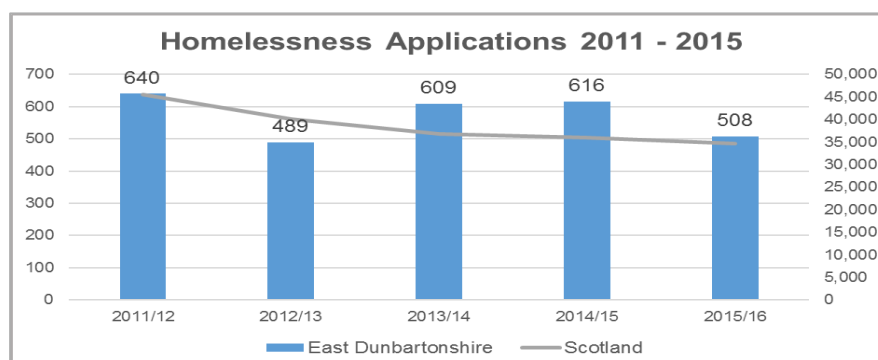


5.2 Key issues: The extent & nature of homelessness in East Dunbartonshire

Analysis of the extent and nature of homelessness in East Dunbartonshire in 2014/15 reveals that:

- Whilst there has been an overall reduction in homelessness (27% 2011-16), this has not been a sustained reduction;
- 52% homeless applicants are single people, which is lower than the Scottish profile at over 60%;
- 1/3 homeless applicants are single parents, which is higher than the Scottish average (20%);
- 40% homeless applicants included households with children (246 households) which is higher than the national figure at 26%;
- 32% of homeless applicants are young adults aged 16-25 (164 households);
- Just 42% of homeless households in East Dunbartonshire secure a social tenancy, compared with 59% in Scotland; 9% access a private tenancy (6% for Scotland)
- In East Dunbartonshire, a lower proportion of households access homelessness prevention services than statutory homelessness services when compared to Scotland (0.4% compared with 2%); and
- PREVENT 1 stats suggest that while a smaller percentage access prevention services, they achieve more positive outcomes than is the case nationally.

Over the last 5 years, the number of homeless applications in East Dunbartonshire has decreased by 27% from 640 in 2011/12 to 508 in 2015/16. Whilst this reduction is in line with the national trend, the



extent of the reduction in East Dunbartonshire in the last five years is greater than is the case for Scotland (-24%).

There has been an overall reduction, demand for homelessness services since 2011/12 in East Dunbartonshire. From a peak of just under 700 applications in 2010/11, homeless applications have fallen to just over 500 in 2015/16. However, this decline has not been smooth, with homeless levels sitting at over 600 following a sharp decline in 2012/13. It is therefore not clear yet whether the decrease will be sustained. Over the same 5-year period, the Scottish trend has seen a consistent reduction in the number of homelessness applications although the rate of reduction is showing signs of diminishing.

5.3 Key issues: The homelessness context in East Dunbartonshire

The incidence of homelessness in East Dunbartonshire (1.1% of all households) is broadly in line with that for Scotland (1.4%); however this is where the similarities end. There are two aspects of homelessness in East Dunbartonshire, which do not fit the wider Scottish pattern: (i) the rate of prevention activity (which is much lower locally than nationally); and (ii) the extent to which homelessness has fallen over the last five years. The following table sets out the incidence of homelessness (HL1 applications) as a proportion of the household base in East Dunbartonshire and Scotland. It then sets out the incidence of preventative activity (PREVENT 1 approaches) as a proportion of the same household base.

Table 5.1: Incidence of homelessness and prevention activity in East Dunbartonshire & Scotland (2015/16)		
	East Dunbartonshire	Scotland
Number of households	44,504	2,419,921
Number of homeless applications	508	34,662
Incidence of homelessness	1.1%	1.4%
Number of Prevent 1 approaches	165	48,552
Incidence of prevention	0.4%	2.0%

Source HL1 & PREVENT 1 statistics 2015/16

This illustrates very clearly that interventions to prevent homelessness take place at a considerably lower rate in East Dunbartonshire (to less than 1% of households (0.4%)) than is the case in Scotland, where the rate sits at 2%. At a national level, more households approach services seeking assistance with prevention (circa 48,000) than with homelessness (circa 34,000). In East Dunbartonshire, the opposite is true: more households engage with homelessness assessment services (508) than homelessness prevention (165). Given the scarcity of affordable housing in East Dunbartonshire, the case for enhancing the capacity of the frontline housing options model is therefore compelling and underpins the strategic desire to “*enhance the role of housing options in preventing homelessness*”.

Whilst this would further suggest that the model for delivering homelessness prevention in East Dunbartonshire could be strengthened, there is evidence that sustained outcomes are achieved for households who experience homelessness.

The Council’s commitment to delivering effective homelessness services by securing settled accommodation is evident in its rate of repeat homelessness. Repeat presentations in East Dunbartonshire (3.7%) are the lowest of all partner authorities in the West of Scotland Hub area and almost half the rate of Scotland (6.6%).

The need to proactively prevent homelessness given the housing system context in East Dunbartonshire is widely accepted and is reflected in the service model developed by the Council’s Homelessness and

Prevention Team. This team has led the delivery of the housing options service since 2012, providing effective information, advice and support to many households at or facing housing crisis in East Dunbartonshire. In May 2014, East Dunbartonshire Council were part of the thematic study into housing options practice by the Scottish Housing Regulator. Several positive factors were acknowledged by the Regulator from this review, including:

- the quality of assessment on both the housing and underlying needs of customers;
- the range of potential service options to meet underlying needs; and
- advice on wider accommodation options to resolve homelessness.

The Regulator also acknowledged that the model enables customers to activate their statutory rights by making a homeless application if this proves to be the appropriate route.

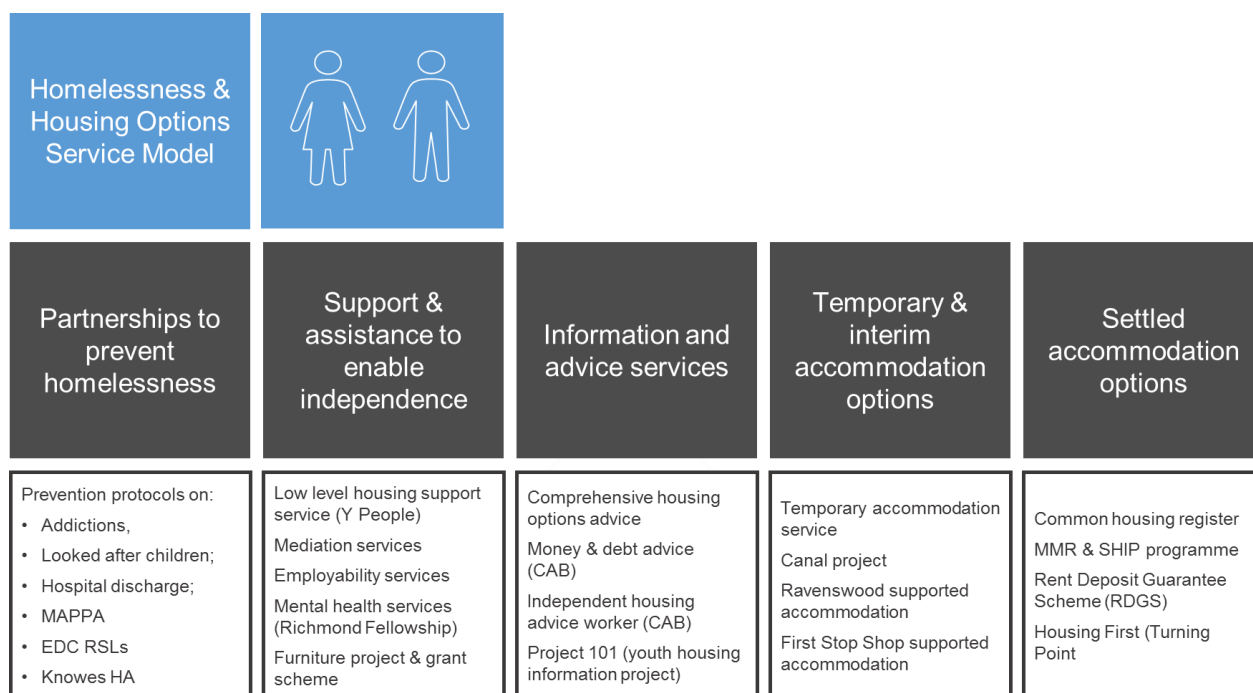
Proactive homelessness prevention through a housing options approach is therefore not a new concept in East Dunbartonshire. The Council continues to identify new housing options pathways and partnership opportunities to continuously develop and improve the model. This is imperative given the constraints of the East Dunbartonshire housing system and its impact on both creating and resolving homelessness, including:

- a limited supply of affordable housing options;
- a comparatively small and expensive private rented sector;
- increasing housing demand including above average house prices;
- rising housing costs and increasing housing affordability issues; and
- a diverse and complex community profile where general affluence is interspersed by pockets of poverty.

The housing options model in East Dunbartonshire is a person-centred approach to providing effective and preventative housing advice and support to enable customers to avoid housing crisis through:

- intervention or referral to secure alternative accommodation;
- intervention to sustain the customer in their current home;
- intervention or referral to delay the urgent need to move home; and
- consistent advice and information with solutions tailored to the customer.

East Dunbartonshire Council seeks to build capacity within the housing options service model by extending the approach across a range of frontline services that interact with potentially homeless households. The service delivery model offers a wide range of options to address the housing and underlying needs of those at risk of housing crisis. The service model for preventing and resolving homelessness offers a wide range of information, advice, support, accommodation and advocacy options for those at risk or experiencing homelessness, including:



Settled accommodation options for homeless households in East Dunbartonshire are in acutely short supply and demand continually exceeds supply. This brings specific challenges to the homelessness service model, and will continue to do so, placing an increasing emphasis on the private sector, alternative tenures and partnership working to provide long term housing solutions.

A Common Housing Register (CHR) is in place, which includes East Dunbartonshire Council and Antonine Housing Association. The RSL already has a commitment via the common allocation policy to allocate a target number of allocations to homeless households within the CHR framework. The Council have also recently established a protocol with Knowes Housing Association in Faifley, which is just outside the local authority area. This innovative partnership agreement acknowledges that housing stock availability is extremely limited in the Milngavie area whilst demand for settled accommodation is very high. Knowes HA have a relatively strong turnover of housing stock within close proximity to Milngavie and have committed to allocate 15% of available lettings to housing options and homeless customers in East Dunbartonshire. To further improve accommodation options, the Council also signposts customers to other RSLs operating in the area such as Cube and Link via registrations with choice based lettings systems such as Homehunt or Homefinder.

The Council also has a nominations agreement with all RSLs operating in East Dunbartonshire. 100% nominations are expected for new build housing and 50% nominations for re-lets.

The Council also regularly promote shared ownership, mid-market rents and other affordable housing options delivered through the SHIP, to housing options and homeless customers in East Dunbartonshire. The Rent Deposit Guarantee Scheme is long established and provides an important mechanism for homeless and housing options customers to access the private rented sector in the area. On this basis, a Rent Deposit Scheme Officer is pro-active in sourcing and identifying suitable accommodation options. Local Pad, a new website procured by EDC, to be launched in 2017, will advertise available properties in the private rented sector across the area, providing an accessible portal to the sector for both staff and service users. As this website will be managed by the Council, it is intended that it will enhance access to private sector tenancies in partnership with local landlords and letting agents. The website will also offer a range of housing information and advice options, further supporting housing options activity.

Within the prevention model, the Council recognises homelessness as a complex issue that encompasses health, employment, education, offending, finance, relationships and families. This requires an effective

multi-agency approach. In the current economic climate, it also requires a fresh commitment to partnership working. Partnership working with Registered Social Landlords (RSLs), health and social care services and a range of other bodies and voluntary organisations has been key to tackling and preventing homelessness in the area. Housing support services in particular are central to prevention, providing a range of accommodation-based and floating support services across East Dunbartonshire. These partnerships will become even more significant in the future, with increasing pressures placed on services and resources. To this end, the Homelessness Service has agreed protocols in place with the Addictions Service and Mental Health Team, as well as joint working arrangements to meet the needs of those leaving hospital and looked after children. In order to further develop the capacity of the housing options model, the Council recognises the need to strive for more partnership working, wherever possible, in order to access further options which meet the housing and underlying needs of customers.

5.4 Key issues: Homelessness prevention and housing options activity

Homelessness prevention has been a major aspect of the national housing agenda for more than a decade, with national policy focusing on the delivery of a housing options approach to preventing homelessness in Scotland and delivering national housing outcomes. In supporting the abolition of priority need in 2012, the Scottish Government acknowledged that current housing supply targets and delivery levels mean that, it will be impossible to tackle homelessness solely through the provision of new affordable homes. A commitment to the delivery of person-centred, preventative services which target early intervention and personal choice is now the bedrock of Scottish housing options policy.

In 2015/16 East Dunbartonshire Council delivered preventative approaches to 165 individuals (PREVENT1 statistics). The key headlines on the population of households benefitting from housing options advice and support are as follows:

- The majority of households accessing housing options /prevention advice in East Dunbartonshire are single people (56%) followed by single parents (27%);
- There is a relatively even split in terms of gender, with 45% of housing options customers male and 55% female;
- The age profile of those seeking housing options advice is focused on the population aged between 24 and 35 (42%), with almost a third of the population in their 30s (31%);
- Less than one in five are under 24 years old (16%);
- Significantly more private rented sector tenants are engaging with housing options in East Dunbartonshire (39%) than is the case nationally (18%). There is also a significant population of households (35%) living with parent, relatives, friends or their partner who want their own accommodation; and
- Main reasons for engagement include asked to leave by landlord (22%); access to general information & advice (19%) and violent dispute in household (11%).

The majority of those accessing the service in East Dunbartonshire (90%) have low or no support needs (i.e. they are deemed to be vulnerable across either none or just one of the specified support categories). This profile is not consistent with the national trend where a much lower proportion of housing options applicants have low or no support needs (79%).

The top five reasons for engagement with the housing options service in East Dunbartonshire are set out in the diagram on the right. These reasons give a good basis to guide the development of



services which should be integrated into the housing options model at a local level with housing/legal advice and access to domestic abuse/sanctuary services key to in developing a range of options that will proactively respond to local need.

In terms of the extent and nature of the housing options activity delivered, statistics suggest that customers in East Dunbartonshire access more in-depth services than is the case nationally, with a much higher proportion benefitting from a case management approach to resolving housing problems.

Table 5.2: Type of prevention activity in East Dunbartonshire and Scotland (2015/16)

	East Dunbartonshire	Scotland
Type I – Active information, sign-posting and explanation	17%	56%
Type II – Casework	82%	44%
Type III – Advocacy, representation and mediation at tribunal or court action level	1%	0%
All	100%	100%

Source PREVENT1 statistics 2015/16

In East Dunbartonshire, a much smaller proportion of housing options customers access general information and advice as a result of engaging with the model (17%), than those whose problems are case-managed to a resolution (82%). In comparison, just 44% of housing options customers across Scotland access case-management support to address housing problems or the risk of housing crisis. In terms of the type of prevention activity delivered, there is evidence that housing options customers in East Dunbartonshire are accessing a more diverse spectrum of options, both in terms of advice and practical assistance, than may be the case nationally. The table below sets out the top five prevention activities in both Scotland and East Dunbartonshire (they both rank in the same order).

Table 5.3: Top 5 housing options activities in East Dunbartonshire & Scotland (2015/16)

	East Dunbartonshire	Scotland
General housing advice/tenancy rights advice	30%	39%
Client informed of rights under homelessness legislation	23%	26%
Financial assistance/advice	17%	8%
Rent/repairs/referrals/negotiation with landlords	14%	7%
Help to move property	12%	6%

Source PREVENT1 statistics 2015/16

In East Dunbartonshire, a lower proportion of housing options customers access general housing information and advice services than is the case nationally, with activity focused on: the delivery of practical assistance to boost financial capacity, address problems with landlords and to move to alternative accommodation. In fact, housing options customers in East Dunbartonshire are twice as likely to access this type of practical assistance.

There is likely to be a relationship between the quality and diversity of interventions offered to housing options customers in East Dunbartonshire and the quality of outcomes achieved. **As an outcome of these interventions, 59% of customers are enabled to remain in their current home, therefore avoiding homelessness; which is more than double the national outcome at 23%.** Aligned to this, customers are less likely to proceed to a full homelessness assessment in East Dunbartonshire (20%), which is less than

half the number in Scotland (47%). There is also evidence that a greater proportion of customers in East Dunbartonshire are successfully accessing the private rented sector (8%). Perhaps unsurprisingly given the limited supply of affordable housing in the area and a lower proportion of housing options, customers in East Dunbartonshire access the social housing sector (1%).

Table 5.4: Top housing options outcomes in East Dunbartonshire & Scotland (2015/16)

	East Dunbartonshire	Scotland
Remained in current accommodation	59%	23%
Made homelessness application to local authority	20%	47%
Private rented - short assured tenancy	8%	4%
Moved-in with friends/ relatives	4%	2%
LA tenancy	1%	4%
Lost contact with applicant	1%	16%

Source PREVENT1 statistics 2015/16

These positive outcomes are reinforced by the very low proportion of customers who lose contact with the service without an outcome in East Dunbartonshire (just 1%). This is in stark contrast to the 16% of customers who lose contact with housing options services in Scotland. PREVENT 1 statistics for 2015/16 therefore demonstrate that while a lower proportion of customers at risk of housing crisis engage with housing options services in East Dunbartonshire, undoubtedly those who do, access a more in-depth and diverse range of intervention and practical assistance than is the case in Scotland. LHS priority 2, which focuses on extending the capacity within the network delivering housing options, so that homelessness prevention is increased, can therefore build on very solid service foundations to do so.

As well as a strong local delivery framework for the housing options model in East Dunbartonshire, practice is also influenced by the Council's membership of the West of Scotland Housing Options Hub. The role of the 'West Hub' is to enable partners to develop a housing options approach to homelessness prevention through a combination of sharing best practice, testing ideas and commissioning training and research. In 2012, the West Hub developed a joint protocol which set out a shared understanding and definition of housing options and provided a commonly agreed set of principles to guide partner activity at a local level. This means that a consistent approach to the delivery of housing options services can be coordinated, based on a shared commitment to making housing options a reality and a success across the West of Scotland area.

The West Hub are also heavily involved in the delivery of national training resources to support frontline staff to deliver housing options and improve practice in homelessness prevention. To achieve this, all five Scottish Housing Options Hubs have come together to develop a range of support materials in the form of a 'Housing Options Training Toolkit'. East Dunbartonshire Council has provided in principle approval to participate in a collaborative procurement exercise to select and appoint a supplier. On this basis, the toolkit will become a key feature of the infrastructure to support the growth and development of housing options model at a local level.

In further developing the housing options model locally, a strong partnership approach is recognised as essential, not just in terms of meeting the underlying needs of those facing crisis, but in delivering a common approach to the provision of comprehensive information and advice on homelessness and housing issues. Undoubtedly, a key feature of extending the partnership network delivering housing options services in East Dunbartonshire will be the national Housing Options Guidance. In order to build capacity in the housing options model, the Guidance will provide an important basis for engaging a wider network of partners, beyond the delivery of the Council's Homelessness & Prevention Team. Engaging frontline housing providers (both East Dunbartonshire Council and locally operating RSLs), as well advice and support agencies involved in prevention activity; will be a key feature of building capacity through integrating resources and encouraging skills transfer.

5.5 Key issues: Meeting the Housing Support Duty

The purpose of the Housing Support Duty is to help prevent the homelessness of people that local authorities believe may have difficulty in sustaining their tenancy. The duty is intended to complement a strong approach to prevention through housing options; rather than to shift focus and resources from prevention to managing with housing crisis. The legislation which established the housing support duty in the Housing (Scotland) Act 2010, places a duty on local authorities to conduct a housing support assessment for applicants who are unintentionally homeless or threatened with homelessness, and for whom they have 'reason to believe', need the housing support services prescribed in regulations.

In East Dunbartonshire, the support needs of customers who engage with housing options and homelessness services are proactively identified in the initial stages of customer engagement. A hybrid diagnostic interview form has been developed to enable frontline workers to assess the needs of those who may be facing housing crisis. This diagnostic assessment includes analysis of housing support requirements so that needs can be identified and addressed at the earliest stage possible for the customer. Preventative tenancy sustainment and housing support services can therefore be delivered so that the housing and underlying needs of customers can be addressed.

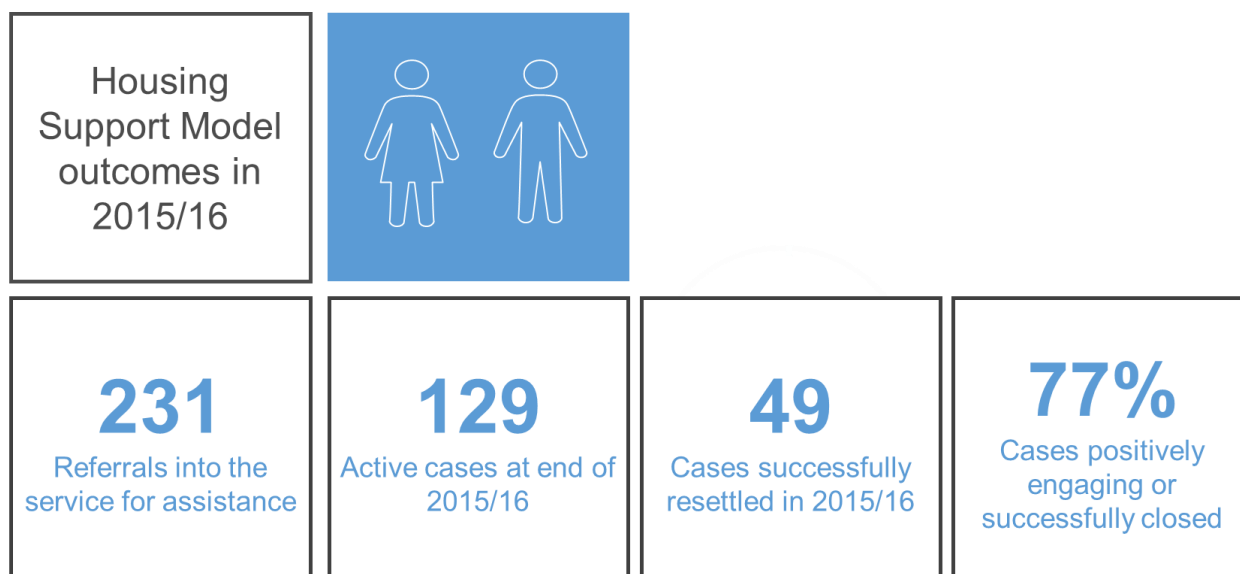
In East Dunbartonshire, the delivery of housing support services forms a central component of the overall model to address and prevent homelessness in the area. The model recognises that given the increasingly challenging financial context for frontline service delivery, it is important that prevention and support services address both the housing and underlying needs of those most at risk of housing crisis. The model also recognises the importance of identifying the key demands/underlying needs in East Dunbartonshire in order to determine how best services can be delivered to prevent homelessness. The housing support service is funded by East Dunbartonshire Council and delivered under contract through Y-People. The service is available to any household in East Dunbartonshire in need of housing support across all housing tenures. The model delivers active outreach services, and at any one time, up to 100 service users may be engaged with support services. All service users participate in a support planning process led by a network of key support workers who manage activity and measure outcomes. The aims of the housing support service are as follows:



Housing support services can be accessed by agency or self-referral or via the Homelessness & Prevention Team. The service offers short term support to individuals to live independently within the local community, enabling them to secure/establish/manage and maintain occupancy of their accommodation. This support covers a wide range of activities that help people to secure and maintain accommodation while also

promoting their rights and responsibilities. A wide range of practical assistance is also delivered, ranging from tenancy start up and resettlement to the development of social and independent living skills.

A total of 231 customers were referred to the housing support service in 2015/16. There were 129 (55%) active cases at the close of this reporting period, with 137 active cases (59%) closed in this period, including customers referred into the service in the previous year. In total, 49 cases were closed due to the successful resettlement of the customer (36% of all referrals). On this basis, 77% of housing support customers in 2015/16 were either positively engaging with (129) or had been successfully resettled (49) by the housing support service.



East Dunbartonshire Housing First service

The East Dunbartonshire Housing First service provides outreach support for up to 12 individuals aged 18 or over who are homeless in East Dunbartonshire. Turning Point Scotland, a voluntary organisation, manages this intensive support service on behalf of the Council, supporting individuals with a range of needs for as long as the person requires it.

Peer Support/Support Workers engage with individuals throughout their recovery journey to encourage engagement with mainstream agencies and break down barriers and trust issues they may previously have faced. Working in a person centred and holistic recovery focused manner, staff will offer support to enhance or develop skills to maintain a tenancy.

The Housing First service supports individuals to move in to their own permanent tenancy. By sustaining a permanent tenancy service users are in a better position to access community supports, healthcare and social benefits.

A review of the Housing First Service will be reported on during 2017/18 which will be half way through this pilot service.

5.6 Key issues: Temporary and supported accommodation

The Council's Temporary Accommodation Strategy (updated in 2016) was developed with the objective of ensuring a sufficient and effective supply of temporary accommodation and accommodation based support to meet the needs of homeless households in East Dunbartonshire.

The delivery of an adequate supply of temporary accommodation in East Dunbartonshire is an ongoing and significant challenge for the Council. Despite a reduction in the number of households making homeless applications, a severely restricted supply of settled accommodation options increase the length of time that homeless household spend in temporary accommodation before they achieve resettlement. Most notably, given the very restricted supply of one and two bedroom properties in the area, single people often spend extended periods in temporary accommodation.

The average length of stay in dispersed accommodation is 289 days.

East Dunbartonshire Council is therefore working in partnership with a range of agencies to deliver a range of temporary accommodation options to meet the needs of homeless households. The current stock of temporary accommodation units is set out in detail in the following table:

Table 5.5: Number of Temporary Accommodation Units by Size & Partner 2015/16

	Dispersed accommodation				Supported accommodation				Total
	HRA	RSL	Private sector	Y People	Canal Street	Ravens-wood	First Stop Shop	Multi-occupancy	
1	1				6			20	27
2	24	6	24	4	1	11	17		87
3	28	8	38	2					76
4	14	1	17						32
5+	4		2						6
Total	71	15	81	6	7	11	17	20	228

Source: EDC Temporary Accommodation Strategy 2016

To develop such a diverse balance of provision, the Council has designated significant resources from its own housing stock (71 units plus 20 multi-occupancy) as well as leasing units from locally operating RSLs (15 units) and private landlords (81 units in a Private Sector Leasing Scheme). The Temporary Accommodation Strategy also recognised the need for a range of temporary accommodation options for those, who as a result of vulnerability or other circumstances, require a supported accommodation model to achieve resettlement. In East Dunbartonshire, supported or specialist provision has been developed for:

- Those experiencing domestic abuse (Women's Aid – 10 self-contained flats in 2 refuge projects);
- Previously looked after children and vulnerable young people who require support and transitional housing to develop independent living skills (Canal Project – 8 self-contained spaces, managed by Action for Children);
- Homeless households who have addiction or mental health disability (Ravenswood – 11 flats, managed by the Mungo Foundation); and
- Households who require emergency accommodation following housing crisis (First Stop Housing Project, 17 units of direct access accommodation).

However, although the implementation of the Temporary Accommodation strategy has been very successful in improving customer outcomes, delivering a better range of options and enabling resettlement; shortfalls in

overall provision have been recognised. An analytical modelling exercise was undertaken as part of the development of the 2016 temporary accommodation strategy. This calculated a requirement for between 298 and 308 units of temporary accommodation in East Dunbartonshire. With a current stock profile of 228 units (173 dispersed, 35 supported and 20 multi-occupancy), there is a net shortfall of between 70 and 80 units of temporary accommodation in East Dunbartonshire. This shortfall is dominated by a lack of 1 apartment properties. In addition to this, there is a clear shortfall of temporary accommodation across all accommodation types with the exception of multi-occupancy units.

Evidence of the current shortfall in temporary accommodation is clear given the backlog of homeless households waiting for the offer of settled accommodation (407 homeless households, December 2016).

Although the delivery of such a significant number of additional temporary units will be a significant challenge for the local housing strategy, the impact of welfare reform could potentially have a catastrophic effect on the financial sustainability of the existing temporary accommodation model in East Dunbartonshire.

Forthcoming changes to the housing benefit subsidy framework mean that temporary accommodation provision will be subject to benefits caps. All self-contained temporary accommodation units will only be eligible to recover Housing Benefit to up to a capped threshold, which is equivalent to the Local Housing Allowance Rate for each property size. In addition to this, individuals under the age of 35, will be subject to the cap being applied at the LHA shared room rate. These changes are scheduled for implementation by 2018. As table 5.8 shows, 33% of applicants are single people under 35.

Table 5.6: Household and age profile of homeless population in East Dunbartonshire (2014/15)

	16-24	25-34	35-44	45-54	55-64	65+
All Adult Household	3%	1%	1%	2%	0%	1%
Household with Children	1%	3%	2%	0%	0%	0%
Single Parent	3%	15%	10%	4%	1%	0%
Single Person	20%	13%	8%	7%	2%	4%
Total households	27%	31%	20%	13%	4%	5%

Source EDC Temporary Accommodation Strategy 2016

The population of single person homeless households under 35 in East Dunbartonshire is particularly notable given the barriers faced by this group in accessing settled accommodation and given the prevalence of youth homelessness in the area. Key challenges for such households include:

- housing affordability limitations (in the absence of dual/combined household incomes);
- local shortfalls in the supply of one-bedroom tenancies in the social housing sector relative to need; and
- the Shared Accommodation rate applied to Housing Benefit which means that single people under 35 in the private rented sector can only access local housing allowance to cover the average cost of a single room in a shared house.

The table below sets out the current rent structure for self-contained temporary accommodation, new housing benefits caps and the potential loss of income to maintain the service under proposed changes:

Table 5.7: Self-Contained Temporary Accommodation Stock Profile & Potential Loss of Income under Welfare Reform

Bed Size	Total	Current charge rental	Revised HB cap	Annual per unit	Shortfall	Total shortfall
1	59	£260	£97.81	£8,443		£497,599
2	76	£270	£116.53	£7,980		£606,513
3	32	£280	£160.38	£6,220		£199,048
4	6	£290	£221.42	£3,556		£21,397
Total	173			£7,656		£1,324,557

Source EDC Temporary Accommodation Strategy 2016

As the temporary accommodation charging structure in East Dunbartonshire is relatively flat in terms of property size, the impact of the reduction to the LHA cap results in a greater loss of income for smaller sized properties. Most noticeable is the shortfall per unit for bedsit accommodation.

As the analysis above illustrates, the gross impact of the subsidy cap could result in a reduction in income levels of around £1.324 million per annum. This loss of income is based on the assumption that the allocation of properties reflects the size of household and therefore does not take account of any bedroom tax or the under 35 ruling implications. If an assumption is made that on average 43% of properties are capped at the shared room rate (the same proportion of single homeless households under 35 in East Dunbartonshire) this loss of income could increase to £1.458 million per annum. The Council will continue to monitor the impact of these welfare reform changes on the funding strategy for temporary accommodation in East Dunbartonshire. This intelligence will underpin the Council's work to make a proactive bid for resources from a £26M funding pot to be made available by the Scottish Government to help local authorities mitigate risks to temporary accommodation provision as a result of welfare reform.

Given projected losses in rental income and the risks associated with the non-specified temporary accommodation, the development of a new temporary accommodation strategy and funding model will be a major component of implementing the strategic objective that fewer people will be affected by homelessness in East Dunbartonshire.

5.7 Partnership and stakeholder engagement

LHS stakeholder consultation produced a clear outcome that preventing and alleviating homelessness remains a key priority within the LHS so that we can successfully "enhance the role of housing options in preventing homelessness". There was strong consensus amongst the group that the key driver behind homelessness in East Dunbartonshire is the lack of affordable housing supply in the area.

It was acknowledged that although we must maximise our efforts to prevent homelessness in East Dunbartonshire, a number of housing system factors will place challenges on the effectiveness of housing options as a model of practice. It was however noted that although the number of households accessing housing options in East Dunbartonshire is significantly smaller than is the case nationally, PREVENT1 data shows that there have been a greater number of positive housing outcomes in East Dunbartonshire, which highlights that the model can work well in the area.

<p>Consultation outcomes</p>	<p>Key issue: The lack of affordable housing supply is a key driver behind the issue of homelessness, resulting in a fluctuation in homeless presentations</p>	<p>Key issue: Affordability issues in the area are an issue in limiting the extent to which housing options can fully operate, i.e. social housing is often the only affordable option</p>	<p>Key issue: The small scale of the private rented sector in the area further limits the role housing options can play in the area</p>
<p>Key issue: Investment in staff training is required to deliver a quality housing options service, which should reduce the number of homeless applications</p>	<p>Key issue: A cultural change is required within East Dunbartonshire to shift the focus from crisis intervention to prevention</p>	<p>Key issue: There is a clear shortage of temporary and specialist accommodation in the area</p>	<p>Key issue: There is a need for consistent collaboration with support services to promote homelessness prevention and tenancy sustainment</p>

More detailed review through a series of workshops identified specific options that were considered both impactful and feasible over the LHS period, including measures around the delivery of housing support services to promote independent living and tenancy sustainment for those who have complex needs, with a particular focus on maintaining engagement to deliver better outcomes. The shortage of both temporary and specialist accommodation options for homeless households was also defined as a major priority for LHS activity and investment. These potential actions were discussed, interrogated, appraised and prioritised to deliver the actions outlined in the Outcome Framework presented below.

5.8 Priority 2 Outcomes

The options identified to deliver the outcome of “LHS Priority 2: Enhance the role of housing options in preventing homelessness” have been designed to conform with the objectives of the Christie Commission so that there is clear synergy with public sector reform agenda principles and the delivery plan for tackling homelessness in the East Dunbartonshire area.

Examples of Christie Commission objectives in the context of LHS Priority 2 “enhance the role of housing options in preventing homelessness” are as follows:

Collaboration

- Partnership approach to meeting housing & underlying needs housing options model including better access to:
 - money or debt advice
 - independent housing or legal advice
 - financial inclusion and benefit advice
 - specialist services such as mental health & social work,
 - referral to low level housing support services or Project 101
 - employability services
 - mediation
- Delivery of temporary accommodation provision that promotes successful resettlement & improves outcomes

Prevention

- Proactive, person centred advice & assistance to maintain housing status or access alternative accommodation
- Housing support provision that enables independence & tenancy sustainment
- Customers empowered to make informed decisions via housing options model
- Tailored housing & support options for customers with complex needs including:
 - young people & previously looked after children;
 - women fleeing violence;
 - those with mental health problems;
 - those with addiction problems;
 - those affected by welfare reform;
 - those facing eviction or at risk of losing housing status

Innovation

- Delivery of diverse range of settled and temporary accommodation options including:
 - access to the PRS through rent deposit schemes;
 - Housing First scheme;
 - supported accommodation options;
 - refuge accommodation;
 - support to remain at home independently
- Continuous improvement in homelessness service delivery
- performance management and benchmarking across West Hub
- contract evaluation & monitoring systems

Outcome and action plan

LHS Priority 2: Enhance the role of housing options in preventing homelessness

Strategic outcome	Relevant indicators	Data type and source	Baseline (date)	Targets	National Outcome ¹	Timescale
2.1 Reduce homelessness through prevention	<ol style="list-style-type: none"> 1. Number homeless applications per annum 2. Number & % assessed as homeless 3. % applicants reassessed as homeless in same year 4. % young people presenting as homeless 	<ol style="list-style-type: none"> 1. HL1 data 2. HL1 data 3. HL1 data 4. HL1 data 	<ol style="list-style-type: none"> 1. 508 (2015/16) 2. 405 (79%) (2015/16) 3. 3.7% (2015/16) 4. a) age 16-17: 3% b) age 18-25: 29% 	<ol style="list-style-type: none"> 1. 3% reduction per annum 2. 1% reduction per annum 3. 1% reduction per annum 4. 5% reduction per annum 	10	<ol style="list-style-type: none"> 1. 2017-22 2. 2017-22 3. 2017-22 4. 2017-22 5. 2017-22
2.2 Improve access to & impact of housing options model	<ol style="list-style-type: none"> 1. Number accessing housing options service 2. Number partners delivering housing options model 3. % housing options cases that progress to homeless application 	<ol style="list-style-type: none"> 1. PREVENT1 data 2. EDC data 3. PREVENT1 data 	<ol style="list-style-type: none"> 1. 165 (2015/16) 2. 1 partner (2015/16) 3. 20% (33) (2015/16) 	<ol style="list-style-type: none"> 1. 10% increase per annum 2. 5 partners offering full Housing Options service 3. 1% reduction per annum 	10	<ol style="list-style-type: none"> 1. 2017-22 2. 2022 3. 2017-22
2.3 Improve access to a range of settled accommodation options	<ol style="list-style-type: none"> 1. Number housing options cases assisted to: <ol style="list-style-type: none"> a. maintain existing accommodation b. access settled housing 2. % homeless cases accessing settled accommodation as outcome in: <ol style="list-style-type: none"> a. Social housing b. Private housing 3. % unintentionally homeless household access settled accommodation 4. Number of homeless people housed through rent deposit scheme 5. % RSL lets to homeless households 	<ol style="list-style-type: none"> 1. PREVENT1 2. HL1 data 3. HL1 Data 4. DGS Data 5. SSHC Outcomes 	<ol style="list-style-type: none"> 1. 1 a) 95 (59%) (2015/16) b) 17 (11%) (2015/16) 2. 2.a) 42% (2015/16) b) 9%(2015/16) 3. 63% (2015/16) 4. 75 households (2013/14) 5. 60% (2014/15) 	<ol style="list-style-type: none"> 1. a. 2% increase per annum b. 2% increase per annum per annum 2. a. 1% increase per annum b. 2% increase per annum 3. 90% 4. 10% increase per annum 5. 50% 	10	<ul style="list-style-type: none"> • (a+b) 2017-22 • (a+b) 2017-22 • 2022 <ol style="list-style-type: none"> 1. 2017-22 2. 2022
2.4 Minimise length of stay in temporary accommodation	<ol style="list-style-type: none"> 1. Number of self-contained temporary accommodation spaces 2. Number of supported accommodation spaces 3. % accessing B&B 4. Average length of stay in temporary accommodation 	<ol style="list-style-type: none"> 1. EDC data 2. EDC data 3. HL1 data 4. EDC data 	<ol style="list-style-type: none"> 1. 173 (2015/16) 2. 35 (2015/16) 3. 14% at 31/03/16 (2015/16) 4. 289 days (dispersed average 2013/14 /2014/15) 	<ol style="list-style-type: none"> 1. 173 spaces 2. 35 spaces 3. 0% 4. 10% reductions per annum 	10	<ol style="list-style-type: none"> 1. 2017-22 2. 2017-22 3. 2022 4. 2017-22
2.5 Promote tenancy sustainment through effective delivery of housing support duty	<ol style="list-style-type: none"> 1. Number accessing Housing Support Service 2. Number of clients with support package 3. Number discharged due to effective resettlement 	<ol style="list-style-type: none"> 1. EDC data 2. EDC data 3. EDC data 	<ol style="list-style-type: none"> 1. 231 (2015/16) 2. 129 at 31/03/16 (active cases at 2015/16 year end) 3. 49 (2015/16) 	<ol style="list-style-type: none"> 1. 10% increase per annum 2. 10% increase per annum 3. 3% increase per annum per annum 	10	<ol style="list-style-type: none"> 1. 2017-22 2. 2017-22 3. 2017-22

Key

National Outcome 10: Reduce inequalities

LHS actions	LHS Strategic Outcome	Partners
1. Implement a housing options approach to homelessness prevention across frontline housing and homelessness services, which encourages early action, considers all options across all tenures, enables collaboration with partners and empowers customers	3.1, 3.2, 3.5	EDC Housing, EDC Homelessness & Prevention Team, Social Work Services, Women's Aid, RSLs, Housing Information & advice agencies. Support agencies including Y people, Mungo Foundation, Action for Children
2. Deliver basic-level multi-agency training on homelessness prevention and housing options to all front line staff who deliver services to those at risk of homelessness	3.1, 3.2	
3. Monitor the outcomes of joint protocols, service agreements and contracts across the Homeless Team, Social Work, external providers and other agencies to improve collaboration and enable a shift towards prevention and early intervention	3.1, 3.2, 3.3, 3.5	EDC Homelessness & Prevention Team, Social Work Services, Commissioned services including Y people, Mungo Foundation, Action for Children
4. Monitor the outcomes of the temporary accommodation strategy to ensure the service is financially sustainable and that the housing stock best meets the needs of homeless customers	3.3, 3.4	DWP, EDC Housing, EDC Homelessness & Prevention Team, Women's Aid, RSLs, private landlords, PSL partners,
5. Ensure that financial inclusion services are integrated into a housing options approach to prevention which enables budgeting, debt management and builds financial capacity in those at risk of homelessness	3.1, 3.2	EDC Homelessness & Prevention Team, CAB Money & Debt Advice Service, Information & advice agencies
6. Improve access to the private rented sector for homeless customers by launching the Local Pad portal including engagement with private landlords, integration into the housing options process and local marketing and publicity campaigns	3.3,	EDC Homelessness & Prevention Team, private landlords, PSL partners, local letting agents
7. Continue to increase the supply of settled accommodation options to homeless households through the affordable housing programme and an EDC housing asset management strategy	3.3	Scottish Government, DWP, EDC Housing, EDC Homelessness & Prevention Team, Social Work Services, Women's Aid, RSLs, private landlords, PSL partners, RDS partners, Housing Support providers, Information & advice agencies
8. Ensure the housing support service enables homeless households to become tenancy ready by continuing to work in partnership with commissioned providers	3.1, 3.5	EDC Homelessness & Prevention Team, Y people, Mungo Foundation, Turning Point Scotland Action for Children

6 LHS Priority 3: Encourage independent living

6.1 LHS Context

The Local Housing Strategy is pivotal in ensuring that people with a range of needs can live at home or in a homely setting. Demographic pressures, along with changing demand for homes and services, means that independent living objectives are at the forefront of our LHS.

Recently, there has been a renewed focus on the wider planning and delivery of services across sectors, to promote health and well-being as well as reducing inequalities. The Public Bodies (Joint Working) (Scotland) Act 2014 has introduced significant changes at both national and local level in the strategic and operational context for health and social care services. Importantly, nine national health and well-being outcomes have been enshrined within the legislation including one that emphasises independent living in the home and subsequently the role of the housing sector:

Key National Health & Well-Being Outcomes for Housing:

Outcome 2: “People, including those with disabilities or long term conditions or who are frail are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community”

Outcome 5: “Health and social care services contribute to reducing health inequalities”

In addition, there is an important role for the housing sector in working jointly to reduce health and other inequalities that affect many communities that housing services are delivered in.

The principles and objectives around independent living cover a wide range of groups such as older people, those with physical disabilities, mental health issues or young people making a life transition. The common theme is that they require some assistance or support to enable them to live independently within the community. These needs can range from property accessibility to skills such as budgeting or assistance with welfare benefit claims. Solutions include the provision of housing support services at a personal level to more property-based ones such as the installation of adaptations and technology within the home.



The role of the LHS and joint strategic planning with health and social care services is critical in providing a successful foundation to meeting independent living needs. This is part of the wider contribution to the health and well-being of individuals and communities. National guidance both on the LHS and Health & Social Care legislation⁵ highlights the vital importance of the home and housing in this.

6.2 LHS Context: Encouraging Independent Living

For independent living, there are various issues and policy considerations in East Dunbartonshire including:



The East Dunbartonshire Health & Social Care Strategic Plan⁶ emphasises the overall aim of shifting the balance of care from hospital and institutional settings to the community, helping people to remain in their own home or a homely setting. Clearly the provision of warm, safe, accessible and affordable homes should be part of this strategic shift. Some of the priorities within the independent living outcome in the Plan are based around anticipatory care planning, re-ablement/rehabilitation, assistive technology as well as aids and adaptations. A preventative support service promoting safety and independence in the home is also part of the current strategy. There is also a strong focus on reducing unscheduled hospital admissions and bed usage as well as reviewing learning disabilities services including supported accommodation.

The East Dunbartonshire Housing Contribution Statement⁷ (HCS) adds to the strategic planning landscape and is the link between the LHS and the Health and Social Care Strategic Plan. While the overall integration agenda is at an early stage the HCS along with housing representation on health and social care strategic planning structures is a significant step forward in improving the focus on our independent living objectives.

The remainder of this section considers the evidence around particular needs and the demand for housing and associated support services.

6.3 Key issue: Providing homes to meet particular needs

One of the key roles of housing delivered across the public, private and third sector spheres is to address the demand for homes that are required to meet a range of specific needs. Independent living in the community

⁵ *Adaptations, Aids and Equipment Guidance Note*, Scottish Government, April 2015 & *Housing Advice Note*, Scottish Government, September 2015

⁶ *East Dunbartonshire Health & Social Care Partnership: Strategic Plan 2015-18*, East Dunbartonshire Council & NHS Greater Glasgow & Clyde

⁷ *East Dunbartonshire Housing Contribution Statement*, March 2016

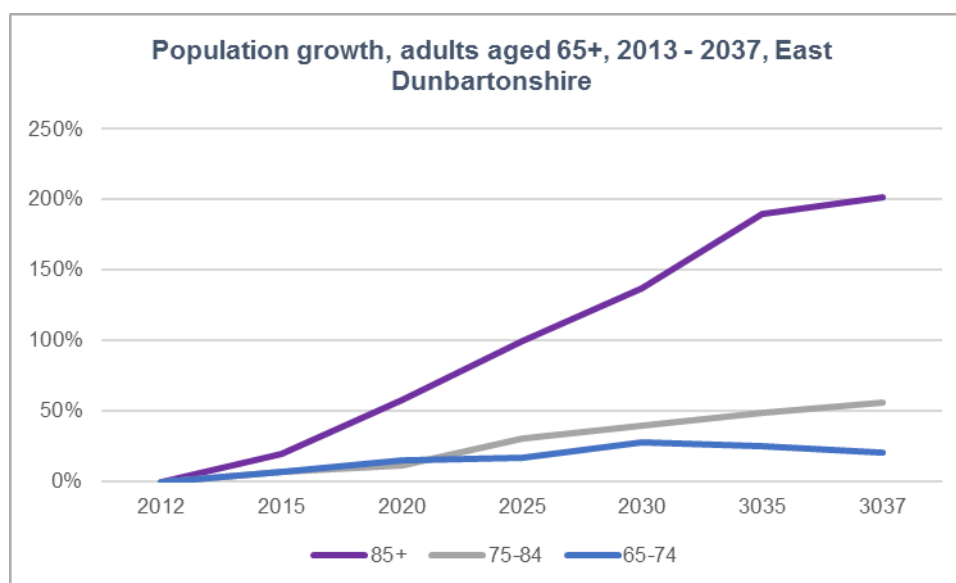
can only be achieved by providing a range of homes and support services. This can range from the building of new homes that are designed to the highest accessibility standards, providing sheltered or extra care housing with specific support services or adapting existing homes to meet the changing health or mobility needs of their occupants. The Council and housing associations also have an important role in assessing the housing needs of vulnerable people, prioritising these and finding suitable housing options. Across East Dunbartonshire the range of different needs includes:

- Older people with mobility or health issues;
- People with dementia;
- People with mental health issues or learning disabilities;
- People with addictions; and
- Some homeless people with multiple or complex issues.

At a broad level the GCV HNDA (and other sources) outlines the population and household demand pressures facing East Dunbartonshire in coming years⁸.

1. Projected increase in older households over the next few years with a 14% rise in the pensioner population between 2012 and 2027;
2. Average life expectancy at 80.7yrs in East Dunbartonshire is the highest in Scotland with the national figure 77.1yrs;
3. In East Dunbartonshire households headed by a person aged 75 or over is projected to increase by 62% over the period 2012-2029 – this is the highest proportionate increase in the GCV area (40% increase overall in GCV);
4. The majority (67%) of home care clients are aged 75yrs or over and greater need to ensure accessible homely environments to promote independent living in future years;
5. Increasing numbers of people with dementia being recorded and reported – from 593 in 2010/11 to 959 in 2012/13 although Alzheimer's Scotland Society estimates that approximately 2,086 people are living with dementia - 67% are likely to be female;
6. Most older people in East Dunbartonshire currently live in the owner-occupied sector with 87% of the 65-79yrs age group and 81% of those aged 80yrs and over in this tenure; and
7. In East Dunbartonshire, relatively low level of specialist homes within the social rented sector with over 80% of this sheltered housing.

⁸ Sources: GCV HNDA (May 2015), Census 2011 & East Dunbartonshire HCS (March 2016)



Source: NRS 2014 mid-year population estimate

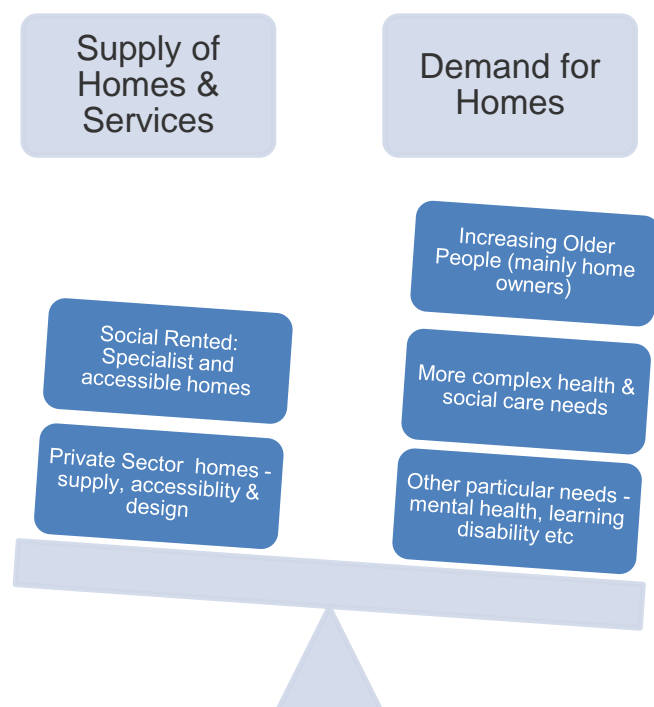
The HNDA also highlights that East Dunbartonshire has a relatively low level of provision of specialist housing within the social rented sector for older people, estimated at 585 homes and representing 3% of all households aged 60yrs and over in the area. This compares to 6% for Scotland and 5% for the Glasgow & Clyde Valley Area. Of the East Dunbartonshire specialist stock, 81% is classified as sheltered housing, 15% very sheltered and 4% 'medium dependency'. However, most older people currently live in the owner-occupied sector (see table below) and the interaction of demand and movement between sectors is complex. Therefore, significant focus needs to be placed on the provision of services for people living in the private sector as well as their housing pathways. For example, as the 75+yrs age group increases in numbers there may be more pressure for accessible housing and support options across tenures.

Age Groups (yrs)	Owned	Social rent	Private rent	Total	Total Numbers
34yrs and under	55%	21%	24%	100%	3872
35-64yrs	83%	11%	6%	100%	26,050
65-79yrs	87%	10%	3%	100%	9,548
80+yrs	81%	15%	4%	100%	4,003
Total	81%	12%	7%	100%	43,473

Source: Census 2011

Further and ongoing work is required to clarify the extent and nature of the demand on the specialist housing provision within East Dunbartonshire. However, in the meantime there is a need to address some of the clear and potential imbalances in homes and service provision. In the face of this demand the current Strategic Housing Investment Plan (SHIP) estimates that 57 social rented homes of amenity or wheelchair standard will be built up to the year 2021 with only one other for shared equity home ownership. This represents around 10% of the affordable homes planned within the SHIP. It is unclear whether any private sector homes are being built to this standard over the period, although the profile of older people within East Dunbartonshire would suggest there may be a market for such homes. Affordable homes, built through the affordable housing policy are required to achieve the housing for varying needs standard. This will ensure that an increasing number of homes are affordable and meet the changing needs of households over time.

The figure below illustrates the issues facing the Council and its partners in East Dunbartonshire in attempting to meet independent living objectives. Overall we can expect an increase in demand for housing and associated support/care services particularly for older people.



While imbalances in supply of new homes are important for the LHS to address, sufficient prominence must also be given to the in-situ housing needs and issues within the existing housing stock that hinder independent living. Therefore, the next section considers some of the current demand for adaptations and related services across East Dunbartonshire.

6.4 Key issues: Demands for adaptations and related services

Recently, the organisational planning and delivery of adaptations services has been changing with a potentially greater role for the East Dunbartonshire Integration Joint Board and Health & Social Care Partnership. In future, this should include joint consideration of the demand for adaptations and related services. Currently though, the Council's Housing Service and housing associations are the main planning and delivery mechanisms for these. Adaptations are

generally organised and undertaken by the social landlord or through the Council's Scheme of Assistance for private sector housing. Housing adaptations assist disabled residents to live independently in their own homes by having essential works undertaken.

Measuring and projecting demand for adaptations can be difficult given the nature of the planning and operation of services as well as data sources relating to specific demographic impacts on demand. However, HNDA2 provides some estimates of the number of adapted homes across East Dunbartonshire: 11,000 in total, representing 26% of all homes. The public sector, while smaller in overall numbers, does have a higher proportion of adapted properties, at 31% compared to 25% of private sector homes. HNDA2 also quotes a figure of 3,000 dwellings requiring adaptations in East Dunbartonshire⁹.

Local data from the Council tracks the referrals for adaptations in the LA and private sectors and these are illustrated below (Table 1). These provide a broad indication of the pressures on demand and budgets in the context of changing demographics. Interestingly, the greatest demand is evident in the private sector both in terms of referrals and spend. This perhaps reflects the profile of tenure and older people in East Dunbartonshire with higher proportions living in home ownership. At the same time the current level of adaptations activity appears to be significantly less than the figures outlined in the GCV report. On top of this, indications are that as the population ages, then demand will increase with pressure on budgets for adaptations. This will lead to a sharper focus on prioritisation of needs along with the issue of resourcing and the balance between state and individual responsibility.

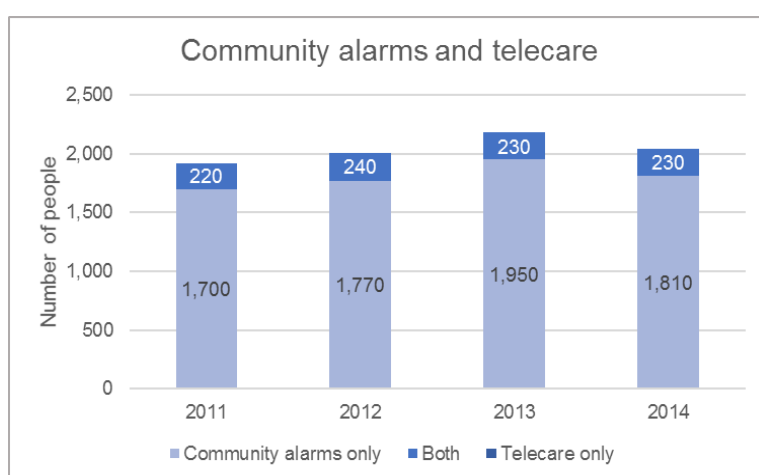
⁹ Note these figures original source are tables from national Scottish House Condition Survey 2010-12

Table 6.2: Adaptations: Number of Referrals & Spend 2012 – 2016

	2012/13	2013/14	2014/15	2015/16	Totals
Private Sector: Number	119	129	116	154	518
Private Sector: Spend	£406,000	£416,000	£425,000	£450,000	£1,697,000
Council Sector: Number	77	74	97	32	280
Council Sector: Spend	£330,000	£288,000	£377,000	£280,000	£1,275,000

Source: East Dunbartonshire Council

East Dunbartonshire Care and Repair Service is currently managed by Antonine Housing Association at a cost of £214,000 per annum. The Care and Repair Service assists people living in the private sector (home owners or private renters) with major repairs/adaptations, small repairs and home safety checks. It helps older people and those with disabilities to live independently within the community. In the year 2015-16, the service dealt with approximately 3,300 cases with most of these relating to the small repairs service.



Source: Health and Social Care Dataset

Support for independent living also comes through the provision of Telecare packages - support and assistance provided at a distance or remotely to householders. Over the period 2011-2014 Telecare packages provided within East Dunbartonshire increased by 5% from 1,920 in 2011 to 2,040 in 2014. Most people received community alarms only, while a small number of people received both an alarm and telecare package. Approximately 80% of those receiving telecare in East Dunbartonshire were aged over 75 years, a rate of 0.16 per 1,000 population (Scotland 0.18). The projected increase in the numbers of older people over 75yrs would suggest that demand for this type of service will increase.

The Council has launched a 'Smart Flat' in one of its new build developments and demonstrates how assistive technology and adaptations can help older people to live in their own home for longer. The flat can also be used to help those leaving hospital, and to help prevent people from having to go into hospital or care homes.

Overall it is anticipated that there will be increased demand for adaptations and other related services that encourage independent living. Better measurement of demand along with the opportunities for more joined-up service delivery through health and social care integration will be key in facing forthcoming challenges across East Dunbartonshire. In tandem with this, there also needs to be a focus on the wider housing options required to facilitate independent living, how best to focus resources and advise people of their best options to meet their needs. The wider link to housing options and support is considered below.

6.5 Key issues: Housing options and housing support

The development of Housing Options Services has been at the forefront of national and local housing policy for many years now. Initially in terms of national resources this was linked to preventing homelessness although there has always been a much wider recognition that housing advice and options services should encompass all groups that require assistance. For example, independent organisations assisting disabled people with housing options has been evident. The Council and housing associations in East Dunbartonshire have continued to develop their approach to housing options, with independent living being a key theme within this and older people are another key group within this.

These services are designed to ensure people consider all the options that are available to them with time to plan their housing, support and care provision. There is also a significant link to planning mechanisms within health and social care such as Anticipatory Care Planning or Delayed Discharge Planning, to ensure that housing and care options are person-centered. Within the period of this LHS this is identified as a key priority through provision of:

- information and advice – on housing options; welfare advice; training and employment support; advocacy support; befriending services and assistance in finding alternative housing; and
- low level support and preventative services – such as housing support; community alarms; tele-care and tele-health; care and repair (small repairs) services and garden maintenance.

The East Dunbartonshire Housing Options service gives practical advice and assistance to people in urgent housing need with a focus on preventing or resolving homelessness. The service assists the applicant to access housing that most suits their specific requirements. The service is person-centered and all viable housing options are discussed. Housing Options can include sustaining current accommodation, identifying alternative accommodation that could be social housing, the private rented sector or making a homelessness application.

Housing Support is defined as any service which provides support, assistance, advice and counselling to help an individual to live independently in their own home or other homely setting, such as sheltered or 'extra care' housing. People receiving housing support services can range from a young homeless person in temporary or supported accommodation to an elderly person living in sheltered or other housing with care. At national and local level, the funding regime and budgets for housing support services have come under increasing pressure in recent years, leading to fundamental changes by some housing organisations in the way they plan and deliver these services.

Within East Dunbartonshire there is a housing support service providing assistance to vulnerable households with independent living and the skills to maintain their tenancy. Each person's needs are assessed individually but broadly housing support can include debt management, cooking skills, budget management, form filling, keeping appointments, maintaining a home and managing their front door. More specialised services are delivered by East Dunbartonshire Housing First (Turning Point Scotland). This provides mainstream social housing and 24hr support to individuals who are homeless, with addiction, mental health or criminal justice issues. The service is person-centered offering support to maintain a tenancy, while also tackling addiction and mental health issues. The level of support is intensive comprising advice on tenancy management, budgeting, personal safety, sign posting and referrals to health services as well as life skills such as shopping/cooking. There are also peer support workers involved, working with residents to encourage trust, friendship and engagement with local recovery services.

Estimating the need and demand for housing support services is complex given the range of groups that are eligible for services. Resource pressures and prioritisation of needs are a day to day reality of the provision of housing support. As well as the overall broad demand pressure, such as the increasingly elderly population or levels of homelessness, the table below shows some recent numerical trends in the numbers of people receiving personal care and/or housing support through East Dunbartonshire Council. In terms of the overall balance, the number of people receiving personal care is higher at just over 1,300 in 2015 compared to 400 for housing support. Notably though, over the three-year period displayed, both the numbers receiving personal care and housing support have increased by 10% and 7% respectively.

Table 6.3: East Dunbartonshire Council: Number of people receiving personal care and/or housing support 2013-2015

Type of support/ year	2013	2014	2015	%age change 2013-15
No. of people receiving personal care	1,203	1,301	1,323	+10%
No. of people receiving housing support	375	387	400	+7%

Source: East Dunbartonshire Council Annual Social Care Return

For the Council, housing associations and other providers of housing support there are significant challenges in continuing to respond to current needs for housing options and support as well as those arising in the future. Pressures will emerge in relation to the supply of homes, care and support for older people across all tenures. Additionally, for individuals and communities where wider inequalities exist, housing organisations are often the first port of call through homelessness or other housing crisis situation. A measure of success for the new LHS will be, to show some improvement in joint working with other agencies such as health and social care, to assess and meet these needs in a more holistic and efficient manner.

6.5.1 Key issues: Gypsy/Travellers

Local Housing Strategy Guidance is clear on the requirement to assess the current and future site provision for gypsy/travellers as part of the HNDA and LHS process. There also duties under equalities legislation that need to be adhered to for gypsy/travellers as well as commitments to be met as part of the Scottish Social Housing Charter.

The HNDA concluded that there was no evidence of an unmet need/demand for gypsy/traveller accommodation across the Glasgow Clyde Valley area. It developed a set of recommendations designed to improve this evidence base, with a view to enhance understanding of gypsy/traveller housing needs; as well as recommendations to improve flexibility of housing/planning responses and the quality of existing provisions. In November 2015 a joint report was published by the eight GCV local authority members and the three Ayrshire local authorities. This was a desktop study, which built on the analysis contained in the Clydeplan HNDA, and had the aim of assisting local authorities develop this element of their individual LHSs.

In the 2011 Census only 27 households in East Dunbartonshire indicated that their ethnic group was 'white: gypsy/traveller'. The national count of gypsy travellers last undertaken in 2009, showed only one site in East Dunbartonshire (which has since closed). There are currently no sites available for gypsy/travellers in East Dunbartonshire. However, the 2015 study did collect some snapshot information showing two short-term encampments in East Dunbartonshire at the time of the data collection. These encampments were short-term for 3-4 weeks with residents 'passing through'.

The desktop report highlights the continuing lack of evidence on housing and other needs of gypsy/travellers within East Dunbartonshire. To address this there is a clear commitment to work through the GCV & Ayrshires LHS and housing market partnerships to implement the existing Action Plan. This includes priorities focused on:

- Joint regional work identifying housing needs of gypsy/travellers;
- Developing local knowledge and evidence;
- Developing and implementing housing options approach for gypsy/travellers;
- Improving joint services focused on wider health and well-being; and
- Improving consultation methods with gypsy/travellers.

6.6 Partnership and Stakeholder Engagement

The stakeholder consultation considered that East Dunbartonshire's high levels of owner occupation would heavily influence the approaches developed to support independent living in the area. There would have to

be a greater role for the private sector housing, and for measures to support older people to remain living within the private sector. Stakeholders considered further work is required to quantify unmet needs, across the range of particular needs groups, to ensure that there is limited unmet housing need in relation to specialist accommodation. Detailed examination of the JSNA is also required to develop new ways of working in order to meet the health and social care integration agenda and objectives. Other key issues included, replacing low demand accommodation models, such as sheltered housing, with innovative, flexible models; addressing the issue of delayed discharges; and continuing to innovate models that will enable people to remain independent at home for longer, for example, by developing new IT solutions.

<p>Consultation outcomes</p>	<p>Key issue: The high levels of owner occupation in the area, particularly amongst the older population, means that different, sustainable solutions will need to be considered</p>	<p>Key issue: The insufficient demand for the standard model of sheltered housing will result in a requirement to develop alternative supported housing models</p>	<p>Key issue: There is a lack of quality evidence to target the correct particular needs groups to minimize unmet housing need in relation to specialist accommodation</p>
<p>Key issue: There is a need to combine evidence from the JSNA alongside housing evidence to develop new ways of working to maximise health and social care integration</p>	<p>Key issue: Given the volume of delayed discharges amongst the older population, a delayed discharge plan needs to be developed in collaboration with health and social work</p>	<p>Key issue: In addition to new supply, there needs to be a greater focus on adapting existing housing to allow people to remain independent at home for longer</p>	

6.7 Priority 3 Outcomes

The options identified to deliver the 'encouraging independent living' outcome have all been designed through the ongoing LHS process and in collaboration with stakeholders. A full option appraisal was undertaken as part of the LHS process which arrived at and prioritised the strategic actions required to deliver our objectives. Full details of these actions are contained in the outcomes tables. However, a summary is outlined below and these have been presented under the three underlying principles of public service reform contained within the Christie Commission.

Collaboration

- Build on and develop cross-sector mutual strategic partnerships with health and social care;
- Ensure housing sector input into HSCP planning processes at strategic and localities level;
- Collaborate and develop relationships with current service providers (e.g. C&R) to address challenges;
- Identify and make housing contribution to key HSCP priorities on independent living & equalities; and
- Undertake a joint cross-sector strategic review of housing support services.

Prevention

- Develop and improve housing options services for older people (with specific focus on private sector);
- Review current older people's housing models and service provision;
- Include housing needs assessment element within Anticipatory Care Planning and Hospital Discharge processes;
- More broadly ensure housing options services have a strong health and well-being focus;
- Undertake a 'housing contribution' audit to tackling dementia in East Dunbartonshire; and
- Implement the gypsy/traveller action plan.

Performance

- Undertake a joint assessment with the HSCP of housing, health and well-being needs of specific priority groups;
- Promote greater accessibility and design standards in private sector housing;
- Develop and evaluate use of assistive technology; and
- Gather and analyse evidence on the housing needs of older people living in owner-occupied sector.

Outcome and action plan						
LHS priority 3: Encourage independent living						
Strategic outcome	Relevant indicators	Data type and source	Baseline (date)	Targets	National H&WB Outcome ¹	Timescale
3.1 People are assisted and encouraged to live independently within the community	1. Number of people receiving: <ul style="list-style-type: none"> Personal Care Housing Support 2. Number of independent living activities: <ul style="list-style-type: none"> Housing aids/adaptations referrals Care & Repair service cases Telecare 	1. EDC/HSCP 2. EDC/HSCP/C&R	1. Number of people receiving personal care = 1,323 & housing support 400 (2015) 2. Independent living activities: <ul style="list-style-type: none"> Aids/adaptations (Council & private sector) = 186 (2015/16) Care & Repair service cases Telecare = 2,040 (2014) 	1. To be defined as part of joint work with H&SC Partnership but historical trends point to demand led annual targets of +5% for personal care and +3.5% for housing support 2. To be defined as part of joint work with HSCP given new integration arrangements and 'delegated' functions issue	2	1. 2017 – 2022 2. 2017 - 2022
3.2 Accessible and well-designed homes are available across tenures to support independent living	1. Number of new homes built to wheelchair and housing for varying needs standard: <ul style="list-style-type: none"> Private sector Public Sector 2. Total number of specialist supported accommodation places available for: <ul style="list-style-type: none"> Older People Other groups 	1. EDC/RSLs/Private Developers 2. EDC/RSLs/Third Sector Providers	1. Baseline of 100 affordable homes 2. Baseline to be established for specialized accommodation places for 2016/17	1. 100% of affordable; 10% of private sector 2. To be defined as part of cross-sector strategic review of housing support services	2	1. 2017-2022 2. 2017-2022
3.3 The housing sector is making a significant	1. Housing sector represented at strategic planning & localities level	1. EDC/HSCP 2. EDC/HSCP 3. EDC/HSCP	1. (2&3) HCS in place & representation on SPG & localities	1. Continued representation and raising profile of home and housing within H&WB agenda	2 & 5	1. 2020 2. 2020

contribution to plans to improve the health and well-being of all our citizens	2. Housing sector input into review of East Dunbartonshire HSCP and associated HCS 3. Housing sector lead on production of new HCS 4. Housing sector input into relevant HSCP service re-design	4. EDC/HSCP	4. N/A – dependent on specific HSCP priorities	2. New HCS to be produced in tandem with next HSCP 3. Number of service re-design processes housing sector involved in		1. 2020 2. Ongoing
3.4 High quality housing support services are available to all those that need assistance	1. No. of people receiving housing support 2. No. of housing support services operating in East Dunbartonshire 3. No. of Housing support services achieving Care Inspectorate Grade 4 or above (for 'care & support') 4. Customer satisfaction rates with housing support services	1. EDC/HSCP/RSLs /Third Sector Providers 2. EDC/HSCP/RSLs Third/ Sector Providers 3. EDC/HSCP/RSLs /Third Sector Providers 4. EDC/HSCP/RSLs /Third Sector Providers	1. Housing support = 400 (2015) 2. Not available – baseline to be set 2016/17 3. Not available – baseline to be set for 2016/17 4. Not available – individual service rates or use overall tenant survey data	1. Demand led target – +3.5% annual increase based on historical trend 2. Target to be defined based on cross-sector review of housing support services 3. Target to be defined after baseline set 4. Target to defined or developed through customer satisfaction measurement routes	2 & 5	1. 2017-22 2. 2017 – 22 3. 2017 – 22 4. 2017 - 22
3.5 Preventing poor health and well-being outcomes are the focus of our specialist housing services	1. Maximise use of adaptations and Care & Repair budgets 2. Number of recommendations implemented within Gypsy Traveller Action Plan 3. No. of housing options and advice activities delivered for: <ul style="list-style-type: none"> Older people Other groups 4. No. of housing support plans in place <ul style="list-style-type: none"> Older people Other groups 	1. EDC/C&R 2. EDC 3. EDC/RSLs 4. EDC/RSLs	1. 2016/17 baseline measure to be set 2. 2016/17 baseline for recommendations 3. 2016/17 baseline to be set (total annual number) 4. 2016/17 year end baseline	1. 100% spend 2. All recommendations implemented by end March 2018 3. Target to be defined after baseline set 4. Target to be defined after baseline set	2 & 5	1. 2017-22 2. 2017-18 3. 2017 – 22 4. 2017 – 22
Note 1: National H&WB Outcome 2: People, including those with disabilities or long term conditions or who are frail are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community National H&WB Outcome 5: Health and social care services contribute to reducing health inequalities						

Strategic actions	Link to strategic outcomes	Partners
1. Promote the benefits and make better use of technology within a housing setting to enable people to live comfortably and independently in their own home	6.1	EDC, RSLs & HSCP
2. Undertake a particular housing needs assessment/s to build an evidence base which measures current and future housing, care and support needs to inform service planning, commissioning and housing investment strategies	6.1, 6.2, 6.3, 6.4, 6.5	EDC, RSLs & HSCP
3. Undertake a cross-sector strategic review of housing support services	6.1, 6.2, 6.3, 6.4, 6.5	EDC, RSLs, HSCP & Third Sector
4. Maximise investment in adaptations to enable older people to enjoy independence in their own home including promoting access to the Help to Adapt scheme	6.1, 6.2, 6.3, 6.4, 6.5	HSCP, EDC, Scottish Govt. RSLs, Care & Repair
5. Establish an effective working relationship between housing and the health & social care partnership using localities arrangements to improve joint planning, collaboration and encourage a shift to prevention	6.1, 6.2, 6.3, 6.4, 6.5	EDC, RSLs & HSCP
6. Work with partners in health & social care to ensure that housing makes a contribution to alleviating hospital admissions and speeding up the discharge of patients from hospitals	6.5	EDC, RSLs & HSCP
7. Widely promote and increase the uptake of Care & Repair services to enable vulnerable or older people to improve the amenity and maintain their homes	6.4, 6.1	EDC, C&R & RSLs
8. Ensure that housing options services have a strong focus on the health and well-being of customers	6.5	EDC, RSLs, HSCP
9. To ensure that young people leaving care and/or moving to independence can access appropriate accommodation through a housing options approach, training on independent living and by developing supported accommodation	6.5, 6.2	EDC, RSLs & Third sector
10. Design and build new homes suitable for people with particular needs across all tenures	6.1, 1.3	EDC, RSLs & Private sector house builders
11. Integrate asset management and housing allocations processes using the Council's property adaptations database to better match households to homes and make the best use of housing stock	6.4, 6.5	EDC & HSCP

7 LHS Priority 4: address housing condition, fuel poverty and regeneration

7.1 LHS context

In terms of housing condition, fuel poverty and regeneration, the LHS is required to address the following policy issues:



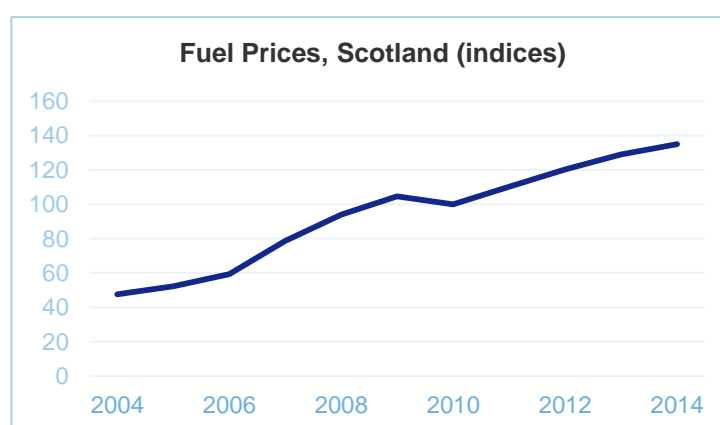
Addressing private housing quality and condition, fuel poverty and energy efficiency, and regeneration is a key priority in East Dunbartonshire, particularly given a very large proportion of the East Dunbartonshire housing stock is held in the private sector.

7.2 Key issues: Fuel poverty and energy efficiency

Fuel poverty (when fuel costs are more than 10% of income) is estimated to affect around 28% of households in East Dunbartonshire. Notably, rates of fuel poverty are estimated to be much higher for pensioner households, with the SHCS reporting that **40% of pensioner households in East Dunbartonshire are fuel poor.**

Extreme fuel poverty – where more than 20% of household income is spent on fuel affects 6% of East Dunbartonshire households. This rises to 12% of pensioner households.

There are three main drivers behind fuel poverty: the cost of fuel, income profiles, and energy efficiency. Based on the CACI Paycheck data for 2015, the average income for East Dunbartonshire households is £41,904; 20% higher than the national average (£34,619). This is the third highest average among all Scottish local authorities. The SHCS also reports on income levels, within which it does estimate that the average income for family and pensioner households is also higher than their national counterparts.



DECC in SHCS Key Finding 2014

In terms of fuel prices, however, statistics published by the Department of Energy and Climate Change (DECC) highlights, show that the cost of fuel has increased considerably over the last decade. It is estimated that, between 2004 and 2014, the price of the fuel mix required by the average Scottish household almost trebled.

Although the average energy efficiency rating for dwellings in East Dunbartonshire is comparable to the national average (SAP ratings of 63), the proportion of dwellings with poor levels of insulation is significantly greater. Some 17% of dwellings East Dunbartonshire have less than 100mm of loft insulation (compared with just 7% for Scotland). In fact, this is the worst among all 32 Scottish local authorities. According to the SHCS, this lack of loft insulation affects approximately 1 in 5 houses in the area and 1 in 10 flats.

7.3 Key issues: property condition

7.3.1 Private sector property condition

The SHCS estimates that approximately 80% of dwellings in East Dunbartonshire suffer from some elements of disrepair. As Table 7.1 below shows, levels of disrepair are also around 80% for owner occupied housing and for pensioner households. The survey found that there is disrepair to critical elements in around 59% of dwellings. Overall, around 8% of dwellings show evidence of extensive disrepair, and 5% of dwellings are below the tolerable standard. These estimates were all in line with national levels. The survey found that around 3% of dwellings are damp (in line with Scottish levels) and that % of dwellings suffer from condensation (significantly below the Scottish level).

Table 7.1: Disrepair by dwelling and household attributes (selected)

	% of total dwellings	Owner-occupied	Pensioner hhlds
Disrepair:	80%	80%	83%
Disrepair to critical elements	59%	58%	61%
Rising or penetrating damp ¹	3%	2%	-
Less than 100mm of loft insulation:	17%	18%	12%
Below Tolerable Standard (BTS)	5%	5%	6%

Note 1: Mainly affects adult-only households

Source: SHCS 2012-14

The SHCS data is limited, as the sample is just 198 cases over all tenures. More detailed, albeit somewhat dated, information about the property conditions in the private sector is available from East Dunbartonshire's Private Stock Condition Survey. This survey, carried out by JMP, found that incidences of serious disrepair were highest in Kirkintilloch with over 55% of private stock found to fail repairing standards. More than 1 in 10 dwellings in both Bishopbriggs (12%) and Lenzie (11%) were also found to have serious disrepair. The Council is keen to commission another survey to identify the extent of the problem today.

7.3.2 Empty Homes

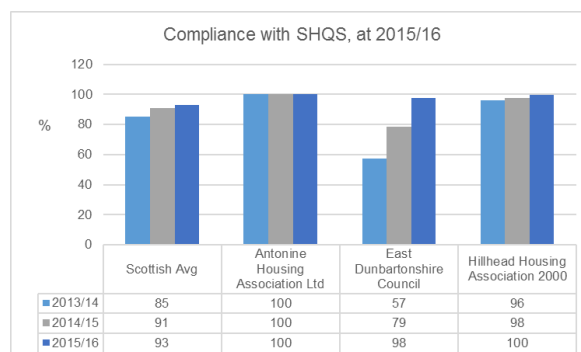
There are very few empty homes across East Dunbartonshire. National Records of Scotland notes that some 98.6% of the housing stock is occupied, with just 1.1% vacant and 0.2% used as a second home. This is the highest occupancy rate in the country and the lowest level of vacant stock.

The Council currently makes the best use of its social rented stock, with just 2.2% of homes void at year end, and just three properties void for more than six months¹⁰. Therefore, there is no requirement to rehabilitate properties in the area. However, there are a number of older peoples housing that is no longer fit for purpose. There is a requirement to remodel these properties in line with current expectations and aspirations of housing for older people and to ensure they meet the Scottish Housing Quality Standard.

¹⁰ ARC 2015-16, indicator C20 <https://www.scottishhousingregulator.gov.uk/find-and-compare-landlords/east-dunbartonshire-Council>

7.3.3 Social housing stock conditions, SHQS and EESSH

The Scottish Housing Quality Standard (SHQS) was introduced by the Scottish Government in 2004, setting a target for all homes rented from social landlords to meet this standard by April 2015. Based on the 2015/16 Annual Return on the Charter, of the three main social landlords in the area (East Dunbartonshire Council, Antonine HA and Hillhead HA 2000), only Antonine HA achieved full compliance by the deadline. However, Hillhead HA has achieved compliance by the end of 2015/16 (with less than 1% of the stock still to achieve the Standard) and 98% of the Council's stock complies with the Standard.



Source: SHR, Landlord Report 2015-16

Moving forward, as social housing complies with SHQS, social landlords attention will shift towards addressing the requirements of the Energy Efficiency Standard for Scottish Social Housing (EESH).

The Energy Efficiency Standard for Social Housing (EESH) sets a single minimum Energy Efficiency (EE) rating dependent upon the dwelling type and the fuel type used to heat it. A target date of end December 2020 has been set to achieve the relevant minimum EE rating for all applicable social housing as the first milestone. There is an assumption that basis of compliance with the SHQS, 64% of social housing would already meet the relevant EESH rating. However, it is proposed that there will be a review of EESH in 2017 to allow further consideration of the cost assumptions and the potential risks to landlords to be undertaken.

Table 7.2 sets out progress towards EESH in East Dunbartonshire as at March 2016. It would suggest that compliance is well below the levels suggested by government assumptions: with Antonine HA and Hillhead HA 2000, both of whom have now met the SHQS target, have 28% and 41% of properties compliant with EESH, still some way behind the 64% EESH compliance that Scottish Government assumptions suggest equate to SHQS compliance.

Table 7.2: Progress on EESH compliance at March 2016

	Properties in scope of EESH	Properties that meet EESH	% EESH compliance
Antonine Housing Association Ltd	294	83	28%
East Dunbartonshire Council	3,584	1,551	43%
Hillhead Housing Association 2000	810	336	41%

Source: Scottish Housing Regulator EESH data, all social landlords complete dataset 2015-16

The Council commissioned an independent stock condition to provide clear information on the level of compliance with the SHQS and the condition of the housing stock as a robust base for asset management strategy. The survey was carried out by JMP in the first six months of 2015, and involved internal and external surveys of 1,338 dwellings (37% of the stock).

Stock
Condition
Survey: 2015

91%
EDC stock compliant
with the SHQS

£22,124
Capital requirement for
the EDC stock over the
next 30 years, per
property

The survey found that 91% of the current stock complied with the SHQS. The principal cause of SHQS failure was energy efficiency. The main priorities in terms of SHQS compliance include improved insulation measures, increased sockets in

kitchens, investment in roof coverings, and upgraded noise insulation.

In overall terms, the condition of the housing stock is considered good and within the lower range of expected investment requirements when compared to other similar organisations (costs for comparators organisations range from the low to high twenties). The Council's 30-year investment requirement of £22,124 per property is at the lower end of this scale, and clearly demonstrates the positive impact of the recent investment programme.

The main priorities over the next few years will be to address any outstanding SHQS failures. Other areas of priority spend include: roof coverings, windows and external doors, and site works/environmental elements. Kitchens replacements will be the single largest expense over the 30 years, as their relatively short lifespan means they need replaced twice during the planning period. However, as there has been recent significant investment in kitchens, the next peak in investment falls outside the LHS period.

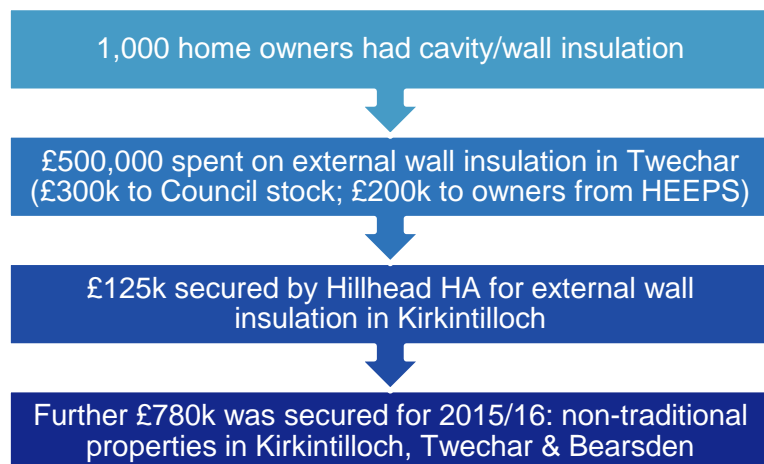
7.3.4 Responses

Given the extent of disrepair in the private sector, a key action for East Dunbartonshire has been to increase awareness of this issue and provide information on the eligibility of the relevant financial support, private owners and landlords can access. This is supported by leaflets; a website; and the Private Sector Handbook, which provides home owners, private landlords and private tenants with detailed information, tips and contact details relating to issues such as: adaptations, care and repair, dampness and condensation, asbestos and lead pipes, and common repairs.

Through the Scheme of Assistance, the Council provides owners with appropriate levels of assistance that allows them to make informed choices and decisions regarding works to their homes. Given resource constraints, assistance is targeted to ensure that it is provided to those with the greatest need. In the first instance information and advice will be provided to enable owners to carry out the necessary activities themselves; practical assistance will be provided, if possible, where this cannot be achieved. Financial support may be available in limited circumstances.

Improving the condition of private sector housing has also been assisted by the delivery of schemes which provide grants or reductions for the installation of energy efficiency measures. Over the last five years around 1,000 households have received cavity wall/loft insulation.

In Twechar, for example, both home owners and EDC tenants benefited from external wall insulation following a £500,000 subsidy sourced from the Home Energy Efficiency Programme Scotland (HEEPS) scheme. A further £525,000 was sourced from the HEEPS scheme for 2015/16, with a focus on the non-traditional properties in Twechar and Kirkintilloch.



In order to improve the housing stock in East Dunbartonshire's private rented sector, the Council and its partners encouraged members of the local private landlord forum to join the landlord accreditation scheme. This scheme enables landlords to access training, support, information, advice and assistance on a variety of issues associated with repairs and maintenance. It can also give reassurance to potential tenants that the landlord is reputable.

7.4 Key issues: sustainable communities

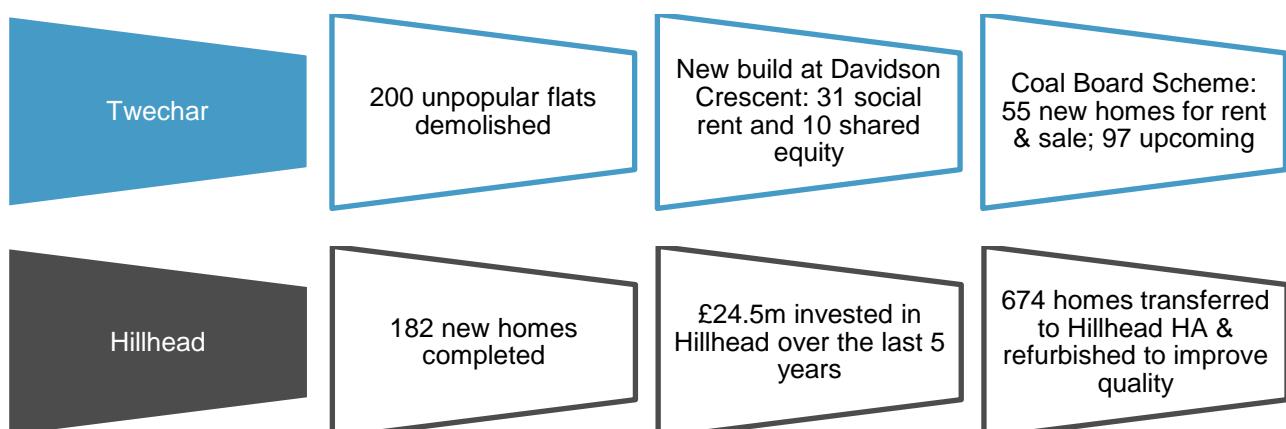
The promotion of mixed communities and regeneration of run-down areas continues to be a key area of work for the Council. Measures to reduce inequalities and disadvantage across East Dunbartonshire remain a key priority and are being led by the Community Planning Partnership. The clear intention is to move away from traditional service provision and tackle local issues with tailored local solutions. This approach makes local people central to the process and ensures solutions are tailored from a 'community' perspective. Examples of engagement and regeneration activity work include:



There are three main housing priorities. These reflect the Council's long-term commitment to delivering the Twechar housing regeneration proposals, transforming Town Centres through masterplanning and increasing the supply of affordable housing in the areas of greatest need. These are as follows:

- Area A: Regeneration/Masterplan Areas;
- Area B: Strathkelvin; and
- Area C: Bearsden and Milngavie.


There has been a volume of activity in both these areas over the last five years, supported by Regeneration Masterplans outlining the steps which were being taken to deliver housing led regeneration. The diagrams below outline the progress made in both of these communities.



The next phases of the regeneration in Twechar will continue into the next LHS.

7.5 Partnership and Stakeholder Engagement

Participants considered that housing condition and fuel poverty are still a main housing issues in East Dunbartonshire. This is a particular issue within the private sector, given the high proportion of dwellings in the private sector, and large, family-sized homes are seen as a special concern. The nature and scale of the challenges for the Council and its partners of tackling the problems associated with housing condition and fuel poverty were appreciated. These included engaging with private sector stakeholders, (i.e. owner occupiers, private landlords and private tenants) to inform, support and require them to maintain and improve the quality of the property. The group also noted that older owner occupiers, living in larger, family-sized properties may struggle to afford the repairs or improvements required for their property, and that there is a limited supply of smaller properties in the area for them to downsize to.

Consultation outcomes	Key issue: There needs to be consistent engagement with private sector stakeholders to provide information and advice to tackle poor condition and energy efficiency	Key issue: Greater awareness of the agencies and services available to deliver advice to tackle poor condition is required	Key issue: The greatest proportion of households experiencing poor house condition and energy efficiency are owner occupiers, making it difficult to tackle the issues
Key issue: Given the volume of older people in the area who are owner occupiers, this demographic may struggle with the affordability of repairs and improvements	Key issue: The limited supply of smaller properties in the area will make it difficult for owner occupiers to downsize their home which will be more manageable in terms of maintenance	Key issue: There needs to be a proactive approach in encouraging people to invest in their homes	

7.6 Priority 4 Outcomes

The options identified to deliver the outcome of, 'Address housing condition, fuel poverty regeneration' have all been designed with the principles of the Christie Commission in mind. Full details of these actions are contained in the outcomes tables, however a summary is outlined below:

Collaboration	Prevention	Performance
<ul style="list-style-type: none"> • Promotion of a masterplanned approach to regeneration of the Twechar area • Partnership working to promote placemaking in Auchinairn and Lennoxtown • Information and advice to enable tenants pursue enforcement action using the First-tier Tribunal for Scotland 	<ul style="list-style-type: none"> • Improve energy efficiency of housing stock: view to meeting EESSH by 2020 • Improve awareness of rights, responsibilities and support around property repair and maintenance, in order to sustain and improve quality of stock • Measure to encourage owners participation in common repairs 	<ul style="list-style-type: none"> • Reduce fuel poverty: • Provision of advice and support to enable households lower fuel costs • Development of bulk energy purchasing models, with a view to reducing fuel poverty

Outcome and action plan						
LHS priority 4: Address housing condition, fuel poverty regeneration						
Strategic outcome	Relevant indicators	Data type and source	Baseline (date)	Targets	National Outcome ¹	Timescale
4.1 Social housing stock meets the SHQS	1. % of dwellings that meet the SHQS 2. % of dwellings with abeyances or exemptions	3. SHR returns 4. SHR/Audit Scotland return	1. 100% largest RSLs 2. 91% EDC compliance (2015/16)	4. 100% all social housing providers	14, 10, 12	1. 2019
4.2 Social housing stock meets EESSH 2020 target	1. % of dwellings that meet the EESSH 2020 target	3. SHR returns; Audit Scotland return	3. c.28% – 48% of stock of the largest landlords	1. 100% compliance	14, 10, 12	1. 2020
4.3 Improve the energy efficiency of the housing stock	1. Social housing build to silver energy standard 2. Energy efficiency measures introduced to existing housing stock 3. No of private sector measure installed 4. No. of households provided with information and advice 5. Reduce fuel poverty	1. RSL/LA data (annual) 2. RSL/LA data (annual) 3. LA data (annual) 4. LA data (annual) 5. SHCS	2. 674 built to a high energy efficiency standard 3. £325k (£200k in Twechar, £125 in Hillhead) 4. 28% households, 40% pensioner households	1. All new/upgraded social housing 2. Fully spend HEEPS:ABS allocation: 70 EWI measures to be installed 3. 50 private sector measures to be installed 4. Households to be provided with information: 30 handbooks to be issued, 120 households assisted by telephone 5. Reduce	7, 14, 10, 12	1. Ongoing 2. Ongoing 3. Ongoing 4. Ongoing 5. 2022
4.4 Improve quality of the private sector stock	1. Review/update Scheme of Assistance 2. No. of private sector properties with serious disrepair or BTS 3. Enforcement orders used	1. EDC internal/ctte report 2. SHCS data, EDC data 3. EDC data	5. Scheme of Assistance guidance in place 6. Repairs needed to critical elements: 8% BTS : 5% 7. Enforcement orders: 0	1. Maximise the no. of owners in mixed tenure blocks supported by PSHG for planned renewal works 2. Reduce 3. No target	10, 12	1. 2017 2. Ongoing 3. Ongoing

Outcome and action plan

LHS priority 4: Address housing condition, fuel poverty regeneration

Strategic outcome	Relevant indicators	Data type and source	Baseline (date)	Targets	National Outcome ¹	Timescale
4.5 Continuously review areas of regeneration: a) Twechar b) Hillhead	1. Number of new homes completed 2. Number of homes modernised/improved 3. Overall SIMD ranking for the two most deprived data zones 4. No. of owners in mixed tenure blocks supported through SoA to participate in planned renewal works	1. RSL/LA data (annual) 2. RSL/LA data (annual) 3. SIMD data 2020 4. LA data (annual)	5. Hillhead: 0 new homes Twechar: 96 new homes 6. Hillhead: 674 improved, Twechar: 0 improved 7. Hillhead vigintiles range from 2 to 6, Twechar vigintiles 6 and 7 ¹¹ 8. 6 owners assisted (2013/14)	1. Improve SIMD ranking by 20% 2. Increase numbers supported	7, 10	1. Annual 2. 2020 3. Annual 4. Annual

Note 1: 7: reduce inequalities. 10: Well-designed suitable places. 12: Value and Enjoy our built and natural environment. 14: Reduce the local and global environmental impact of consumption

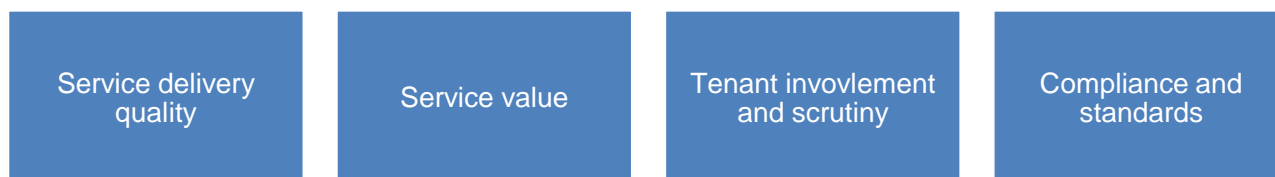
¹¹ EDC have used vigintiles, to provide a more detailed measure of level of deprivation. This divides the number of datazones by 20; so for example vigintile of 1 means an area falls within the 0-5% most deprived datazones, vigintile 2 in the 5-10% most deprived, and so on.

Strategic actions	Link to strategic objective	Partners
1. Ensure all Council stock meets EESSH by 2020, maintain the SHQS standard & monitor progress across local RSLs	4.2, 4.1	EDC, RSLs, SG
2. Promote the benefits of external wall insulation to the private sector including the details of funding sources that are available and the potential energy savings that can be made	4.1, 4.2, 4.3	EDC, RSLs, developers,
3. Increase public awareness of responsibilities for common/mixed tenure repair and maintenance and provide information on eligibility for grants	4.3, 4.4	EDC, RSLs, third sector (eg Shelter, CAB),
4. Continue to support the implementation of housing led regeneration activity within the Twechar Masterplan to increase the population in the area	4.5	Places for People, Scottish Government, EDC, CPP, developers
5. Review the Scheme of assistance to encourage more home owners to repair, maintain and adapt their homes	4.4	EDC, RSLs, third sector (eg Shelter, CAB), SAL
6. Provide early notification of common repairs/maintenance to encourage mixed tenure owners to participate in the Council programme	4.5, 4.1, 4.2	EDC, RSLs, third sector (eg Shelter, CAB), SAL
7. Inform private tenants of the role of the First-tier Tribunal for Scotland (Housing and Property Chamber), encouraging them to pursue enforcement action against landlords who fail to undertake essential repairs	4.4, 4.5	EDC, RSLs, third sector (eg Shelter, CAB), SAL
8. Continue to work in partnership to promote placemaking in Auchinairn and Lennoxton as part of a 'total place' approach to regeneration	4.5, 4.1, 4.2,	EDC, RSLs, Scottish Government, CPP, developers
9. Assess feasibility of energy supplier/RSL block purchase schemes to lower fuel costs to those in fuel poverty	4.3	EDC, RSLs, Home Energy Scotland, utilities companies, third sector (CAB, Shelter)
10. Work in partnership with Home Energy Scotland to establish a referral mechanism to provide energy advice for households within East Dunbartonshire	4.3, 4.4	EDC, RSLs, Home Energy Scotland, utilities companies, third sector (CAB, Shelter)
11. To work with partners to increase access to cheaper energy for fuel poor households in Twechar and Hillhead through targeted advice on payment methods, tariffs and provider discounts	4.5, 4.3, 4.4	Twechar Community Action, Developers, EDC, developers
12. Continue to support the implementation of housing led regeneration activity within the Hillhead area to increase the population in the area	4.5, 4.3, 4.4	EDC, Places for People, Scottish Government, CPP, developers,

8 LHS Priority 5: Improve service delivery, quality and value for money

8.1 LHS Context

This priority focusses on improving service delivery, quality and value for money. As the analysis below shows, these are real issues in East Dunbartonshire, particularly for the Council. The quality and value of service delivery is inextricably bound up with a number of the priorities in this LHS such as house condition, homelessness and even independent living. In order to successfully deliver this LHS, the Council recognises that there is a requirement for substantial improvements in performance in relation to a range of front line service indicators.



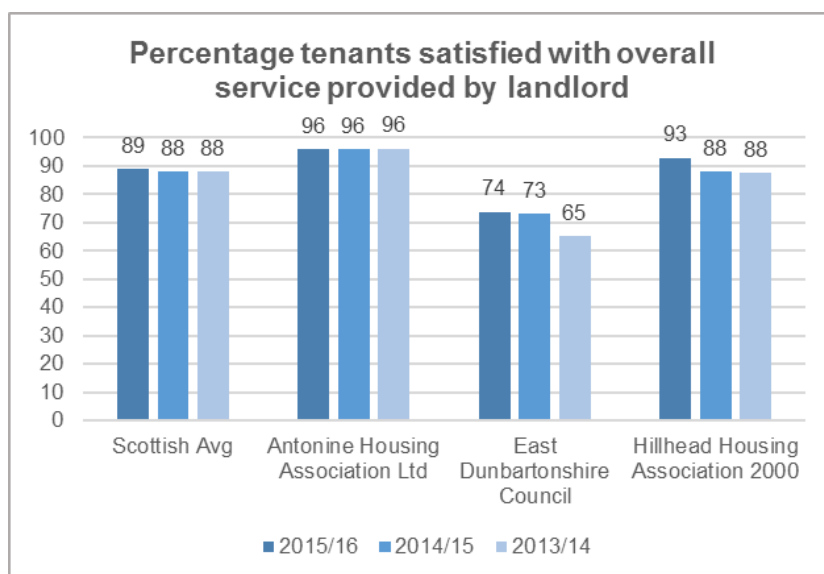
The rest of this section will outline the extent of the issue and begin to explore the development of strategic action to address the service quality gap.

8.2 Key issues: Service delivery quality - repairs

In recent years, issues of service delivery quality among East Dunbartonshire's social landlords have become increasingly pronounced due to a fall in performance in comparison to other landlords in Scotland. The largest social housing providers in the East Dunbartonshire area are:

- East Dunbartonshire Council
- Antonine Housing Association
- Hillhead Housing Association 2000

Key headlines to emerge from the 2015/16 ARC in terms of tenant satisfaction with landlord performance across the three largest East Dunbartonshire landlords are shown below, as well as the average satisfaction levels for all Scottish social landlords.

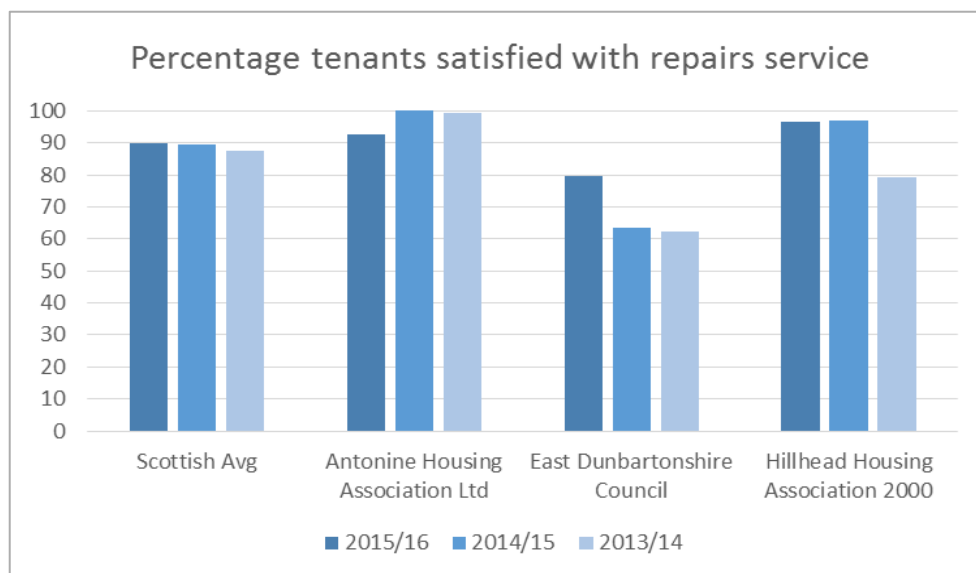


As can be seen from the graph on the left, Antonine HA and Hillhead HA 2000 are both performing on or above the national average for tenant satisfaction with the overall service provided by the landlord. The Council on the other hand has substantially poorer levels of satisfaction at 74% in 2015/16. This is a considerable improvement since 2013/14, but still means that the Council is 189th out of 193 landlords, and compares poorly against other local authorities in Scotland. Satisfaction levels therefore compare poorly with

RSLs and other Councils.

Analysis of a range of performance indicators, illustrate the drivers of dissatisfaction amongst tenants. Perhaps the strongest influencer of tenant satisfaction is the quality of a repair service. Where repairs are done quickly and to a high standard, overall tenant satisfaction tends to be high. Tenants of the three East Dunbartonshire

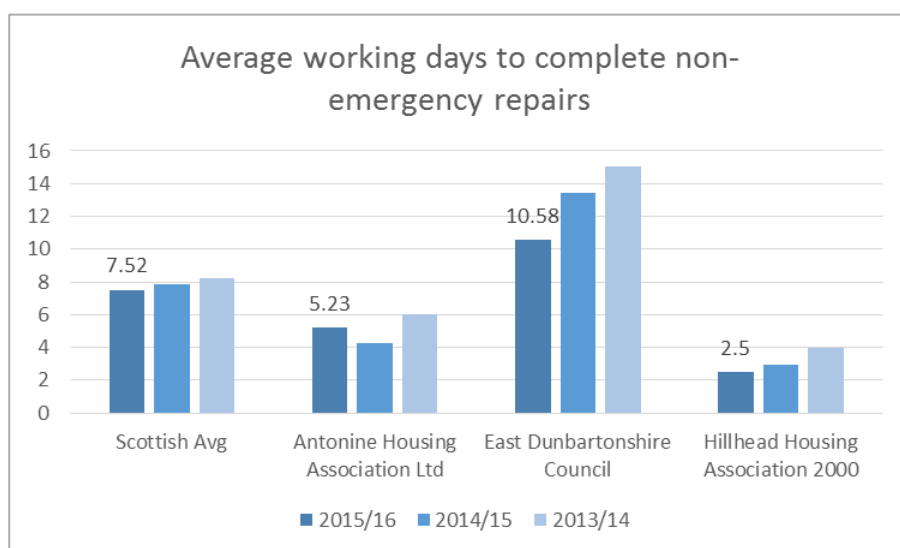
landlords expressed the following levels of satisfaction with the repairs service:



Both Antonine HA and Hillhead HA have satisfaction levels that exceed the Scottish average. In EDC only 79% of tenants are satisfied with the repairs service, somewhat lower than the Scottish average. However, this is a substantial 16 point improvement from the previous year at 63%, and it is important that

the Council continues this improvement in future years

A key element of this lack of satisfaction is likely to relate to the time taken to complete repairs. The chart below demonstrates the performance issues in this area:

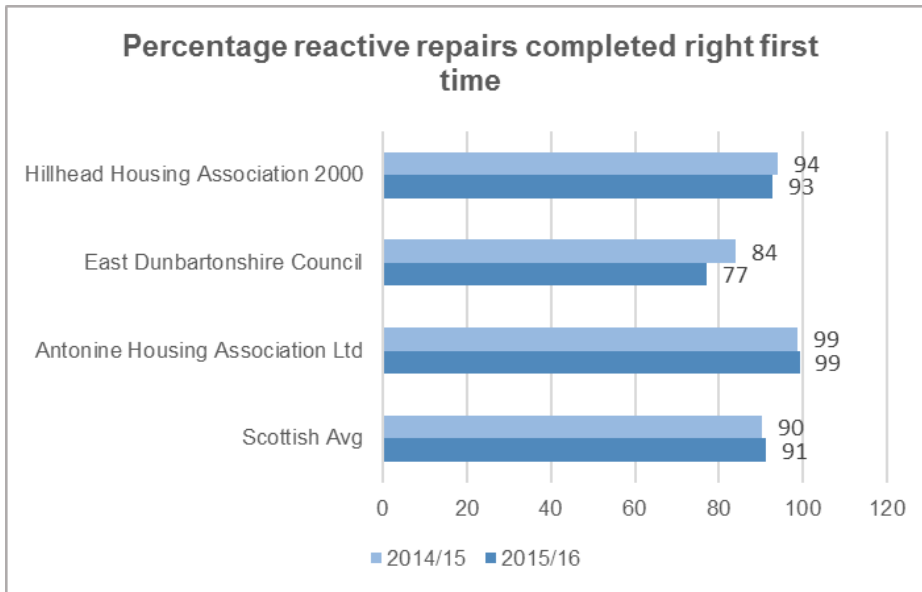


Antonine and Hillhead both perform substantially better than the national average. EDC's performance, while improving, is not as strong as the national average. The Council currently takes 10.58 days on average to carry out non-emergency repairs. This is twice the time it takes Antonine H.A and four times the time it takes Hillhead HA.

This is an improvement in performance from the previous year, but still leaves the Council substantially above the Scottish average

and in the bottom quartile for performance at 176th of 193 landlords and in the bottom half of Councils.

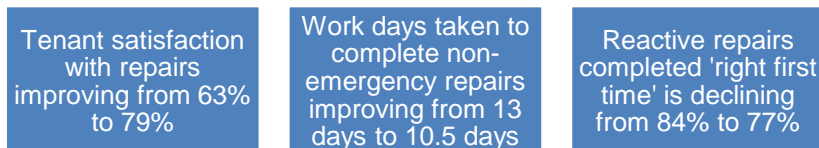
Another key element of performance that influences tenant satisfaction with housing services', is the quality of the repair. The key question being, are repairs being completed 'right first time'? Analysis of the ARC returns for the past two years shows that, while Hillhead and Antonine HAs are performing strongly, EDC performance is declining sharply.



The graph shows that almost 1 in 4 repairs carried out by the Council are not carried out 'right first time'. This will have a significant impact on tenant satisfaction, but it also has a major financial impact as almost 25% of reactive repair jobs require unnecessary follow on work. This could put significant strain on the HRA as well as compromising tenant satisfaction.

It also means that on this indicator EDC is 190th from 193 landlords.

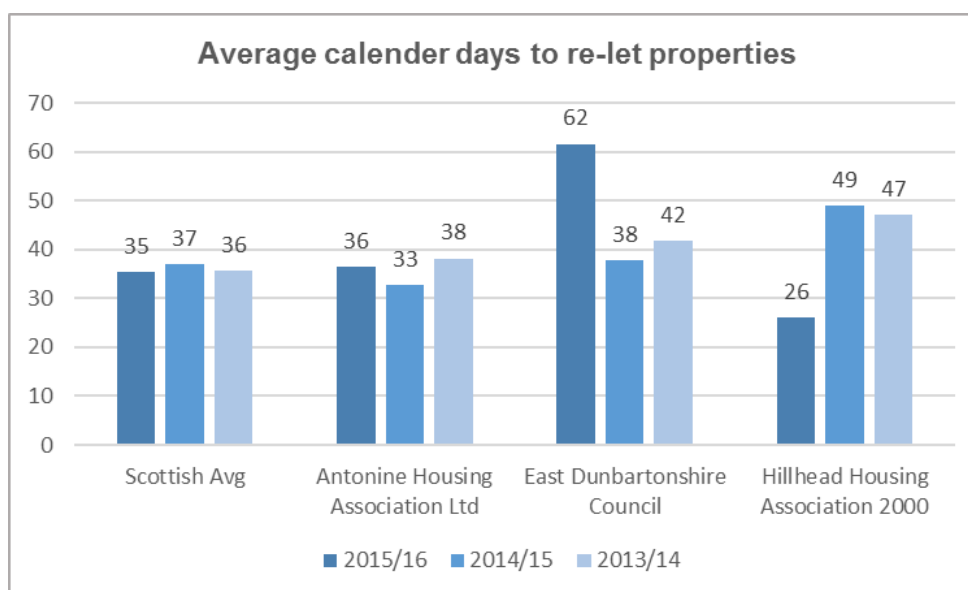
This results in an overall mixed picture concerning the overall quality and service delivery that EDC is able to provide in relation to repairs as follows:



Extensive stakeholder engagement/consultation has taken place in the preparation of the LHS and during this process, it was recognised by all, that there has been substantial change in the service delivery infrastructure relating to the repairs service. Repairs are no longer reported through a dedicated 'repairs line' but through a corporate call centre which deals with all calls received by the Council. It is possible that the transition to a new model of working has had a negative impact on service performance. This impact should be assessed and addressed in order to improve customer experience. It is also recognised that consideration needs to be given to contractor performance, given the high failure rate on the 'right first time' indicator. Such a failure rate is bound to contribute to a negative perception of the service as a whole and will be very costly in financial terms. It is recognised that it is important that the high level of service delivery and satisfaction provided by the other East Dunbartonshire landlords is matched by the Council. Suggested improvement actions are contained later in this chapter.

8.3 Key issues: Service delivery quality – voids

A key area of service delivery relates to void management. As mentioned earlier in the LHS, given the shortage of available affordable housing across East Dunbartonshire, it is of great importance that void management systems are sound and deliver a quick turnaround of empty properties to maximise available housing supply. A key element of void management is the time taken to re-let a property once it becomes vacant. The graph below shows the comparison of East Dunbartonshire landlords across the past three years.



Whilst Antonine is around the Scottish average and Hillhead is significantly better than the Scottish average the Council is substantially poorer than the Scottish average at 61.59 days per let.

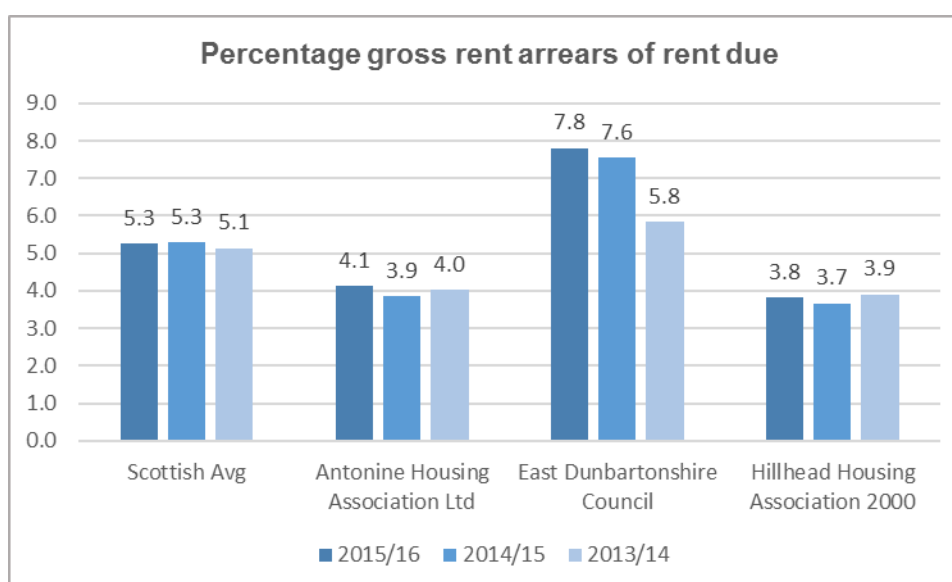
This again places the Council in the bottom performance quartile at 175th from 193 landlords.

It is worthy that in 2014/15 the Council was performing around

the Scottish average, however there was been a sharp decline in 2015/16. It will be important to explore and diagnose the drivers behind this sudden drop in performance. This performance has a number of relevant impacts. First, it slows down housing supply in a context where affordable supply is limited in the extreme. Second, it represents a significant loss of revenue in terms of rent loss as a result of the property being void.

It is important that we give consideration to carrying out a void process review in order to identify the points in the process where additional time is being lost and plan interventions to drive performance improvements. A plan needs to be put in place to restore re-let timescales to around the Scottish average. This essentially means halving the current re-let timescale.

8.4 Key issues: Service delivery quality – arrears



Similar performance issues can be seen when the issue of rent arrears collection is considered.

Both Antonine and Hillhead are substantially below the Scottish average.

The Council however, has seen steadily worsening performance in rent arrears across the past three years.

Interestingly, in 2013/14 the Council was

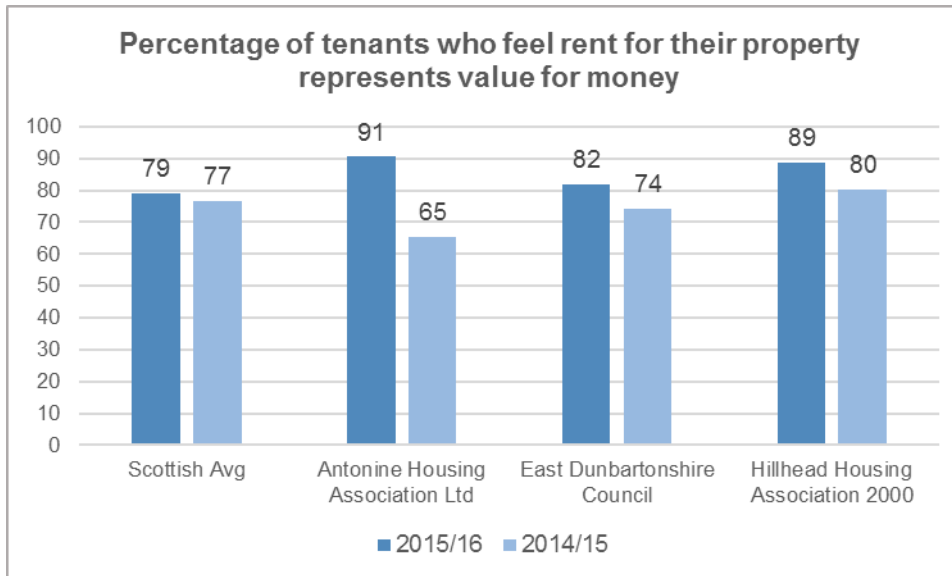
marginally higher than the Scottish average, however the figure has grown substantially over the past two years. The major change seems to have taken place between years 2013/14 and 2014/15, when arrears

rose from 5.83% to 7.6%. It is important to consider what changes to our operating environment and organisational infrastructure may have occurred which might explain this change.

We recognise the importance of examining the arrears systems, processes in place and also making sure that there is secure corporate connection between housing and legal services, in order to effectively address arrears at the Council.

8.5 Key issues: Value for money

All three East Dunbartonshire RSLs are showing positive ratings for tenants' perception of whether their rent represents good value for money.



All three are above the Scottish average and all three have improved between 2014/15 and 2015/16. This is understandable given the very high costs of housing in the private sector in East Dunbartonshire and places all three landlords in the top half of performers across the country. Having said we recognise this, there are issues of VFM as outlined earlier in this chapter such as:

- Almost 25% of Council reactive repairs not completed right first time and the associated cost of this;
- Rent loss associated with an inordinate re-let time; and
- Increasing rent arrears at EDC which represent a loss to the HRA and a cost to paying tenants.

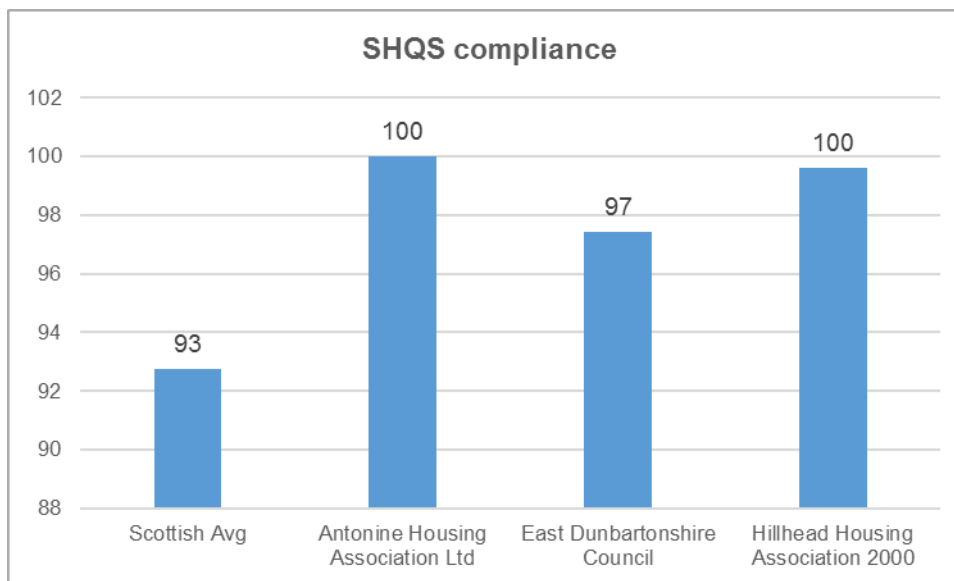
Despite the strong performance in this area, issues of value remain of concern.

8.6 Partnership and Stakeholder Engagement

Extensive stakeholder engagement/consultation has taken place in the preparation of the LHS. The stakeholder groups considered the objective “delivering best value services” and determined that it should be introduced as a new priority area in the Local Housing Strategy. It was recognised that service quality and value had associated impacts on housing supply, housing condition and potential homelessness services as well. Given concerns around levels of performance, it was felt appropriate to include delivering best value services in the LHS. It was agreed that the key issues that drive the need for action against this priority are as follows:

<h2>Consultation Views</h2>	<p>Key issue: Concentrations of stock in lower demand or deprived areas may affect the overall measures of tenant satisfaction with their home and neighbourhood</p>	<p>Key issue: Generally, housing association stock tends to be more recent in terms of the build and this is reflected in better condition of the stock: See comment below.</p>	<p>Key issue: Lower satisfaction rates among Council tenants is being impacted on by wider resource pressures and corporate service changes</p>
<p>Key issue: There needs to be a focus on wider satisfaction measures, e.g. neighbourhood, and implementing a consistent approach to measuring resident satisfaction, e.g. linking housing to corporate level measures</p>	<p>Key issue: The service delivery quality focus of the LHS needs to be tenure wide due to the poor quality private stock in addition to the Council stock</p>	<p>Key issue: There needs to be a closer examination of achieving value for money for Council tenants in relation to the impact on service delivery quality</p>	

It is interesting that the consultation views indicated that Housing Association stock was likely to be in better condition than Council stock and this might in part explain the performance differences. However, the graph below indicates significant progress in relation to stock condition across landlords. Indeed, all three landlords are significantly above the Scottish average in terms of SHQS compliance. In addition, both Antonine and Hillhead were stock transfer RSLs, so while they have a higher compliance rate it is not necessarily a material explanation for the performance differences outlined earlier in this chapter.



We recognise that there are substantial responsibilities that flow from the Scottish Social Housing Charter and from the Scottish Government guidance on the Housing Revenue Account to ensure quality and value for money in housing services. This LHS priority is designed to provide added impetus to address these issues.

A detailed review through a series of workshops identified specific options that were considered both impactful and feasible over the LHS period; these are outlined in the section below.

8.7 Priority 5 Outcomes

The options identified to deliver the outcome of, 'Improving Service Delivery' have all been designed with the principles of the Christie Commission in mind. Full details of these actions are contained in the outcomes tables, however a summary is outlined below:

Collaboration	Prevention	Performance
<ul style="list-style-type: none"> • Enhance the role of the tenant scrutiny panel with a particular focus on housing repairs and the VFM offered to tenants by the HRA • Involve tenants in a range of ways to inform and influence decisions in relation to Housing Services 	<ul style="list-style-type: none"> • Implement EDC tenant satisfaction action plan, target performance improvements • Re-establish the Housing Policy & Performance Steering Group • Use the SG HRA Guidance to review the transparency, VFM & service performance offered to tenants from housing and corporate services within EDC • Review and improve the effectiveness of procedures, staffing resources and corporate support services in relation to (i) void management; and (ii) rent arrears management 	<ul style="list-style-type: none"> • Scenario test the impact of a range of business improvement options on the financial position of the HRA & build a business case for investment • Review the service agreement offered by the customer contact centre to improve processes for reporting housing repairs • Develop a business case to support the delivery of a new integrated Housing Management Information System • Review Council stock sustainability for the most poorly performing Council stock and develop options for dealing with this stock in order to improve the performance of the entire asset base

Outcome and action plan

LHS priority 5: Improving service delivery, quality and value for money

Strategic outcome	Relevant indicators	Data type and source	Baseline (date)	Targets	National Outcome ¹	Timescale
5.1 High levels of satisfaction with overall service provided by all East Dunbartonshire based landlords	3. ARC Indicator 1 – Percentage tenants satisfied with overall service provided by landlord	1. Scottish Housing Regulator ARC data	1. Antonine HA 2015-16 – 96% 2. EDC 2015-16 – 74% 3. Hillhead HA 2000 – 2015-16 – 93%	1. All EDC based landlords to exceed the Scottish average		1. 2017-18
5.2 Repairs completed 'right first time' by East Dunbartonshire landlords	3. ARC Indicator 13 – Percentage Reactive Repairs completed right first time	1. Scottish Housing Regulator ARC data	1. Antonine HA 2015-16 – 99% 2. EDC 2015-16 – 77% 3. Hillhead HA 2000 – 2015-16 – 93	1. All EDC based landlords to exceed the Scottish average		1. 2017-18
5.3 Effective Void Management delivery	5. ARC Indicator 35 – Average calendar days to re-let properties 6. Completion of a review of void management process across the Council	1. Scottish Housing Regulator ARC data 2. Committee Report	1. Antonine HA 2015-16 – 36 days 2. EDC 2015-16 – 62 days 3. Hillhead HA 2000 – 2015-16 – 26 days	1. All EDC based landlords to be below the Scottish average of 35 days 2. Improved void management procedures introduced		2. 2017-18
5.4 Improved arrears collection rates	5. ARC Indicator 31 – Percentage gross rent arrears of rent due 6. Completion of a review of arrears management process across the Council	1. Scottish Housing Regulator ARC data 2. Committee Report SBC data	1. Antonine HA 2015-16 – 4.1% 2. EDC 2015-16 – 7.8% 3. Hillhead HA 2000 – 2015-16 – 3.8%	1. All EDC based landlords to be below the Scottish average of 5.3% 2. Improved arrears management procedures introduced	2.	1. 2017-18 3.
5.5 Sustainability plan for poorly performing Council stock	5. ARC Indicators	1. Scottish Housing Regulator ARC data	1. NA	1. Options for performance improvement developed 2. Options for performance improvement implemented		1. 2017-18

Outcome and action plan

LHS priority 5: Improving service delivery, quality and value for money

Strategic outcome	Relevant indicators	Data type and source	Baseline (date)	Targets	National Outcome ¹	Timescale
5.6 Enhanced value for money, transparency and service performance	1. ARC indicators 2. HRA Guidance compliance	1. Scottish Housing Regulator ARC data 2. Corporate Budgets	1. ARC indicators (2015/16)	1. Improve ARC indicators to peer group/Scottish average		1. 2017-18

1: Key

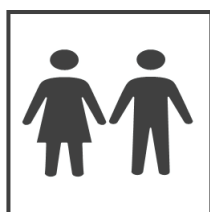
National Outcomes: 7: Reduce inequalities. 10: Well-designed suitable places. 12. Value and Enjoy our built and natural environment. 15: Our people are able to maintain their independence as they get older and are able to access appropriate support when they need it.

Strategic actions	Strategic outcome	Partners
1. Implement the EDC Tenant Satisfaction Survey Action Plan, targeting performance improvements in housing service delivery	5.1, 5.2 5.3, 5.4, 5.5, 5.6	EDC
2. Re-establish the Housing Policy & Performance Steering Group to monitor, review and enhance Council compliance with statutory duties, national policies and targets, performance standards and the housing regulatory framework	5.5, 5.6	EDC
3. Enhance the role of the tenant scrutiny panel with a particular focus on housing repairs and the value for money offered to tenants by the Housing Revenue Account	5.2, 5.6	EDC, Tenants
4. Continue to involve tenants in a range of ways to inform and influence our decisions in relation to Housing Services	5.5, 5.6	EDC, Tenants
5. Use the Scottish Government's HRA Guidance to review the transparency, value for money and service performance offered to tenants from housing and corporate services within East Dunbartonshire Council	5.6	EDC, SG
6. Scenario test the impact of a range of business improvement options on the financial position of the Housing Revenue Account and build a business case for investment	5.6	EDC
7. Review Housing Revenue Account performance and spending priorities to explore opportunities to provide new or enhanced services if appropriate	5.5, 5.6	EDC
8. Review and improve the effectiveness of procedures, staffing resources and corporate support services in relation to (i) void management; and (ii) rent arrears management	5.3, 5.4	EDC
9. Following the outcomes of the tenant satisfaction survey, review the service agreement offered by the customer contact centre to improve processes for reporting housing repairs including options for (i) dedicated resources; (ii) specialist training; (iii) diagnostic tools to assess service response and improve reporting accuracy	5.1, 5.3	EDC, Tenants
10. Improve the post inspection and tenant evaluation framework for both planned and response maintenance to improve service and customer outcomes	5.1	EDC, Tenants
11. Review the Allocations Policy to reflect changes in legislation and the impact of welfare reform	5.6	EDC, Tenants
12. Develop a business case and implementation plan to support the delivery of a new integrated Housing Management Information System	5.5, 5.6	EDC
13. Review Council stock sustainability for the most poorly performing Council stock and develop options for dealing with this stock in order to improve the performance of the entire asset base	5.5	EDC

9 Delivering LHS Outcomes

9.1 Implementation

Our approach to delivering LHS outcomes will conform to the objectives of the Christie Commission so that there is clear synergy with public sector reform principles and the delivery plan for improving the operation of the housing system in East Dunbartonshire. Christie Commission objectives in the context of the East Dunbartonshire LHS are as follows:

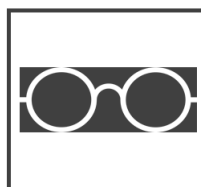


Collaborative

Housing and related services will be built around people and communities, their needs, aspirations, capacities and skills, and work to build up their autonomy and resilience. We will work effectively with partner stakeholders to achieve outcomes specifically, by delivering integrated services which help to secure improvements in the quality of life, and the social and economic wellbeing, of people and communities

Preventative

We will actively seek to prioritise prevention, reduce inequalities and promote equality.



Performance

We will constantly seek to improve performance, reduce costs and be open, transparent, accountable and continuously improving

9.2 Delivery

The LHS provides a strategic framework for improving the operation of the housing system in East Dunbartonshire, so that housing needs and demands can be met effectively, the quality of the housing stock can be improved, and the structure of the stock can best meet changing needs and aspirations.

The outcomes in the LHS are best delivered through a managed network of strong partnerships. The LHS Strategic Implementation Group (SIG) will monitor the implementation of the LHS outcomes on a regular basis, and will be instrumental in ensuring the actions agreed with the range of LHS partnerships are delivered. The Group will drive forward LHS delivery through a number of specialist Working Groups. These have been formed to tackle specific housing issues and imbalances in East Dunbartonshire.

Planning Partnerships	Implementation partnerships	Delivery
<ul style="list-style-type: none"> • Planning Partnerships • Community Planning and Partnerships • GCV Housing Market Partnership • GCV LHS Group • Scotland's Housing Network LHS Practice Exchange Forum • Tenant Participation Working Group • Health and Social Care Partnership 	<ul style="list-style-type: none"> • LHS Strategic Implementation Group • Affordable Housing Steering Group • Homelessness Interagency Forum 	<ul style="list-style-type: none"> • Delivery Partnerships • Twechar Regeneration Group • Housing Association Forum • Private Landlord Forum • Home Energy Scotland • Energy Saving Trust • Care and Repair East Dunbartonshire • Health and Social Care Strategic Planning Group • Place Standard Engagement

The Strategic Development Group will focus on promoting the delivery of the housing supply. This is a corporate group (with representation including infrastructure, planning, housing, and environmental services) which meets frequently, with a view to identifying early actions to secure land supply and enabling housing development to proceed effectively and efficiently.

LHS Working Groups are in place to coordinate activity and promote positive partnerships. The Working Groups will be responsible for coordinating partnerships contributions and implementing the range of actions set out in each of the outcomes tables.

9.3 Monitoring Progress

The outcomes framework is presented at a strategic level. It clearly sets out the outcomes for the LHS, together with the high level inputs, indicators and targets that underpin its successful delivery. It is acknowledged that the outcomes tables will develop over the life of the LHS, as new priorities for action emerge, legislation is implemented, or resource frameworks change. The Council will continue to work with its strategic partners to ensure that the LHS provides an effective response to housing system issues over time.

Following the launch of the LHS, a set of delivery plans will be developed. The delivery plans provide the detailed programme of action required to achieve each of the outcomes in the LHS; to drive implementation; and facilitate monitoring, evaluation and review.

The LHS will be monitored annually against the delivery plans, to ascertain progress and to enable remedial actions to be instigated promptly should they be required to ensure the milestones set out in the delivery plans are achieved, and that services/partners are on track to deliver specific LHS objectives. The LHS strategic outcomes and delivery plans will be reviewed annually by the LHS Working Groups.

The LHS indicators will also feed directly into the implementation of the East Dunbartonshire Single Outcome Agreement, which sets out how local priorities will deliver the 16 National Outcomes for Scotland. Progress on the implementation of the LHS will be reported annually to the Scottish Government as part of the Council's LHS update responsibilities. Regular reporting to Committee will be undertaken to detail the resource impacts of specific capital projects and initiatives. The Chief Executive of East Dunbartonshire Council will have ultimate responsibility for the delivery of the LHS.

9.4 Resources

While the Local Housing Strategy sets out an ambitious framework for action, investment and partnership to meet housing need in East Dunbartonshire, it must be set in the context of the financial pressures facing the Council and its partners. The implementation of the LHS is subject to considerable challenge given the reductions in grant support for public bodies and the consequential requirement for savings; the welfare reform agenda; continuing economic recovery and the unknown impacts of factors such as Brexit. This takes place within a context of increasing need for public services; and a sustained need and demand for affordable housing locally.

Based on the Local Government Finance Settlement, the Council has assumed that the 2016/17 total general revenue grant, together with ring-fenced funding and non-domestic rates, provides total grant funding of £182.9M. The savings target for 2016/17 was around £9.9m.

East Dunbartonshire therefore continues to face significant and on-going financial challenges. Given the prospect of further funding financial restrictions and unavoidable pressures, it is essential that measures are put in place to deliver a sustainable financial environment and implement savings in a way that promotes financial efficiency. The Council has therefore, endorsed the continuation of the Strategic Planning and Performance Framework as the preferred mechanism to deliver transformational change and financial efficiency. The cornerstone of this framework is a hierarchical approach to the transformation and budget reduction strategy. This clearly sets out the approach that will be taken to achieving budget savings:

- Maximise every opportunity to deliver internal efficiencies;
- Reduce demand (and therefore costs) through early intervention/prevention strategies; and
- Consider make/buy options (informed by benchmarking and competitive analysis).

There is a complex financial framework for LHS implementation across the Council and its partners, including both capital and revenue resources as set out below. The extent of resources available is substantial, comprising elements such as staff, organisational capacity, land, the existing housing stock, as well as finance. The LHS must promote partnership working to maximise the impact of these resources and deliver LHS outcomes:

<i>LHS Outcome</i>	<i>Resources</i>
1. Enable a suitable, efficient and affordable supply of housing	Housing Revenue Account (CFCR) Scottish Government AHIP Subsidy RSL Private Sector Borrowing 2nd Homes Council Tax Levy Commuted Sums Local Authority Borrowing, PWLB Scottish Water Grant Funding Private Developers (NHT)
2. Enhance the role of housing options in preventing homelessness	EDC General Funded Homeless Services Partnership Working Private Sector Landlords, Private Developers (NHT) Voluntary Organisations,
3. Encourage independent living	EDC General Funded Social Work Budgets Health & Social Care Partnership Funding NHS Mental Health Service Funding Learning Disability Service Funding Voluntary Organisations

4: Address housing condition, fuel poverty and regeneration	Scottish Government and UK Government Initiatives Funding, Public Utilities NHS and RSL Funding Private sector owners and landlords, Private sector lenders
5: Improve service delivery, quality and value for money	Housing Revenue Account RSL Business Plans General Fund

Welfare Reform

Cuts in public sector resources will have a considerable impact on individual residents in East Dunbartonshire, some of whom are the most vulnerable in society. Welfare Reform will reduce resources for many households, and the lack of appropriate, affordable housing to meet increasing demand will mean that many homeless people will stay in temporary accommodation for longer periods of time. Measures to address under-occupation may increase costs for the landlords, through capital works, incentives and, potentially, voids supply and demand restructures.

However, the impact of welfare reform, including introduction of Universal Credit (UC), has financial implications and poses risks to the rental income of social landlords, in addition to the impact that reductions to household incomes has on local households and the economy. In particular, the impact of direct payment of housing costs to tenants carries significant risks for the social housing sector. Reforms pose potential costs for landlords, such as incentives for downsizing to improve the effective use of social rented stock.

The extent of the impact of welfare reform is still to be fully quantified. However, estimates have been developed by the Scottish Parliament¹². These indicate that the impact of the pre-2015 reforms¹³ are in the region of £1,600M pa for Scotland as a whole, with the estimated impact in East Dunbartonshire at £22M a year. Further work has been undertaken to estimate the impact of the reforms introduced since 2015¹⁴. This analysis suggests that by 2020-21, Scottish claimants can expect to lose just over £1bn a year as a result of the post-2015 reforms. While in East Dunbartonshire the loss is estimated at around £13M a year over the same period.

Affordable Housing Supply Programme

Investment in new affordable housing supply in East Dunbartonshire is supported by grant subsidy from the Scottish Government's Affordable Housing Supply Programme. Based on updated SHIP projections for 2017-22, total investment in the delivery of new affordable housing will exceed £46M: £20M of which is Council house building, and £26M is the local housing association development programme. The estimated

¹² 2014 report: http://www.parliament.scot/S4_Welfare_Reform_Committee/Reports/wrR-14-05w.pdf;
2016 report: <http://www.gov.scot/Resource/0047/00477917.pdf>

¹³ The pre-2015 welfare reforms affect: Housing Benefit: LHA, Non-dependent deductions (ie increases in the deductions from Housing Benefit, Council Tax benefit and other income based benefits in relation to non-dependents), household benefit cap, Disability Living allowance, Incapacity benefits, Child Benefit, Tax Credits, and 1 per cent up-rating. See the 2014 report for more details

¹⁴ The post-2015 welfare reforms affect: Universal Credit work allowances, Tax Credits, Mortgage interest support, LHA cap in the social rented sector, Housing Benefit: 18-21 year olds, Employment and Support Allowance, Benefit cap, Benefit freeze. See the 2016 report for more details

number of completions over this period is 971. The bulk of these are scheduled for social rent (66%), with the others for mid-market rent (19%) and for low cost home ownership (15%). This programme will be funded through the Affordable Housing Supply Programme, with additional resourcing generated from a range of sources including prudential borrowing, the affordable housing policy (in particular by developer contributions and commuted sums), and Council tax second homes levies.

The Scottish Government has launched More Homes Scotland, its commitment to increase the supply of affordable housing across all tenures. This includes an increase in the housing grant for the next five years, which has accommodated both an increased overall funding level and an increased subsidy per dwelling; a new rural housing fund, and support for both mid-market rent and private rent; as well as a reformed Help to Buy which increasingly targets resources at the affordable end of the housing market. Underpinning these resources are commitments to unlock housing development through injections of investment in physical and market infrastructure. While these are welcome developments, the impacts of the recession on the local housing system and the challenges that welfare reform will place on the operation of social landlords in general, and specialist providers in particular, continue to limit the extent to which social landlords are able to deliver the challenging Housing Supply Targets set within the LHS.

Projected available resources

The resources needed to deliver the LHS are shared across a number of partners including, the Scottish Government, the local authority, RSLs, the independent sector, private sector and public bodies such as the Health and Social Care Partnership. In terms of public sector resources, it is difficult to predict levels of future available funding, particularly given uncertainty around public sector spending cuts, Scottish Government housing investment levels and welfare reform impacts.

This section sets out the various resource options that the Council relies on to deliver the LHS. The projections generally reflect five year projected funding positions, based on the 2016/17 budget profile but will be subject to on-going review as the LHS is implemented. LHS targets and outcomes will be adjusted as the resource framework for the delivery of housing and related services develops over the next five years.

Table 9.1 sets out EDC's General Fund provision as related to housing expenditure. Some £18.4m over the next 5 years can be attributed to housing-related expenditures, including £13m to homelessness and temporary accommodation, £0.3m to housing support, £1.3m to the scheme of assistance and £2.25m to private sector disable adaptations.

Table 9.1: EDC Projected General Fund expenditure, 2017-2022

Council General Fund spend category	Total projected expenditure 2017-22 (£)
Homelessness and Temporary Accommodation	
Homelessness Assessment and Housing Options (incl info and advice)	462,870
Temporary accommodation (general needs: leased, PSL, EDC)	8,786,425
Managed projects (e.g. hostels, supported accommodation)	3,138,650
B&B	325,000
Furniture Project	206,420
Housing Support Services	
External providers: commissioned services	300,000
Private Sector Housing (inc Scheme of Assistance)	
Private landlord registration	191,215
Scheme of Assistance	1,303,455
Private sector disabled adaptations	2,250,000
Rent Deposit Guarantee Scheme	194,195
Care & Repair	1,220,000

CTR Levy to tackle empty homes	750,000
Total General Fund resources	18,378,230

Source: General Fund Budget Allocation 2015/16 (include staff costs, property costs, admin, grant contributions)

As well as substantial EDC investment in the delivery of housing and related services, the two main RSLs in East Dunbartonshire will also invest heavily both in terms of stock improvements and in the delivery of frontline services. In total, **over the next five years, the three main social landlords are projected to spend over £80m**, with nearly £52m devoted to the delivery of housing related services through revenue funding and £28.5m to be invested in stock improvement through capital funding. Some £16.6m of this expenditure will be made by the RSLs: with £12.1m as revenue, and £4.5m capital investment.

Table 9.2: Projected HRA expenditure, 2017-22		
	Expenditure Category	Total projected expenditure (£)
Revenue	Housing management and maintenance	50,936,282
	Housing support	813,451
Capital	Planned maintenance: SHQS	14,764,585
	Planned maintenance: EEESH	11,613,434
	Disabled adaptations	1,750,000
	Regeneration or wider role activity	450,000
Total projected expenditure (2017-22)		80,327,752

Source: RSL 5-year business plan and SHIP projections (Antonine HA, EDC, Hillhead HA 2000)

This public sector investment in the delivery of housing and related services in East Dunbartonshire supports the local economy and employment in the public, private and independent sectors.

The value and impact of private sector housing investment is too complex to quantify but is substantial in both, through its impact in addressing housing need and contributing to the local economy.

9.5 Supporting documents

A number of documents evidence and support the LHS.

- East Dunbartonshire LHS briefing paper on house condition, fuel poverty and regeneration, 2016
- East Dunbartonshire LHS briefing paper on housing supply, 2016
- East Dunbartonshire LHS briefing paper on homelessness and housing options, 2016
- East Dunbartonshire LHS briefing paper on independent living, 2016
- East Dunbartonshire LHS briefing paper on service delivery, quality and VFM, 2016
- Glasgow and the Clyde Valley Housing Need and demand Assessment (HNDA2)
- Single Outcome Agreement 2015-18
- East Dunbartonshire Housing Contribution Statement March 2016
- Strategic Plan 2015-2018 Health and Social Care Partnership
- Gypsy/Travellers Desktop Study, November 2015, for the Glasgow, Clyde Valley and Ayrshire authorities
- Strategic Housing Investment Plan 2015/16 to 2020/21, and 2016 update
- East Dunbartonshire Council Scheme of Assistance
- Sustainability and climate change framework
- Carbon Management Plan
- Procurement Strategy
- Local Biodiversity Action Plan 2017-2021

9.6 Abbreviations used in the LHS

Abbreviations	Explanation
AHIP	Affordable Housing Investment Programme
AHSP	Affordable Housing Supply Programme
ARC	Annual Return on the Scottish Social Housing Charter
BTS	Below Tolerable Standard
CAB	Citizens Advice Bureau
CACI	Californian Analysis Center Incorporated (original name)
CHMA	Centre for Housing Market Analysis (Scottish Government)
CHR	Common Housing Register
CPO	Compulsory Purchase Order
CPP	Community Planning Partnership
CSCO	Carbon Saving Communities Obligation
ECO	Energy Company Obligation
EDC	East Dunbartonshire Council
EESHS	Energy Efficiency Standard for Social Housing
EPC	Energy Performance Certificate
EqIA	Equalities Impact Assessment
EST	Energy Savings Trust
GCV	Glasgow Clyde Valley
HAG	Housing Association Grant
HCS	Housing Contribution Statement
HEEPS-ABS	Home Energy Efficiency Programmes Scotland – Area Based Scheme
HES	Home Energy Scotland
HHCRO	Home Heating Cost Reduction Obligation
HL1	Statutory Data Recording System for Homeless Applications in Scotland
HNDA	Housing Needs and Demand Assessment
HRA	Housing Revenue Account
HST	Housing Supply Target
IJB	Integrated Joint Board
ICF	Integrated Care Fund
JSNA	Joint Strategic Needs Assessment
LDP	Local Development Plan
LHA	Local Housing Allowance
LHS	Local Housing Strategy
LLP	Local Lettings Plan
MMR	Mid-Market Rent
NHER	National Home Energy Rating
NHS	National Health Service
NRS	National Records of Scotland
PREVENT1	Scottish Government Data Recording System for Housing Options in Scotland
PSHG	Private Sector Housing Grant
RHI	Renewable Heat Incentive
RoS	Registers of Scotland

Abbreviations	Explanation
RSL	Registered Social Landlord
SAL	Scottish Association of Landlords
SCP	Strategic Commissioning Plan
SDP	Strategic Development Plan
SDS	Self-Directed Support
SEA	Strategic Environmental Assessment
SHCS	Scottish House Condition Survey
SHIP	Strategic Housing Investment Plan
SHQS	Scottish Housing Quality Standard
SHR	Scottish Housing Regulator
SHS	Scottish Household Survey
SIMD	Scottish Index of Multiple Deprivation
SOA	Scheme of Assistance
SOA	Single Outcome Agreement