

East Dunbartonshire Council Housing Services

Local Housing Strategy Annual Update 2019





Contents

Introduction	3
1. Local Housing Strategy including Guidance and Updates	3
2. Legislative and Strategic Context	5
Local Housing Strategy Priority Outcomes	6
3. Priority 1: Enable a suitable, efficient, affordable supply of housing	6
4. Priority 2: Enhance the role of housing options in preventing homelessness	12
5. Priority 3: Encourage independent living	13
6. Priority 4: Address housing condition, fuel poverty, regeneration	13
7. Priority 5: Improving service delivery, quality and value for money	13
Appendix 1: Actions	14
Priority Outcome 1: Affordable housing	14
Priority Outcome 2: Housing options	17
Priority Outcome 3: Independent living	24
Priority Outcome 4: Housing condition/fuel poverty	29
Priority Outcome 5: Service delivery	34
Appendix 2: Strategic Outcomes	41
Priority Outcome 1: Affordable housing	41
Priority Outcome 2: Housing options	41
Priority Outcome 3: Independent living	42
Priority Outcome 4: Housing condition/fuel poverty	43
Priority Outcome 5: Service delivery	44
Appendix 3: Legislation, Policies and Strategies	45



Introduction

1. Local Housing Strategy including Guidance and Updates

- 1.1. 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. The LHS provides the strategic direction, together with policies and plans to enable the Council and its partners to invest in the delivery of high quality affordable housing and housing related services, across all housing tenures, to meet identified need. There is 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.
- 1.2. This is the first LHS Annual Update since the production of the LHS 2017-2022. The LHS vision is:

“Every person in East Dunbartonshire has a home which is affordable, suitable and offers quality both now and in the future”.
- 1.3. The LHS has five priority outcomes which will be delivered over the five year period 2017-2022. These priorities are:
 - **Priority 1** Enable a suitable, efficient, 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 regeneration
 - **Priority 5** Improving service delivery, quality and value for money
- 1.4. The attached action plan outlines how the Council will deliver on the above five priorities.
- 1.5. New LHS Guidance was issued in 2019 which will inform the development of the next Local Housing Strategy 2022-2027. Local Housing Strategies continue to be a statutory requirement and should be kept under review annually as part of an annual report. Undertaking a Housing Needs and Demand Assessment (HNDA) which references housing supply targets (HST) is the primary evidence base for the development of Local Housing Strategies and Local Development Plans and should be undertaken every five years. The findings from the HNDA should determine the current and future housing requirements to address need including the number, location, type, size and tenure of housing.
- 1.6. The LHS Guidance 2019 advises that the delivery of housing and planning should be closely aligned to support the identification of a supply of land for the provision of a range of housing, including affordable housing. Key areas that the Guidance seeks a LHS to address are:



- **Housing Supply Target** – LHS to include a summary on the level and type of housing to be delivered and the setting of a Housing Supply Target (HST).
- **Private Rented Sector** – LHS should set how the quality of property condition will be improved, meet the needs of those in the sector; and enable growth and investment to increase the overall housing supply.
- **Making Sustainable Places** – housing and place have an important role to play in improving health and wellbeing and reducing inequalities. The LHS should be based on Place-Making principles and promote housing's role in the building of successful and sustainable places.
- **Community Involvement** – the LHS should demonstrate that effective partnership working and local community engagement processes are in place. The Community Empowerment Community (Empowerment) Scotland Act 2015 made significant changes to community planning legislation. Housing supply and service considerations are relevant to supporting community planning priorities. The Scottish Government encourages local authorities to work in partnership with community planning partners and their local communities to deliver positive outcomes.
- **Regeneration & Town Centres** – underpinned by a place based approach and inclusive growth and the Town Centre First principle in improving towns and town centres.
- **Empty Homes** – the LHS should set out the number of empty homes and plans to address this, including CPO powers as appropriate and a target for the number of empty homes to be brought back in to use over the lifetime of the LHS.
- **Preventing & Addressing Homelessness** – the LHS should be aligned to the Rapid Rehousing Transition Plan (RRTP) and ensure there is a strategic fit between the RRTP and LHS Outcomes.
- **Temporary and Supported Accommodation** – the LHS should summarise future plans on supported accommodation.
- **Specialist Provision, Independent Living, Gypsy/Travellers** – the needs of a range of groups such as wheelchair accessible housing; accessible & adapted housing; supported housing, Care & Repair, Gypsy/Travellers
- **Fuel Poverty, Energy Efficiency & Climate Change** – the LHS priorities and outcomes should reflect the Fuel Poverty, Energy Efficiency and Climate change targets and any approach to the delivery via Local Heat and Energy Efficiency Strategies (LHEES). The LHS set out the location, the scale and nature of fuel poverty as well as the profile of the most vulnerable households.





- **House Condition** – in the private sector and social rented sector. The LHS should evidence the extent and profile of BTS housing, mechanisms to monitor BTS and any powers and actions being used to address BTS properties. The LHS should explain any process in place for identifying Housing Renewal Areas and powers and actions. Also, the LHS should set out how Scheme of Assistance Strategy will be used to address substandard private housing, implementing the BTS strategy as appropriate. The LHS should detail any housing stock that does not meet the Scottish Housing Quality Standard (SHQS) and any proposals for bringing it up to standards.
- **Housing, Health & Social Care Integration** – person-centred, seamless & coordinated support & services. The Housing Contribution Statement (HCS) should be seen as a bridge between the LHS and the Strategic Commissioning Plan (SCP).

2. Legislative and Strategic Context

2. 1. The Local Housing Strategy continues to be influenced by the existing legislation and policies as indicated below. Since the last LHS 2017-2022, there have been some changes to the legislation, policy, strategy and guidance which influence and drive the development of the LHS. Please refer to Appendix 2 on relevant legislation, policies and strategies and the links to the priority outcomes of the LHS.
 - Housing (Scotland) Act 2014
 - Community (Empowerment) Scotland Act 2015
 - Planning (Scotland) Bill July 2019
 - Child Poverty Act (Scotland) 2014
 - Welfare Reform Act 2012
 - Public Bodies (Joint Working) Scotland Act 2014
 - Local Outcome Improvement Plan 2017-2022
 - Strategic Housing Investment Plan 2019-2024
 - Private Sector Housing
 - Energy Efficiency Standard for Social Housing, Fuel Poverty and Climate Change
 - Home Energy Efficiency Programme for Scotland (HEEPS)
 - Scottish Energy Strategy
 - Rapid Rehousing Transition Plan
 - Syrian Refugees
 - Gypsy/Traveller



Local Housing Strategy Priority Outcomes

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

High House Prices

3. 1. The key affordability issue in East Dunbartonshire continues to be high house prices. Owner occupation is the predominant tenure in East Dunbartonshire, at 81% of the overall housing stock. House prices in the owner occupied sector remain high. According to the Register of Scotland calendar year report 2018, the average house price in East Dunbartonshire was £244,558, an increase of 5.1% (£11,969) since 2017 which is above the Scottish average increase of 3.7% in the same period.
3. 2. In 2018 the average house price in East Dunbartonshire was 27.3% higher than in 2007 (pre-financial crash) which is well above the Scotland increase of 17.5% and currently stands at £65,437 above the Scottish average. East Dunbartonshire has the third highest average house price in Scotland; Edinburgh City has the highest and East Renfrewshire has the second highest. The high level of house prices in East Dunbartonshire continues to have significant implications for the capacity of lower income households to afford suitable housing, particularly in the context of a relatively limited social rented sector.
3. 3. According to research undertaken at Loughborough University in 2018, East Dunbartonshire had a rate of 13% of children in poverty after housing costs (or 3,011 children), which was the lowest rate for any mainland Local Authority. Although child poverty is low, smaller pockets of deprivation do exist in East Dunbartonshire where the rate of poverty rises to over one in four children - such as in the Hillhead area of Kirkintilloch
3. 4. NOMIS suggests that the median earnings for 2018 were around £35,604 in East Dunbartonshire. This means that an individual on a median income would need to borrow a multiple of around 7 times their salary to afford an average property in the area. Income levels are particularly low in the areas of Hillhead and Twechar. Therefore, there are very little affordable housing options available for residents of East Dunbartonshire on a modest or low income.

Rent Affordability

3. 5. East Dunbartonshire's Local Housing Strategy 2017-2022 identified 25% of local households cannot afford the social rented sector, so there are rent affordability issues. This is likely to be an over-estimate, as the CACI data cannot fully reflect all the benefits to which households will be entitled. It is expected that vulnerable households will be supported through benefits to afford the housing they require.



3. 6. Around 6.6% (Census 2011) of the overall housing stock in East Dunbartonshire is owned and leased by the Private Rented Sector, which is principally comprised of landlords with small numbers of housing stock of around 2, 869 homes on average. According to data from Rent Service Scotland market evidence database, East Dunbartonshire has the third highest Private Sector Rent for the average 2 bedroom property at £677 in 2019 compared to the Scottish average of £668. The average 2 bedroom rates have been higher than the Scotland average in each year since 2010, although only slightly higher than the Scotland figure since 2013 onwards.
3. 7. The analysis undertaken for the Local Housing Strategy 2017-2022 indicated that around 47% of local households could not afford the average Private Rented Sector (PRS) rents of £664 per month (at 2016), when devoting 25% of their income to their rent. There is considerable variation within East Dunbartonshire communities. If applying the same income to rent ratio of 25%, 58% of East Dunbartonshire households would be unable to afford the average PRS rent in Bearsden, whilst 33% of households would be unable to afford the average market rent in Lennoxtown. This affordability analysis clearly showed that there are rent affordability issues in East Dunbartonshire, particularly in the private rented sector but also in the social rented sector.
3. 8. Research undertaken by the Scottish Government in June 2017 on rent affordability in the affordable housing sector across the UK, indicates rent affordability is increasingly a housing issue and high housing costs are one of the biggest drivers of poverty in the UK, especially affecting single adults and families with children.
3. 9. During the last decade there has been an increase in the average social rent in Scotland, however, rent levels do vary by housing provider and are lower in local authorities. In East Dunbartonshire, the average rent level has increased in the past two years but not to the same extent as the increase in 2016/17. The rent in East Dunbartonshire covers annual service and staffing costs; SHQS and EESSH; General Capital investments; new developments; Integrated Housing Management System and the Service Review. Rent affordability is being considered as part of link to the Service Review and the 30 year Business Plan in East Dunbartonshire which means that the rent level can be set using the formula of Retail Price Index (RPI) +1%. The combination of low incomes and high rents, shortage in supply of affordable housing, and over-supply of dwellings that do not cover tenant's needs in terms of type, size and location are the key challenges in Scotland. In East Dunbartonshire, the main issues are a shortage of affordable housing and the rent level in the private sector.
3. 10. The Scottish Housing Regulator in the National Report on the Scottish Housing Charter 2018/19 found that more than a third of panel members who responded in Scotland experienced difficulties with affording their rent, while two thirds referred to concerns about affording their rent in the future. The main reasons for concerns were in relation to future rent increases, future benefit changes and future changes to income.



Increase supply of affordable houses

3. 11. The SHIP 2020-2025 plays an important role in the delivery of affordable housing to address housing imbalances within East Dunbartonshire which includes the private and social (public) rent sector. The SHIP Annual Update 2020-2025 was produced in October 2019. And outlines plans to increase the supply of social rented and intermediate housing such as Mid Market Rent (MMR), Shared Equity and Shared Ownership as well as general needs housing. In addition, the SHIP identifies ongoing investment in area-based regeneration in Twechar and Kirkintilloch Town Centre.
3. 12. Of the new affordable housing supply, it is anticipated that 1124 new affordable homes (comprised of 1006 social rent, 84 shared equity, 29 mid-market and 5 shared ownership) will be delivered during the lifetime of the current SHIP 2020-2025. This should contribute to reducing essential living costs for lower income households as well as provide quality housing. In 2018/19, 37 new affordable homes were completed by RSLs which includes 21 shared equity.
3. 13. Of the proposed new homes, 369 will be developed by external partners in the Registered Social Landlord (RSL) and private developer sector, with the Council developing 494 homes directly, and a further 261 units still to be allocated to a developer.
3. 14. A high proportion of the new supply is Social Rent at 89.5%, 2.6% will be MMR and 7.9% Shared Equity or Shared Ownership.

Shared Equity and Shared Ownership

3. 15. Shared Equity provides an ownership model which allows householders with smaller incomes, and who are only able to access smaller mortgages, to buy a share of a home owned by a social housing provider, such as the Council. This has a particular advantage for those households with an affordability challenge, who are only able to presently access the PRS, as they lack the points for limited social rental stock or the deposit and income to buy a home outright in East Dunbartonshire.
3. 16. As at November 2019, 105 shared equity units have been completed (12 by Link Housing, 46 units by Places for People and 47 units by the Council using both the Council's schemes and that of the Scottish Government).
3. 17. The Council operates its own shared equity scheme and aims to develop a proportion of larger development sites for this tenure. There are presently opportunities to bring forwards around 71 Shared Equity properties over the lifetime of the SHIP as Shared Equity homes – around 25% of those to be owned by the Council over this period.



3. 18. Bield Housing and Care have recently completed a Shared Ownership scheme at the former Lenzie Hospital site. This development has proved very popular. It differs from Shared Equity in that a service charge is paid on the proportion of the property owned by Bield, in return for property factoring and age-specific package of support services. The market for these properties was deliberately restricted through the Planning process to a particular age group and residents of the local area in order to promote downsizing and the freeing-up of existing larger family homes.

Mid Market Rent (MMR)

3. 19. Research into demand for MMR undertaken in 2014, demonstrated that demand was high in Towns but not in the villages of East Dunbartonshire. It demonstrated that a Local Housing Allowance (LHA) rate set at 90% of the average PRS rent would improve affordability across areas of East Dunbartonshire where PRS are highest. The properties most in demand were one and two bedrooms, self-contained and not part of a social housing mix.
3. 20. MMR properties of 41 units have been completed to date in Kirkintilloch, Bishopbriggs town centre area. Demand for MMR has generally been greater than expected with nearly 2 applicants for every property. MMR by a Registered Social Landlord (RSL) has also been considered by most applicants as a longer-term housing solution compared to that offered by a private rented sector let.

Open Market Purchase

3. 21. The Council is currently increasing stock levels with assistance from Scottish Government Affordable Housing Funds, through their Rental Off The Shelf (ROTS) scheme to buy back properties on the open market. 20 properties were purchased over 2018/19 and the Council has the potential to purchase up to 100 houses over the next 5 years (budget dependent). The focus is on areas where there is high demand and low stock/turnover which will improve housing options for low-income and homeless households. Purchases are also carried out strategically in order to target properties which would result in the Council taking complete ownership of a block to assist with the implementation of capital investment or repairs.

Private Housing Completions

3. 22. The average rate of private housing completions in East Dunbartonshire over the last 5 years was 254 units per annum, with 217 private completions in 2018/19. The rate of completions have slowed, particularly in the last two years. The reasons for this may include general economic uncertainty in relation to Brexit. It may also be the case that the dip in completions has occurred due to a reduction in the number of planning consents awarded during the final stages of LDP adoption in 2017 and the building-out of large master planned areas such as Woodilee in Lenzie. If this is the case then the Council would anticipate these numbers to pick up again over the coming years as sites allocated in the LDP are completed.





3. 23. According to the Scottish Government's statistics on new build housing then all sector new build starts and completions in Scotland have both increased in the latest year (2019), but are still below levels seen in 2007 and 2008 (years to end March). Total new build housing completions for the year to end March 2019 is 21,292 which is an increase of 21% (3,669 homes) compared to the previous year. The rate of new build housing completions in Scotland has been above that in England, Wales and Northern Ireland throughout 2007-2019. In the year to end March 2019, the rate in Scotland is 39 per 10,000 population which is above the comparable figure for England in 2017/18 (only available for this period) is 35 per 10,000 population but below Northern Ireland at 41 per 10,000 population at year to end March 2019. Private Sector led new build housing was severely affected by the recession and the pattern has been more volatile with an increase experienced in the last year.

Social Sector Housing

3. 24. Social Sector house building in Scotland has not experienced the same pattern as the Private Sector over time as the number of homes being built did not suddenly drop in 2008 following the recession.
3. 25. Social sector housing in Scotland should be viewed in the context of a decline in local authority stock due to right to buy, stock transfer from local authorities to Registered Social Landlords and a decline in the number of new local authority dwellings being built up to 2007. However, since 2008 the number of new local authority dwellings has been increasing.

Affordable Housing Supply Programme (AHSP)

3. 26. The Scottish Government's statistics on the Affordable Housing Supply Programme (AHSP), in 2019 (year to end June) indicates that total AHSP completions increased by 7% in Scotland. In relation to total Affordable Housing Supply Completions, Scotland has had annual rates above all UK countries in each year since 2007/08, except during 2012/13. Between 2007/08 and 2017/18, the annual average supply of affordable housing per head of population in Scotland has been 13.1 homes per 10,000 population which is higher than England (9.5 homes per 10,000 population), Wales (7.5 homes per 10,000 population) and Northern Ireland (10.1 homes per 10,000 population). Affordable Housing Completions in Scotland has in the main experienced an upward trend in the past ten years.
3. 27. In East Dunbartonshire, the average rate of Affordable Housing Completions over the last 5 years has been 64 units per year which is significantly lower than the average completion rate for the preceding 5 years (2009/10 – 2013/14) - 107 affordable units per year. However, the Housing Land Audit programming for the next 5 years shows that the average rate of affordable delivery will be 122 units per year. This partly reflects the work and time that has been required to translate the introduction of additional funding into projects and delivery on the ground.



3. 28. In recent years, Scotland has experienced policy changes such as More Homes Scotland and the provision of increased subsidy levels (introduced from 2016-2021); Help to Buy (Scotland) Scheme (introduced in 2013) and Open Market Shared Equity Scheme (introduced in 2005) .

Empty Homes

3. 29. The utilisation of homes in East Dunbartonshire is generally much higher than in other parts of Scotland due to the concentrated demand that exists for accommodation. There are presently 196 empty homes in EDC, which compares to the 24,471 empty homes (empty for 12 months or more) in Scotland. Of these 11 have been empty for longer than 5 years, and 13 have been empty for longer than 10 years. The Council continues to utilise a number of measures to address the reuse of these properties, including signposting practical and financial support for homeowners and also utilising a decrease in the council tax deduction to incentivise properties being brought back into use.



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

Rapid Rehousing Transition Plan (RRTP)

4. 1. The Rapid Rehousing Transition Plan (RRTP) is a new planning framework for local authorities and the partners to transition to a rapid rehousing approach. Each Local Authority is required to develop their RRTP plan in collaboration, over a planned and costed phase of 5 years (2019/20 to 2023/24) with the aim of reducing the length of time people spend in temporary accommodation. The Rapid Rehousing Transition Plan was submitted to the Scottish Government in May 2019. RRTPs will then be an integral part of the Local Housing Strategy (LHS) and Strategic Housing Investment Plan (SHIP) and reviewed annually as part of the SHIP process. RRTPs will sit within the Community Planning Partners wider strategic planning framework of the Local Outcome Improvement Framework and the Local Housing Strategy.

Temporary Accommodation

4. 2. A Temporary Accommodation Strategy was completed by Arneil Johnston in 2018 and will be reviewed in 2020 by the Homeless Prevention Team. The Temporary Accommodation Strategy examined the need for temporary accommodation by size, type and area; carried out assumptions to calculate the income generated by each type of accommodation.

Dual Housing Option/Homelessness Approach

4. 3. The Homelessness Service has continued to deliver a dual Housing Option/ Homelessness approach to ensure households are fully aware of the different housing options available to them. All employees in Housing Services have been trained in the “Housing Options Training Tool Kit”. A Housing Information page is now available online since October 2019.

Homeless Nominations

4. 4. Discussions have taken place with other Housing Providers in East Dunbartonshire and 100% allocations has been agreed with one provider. There is a nomination agreement with Knowes Housing Association and 15% of allocations have been given to Homeless applicants where they wish to be housed out with EDC which has been an innovative approach.

Homelessness Waiting List

4. 5. Since 2014 (pre RRTP), the Homeless Service has reduced the number of homeless households who have been on the list for over three years. This has been successfully achieved via offers from the Council (applicants updating area preferences); RSLs (additional nominations) and PRS. The approach has significantly reduced the numbers awaiting settled accommodation.



Homeless Applications

4. 6. Homelessness applications have reduced from 530 in 2016/17 to 413 homeless presentations in 2018/19 which is a reduction of 22%.

Syrian Refugees

4. 7. The Council is continuing to support the Syrian Refugee Resettlement programme by housing a small number of refugee families in East Dunbartonshire's communities. The Council with key partners and stakeholders is committed to the national response to the current Syrian Refugee Crisis and will continue to have a humanitarian approach.

5. Priority 3: Encourage independent living

Housing Contribution Statement

5. 1. A Second Housing Contribution Statement (HCS) is in place since January 2018 which provides a link between the strategic planning process in housing at a local level and that of health and social care. The HSC is now an integral part of the Strategic Commissioning Plan and sets out the role and contribution of the housing sector in meeting the shared outcomes and priorities that contribute to health and wellbeing.
5. 2. The key priorities for the HSCP in which housing has an important contribution to make are to support independence, tackle inequalities and maximise healthy lifestyles for all residents of East Dunbartonshire. East Dunbartonshire Council, the HSCP, housing associations and the third sector will continue to meet the objectives of the Housing Contribution Statement (HSC).
5. 3. One of the key outcomes of the Strategic Commissioning Plan is to develop an evidence base which quantifies need for specialist amenity or adapted housing to meet the strategic priorities of the LHS. The LHS Guidance 2019 indicates that Housing Contribution Statements are an integral part of the Strategic Commissioning Plan.
5. 4. There is Housing representation on the Strategic Partnership Group and localities.

Older People Research

5. 5. East Dunbartonshire's elderly population (those of pensionable age and over) is expected to increase by around 30% during the period 2014-2039 which is slightly above the Scottish average (28.3%) and is particularly high for Bearsden and Milngavie. It is important to consider whether the suitability of existing housing for the elderly population is adequate, and if there is a need for future provision of care homes in East Dunbartonshire. Housing, Planning and the HSCP have jointly funded a research study which will support the future planning of older people's housing.



5. 6. The outcomes of the Older People Research will help to determine the need and demand for accommodation that meets the needs of older people, as well as individuals with specialist needs, within their communities. This research will lead to the production of a position statement setting out requirements and a strategy in response to this, for instance in relation to the number of care home or specialist provision spaces required for people of all levels of frailty. An increase in the elderly population does mean that it is likely that there will be increased demand for adaptations, wheelchair housing, barrier-free housing and dementia friendly homes.

Amenity & Wheelchair Housing

5. 7. In March 2019, the Scottish Government published guidance for local authorities to increase the supply of wheelchair accessible housing across all tenures and the setting of LHS targets for the delivery of wheelchair accessible housing.
5. 8. A 10% target is presently set for amenity and wheelchair housing with every new build development site as part of the SHIP. The Older People Research will identify the housing needs of older people and other groups requiring specialist housing.
5. 9. Approximately 110 units of wheelchair accessible housing and 60 units of amenity housing are planned over the lifetime of the SHIP between 2020 to 2025.

Supported Housing

5. 10. There are 153 units of sheltered housing for older people in East Dunbartonshire in 2019, one of which is wheelchair adapted. There is no very sheltered housing provision which has historically been the case in East Dunbartonshire. Community alarm provision has increased substantially in East Dunbartonshire - 2185 dwellings with community alarms in 2019 compared to 337 in 2014. Sheltered housing provision has been decreasing overall in Scotland as indicated by the University of York research on a Review of Sheltered Housing in Scotland undertaken in 2008, although there are some areas which continue to provide very sheltered and sheltered housing with some increases.
5. 11. East Dunbartonshire has 52 units adapted for wheelchair use for people with physical disabilities in 2019 which has increased since 2014.
5. 12. There are 345 East Dunbartonshire residents in supported living accommodation (all care groups). Housing will continue to work together with HSCP to identify any supported accommodation needs for people with mental health, learning disability, physical disability, drug/alcohol problems and autism.
5. 13. Housing will also continue to work closely with HSCP, Legal Services and the Police in relation to the monthly Housing Multi Agency Liaison Meeting to examine cases of adults with incapacity.

Care & Repair

5. 14. Care & Repair service is now provided by the Council which means that small repairs and Aids and Adaptations will be delivered internally. Care & Repair cases have been increasing and there were 3685 cases in 2018/19 – including all small repairs call-outs. The main types of Aids and Adaptations that are undertaken are Wet Floor Showers, handrail/grab rails, ramps and improving access to pathways.



6. Priority 4: Address housing condition, fuel poverty, regeneration

Energy Efficiency and Stock Condition – Council Owned Housing

6. 1. In 2014 the Scottish Government set the first energy efficiency standard for social housing, reducing carbon emissions to 42% by 2020 which aims to improve the energy efficiency of social housing in Scotland. It sets a standard based on the minimum Energy Performance Certificate (EPC) rating (broadly EPC Band C or D) depending on property and fuel type.
6. 2. The Council was allocated a capital budget of £4.6m in 2019/20 for EESSH and SHQS. The Council is undertaking windows & doors and central heating improvements to meet the EESSH 2020 targets and will consider further energy efficient measures to continue contributing to low carbon emissions and meet the challenges of climate change for the period beyond this. For EESSH alone, the Council has invested £2.5m in improving the energy efficiency of around 1750 properties since 2015. Carbon dioxide emissions from residential sources in East Dunbartonshire are continuing to decrease. EDC-owned housing stock is now 97.8% SHQS compliant and 91.1% EESSH compliant as at April 2019.
6. 3. The Scottish Government recently consulted on EESSH2, which has the potential to require social housing to meet EPC Band B by 2032. Should this become regulatory than a longer term vision for investment in Council Housing stock will be required which considers a range of new measures, including renewable technologies, to meet this target.

Home Energy Efficiency Programme for Scotland (HEEPS) - Privately Owned Housing

6. 4. The LHS 2017-2022 highlighted that fuel poverty (when fuel costs are more than 10% of income) is estimated to affect around 28% of households in East Dunbartonshire. Rates of fuel poverty are estimated to be much higher for pensioner households, with the Scottish House Condition Survey (SHCS) reporting that 40% of pensioner households in East Dunbartonshire are fuel poor.
6. 5. For the past 3 years, the Council has been awarded HEEPs for the installation of External Wall (EWI) Insulation for privately owned solid wall properties. This Scottish Government funding has been combined with HRA investment in order to improve both Council and private assets utilising the same procurement process. Over this period, an investment of £0.755m has been made through HEEPS in order to improve around 141 privately owned "harder to treat" properties in Twechar and Kirkintilloch.
6. 6. Twenty nine Council Homes received External Wall Insulation in 2017/18. Forty nine council homes and twenty-nine owner-occupier homes are planned to receive External Wall Insulation in 2019/20.



Private Rented Sector

6. 7. East Dunbartonshire presently has 2,869 dwellings in the Private Rented Sector and over 3,000 active private landlords. The Council plays a key role in the regulation of private sector landlords and continues to engage in a constructive and positive manner within the sector. A Private Sector Day was held in September 2019 to raise East Dunbartonshire's profile amongst private landlords and letting agents and to promote our Private Rented Sector schemes. It was intended to provide a positive opportunity for engagement and provide private landlords with a better idea of how the local authority can assist them. The day involved a range of stakeholders such as DWP, Landlord Accreditation Scotland, Scottish Association of Landlords, The Wise Group (Energy Efficiency) and Safe Deposits Scotland. It is expected to have an annual Private Sector Day to discuss significant changes. There are forty-one accredited landlords and the Council will continue to engage with the private rented sector in the provision of good quality homes to contribute to housing demand.
6. 8. The Council operates a Lead Tenancy Scheme whereby East Dunbartonshire Council leases residential properties from landlords and agents for a term of three years in accordance with the Temporary Accommodation Strategy. East Dunbartonshire Council has approximately 73 properties which are used as temporary accommodation for homeless households until they find settled accommodation. The homeless household is a tenant of East Dunbartonshire Council who manages the lease of the property. The scheme has benefits for (1) 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 (2) the Council, as it increases the availability of temporary accommodation. The Council intends to increase the number of properties under the Lead Tenancy Scheme to 80 during 2020.

Regeneration

6. 9. A Regeneration strategy for Twechar was undertaken in agreement with Places for People (PfP) in 2009 to shift the tenure mix to include more market housing. An innovative solution has been developed in partnership with Places for People that provides flexibility to respond to potential purchasers financial circumstances by providing a variety of shared equity; try before you buy; Scottish Government shared equity and outright sale.
6. 10. Places for People have now completed social rented houses, sold houses under the Scottish Government's shared equity scheme and Help to Buy. To date 143 new homes have been built, and there are currently a further 42 homes under construction.
6. 11. In order to help regenerate the Bearsden area, and introduce better quality and more popular housing types it is anticipated that two high rise blocks at Nithsdale Crescent which are in a state of disrepair and difficult to let will be demolished in the near future with new build affordable housing of 26 units being constructed on the site. A feasibility study was undertaken which provided a number of options on housing regeneration activity including refurbishment of blocks and demolition and new build.



7. Priority 5: Improving service delivery, quality and value for money

Tenant Satisfaction Survey

7. 12. The most recent Tenant Satisfaction Survey completed was completed in May 2019 with 81% of tenants who are satisfied with the overall service which is a consistent pattern. Tenants expressed a desire to increase the way they obtain information about services and ways to participate.

Tenant Scrutiny Panel

7. 13. The Tenant Scrutiny Panel continue to perform an annual scrutiny task. To date the Scrutiny Panel have investigated re-let timescales, antisocial behaviour and the standard of emergency and temporary accommodation. In 2018, the Tenant Scrutiny Group reviewed the standard of emergency and temporary accommodation. This led to the development of a feedback questionnaire for applicants to complete and clarified how this relates to the Charter to improve customer satisfaction in this area. Tenants will identify and undertake a new task in relation to a housing topic during 2020.

Welfare Reform

7. 14. The UK Welfare Reform Act 2012 introduced significant changes to the welfare system. The spare room subsidy and universal credit were the main changes to impact on local authorities. Universal Credit was introduced in 2017/18 and is currently being rolled out across East Dunbartonshire. The ongoing impact of Welfare Reform continues to place massive pressures on the social housing sector in relation to increased rent arrears and lost income. Welfare reform has a significant impact on homelessness and those living in temporary and supported accommodation.
7. 15. Rent arrears are increasing nationally following the introduction of Universal Credit and this is reflected in East Dunbartonshire. There are approximately 3,056 claimants of which 2,051 are Council tenants either in receipt of Universal Credit/Housing Costs (598) or Housing Benefit (1453).
7. 16. Addressing arrears continues to be a key focus of Housing Services and the Council has implemented "Mobysoft" IT system to prioritise cases and an outreach service which target actions for early intervention in order to mitigate the impact of the changing landscape of welfare reforms.

Gypsy/Travellers

7. 17. The 2011 Census was the first to record Gypsy/Travellers as a distinct ethnic group and only 27 households in East Dunbartonshire indicated that their ethnic group was Gypsy/ Traveller. A desktop study was undertaken in 2015 by Craigforth which collected 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 concluded at that time that there was a continuing lack of evidence on housing and other needs of gypsy/travellers within East Dunbartonshire.



7. 18. As indicated above, the LHS Guidance, September 2019 advises that the needs of Gypsy/Travellers are identified, understood and addressed with a requirement for local authorities to evidence recent engagement with Gypsy/Travellers communities to better understand their needs. The LHS Guidance says that engaging directly with Gypsy/Travellers timeously on unauthorised encampments may help to better understand their needs. Engagement over a period of time may be the most effective way of building up a clear picture of local need because of travel patterns.
7. 19. A ministerial action plan was published in October 2019 which drives forward cross-government actions to improve the lives of Scottish Gypsy/Travellers communities and includes a focus on housing.
7. 20. In the current preparations of a new Local Development Plan 2; the development of the HNDA3 and Local Housing Strategy, the Council has begun to engage with Gypsy/Travellers to ascertain need and demand for the existing site at Primrose Way, Lennoxtown. The Council will also liaise with a neighbouring local authority to identify any movements that might exist between council areas.

Transformation Programme

7. 21. The Council's Housing service is currently procuring a new Integrated Housing Management System, which is anticipated to improve the efficiency of the service and open up new ways of engaging with information to the benefit of tenants. A new IHMS brings with it the potential for enhanced digitalisation, including mobile working for staff and self-services for tenants. The structure of the housing service is also presently being reviewed in order to best capitalise on this investment, reduce staff time spent on information processing and increase the service's ability to more directly address the needs of tenants.



Appendix I: Actions

Priority Outcome 1: Affordable housing

Action OK Action slightly off target Action significantly off target

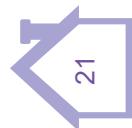
Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicators	Baseline Data	Targets	Timescales	Status of actions	Update & progress	Challenges
1 Encourage the development of accommodation for older people which offers choice, supports independent living and releases a supply of family homes into the local housing market	1.2, 1.3	EDC, RSLs, CPP, HSCP	No. of all affordable homes completed; No of units for older people	66 (2015) affordable homes pa	HST= 130 affordable homes pa	2020		Providing a 10% of amenity housing and wheelchair housing with every new build development site as part of the SHIP. Utilising older persons research to further refine this.	Lack of current market demand awareness.
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	SHIP Annual Updates	66 (2015) affordable homes; . 92 (2015 and 2016) mixed tenure homes	October 2019	2020-2025		Liaising with the SG, RSLs and developers to put together an effective SHIP. Meeting on a quarterly and ad-hoc basis to help deliver the SHIP and overcome barriers to development.	Facilitating the purchase and sale of land in a low-risk environment.
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	LDP agreed 2017-2027	LDP	Next LDP 2022-2027 anticipated to be adopted in February 2022.	2020		East Dunbartonshire has begun work for LDP2 for 2022-2027. It is expected that consultation will commence in Autumn 2019 and the resulting outcomes will inform the next Local Development Plan.	Identifying a sustainable land supply.
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	Number of mixed tenure homes completed	92 mixed tenure completions (2015 and 2016).	Non-subsidised affordable housing planning guidance policy. Increase in number of mixed tenure affordable homes.	November 2019		Implemented a non-subsidised affordable housing planning guidance policy. Negotiating directly with developers to determine a mix via Planning System. Identifying opportunities to provide different housing types and encouraging independent providers to come forwards.	Narrowly focused housing market on particular house-types.



Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicators	Baseline Data	Targets	Timescales	Status of actions	Update & progress	Challenges
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, developers, HSCP	Older People Research undertaken	HNDA; Older People Research	HNDA; Older People Research	2019/20 March 2020	▲	Housing, Planning and the HSCP jointly commissioned consultants to undertake research on the Housing Needs of Older people in February 2019. The research is due to be completed by February 2020.	
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	Policy developed	Allocation Policy 2018	Policy approved	2020	▲	Review of Allocation Policy to be undertaken when new Information Management System is commissioned and developed.	
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	SHQS; Cavity wall insulation; roof coverings; central heating; window and door	Stock Condition Survey	97.83% SHQS Compliant (2019)	December 2020	▲	East Dunbartonshire has undertaken an independent stock condition survey as a base for an asset management strategy. The findings highlighted that the main cause of SHQS failure was energy efficiency. An Asset Management Strategy will be developed.	Quality data management system and integration between asset
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, HSCP, Clydeplan	Young People research undertaken	HNDA, Younger People Research data	Young People research completed	2021	●	To undertake research in-house and externally commissioned to identify the housing need and aspirations of young people.	



Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicators	Baseline Data	Targets	Timescales	Status of actions	Update & progress	Challenges
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. (Links to Priority 2, action 6).	1.3	EDC, RSLs, private landlords/ agents, developers	No of registered private landlords/ agents, developers	HNDA; Younger People Research data	Increase number of accredited landlords/agents	September 2019 and ongoing	✔	<p>Local Pad ceased to operate in early 2019. There are over 3,000 privately registered landlords and 41 accredited landlords/agents in the East Dunbartonshire area. One landlord has been removed from the register as a result of Enforcement action and two further landlords will be recommended for enforcement action at Committee in November 2019. There is a quarterly newsletter on the Council's website.</p> <p>A Private Sector Day will be held in September 2019 to engage and share knowledge and information with letting agents and landlords. Other internet marketing available.</p>	
10 Re-establish the LHS Steering Group to monitor the LHS actions and outcomes.	1.1, 1.2, 1.3, 1.4	EDC, RSLs	Set up LHS Steering Group	n/a	Review actions and outcomes of LHS	October 2020	●	Partnership to be re-established for the development of the LHS	





Priority Outcome 2: Housing options

Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicator	Baseline Data	Targets	Timescales	Status of Actions	Update & Progress	Challenges
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	2.1, 2.2, 2.3	EDC Housing, EDC Homelessness & Prevention Team, Social Work Services, Women's Aid, RSLs, Housing Information & advice agencies.	Number accessing housing options service; number of partners delivering housing options service; % housing options cases that progress to homeless application.	165 (2015/16); 1 partner (2015/16); 20% (33) (2015/16)	10% increase per annum; 5 partners offering full Housing Options service; 1% reduction per annum	Ongoing and March 2020	🟡	115 housing option cases in 2018/19 who approached the Council for a homeless reason and of these cases 44% (51) completed a homeless application. Homelessness Team fund a post within Citizens Advice Bureau to provide housing options/prevention advice. Basic Housing Options advice is provided by the following partners: Y People, Mungo foundation, Turning Point Scotland, Action for Children and Women's Aid. The Homelessness Service continues to deliver a dual Housing Option/Homelessness approach to ensure households are fully aware of the different housing options available to them. During October 2019, a Housing Information page is now available online for easy access via QR Code. The Council continues to have a nominations arrangement with Knowes Housing Association who operate in West Dunbartonshire to increase housing options predominantly for households with connections in the Bearsden and Milngavie areas. During April 2019, officers renewed the nomination agreement with Knowes Housing Association; 15% of the associations' lets will be allocated via the Council's Homelessness and Prevention Team.	The funding from the Scottish Government for Rapid rehousing is not ring-fenced. It is a payment as part of settlement money and as such there is a risk that Homelessness Services will not get direct access to this unless it can be agreed at a local level.





Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicator	Baseline Data	Targets	Timescales	Status of Actions	Update & Progress	Challenges
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	2.1, 2.2	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	No of all front-line staff receiving training	n/a	Increase in number of front line staff receiving homelessness & housing options training	Ongoing	➡	The "Housing Options Training Tool Kit" was rolled out to all employees within the Housing Team to ensure that Housing/Homelessness staff have an up-to-date knowledge of housing options available. The Homelessness Advisor (Rapid Rehousing) will ensure that this is also rolled out across all relevant teams/services. The Council is an active member of the West of Scotland Housing Options Hub and has been involved in the development of a training tool kit, to ensure that the Toolkit is relevant in an East Dunbartonshire context. Overview training session (basic level) given to partnership groups and elected members via inter-agency working groups and a half day training with housing staff.	The Council will carry out a full evaluation of prevention and early intervention activities by March 2020 to improve tenancy sustainment and reduce overall homelessness, renewing the focus on housing options advice. The Council is an active member of the West Hub Housing Options who will roll-out a training toolkit in the near future.





Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicator	Baseline Data	Targets	Timescales	Status of Actions	Update & Progress	Challenges
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	2.1, 2.2, 2.3, 2.5	EDC Homelessness & Prevention Team, Social Work Services, Commissioned services including Y people, Mungo Foundation, Action for Children	No of joint protocols; No of service agreements and contracts.	n/a	Increase in no of joint protocols; service level agreements and contracts.	December 2020 and ongoing	▲	Partnership working in accordance to the SHORE standards, Code of Guidance and relevant tenders. Joint Protocol for assessing the needs of young single people who are homeless or threatened with homelessness (joint assessment with social work); Integrated Discharge Protocol for acute homeless (GGC Health) is currently under review (2019) and is reviewed annually; Review of Discharge & Resettlement Protocol (GGC Mental Health) undertaken in 2016; Homelessness & Mental Health Protocol (GGC Health & EDC Community Mental Health Team); A review of the Homelessness & Addiction Protocol (East Dunbartonshire Alcohol & Drug Service) was undertaken in 2016. To update the MAPPA Protocol in early 2020.	It is unlikely the Council will be in the position to stop using B&B in East Dunbartonshire without substantial additional funding and or through radical preventative initiatives. Given very high local house prices for market entry as well as high rents in private rented accommodation,
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	2.3, 2.4	DWP, EDC Housing, EDC Homelessness & Prevention Team, Women's Aid, RSLs, private landlords, PSL partners,	Number of self-contained temporary	173 (2015/16); 35 (2015/16); 14% at 31/03/16 (2015/16); 289 days (dispersed average 2013/14 /2014/15)	Reduce time spent in temporary accommodation by 5% in 2019 and 2020.	2019-2024	▲	In 2018/19 there were 158 temporary accommodation bed spaces; 17 emergency access and 19 interim supported places (8 - Canal Project and 11 - Ravenswood). There were 118 applicants (28%) who accessed B&B in 2018/19. The average number of days in all types of temporary accommodation is 208 days which is a reduction compared to average of 357 days during 2017/18.	



Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicator	Baseline Data	Targets	Timescales	Status of Actions	Update & Progress	Challenges
								<p>A temporary accommodation strategy was undertaken in 2018 to fulfil the Council's duty to provide accommodation to homelessness households when they need it. It is anticipated, that the capacity within the Council's dispersed temporary accommodation will initially increase, however, this should decrease during years 3 to 5, with stock being returned to provide settled accommodation. During years 3-5 of the RRHTP, the Council will review temporary accommodation and when it should be returned to mainstream use.</p>	<p>there is a shortage of affordable accommodation for a sizeable minority of the population, which is more acute than most other Councils.</p> <p>The Local Housing Allowance for a one bed property is £423.85, resulting in a shortfall of around £55.15 per month for anyone on a low income living in a private rented property. For families requiring larger properties, the cost of housing in the PRS is considerably higher than that of social housing and for those who depend on the LHA, it is simply unaffordable as a result of wider welfare reform challenges. The Council faces significant challenges in relation to the changes to the Unsuitable Accommodation Order to be implemented in 2020. The current (2019/20) average time in B&B is 12 days, so there is a risk of breach of this order. However, the average number of time in B&B is reducing with 34 average days in 2017/18 and 19 days in 2018/19.</p>



Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicator	Baseline Data	Targets	Timescales	Status of Actions	Update & Progress	Challenges
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	2.1, 2.2	EDC Homelessness & Prevention Team, CAB Money & Debt Advice Service, Information & advice agencies	Number homeless applications per annum; Number & % assessed as homeless; % applicants reassessed as homeless in same year; % young people presenting as homeless	508 (2015/16); 2. 405 (79%) (2015/16); 3. 3.7% (2015/16); age 16-17: 3% and age 18-25: 29%	3% reduction per annum; 1% reduction per annum; 1% reduction per annum; 5% reduction per annum	February 2020	Green checkmark icon	<p>424 homeless presentations in 2018/19 which is a reduction of 17.1% since 2015/16 and 7% reduction since 2017/18. 339 (80%) assessed as homeless. One young person in the 16-18 years category and 62 young people aged 18-25 years presented as homeless (14.6%) in 2018/19.</p> <p>Homelessness Officer as part of dual housing options provide financial and budgeting advice. As part of Housing Support duties, the Homelessness Team refers homeless people to the CAB post for specialist financial advice. In addition, the household referred for housing support will be provided with a housing support plan including finance. Project 101 provides a range of housing information, advice and assistance including financial and budgeting to young people aged up to 25 years old who are at risk of homelessness. There were 56 referrals in 2018/19.</p> <p>Partnership in place with Job Centre and the Council's Rent Team to regularly provide the systems to claim housing costs and prevent rent arrears and homelessness.</p>	



Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicator	Baseline Data	Targets	Timescales	Status of Actions	Update & Progress	Challenges
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 (Links to Priority 1, action 9).	2.3	EDC Homelessness & Prevention Team, private landlords, PSL partners, local letting agents	% of homeless households accessing private housing	9% accessing private rent in 2015/16	2% increase annum	2019-2024		<p>Local Pad ceased to operate in East Dunbartonshire in early 2019.</p> <p>The Council has a partnership with one of the local letting agents to identify appropriate accommodation in the private rented sector and financial assistance/housing support is provided via the deposit guarantee procedures.</p> <p>Section 32A procedures enables homeless households to move to the private sector and remain on a homelessness list for up to 12 months supported by the rent deposit Guarantee.</p> <p>During 2019/20, the Council will work in partnership with CVHA to support households in to mid-market rent properties in the area.</p> <p>A Private Sector Day was held in September 2019 to engage and share knowledge and information with letting agents and landlords. Other internet marketing available.</p>	





Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicator	Baseline Data	Targets	Timescales	Status of Actions	Update & Progress	Challenges
7 Ensure the housing support service enables homeless households to become tenancy ready by continuing to work in partnership with commissioned providers	2.1. 2.5	EDC Homelessness & Prevention Team, Y people, Mungo Foundation, Turning Point Scotland Action for Children	Number accessing Housing Support Service; Number of clients with support package; Number discharged due to effective resettlement	231 (2015/16); 129 at 31/03/16 (active cases at 2015/16 year end); 49 (2015/16)	10% increase per annum; 10% increase per annum; 3% increase per annum	2019-2024	Green checkmark icon	210 clients accessed housing support service in 2018/19; 8 clients received a support package but this is probably an underestimate (HL 1 not longer records this); 109 clients discharged due to effective resettlement in 2018/19. The Council continues to operate a Housing First Model which is contracted by Turning Point supporting 12 clients who require intensive support to maintain their tenancy. Funding of £450k from the Big Lottery, £26k from East Dunbartonshire and £11k from the Drug & Alcohol Partnership are provided.	The average time to identify settled accommodation was 518 days in 2017/18 and x days in 2018/19. A key priority of the Council's Rapid Rehousing Plan is to reduce the time on the Homelessness list to initially be under 3 years. Through RRHTP households who that have been waiting longer than 3 years for accommodation will be reviewed. Review meetings will re-assess household's circumstances, with a view to identifying suitable accommodation for these households at the earliest opportunity. In addition, advice will be provided in via the dual Housing Options/Homelessness approach to ensure applicants are fully aware of all available housing options. There are challenges in relation to the length of time households are waiting on the Council's Homelessness List for settled accommodation.



Priority Outcome 3: Independent living

Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicators	Baseline Data	Targets	Timescale	Status of actions	Update & progress	Challenges
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	3.1	EDC, RSLs & HSCP	No of community alarms; No of telecare devices	Community alarm & Telecare - 2,040 service users (2014)	To be defined as part of joint work with HSCP and following findings of the Older People Research.	2017-2022	▲	Bield HA - Cleddans site provides a range of telecare services; Smart flat within one of the Council's new developments providing Telecare. There are 2201 service users receiving community alarms and telecare services which are comprised of 209 services users in sheltered housing, 216 in social rent housing and 1776 in private ownership housing,	
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. Links to priority 1 affordability, action 1 and 5.	3.1, 3.2, 3.3, 3.4, 3.5	EDC, RSLs & HSCP	Older People Research undertaken	HNDA; Older People research data	Older People Research completed by April 2020.	2020-2025	▲	Providing a 10% of amenity housing and wheelchair housing with every new build development site as part of the SHIP. Utilising older persons research to further refine this.	



Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicators	Baseline Data	Targets	Timescale	Status of actions	Update & progress	Challenges
3 Undertake a cross-sector strategic review of housing support services	3.1, 3.2, 3.3, 3.4, 3.5	EDC, RSLs, HSCP & Third Sector	Number of people receiving housing support; Number of housing support services operating in East Dunbartonshire; Number of housing support services achieving Care Inspectorate Grade 4 or above (for care & support); Customer satisfaction rates with housing support services.	Housing Support = 400 (2015); Not available - baseline to be set 2016/17; Not available - baseline to be set 2016/17; Not available - individual service rates or use overall tenant survey data	Demand led target - +3.5% annual increase based on historical trend; Target to be defined based on cross-sector review of housing support services; Target to defined after baseline set; Target to be defined or developed through customer satisfaction measurement routes	November 2018	Green circle with white checkmark	An Evaluation of the Housing First Model was undertaken in November 2018. The Housing First Project in East Dunbartonshire aims to support households who require intensive support to maintain their tenancy.	
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	3.1, 3.3, 3.3, 3.4, 3.5	HSCP, EDC, Scottish Govt. RSLs, Care & Repair	Number of people receiving Care & Repair Services	Baseline data to be set	To be defined.	Ongoing	Red circle with white exclamation mark	Care & repair service is in-house now. The Council has been unable to spend the budget due to going through a transition phase.	



Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicators	Baseline Data	Targets	Timescale	Status of actions	Update & progress	Challenges
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	3.1, 3.2, 3.3, 3.4, 3.5	EDC, RSLs & HSCP	(1) Housing sector represented at strategic planning & localities level; (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	Baseline to be set	(1) Continued representation and raising profile of home and housing within H&WB agenda; (2) New HCS to be produced in tandem with next HSCP; (3) Number of service re-design processes with housing sector involvement	Ongoing	▲	Second HCS 2019 in place and Housing representation on Strategic Partnership Group and localities.	
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	3.5	EDC/ C&R; EDC/ RSLs	Maximise use of adaptations and Care & Repair budgets; Number of housing options and advice activities for older people & other groups; Number of housing support plans in place for older people & other groups.	Baseline to be set	Target to be defined	Ongoing	▲	Completion of Older People research by April 2020	



Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicators	Baseline Data	Targets	Timescale	Status of actions	Update & progress	Challenges
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	3.4, 3.1	EDC, C&R & RSLs	Number of Care & Repair Cases	Care & Repair Service Cases - 3,300 (2015/16)	To be defined	Ongoing	⚠️	3685 Care & Repair cases completed in 2018/19 with the majority of these relating to small repairs works (74%). Care & Repair cases have increased since 2015/16. 174 Council adaptations and 117 private adaptations (includes repairs) with a total of 291 in 2018/19.	
8 Ensure that housing options services have a strong focus on the health and well-being of customers	3.5	EDC, RSLs, HSCP	Number of housing options and advice activities delivered for older people and other groups; Number of housing support plans in place for older people and other people.	Baseline data to be set	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;	Ongoing	⬇️	Dual Housing Options approach in place and implemented during 2019/20.	



Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicators	Baseline Data	Targets	Timescale	Status of actions	Update & progress	Challenges
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	3.5, 3.2	EDC, RSLs & Third sector	Number of young people receiving housing options; Number of young people receiving training on independent living; Number of supported accommodation units for young people.	To be set	Target to be defined after baseline is set.	Ongoing	▲	Joint Protocol for assessing the needs of young single people who are homeless or threatened with homelessness (joint assessment with social work). Procedures rolled out and implemented.	
10 Design and build new homes suitable for people with particular needs across all tenures	3.1	EDC, RSLs & Private sector house builders	Number of new homes built to wheelchair and housing for varying needs standards in private sector and social rented sector; Total number of specialist supported accommodation places available for older people and other groups.	Baseline of 100 affordable homes; 10% AHSP	SHIP 2020-2025		▲	Providing a 10% of amenity housing and wheelchair housing with every new build development site as part of the SHIP. Utilising older persons research to further refine this.	
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	3.4, 3.5	EDC & HSCP	Number of properties with adaptations; Number of applicants needing adaptations	To be set	Target to be defined	Ongoing	●	To implement a wet-shower floor policy.	Do not have an up-to-date database - don't know where adaptations are





Priority Outcome 4: Housing condition/fuel poverty

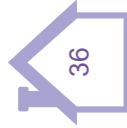
Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicator	Baseline Data	Targets	Timescales	Status of Actions	Update & Progress	Challenges
1 Ensure all Council stock meets EESSH by 2020, maintain the SHQS standard & monitor progress across local RSLs	4.2, 4.1	EDC, RSLs, SG	% of stock meeting SHQS, % of dwellings with abeyances or exemption	100% largest RSLs; 91% EDC compliance (2015/16) - baseline should be EDC	100% all social housing providers	December 2020	▲	97.83% SHQS & 91.1% EESSH compliance in April 2019. Continuing investment in components during current year to maintain SHQS and lift remaining properties to EESSH.	Ensuring sufficient internal and external capacity to deliver across programmes. Lengthy procurement processes to utilise external resources. Lack of access to properties by tenants.
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	% of stock meeting EESSH	Private sector stock EESSH measures	Lift all households out of fuel poverty	2022	▲	Statement of Intent recently published which facilitates private owner's access to ECO Funding. Programmes for EWI procured and on-site for 18/19 but not yet for 19/20	Short time frame between funding allocation and expenditure deadlines. Procurement, sign-up and weather related obstacles to achieve within this limited period.
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 (e.g. Shelter, CAB), or BTS	Number of private sector properties with serious disrepair or BTS	Repairs needed to critical elements; BTS	Maximise the no. of owners in mixed tenure blocks supported by PSHG for planned renewal works.	2022	▲	Currently establishing a mixed-tenure roofing framework to enable call-off for multiple tenders in the future	Internal capacity to tender and a oversee works. Lack of funding by private owners.



Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicator	Baseline Data	Targets	Timescales	Status of Actions	Update & Progress	Challenges
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	(1)Continuously review areas of regeneration in (a) Twechar and (b) Hillhead; (2.) Housing sector input into review of East Dunbartonshire HSCP and associated HCS	RSL/LA data (annual); SIMD data 2020; 0 new homes in Hillhead and 96 new homes in Twechar; 674 improved homes in Hillhead and 0 homes improved in Twechar; 6 owners assisted (2013/14) Hillhead vigintiles range from 2 to 6, Twechar vigintiles 6 and 7;	Improve SIMD ranking by 20%; Increase numbers supported	2022	▲	SHIP supports ongoing phase development activity in the area. Have assisted with assembly of land where possible and have also allowed flexibility around the type of housing being built to help vary the market.	Establishing a private residential market to complement the affordable offer.
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	Review/update Scheme of Assistance; No. of private sector properties with serious disrepair or BTs; Enforcement orders used	Scheme of Assistance in place; Repairs needed to critical elements: 8% BTS : 5%; Repairs needed to critical elements: 8% BTS : 5%	Maximise the no. of owners in mixed tenure blocks supported by PSHG for planned renewal works; Reduce; No target	Ongoing	▲	Reviewed in 2017. Will review following the Older People Research outcomes. Information and advice was given under the scheme of assistant to 45 owners via web-site hits, leaflets, telephone advice, and pro-active visits One empty home property was brought back into use.	



Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicator	Baseline Data	Targets	Timescales	Status of Actions	Update & Progress	Challenges
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 (e.g. Shelter, CAB), SAL	SHQS Abeyance Information for the ARC Return	Number of elements failing on mixed tenure properties.	Process of direct communication between PMS, Housing and Homeowners established with target timescales for payment and repairs to be undertaken	2022	▲	Information is being gathered about properties with issues but are unable to resolve until we have a framework in place.	Internal capacity, procurement - need for sign up.
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 (e.g. Shelter, CAB), SAL	Enforcement orders used	0 cases	To ensure all tenants are aware of their rights.	2022	▲	Not undertaken	
8 Continue to work in partnership to promote place making in Auchinairn and Lennoxtown as part of a 'total place' approach to regeneration	4.5, 4.1, 4.2,	EDC, RSLs, Scottish Government, CPP, developers	Number of new homes completed	Place Plan - AMD statistics	To help meet the provisions of the place plan	2022	▲	A feasibility study is being undertaken to examine opportunities for development at the former Auchinairn Primary Site. Further opportunities to improve existing stock and develop in Lennoxtown are being explored as and when they arise.	The need to support mixed-use development and non-housing uses.





Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicator	Baseline Data	Targets	Timescales	Status of Actions	Update & Progress	Challenges
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)	Energy efficiency measures introduced to existing housing stock	EDC/RSL data; SGQS	To reduce fuel poverty	2022	▲	Not undertaken - research required to investigate market place and identify end user groups.	
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)	% of households in EDC contacting HES	tbc	To have highlighted to every possible household in East Dunbartonshire this potential source of advice.	Dec 2020	●	Partnership working with HES to be setup in 2020.	Internal resources - external advocacy services required to be procured.





Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicator	Baseline Data	Targets	Timescales	Status of Actions	Update & Progress	Challenges
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	% of dwellings that meet the EESSH 2020 target; Social housing build to silver energy standard; Energy efficiency measures introduced to existing housing stock; No of private sector measure installed; No. of households provided with information and advice; Reduce fuel poverty	c.28% – 48% of stock of the largest landlords; 2. 674 built to a high energy efficiency standard; 3. £325k (£200k in Twechar, £125 in Hillhead); 4. 28% households, 40% pensioner households	100% compliance; Fully spend HEEPS:ABS allocation; 70 EWI measures to be installed; 50 private sector measures to be installed; All new/upgraded social housing; Households to be provided with information; 30 handbooks to be issued, 120 households assisted by telephone	Dec 2020	▲	Partnership working with HES to be setup in 2020.	Internal resources - external advocacy services required to be procured.
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,	Number of new homes built in Hillhead	Number of new homes built in Hillhead	May 2022	▲	To work in partnership with local developers and RSLs to maximise development potential for all tenures of housing within the area.	Supported Hillhead 2000 in the purchase of new housing at Braes of Yetts. Pursuing the development of mixed-tenure housing at the Cleddans site with Bield. Developed former lockup 'micro-sites' at Armour Drive and David Grey Drive.	





Priority Outcome 5: Service delivery

Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicator	Baseline Data	Targets	Timescales	Status of Actions	Update & Progress	Challenges
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	ARC Indicator 1 – Percentage tenants satisfied with overall service provided by landlord;	Antonine HA 2015-16 – 96%; EDC 2015-16 – 74%; Hillhead HA 2000 – 2015-16 – 93%	1 All EDC based landlords to be below the Scottish average of 35 days; 2. Improved void management procedures introduced	2020		Tenant Satisfaction Survey completed in May 2019. Charter Indicator 1 : % Satisfied with overall service remained consistent at 81%. Key findings show that satisfaction overall is high, tenants would like to increase the way they obtain information about services and ways to participate. While there is no Tenant Satisfaction Survey Action Plan this links to the Landlord Report Card and associated Action Plan that was approved at the Place, Neighbourhood and Corporate Assets Committee October 2019. Planned actions are to improve satisfaction by carrying out more estate walkabouts, survey tenants in 2020 and progress regeneration of areas, such as Nithsdale Crescent. Property Maintenance services continue to work to improve response times to repairs, in particular non-emergency repairs and look to improve joint working to improve the timing of void turnaround.	Continue to work closely with Property Maintenance Services to improve void turnaround. The Tenant Satisfaction Survey questionnaire will be reviewed and antisocial behaviour questions added to gather information on the Council's methods for dealing with ASB. Identify areas where tenants might have more say in service improvement and other ways to increase tenant participation.



Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicator	Baseline Data	Targets	Timescales	Status of Actions	Update & Progress	Challenges
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	Set up Housing Policy Steering Group	n/a	Review policies	2019	🟡	Quarterly Housing Policy Steering Group Meetings re-established in May 2019 to take forward policy/strategy, review progress & update.	



Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicator	Baseline Data	Targets	Timescales	Status of Actions	Update & Progress	Challenges
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	ARC Indicator 10 – Percentage Reactive Repairs completed right first time	Antonine HA 2015-16 – 99%; 2. EDC 2015-16 – 77%;3. Hillhead HA 2015-16 – 93%	All EDC based landlords to be below the Scottish average of 5.3%; 2. Improved arrears management procedures introduced	2020	✔	The Scrutineer's, were launched in March 2015 to perform an annual scrutiny task following a recruitment drive. Three tasks have been completed to date; re-let timescales [in 2016], were reviewed to meet requirements of SHQS. A Carbon Monoxide detector is now installed in every Council home and a Feedback form was developed in line with satisfaction with the standard when moving in. In 2017 the group reviewed antisocial behaviour procedures, improved method of communication with tenants/ perpetrators and a new ASB Policy and tenant booklet is currently being developed as a result of the group's recommendations. In 2018 the group reviewed the standard of emergency and temporary accommodation. This led to a new method/ incentive for applicants to return a feedback questionnaire and made clear how this relates to the Charter to improve customer satisfaction with this area. A new task will be undertaken during 2020 that is chosen by the group from a range of housing service topics. The group has asked to learn more about the HRA and this could be taken forward with training at a future date.	The Scrutiny panel is made up of a group of up to 12 tenants and/or residents from East Dunbartonshire. The challenge is in encouraging people to participate as the time given up is voluntary. A recruitment drive is carried out annually in December to recruit new members for the following year when a vote is carried out to decide what service area they wish to scrutinise. Members are recruited according to a matrix scoring system, with objectivity being a priority. Housing staff are required to keep the group engaged and informed during the process.



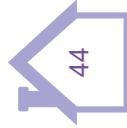
Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicator	Baseline Data	Targets	Timescales	Status of Actions	Update & Progress	Challenges
4 Continue to involve tenants in a range of ways to inform and influence our decisions in relation to Housing Services	5.5, 5.6	EDC, Tenants	ARC Indicator 1 - Percentage of tenants satisfied with overall service provided by landlord	Antonine HA 2015-16 – 96%; EDC 2015-16 – 74%; Hillhead HA 2000 – 2015-16 – 93%	All EDC based landlords to exceed the Scottish average	Ongoing	Green checkmark icon	The housing Service has links to tenant and resident groups, Tenant Participation Working Group, Sheltered Housing Forum and The Scrutineers, a panel of tenants and interested residents that review housing services annually. Customer Engagement Strategy, Tenant Participation Strategy. Information is disseminated via Community Hubs in Bearsden, Lennoxtown, Kirkintilloch and Bishopbriggs. Council's website requires review to maintain up to date housing service pages and information. The Taking Part newsletter and Your Housing News publications are issued quarterly/annually. There is an annual Tenant Event and regular estate walkabouts conducted by Housing Officers.	
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	ARC Indicators	30/40 year Housing Business Plan HRA. Full suite of ARC Indicators.	Update and reporting of HRA Business Plan Status	March 2020	Yellow triangle icon	Targeting an update to the HRA Business Plan to check value for money and scenario test future investment.	



Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicator	Baseline Data	Targets	Timescales	Status of Actions	Update & Progress	Challenges
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	n/a - Business Plan affordability over a 30-year period	Current and future expenditure and income	To have a Business Plan approved at Committee	Mid - late 2020	▲	HRA Business Plan	
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	1 ARC indicators; 2 HRA Guidance compliance	ARC indicators (2015/16)	Improve ARC indicators to peer group/Scottish average	2020 to show demonstrable progress as part of the Business Plan	▲	HRA Business Plan linked to 6	
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	ARC Indicator 30 - Average time to re-let properties;	EDC 2015-62 days EDC 2015-2016 - 7.8%	All EDC based landlords to be below the Scottish average	April 2020	▲	The average time to re-let properties in East Dunbartonshire Council in 2018-19 is 42.24 days which has reduced since 2015-16. Review of Void Management Policy and Procedures was completed in December 2019.	
			Completion of a review of void management process across the Council.	ARC Indicator 31 - Percentage gross rent arrears of rent due.					



Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicator	Baseline Data	Targets	Timescales	Status of Actions	Challenges	
								Update & Progress	Resources within Property Maintenance Service.
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	Repairs completion times for emergency and non-emergency	ARC Indicators 8 and 9	Repairs completion times for emergency and non-emergency	2022			Tenant satisfaction with repairs very low compared to the Scottish Average.
10 Improve the post inspection and tenant evaluation framework for both planned and responsive maintenance to improve service and customer outcomes	5.1	EDC, Tenants	Tenant satisfaction with repairs and capital works	% satisfied	To reach the Scottish National Average of tenant satisfaction with repairs carried out and right first time.	March 2021			
11 Review the Allocations Policy to reflect changes in legislation and the impact of welfare reform	5.6	EDC, Tenants	Review of Housing Waiting List			2020			The allocation policy will be reviewed in 2020.





Strategic Action	Link to Strategic Outcomes	Partners	Relevant Indicator	Baseline Data	Targets	Timescales	Status of Actions	Update & Progress	Challenges
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	N/A	Performance of existing Housing Management System	Implementation of IHMS	End of 2021		The New Housing Management Information System will be tendered in 2020-21.	
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	ARC Indicators	N/A	Options for performance improvement developed	2022		Need a strategy for these areas - potential demolition. Twechar dealt with as part of regeneration.	



Appendix 2: Strategic Outcomes

Priority Outcome 1: Affordable housing

Strategic outcome	Link to national outcomes
1.1 Increase the supply of housing	7 Reduce Inequalities; 10 Well-designed suitable places
1.2 Increase the supply of affordable housing	7 Reduce Inequalities; 10 Well-designed suitable places
1.3 Develop options for affordable housing	7 Reduce Inequalities; 10 Well-designed suitable places
1.4 Contribute to strategic planning	7 Reduce Inequalities; 10 Well-designed suitable places

Priority Outcome 2: Housing options

Strategic outcome	Link to national outcomes
2.1 Reduce homelessness through prevention	10 Well-designed suitable places
2.2 Improve access to & impact of housing options model	10 Well-designed suitable places
2.3 Improve access to a range of settled accommodation options	10 Well-designed suitable places
2.4 Minimise length of stay in temporary accommodation	10 Well-designed suitable places
2.5 Promote tenancy sustainment through effective delivery of housing support duty	10 Well-designed suitable places



Priority Outcome 3: Independent living

Strategic outcome	Link to national outcomes
3.1 People are assisted and encouraged to live independently within the community	National H & WB Outcome 2 People including those with disabilities or long term conditions or who are frail and able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.
3.2 Accessible and well-designed homes are available across tenures to support independent living	National H & WB Outcome 2 People including those with disabilities or long term conditions or who are frail and 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.
3.3 The housing sector is making a significant contribution to plans to improve the health and well-being of all our citizens	National H & WB Outcome 2 People including those with disabilities or long term conditions or who are frail and 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.
3.4 High quality housing support services are available to all those that need assistance	National H & WB Outcome 2 People including those with disabilities or long term conditions or who are frail and 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.
3.5 Preventing poor health and well-being outcomes are the focus of our specialist housing services	



Priority Outcome 4: Housing condition/fuel poverty

Strategic outcome	Link to national outcomes
4.1 Social housing stock meets the SHQS	14 Reduce the local and global environmental impact of consumption; 10 Well-designed suitable places; 12 Value and enjoy our built and natural environment
4.2 Social housing stock meets EESSH 2020 target	14 Reduce the local and global environmental impact of consumption; 10 Well-designed suitable places; 12 Value and enjoy our built and natural environment
4.3 Improve the energy efficiency of the housing stock	14 Reduce the local and global environmental impact of consumption; 10 Well-designed suitable places; 12 Value and enjoy our built and natural environment
4.4 Improve quality of the private sector stock	10 Well-designed suitable places; 12 Value and enjoy our built and natural environment
4.5 Continuously review areas of regeneration: a) Twechar and b) Hillhead	a) 7 Reduce Inequalities; 10 Well-designed suitable places



Priority Outcome 5: Service delivery

Strategic outcome	Link to national outcomes
5.1 High levels of satisfaction with overall service provided by all East Dunbartonshire based landlords	
5.2 Repairs completed 'right first time' by East Dunbartonshire landlords	
5.3 Effective Void Management delivery	
5.4 Improved arrears collection rates	
5.5 Sustainability plan for poorly performing Council stock	
5.6 Enhanced value for money, transparency and service performance	

Appendix 3: Legislation, Policies and Strategies

Relevant Legislation / Strategy	LHS Priority	Update since LHS Adoption 2017	Relevant to the Present LHS Update
Legislation			
Housing (Scotland) Act 2014	Priority1 Affordable Housing	<p>Secondary Legislation - Commencement No.8 Savings, Transitional and Supplemental Provisions) Order 2018</p> <p>- The Scottish Secure Tenancies (Proceedings for Possession) (Form of Notice) Amendment Regulations 2018</p> <p>Secondary Legislation: The Homelessness etc. (Scotland) Act 2003 (Commencement No.4) Order 2019 on intentionality and local connection.</p> <p>The Unsuitable Accommodation Order will be implemented in 2021. The Council will face significant challenges in relation to the changes to the Unsuitable Accommodation Order to be implemented in 2021 which will extend the rights to all homeless households in any temporary accommodation that they reside for a maximum of 7 days; currently 14 days.</p>	No - Informs next LHS
The Homelessness etc. 2003; the Housing (Scotland) Act 1987 and The Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2004 as extended in 2014, 2017	Priority2 Housing Options		
Planning (Scotland) Bill July 2019	Priority1 Affordable Housing	Primary Legislation informing LDP process	No - Informs next LHS 2023-2028
Child Poverty Act (Scotland) 2017	Priority1 Affordable Housing	Primary Legislation	Yes - Statistics on Child Poverty and EDC's Child Poverty Report and Action Plan 2019
Welfare Reform Act 2012	Priority5 Service Delivery	Primary Legislation - includes Universal Credit	Yes - Universal Credit introduced in EDC in 2017
Public Bodies (Joint Working) Scotland Act 2014	Priority3 Independent Living	Second Housing Contribution Statement between Housing and the HSCP which is a statutory requirement.	Yes - implementing the actions contained in the Housing Contribution Statement.
Antisocial Behaviour etc. (Scotland) Regulations 2019	Priority2 Housing Options	Secondary Legislation - Private Landlord Registration (Information) (Scotland) Regulations 2019	No - informs the next LHS
Fuel Poverty (Target, Definition and Strategy) (Scotland) Act 2019	Priority4 Housing Condition/ Fuel Poverty	Primary legislation which redefine targets for energy efficiency and informing the HEEPS-ABS programme of private sector housing capital improvements.	No - informs the next LHS
Community (Empowerment) Scotland Act 2015	All Priorities	Referred to in LHS Guidance 2019	No - Informs the next LHS



Relevant Legislation / Strategy	LHS Priority	Update since LHS Adoption 2017	Relevant to the Present LHS Update
Climate Change (Emissions Reduction Targets) (Scotland) 2019	Priority4 Housing Condition/ Fuel Poverty	Secondary legislation which emanates from the Climate Change (Scotland) Act 2009. The Bill sets a legally-binding “net-zero” target of all greenhouse gases by 2045. LHS Guidance 2019 refers to how local authorities have a significant part to play in ensuring that people are able to live in warm, dry, energy efficient, low carbon homes which they can afford to heat.	No - Informs the next LHS
Policy/Strategy			
Local Outcome Improvement Plan 2017-2022	All Priorities	LOIP Adopted after the LHS in 2017.	Yes - LHS outcomes link to LOIP outcomes
Strategic Housing Investment Plan (SHIP) 2020-2025	Priority1 Affordable Housing	Annual iterations of the SHIP updated with latest being for the period 2019-2024	Yes - Statistics and Progress on Actions relating to new build development
Energy Efficiency Standard for Social Housing, Fuel Poverty and Climate Change (EESSH) 2015-2020	Priority4 Housing Condition/ Fuel Poverty	A new standard for EESSH2 was launched in June 2019	No - inform the next LHS
East Dunbartonshire Carbon Management Plan 2015-2020 & East Dunbartonshire Climate change Adaptation Strategy (Emerging)	Priority4 Housing Condition/ Fuel Poverty	East Dunbartonshire Climate change Adaptation Strategy (Emerging) will be produced in parallel with the new LDP2 to ensure that sustainability and a commitment to low carbon are priorities.	No - inform the next LHS
Scottish Energy Strategy 2017	Priority4 Housing Condition/ Fuel Poverty	Local Heat & Energy Efficiency Strategies (LHEES) to be developed	No - inform the next LHS
Rapid Rehousing Transition Plan 2018	Priority2 Housing Options	Rapid Rehousing Transition Plan in EDC adopted since 2018	Yes - Statistics and implementation of RRTP actions
Syrian Vulnerable Persons Resettlement Scheme (VPRS) 2015	Priority2 Housing Options	VPRS works closely with the UN High Commissioner for Refugees (UNHCR) to identify those most at risk and bring them to the UK. The scheme was launched in January 2014 and expanded in September 2015.	Yes -EDC has responded to the national crisis by resettling a small number of Syrian refugees
A Fairer Scotland for All: Race Equality Action Plan and Highlight Report 2017-2021	Priority5 Service Delivery	Improving the Lives of Scotland's Gypsy/Travellers 2019-2021 - Joint Action Plan by COSLA and the Scottish Government	Yes - consultation with Gypsy/Traveller community to inform LDP and LHS

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本文件可接要求翻譯成中文，如有此需要，請電 0300 123 4510。

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