
NORTH AYRSHIRE COUNCIL

25th September 2018

Audit and Scrutiny Committee

Title: **Gypsy I Traveller Site Standards Report**

Purpose: To update members regarding the Council's response to the Scottish Government's Report of Minimum Recommended Standards for the Provision of Gypsy Traveller Sites.

Recommendation: It is recommended that members note the content of the report.

1. Executive Summary

- 1.1 North Ayrshire Council operates a Gypsy I Traveller site at Redburn, Kilwinning Road,
- 1.2 Following publication of Scottish Government guidance regarding minimum standards for the provision of Gypsy I Traveller sites, a programme of works in relation to the quality of the site was identified and subsequently carried out by the Council.
- 1.3 These works were progressed in advance of the Government's June 2018 deadline for implementation of the new standard and the site now meets the minimum recommended standards.
- 1.4 Details of the works required and confirmation of their completion are attached for information.
- 1.5 Housing Services and Property Management and Investment are currently developing

2. Background

- 2.1 North Ayrshire Council owns and operates a Gypsy I Traveller site at Redburn, Kilwinning Road, Irvine. The site contains 16 individual pitches, each of which has an accommodation block which provides kitchen, bathroom and storage facilities.

- 2.2 In 2013 the Scottish Parliament's Equal Opportunities Committee (EOC) published a report, *Where Gypsy/Travellers Live*, which examined issues around the quality and quantity of Gypsy/Traveller sites provided by local authorities and registered social landlords (RSLs). The report made a number of recommendations to improve Gypsy/Traveller site provision in Scotland, including establishing minimum standards for Gypsy/Traveller site provision.
- 2.3 The standards were published in May 2015 and set out in detail the expected quality of Gypsy/Traveller site provision.
- 2.4 The minimum standards cover two broad areas:
- physical facilities and fabric, including the quality of fixtures and fittings, lighting, heating, and a hot and cold water supply; and
- Within the two broad areas outlined above, the standards have seven parts:
- Essential fabric standards
 - Energy efficiency
 - Facilities and amenities
 - Safety and security
 - Maintenance and repairs
 - Fair treatment
 - Consultation
- 2.5 The document also includes indicators to help determine whether a standard is being met, with notes on any additional issues that a site provider should consider and take into account.
- 2.6 A review of progress toward achieving the standard was carried out in October 2017 by the Scottish Government. At that time a number of items requiring attention in advance of the June 2018 deadline were identified
- 2.7 The works identified in the action plan were subsequently progressed by Property Management and Investment and the action plan updated accordingly. The revised action plan, confirming the completion of the necessary works, is attached as appendix 1.
- 2.8 All works required to ensure compliance with the Scottish Government's minimum standards were completed prior to June 2018 and the Housing Regulator has been advised this is the case.
- 2.9 In addition to meeting the recommended minimum standards Housing Services and Property Management and Investment are currently developing proposals for

2.10 Any further improvements will be carried out following consultation with the Gypsyl

3. Proposals

- 3.1 It is proposed that the committee note that works have been carried out at the Redburn Gypsy I Traveller site in order to meet the Scottish Government's minimum recommended standard.
- 3.2 It is also proposed that the committee note that Housing Services and Property Management and Investment are currently developing proposals for further improvements to the site.

4. Implications

Financial:	There are no financial implications as a result of this report.
Human Resources:	There are no human resources implications as a result of this report.
Legal:	There are no legal implications as a result of this report. The Council is compliant with the Scottish Government's recommended guidance for the minimum standard for provision of Gypsy I Traveller sites.
Equality:	North Ayrshire Council considers GypsylTravellers to be a minority ethnic community. The Council recognises GypsylTravellers' right to a nomadic life and respects that GypsylTravellers may wish to maintain a travelling way of life as part of their cultural identity. Ensuring Redburn site meets the new guidance for Gypsy I Traveller site standards further demonstrates this.
Children and Young People:	There are no implications for children and young people as a result of this report.
Environmental & Sustainability:	There are no environmental or sustainability implications as a result of this report.
Key Priorities:	The work at the Gypsy I Traveller site aligns with the Council's key priorities of protecting and enhancing the environment for future generations.
Community Benefits:	There are no community benefit implications as a result of this report.

5. Consultation

- 5.1 Consultation has taken place with Housing Services regarding the implementation of the programme of works to meet the Scottish Government recommended minimum standard.
- 5.2 Consultation has also taken place with Housing Services regarding development of a
- 5.3 Future plans for the site will be progressed in consultation with the relevant stakeholders including the Gypsy I Traveller community and the Scottish Government.

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CRAIG HATTON
Executive Director (Place)

For further information please contact Laurence Cree, Senior Manager (Property Management & Investment) on 01294 324463.

Background Papers

Appendix 1, Gypsy I Traveller Site Standards Action Plan

Gypsy I Traveller Site Standards Report.

Appendix 1.

STANDARDS	INDICATORS	NOTES	October 2017 assessment (is standard met)	October 2017comment	August 2018 update
Essential Fabric Standards	Amenity blocks are structurally sound, with good quality foundations, floors, and walls	Problems with the wall structure can be detected by: vertical or diagonal cracking, inadequate expansion joints or inadequate fixings between components, wall tie corrosion, twisted, cracked, overloading or slipped lintels due to settlement, bowing of walls and over sailing of walls at Damp Proof Course level. Problems with floors include possible rotting of an underlying wooden floor structure or sloping floors. Concrete floor structure problems would include serious cracking. Problems with the foundations can be detected by vertical or diagonal cracking of the wall structure.	Yes	<p>Twice yearly joint inspections of the amenity blocks, attended by PMI and Housing are due to commence. The first inspection has been arranged for 25 October 2017.</p> <p>A pro forma for a condition survey report is currently being prepared to allow us to prepare reports on all elements under the essential fabric standards.</p> <p>Site inspection confirmed no action required.</p>	<p>Unit inspected 18 April 2018. Standards met.</p> <p>Walls are generally sound, small roughcast patches identified that may require future repair. This is to be monitored and repair carried out when required.</p> <p>Floors are sound.</p> <p>Walls require general upkeep, areas identified that may shortly require attention. This is to be monitored and works carried out when required.</p> <p>Next inspection to be carried out September 20</p>
	Pitches have an area of hardstanding, of suitable size and quality to tolerate weight of	Each pitch should have an area of hardstanding of suitable construction and quality that it is able to tolerate the weight of at	Yes	Each pitch has a hard standing area of concrete construction of 12m x 17.5m.	Unit inspected 18 April 2018. Standards met.

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		caravans (with contents), and cars or vans / light commercial vehicles. Suitable anchor points are provided, if necessary.	<p>least one caravan with occupants.</p> <p>Pitches should be of a size that enables at least one caravan and car or vans/light commercial vehicle to fit on the pitch, with sufficient room left to allow site tenants and vehicles to move around, and on and off, the pitch as necessary.</p>			<p>Pitches have a black rubber matting areas, occurrences of these lifting identified. This will be monitored to determine if further action is required.</p> <p>Next inspection to be carried out September 2018.</p>
		Amenity block roofs are structurally sound, in good repair, and keep out water.	<p>Problems with a roof can be detected by: sagging of roof structure by ponding; humping of the roof over internal load bearing walls and/or party walls; spreading outwards of the roof structure at the eaves. Problems with the principal roof covering and roof edges could include missing, broken or slipped slates or tiles; also including broken or slipped ridge tiles and hips; torn or cracked flat roof coverings.</p>	Yes	Site inspection confirmed no action required.	<p>Unit inspected 18 April 2018. Standards met.</p> <p>Pitches roofs are generally in good condition. Some moss establishment identified. This will be monitored and cleaned if required in future.</p> <p>Next inspection to be carried out September 2018.</p>

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	STANDARDS	INDICATORS	NOTES	October 2017 assessment (is standard met)	October 2017comment	August 2018 update
		Rising damp and penetrating damp are not present in amenity blocks.	Rising damp is caused by defects in the Damp Proof Course, or in older homes the lack of a damp proof course. Penetrating damp is caused by defects in the roof, the exterior walls, rainwater gutters and downpipes, or missing flashings. Mould can also be evidence of condensation, which can be avoided by adequate ventilation (eg windows that open or extractor fans).	Yes	Site inspection confirmed no action required.	Unit inspected 18 April 2018. Standards met. Next inspection to be carried out September 2018.
		Appropriate arrangements have been made for foul and surface water drainage, including gutters and downpipes for amenity block roofs.	Problems include cracked or corroded gutters or downpipes; loose or defective brackets; and missing fittings.	Yes	Site inspection confirmed no action required.	Unit inspected 18 April 2018 gutter and downpipe cleaning required. Works completed March 2018. Next inspection to be carried out September 2018.

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		Windows and doors of amenity blocks are of a good quality.	Problems could include distorted or unseated window / door frames; rotted sills or sub sills; broken panes of glass; corroded, rusting or rotten ironmongery; defective, damaged or missing seals or putty, and disrepair to screens, windows and roof lights.	Yes	Site inspection confirmed no action required.	Unit inspected 18 April 2018. Standards met. Next inspection to be carried out September 2018.
		Access roads, and roads and paths on the site, are of good quality.	Access roads and paths should be well maintained and safe, taking into consideration road surface, lighting, verge/grass cutting, and tree pruning. This is especially important where site tenants do not have easy access to public transport, and children need to travel to school. Arrangements should be made to enable gritting of roads and paths in freezing conditions.	Yes	Site inspection confirmed, no action required. Service standard to inspect grounds weekly is in-place and identifies any remedial action required.	Unit inspected 18 April 2018. Standards met. Next inspection to be carried out September 2018.

	STANDARDS	INDICATORS	NOTES	October 2017 assessment (is standard met)	October 2017comment	August 2018 update
2	Energy Efficiency	Amenity blocks should meet an energy efficiency rating of band E or better.	<p>Measures that would enhance energy efficiency might include more loft insulation, a highly efficient heating system, introducing low energy lighting, double or triple glazing.</p> <p>Energy efficiency bands are defined in the Standard Assessment Procedure (SAP) for assessing the energy performance of dwellings and are recorded in Energy Performance Certificates (EPCs). Band E is defined as a SAP rating of 39 to 54 in SAP 2005-2012.</p>	Yes - SAP rating has been estimated at 60.	All pitches have double glazing and low energy lighting (Compact Fluorescent Low Energy Lamp 2-Pin 1050Lm 16W) in the kitchen, bathroom and exterior lights. Insulated render and loft insulation also fitted to blocks in 2007.	<p>Unit inspected 18 April 2018. Standards met.</p> <p>Next inspection to be carried out September 2018.</p> <p>Energy efficiency measures to be considered as part of future investment proposals.</p>
3	Facilities and Amenities	The amenity block has a wholesome water supply, with adequate water pressure.	The Water Supply (Water Quality) (Scotland) Regulations 2001 and the Private Water Supplies (Scotland) Regulations 2006 set the standard for 'wholesome' water supplies, and reflect a European Drinking Water Directive.	Yes	Mains water is provided to the site by Scottish Water. The water quality is monitored on a quarterly basis by a specialist contractor.	<p>Unit inspected 18 April 2018. Standards met.</p> <p>Next inspection to be carried out September 2018.</p>

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			There should be sufficient water pressure to allow appliances in amenity blocks (such as washing machines) to be used normally.		Water pressure and fire hydrants are checked on an annual basis by a specialist contractor. Last check completed July 2017	
		The amenity block has a toilet available for the exclusive use of the occupants of the pitch.	The bathroom's main toilet and related fittings must be in a good and usable condition.	No	<p>Previous site inspection noted that some drain covers were missing and flooring needed to be replaced.</p> <p>Some work has been carried out, with outstanding works to be completed by December 2017.</p>	<p>Unit inspected 18 April 2018. Standards met.</p> <p>Works completed December 2017.</p> <p>Next inspection to be carried out September 2018.</p>
		Amenity block fittings (including toilet, and any shower or bath) should be of a good quality.	The bathroom hand basin and related fittings must be in good and usable condition.	No	Site inspection noted that some kitchen carcasses require decoration.	<p>Unit inspected 18 April 2018. Standards met.</p> <p>Works completed March 2018.</p> <p>Next inspection to be carried out September 2018.</p>

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	Amenity block kitchen fittings (such as storage cabinets and worktops) should be of a good quality.	The condition of the kitchen sink and kitchen storage cupboards (primarily doors, carcasses and worktops), and related fittings, should be in good and usable condition.	Yes	Ambition for site-wide investment plan identified to improve condition and suitability of facilities.	Unit inspected 18 April 2018. Standards met. Next inspection to be carried out September 2018. Housing Services and PMI have commence discussions regarding overall strategy for investment in site, including stakeholder engagement.
	There should be a hot and cold water supply to amenity block sinks.	The bathroom and kitchen should have a hot and cold water supply to hand basins and the bath/shower which is in good and usable condition.	Yes	Site inspection confirmed no action required.	Unit inspected 18 April 2018. Standards met. Next inspection to be carried out September 2018.
	There should be adequate electrical sockets in the amenity block.	The kitchen must have at least 6 x 13 amp electrical power sockets securely mounted on the wall.	No.	Site inspection noted that there were insufficient sockets in the kitchens.	Unit inspected 18 April 2018. Standards met.

	STANDARDS	INDICATORS	NOTES	October 2017 assessment (is standard met)	October 2017comment	August 2018 update
					<p>1no additional socket to be fitted in the kitchens of pitches 1-14.</p> <p>2no additional sockets to be fitted in the kitchens of pitches 15 & 16.</p> <p>Outstanding work has been instructed and will be completed December 2017.</p>	<p>Works completed March 2018.</p> <p>Next inspection to be carried out September 2018.</p>
4	Safety and Security	There should be adequate food storage space in the amenity block.	The kitchen must have at least 1m ³ of food storage space either in the kitchen itself or immediately adjacent to the kitchen.	Yes	Site inspection confirms no action required.	<p>Unit inspected 18 April 2018. Standards met.</p> <p>Next inspection to be carried out September 2018.</p>
		There are adequate and appropriately located carbon monoxide detectors and alarms.	There should be a carbon monoxide detector in every room in an amenity block that contains a carbon-fuelled fixed combustion appliance, other than an appliance used solely for cooking, and in any room which is frequently used by	N/A	No requirement as there is no gas provision on site.	No requirement as there is no gas provision on site.

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		the site tenant(s) for general daytime living purposes.			
	There are adequate and appropriately located smoke alarms/detectors. Site providers should also meet their duties under the Fire (Scotland) Act 2005.	<p>In relation to an amenity block there must be at least:</p> <p>One functioning smoke alarm in any room which is frequently used by the site tenant(s) for cooking and/or general daytime living purposes; and one heat alarm in every kitchen.</p> <p>Site providers should also meet their duties under the Fire (Scotland) Act 2005 in relation to fire safety assessments.</p>	No (Partial Compliance).	<p>Each unit has a working smoke alarm in the Kitchen. Instruction issued for additional heat detectors to be fitted in the kitchen areas. Work to be complete by December 2017.</p> <p>A FRA has been instructed and will be completed 4 Oct 2017. An action plan will be developed on receipt of the report.</p>	<p>Unit inspected 18 April 2018. Standards met.</p> <p>All units have working smoke and heat detectors.</p> <p>Priority items arising from Fire Risk Assessments completed December 2017.</p> <p>Next inspection to be carried out September</p>
	There is a safe electrical system, inspected once every 5 years.	The electrical system in the amenity block and elsewhere on the pitch must not be dangerous to the inhabitant as indicated by: broken casings; damaged power socket boxes; exposed wiring; other obvious signs of damage, disrepair or unauthorised alterations,	Yes	<p>Full check of Electrical system - 23 October 2014. Test Certificates in-place.</p> <p>There is a 5 year planned maintenance cycle for the electrical systems within each block. The blocks are scheduled to be checked again in 2019.</p>	<p>Unit inspected 18 April 2018. Standards met.</p> <p>Priority items arising from Fire Risk Assessments completed March 2018.</p> <p>Next periodic electrical inspection to be carried</p>

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		especially to the consumer/meter units.			out prior to end October 2019.
	There is a safe gas/oil system (if used) and appliances. There is a gas inspection (if applicable) once a year.	The gas or oil system in the amenity block and elsewhere on the pitch must not be dangerous to the inhabitants as indicated by problems such as: wall mounted boilers in danger of detaching; rusted boilers or tanks; leaking oil tanks or pipes; holes in gas flues; balanced gas flues with unsafe guards; balanced gas flues with incorrectly positioned guards; smell of gas/oil around boiler.	N/A	There is no gas or oil provision on-site.	There is no gas or oil provision on-site.
	There is good quality lighting of common parts of the site.	There must be adequate common or public lighting on the site.	Yes	There are 5 streetlights on site and 3 outside lights on the office building. Each pitch has their own exterior light.	Unit inspected 18 April 2018. Standards met. Next inspection to be carried out September 2018.

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		There are appropriate road safety measures in place for roads on the site.	Appropriate measures should be in place to ensure road safety, such as speed limits and speedbumps, and appropriate signage (such as indicating to drivers that children may be playing, and to drive slowly).	Yes	Speed limit 10mph sign at site entrance and there are speedbumps at site entrance and site office An additional Children at Play sign is to be fitted at site entrance. Completion by December 2017	Unit inspected 18 April 2018. Standards met. Signage installed March 2018. Next inspection to be carried out September 2018.
5	Maintenance and Repairs	Repairs are carried out in line with timescales set locally for repairs for social housing tenants.	Site tenants should be given information on how to report a repair, and the timescales within which a repair should be carried out. Site tenants, along with other service users, should be consulted about the timescales for repairs.	Yes	New North Ayrshire Council Repairs Policy launched October 2016. Tenants informed in the site newsletter Nov 2016 and displayed in site office 100% of tenants responded to the site survey in Jan 2017. All tenants indicated that they knew how to report a repair.	Unit inspected 18 April 2018. Standards met. Next inspection to be carried out September 2018.
		There are adequate and good quality drainage arrangements to allow rainwater to	This includes appropriate arrangements (e.g. storm drains) to deal with heavy rainfall. There should be regular maintenance of drainage systems to ensure they are working properly.	Yes		Unit inspected 18 April 2018. Standards met.

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		safely drain off the site.				Next inspection to be carried out September 2018.
		Common parts of the site are kept in good condition, including any common areas, paths, roads, and children's play parks.	A twice yearly informal inspection should be held of the site, to identify necessary maintenance and repairs.	Yes	Service standard to inspect grounds weekly identifies any remedial action required In addition, the site is litter picked by the Site Manager when required.	Unit inspected 18 April 2018. Standards met. Next inspection to be carried out September 2018.
6	Fair Treatment	Tenants are treated fairly and with dignity by the site provider. Each tenant's individual needs are recognised, they are treated fairly and with respect, and receive fair access to accommodation.	Site tenants must be treated with respect and fairness by the site provider. There should be a clear, objective, and transparent process for the allocation of pitches, and for any procedures to ask a court to terminate a person's tenancy on a pitch. Individual needs in relation to the case for adaptations to an amenity block, or the external area of a pitch, should be considered.	Yes	A copy of our Allocation Policy is issued to each applicant. Applications are listed in date order. To date, we have not taken any court action to terminate tenancies and if we did this would be processed by Legal Services to ensure statutory compliance. If a tenant requests assistance with an accessible housing need, the site manager liaises with colleagues in the Health and Social Care Partnership to ensure	Standard Met No change, applicants are given a copy of the Allocation Policy. We have still not taken any court action to terminate a tenancy No change

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			Rents paid for pitches should provide value for money for site tenants.		that an appropriate assessment of their needs is carried out. We believe rents reflect value for money. For example we provided a full-time manger on site, 24/7 access to repairs, site standards are continually met, tenants have access to free public Wi-Fi, we provide onsite access to healthcare and education.	No change
7	Consultation	Gypsy/Travellers site tenants find it easy to communicate with the site provider, and get the information they need.	<p>Site tenants are consulted about:</p> <ul style="list-style-type: none"> • rent levels, and any plans to increase them. • any proposed significant changes to the site (e.g. more pitches). • - other changes in the local area that will have an impact on the site, e.g. planning applications on adjacent land. 	Yes	<p>The Council are currently reviewing our rent structure and all tenants were encouraged to respond to the rent review survey. In our first rent review 10 of our 16 Redburn site tenants completed the survey.</p> <p>Site tenants satisfaction surveys were completed in Oct 2015 and Jan 2017. There was a 100% return rate for both surveys. Information gathered from these surveys helps shape and improve our services and will influence our investment plan currently being developed.</p>	<p>Standard met</p> <p>We are currently preparing a survey for tenants aimed at finding out what their preferences are in relation to future accommodation needs.</p> <p>The next Redburn Tenants Satisfaction Survey is scheduled to take place in October 2018.</p> <p>We have supported Redburn residents to start a new Tenants Group. The group meet to discuss</p>

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					<p>All North Ayrshire Council residents are invited to take part in the tri-annual Tenant Satisfaction Survey. The next survey is scheduled for 2019. Survey results are published in our quarterly tenant's newsletter 'Tenancy Matters'.</p> <p>North Ayrshire Council's Tenant Participation Strategy 2017-22 is currently subject to consultation. It acknowledges that Gypsy/Travellers are often underrepresented in community involvement. We have established the Redburn Site Tenants Forum and first meeting took place in August 2017. The forum allows tenants the opportunity to raise any issues or concerns they have.</p> <p>The Redburn Site allocation policy review will begin in November 2017. Tenants, applicants and other interested stakeholders will be consulted.</p>	<p>issues that are important to them and the information helps us develop services.</p> <p>Eight tenants recently participated in the 2018 North Ayrshire Council Tenants Satisfaction Survey.</p> <p>The Allocation policy is still under review. The tenant's group have given the Redburn Site Manager their views on the allocation policy.</p>

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