

---

# NORTH AYRSHIRE COUNCIL

30 November 2021

## Cabinet

---

**Title:** Local Housing Strategy 2018-2022: Progress Update

**Purpose:** To provide Cabinet with an update on progress of the Local Housing Strategy 2018-2022 (LHS18) and to seek approval for an update to be submitted to Scottish Government.

**Recommendation:** That Cabinet (i) notes the content of this report and progress against the LHS Action Plan to November 2021; and (ii) approves its submission to the Scottish Government.

---

## 1. Executive Summary

- 1.1 The Housing (Scotland) Act 2001 places a statutory requirement on local authorities to produce a Local Housing Strategy (LHS) around every five years, that sets out its priorities and plans for the delivery of housing and related services.
- 1.2 The LHS enables local authorities to monitor progress against national and local priorities and targets. It is a statutory requirement for a LHS to be kept under review, and the Scottish Government expects all local authorities to review and report on progress annually.
- 1.3 This report provides an overview on progress made to date on the delivery of the Local Housing Strategy 2018-2022, and how this will impact on the forthcoming Local Housing Strategy (2022-2027).
- 1.4 Members are invited to note the contents of the report and approve its submission to the Scottish Government.

## 2. Background

- 2.1 The Housing (Scotland) Act 2001 places a statutory requirement on local authorities to produce a Local Housing Strategy (LHS), that sets out its priorities and plans for the delivery of housing and related services. The 2001 Act states that the LHS: must be supported by an assessment of housing provision including the need and demand for housing and related services; that it must be submitted to Scottish Ministers; and that local authorities must keep their LHS under review. The Scottish Government expects all local authorities to review and report on progress annually.
- 2.2 The North Ayrshire [Local Housing Strategy 2018-2022](#) was approved at Cabinet on 7 December 2017. It details the issues and challenges facing the local housing system and describes how we intend to address them. Five key themes were identified, each

with an associated outcome, that were agreed with local people, partners and stakeholders:

- **SUPPLY:** The supply of housing meets the needs and aspirations of local people
- **CONDITION:** People live in good quality homes that they can afford to heat
- **PLACE:** Our homes are located in strong, stable and safe communities
- **SUPPORT:** People receive the support they need to live independently at home, for as long as possible
- **HOMELESS:** Homeless services focus on early intervention, prevention and sustainable housing solutions

Taken together, these are intended to ensure that housing in North Ayrshire is fit for purpose, dynamic and flexible.

- 2.3 Work is underway to develop the Local Housing Strategy 2022-2027. As part of the development process, a final review of the 2018-2022 Strategy has been undertaken. This provides an opportunity to highlight progress and successes since the inception of the current strategy and consider priorities that require further action. The latter will be considered for inclusion in the new LHS action plan, where appropriate.

### **Successes**

- 2.4 Key successes from the Local Housing Strategy 2018-2022 are as follows:

#### Outcome 1: The supply of housing meets the needs and aspirations of local people

- 2.5 Whilst the COVID-19 pandemic caused significant disruption to our new build programme, we have completed 554 of the 1,000 homes we committed to in the LHS 2018-22 and anticipate that this will increase to 696 by March 2022 (with a further 170 on site).
- 2.6 Between 1 April 2018 and 31 March 2021, the Council purchased 23 second hand and 17 empty homes to bring back into use.
- 2.7 In 2018/19, we revised our Council housing rent structure to ensure it is fair and transparent. The new structure was fully implemented following extensive consultation with tenants.

#### OUTCOME 2: People live in good quality homes that they can afford to heat

- 2.8 A revised Scheme of Assistance was launched in 2018, which included a new Missing Shares Policy to help owners in tenement blocks carry out essential common repairs, and a Pre-Tenancy Support Service which provides a specialised advice and inspection service to landlords to increase awareness about the required minimum standard of properties.
- 2.9 99.09% of the Council's housing stock meets SHQS compliance. Local registered social landlords also have good performance in this area. In addition, 97.6% of our housing stock meet the current EESSH to 2020 standards. The Council is in the process of developing a strategy to achieve the new EESSH2 standards by 2032. Cunninghame Housing Association has achieved 93.9%, ANCHO 97.9% and Riverside Scotland (formerly Irvine Housing Association) 79.6%.

- 2.10 Two sustainable demonstrator homes were developed in our Dickson Drive (Phase 2), Irvine site in March 2020. The homes' specification includes a renewable energy system incorporating a water heat pump, solar thermal & PV roof panels and thermal stores provide heating, hot water and electricity generation to the units. A range of other technologies feature, including smart heating lighting controls, smart home security, upgraded insulation, triple glazing, and various water conservation measures. The learning from this project will be used to inform future Council housing developments and shared with local RSLs and other local authorities.
- 2.11 The Council started to retrofit solar PV panels on its residential properties in November 2018 and our target is to install on 500 properties by 31 March 2022. As of 25 October 2021, installations have been completed on 437 properties, with the balance scheduled for completion by 31 March 2022. Housing Services is also incorporating in-line and retrofit solar PV panels to some homes as part of the latest re-roofing and re-rendering contract.

OUTCOME 3: Our homes are located in stable, strong and safe communities

- 2.12 The Council launched its 10-year Estate Based Regeneration Programme in 2019, representing indicative minimum investment in stock and estates of £10m. This approach complements the Council's ambitious housing development programme via the Strategic Housing Investment Plan.
- 2.13 A large selection of town centre developments have been included in the Strategic Housing Investment Plan, including Glencairn House, Stevenston; Afton Court, Stevenston; Caley Court, Stevenston; Kyleshill Court, Saltcoats; Springvale, Saltcoats; Watt Gardens, Dalry; Kings Arms, Irvine; Fullarton High Flats Site, Irvine; St Colm's Place, Largs; Largs Police Station site and the former Kilbirnie Housing Office.

OUTCOME 4: People receive the support they need to live independently at home, for as long as possible

- 2.14 The Council will have exceeded its LHS target by building 250 new sheltered housing units to date. In addition, 80 sheltered housing units have been refurbished since 2018. The HRA 2021/22 budget approved in December 2020 includes a further £25m investment in the sheltered housing portfolio. Eleven complexes, totalling 236 units, will be fully refurbished over the life of the next LHS.
- 2.15 The Council's original commitment to resettle up to 100 refugees in the period up to 2019 was achieved by 2017, two years earlier than anticipated. Since then, a further fourteen Syrian families and two families from Afghanistan have been welcomed into North Ayrshire. There are plans to resettle a further five Syrian families and three Afghan families before the end of the current financial year.
- 2.16 The Council has exceeded its 7% target for new build properties that are suitable for wheelchair users and has, over the course of the LHS, provided 15% of new builds that are suitable for wheelchair users.
- 2.17 Officers within the Place Directorate and the Health and Social Care Partnership have developed a new supported accommodation housing model for implementation at various sites across North Ayrshire. Trindlemoss, the flagship model, was completed

in early 2020 followed by a new build supported accommodation unit at Bessie Dunlop Court, Dalry in December 2020. A further three units are currently under construction.

OUTCOME 5: Homeless services focus on early intervention, prevention and sustainable housing solutions

- 2.18 The Council has implemented a range of prevention and early intervention processes to ensure that people know how to access housing support services; rough sleeping in North Ayrshire is amongst the lowest levels across Scotland.
- 2.19 In line with the ambitions set out in North Ayrshire's Rapid Rehousing Transition Plan, two homeless hostels have been successfully closed, and a range of dispersed furnished accommodation created across North Ayrshire.
- 2.20 North Ayrshire's multi-agency Homelessness Task Force has developed and implemented a prison discharge protocol to minimise the risk of homelessness and repeat offending.

**Further action**

- 2.21 Priorities that require further action, and will be reviewed during the development of the Local Housing Strategy 2022-2027 are as follows:

OUTCOME 1: The supply of housing meets the needs and aspirations of local people

- 2.22 A model for self-build has been developed and a pilot site identified for six serviced plots at the former Brisbane Primary in Largs. This project has been impacted by the COVID-19 pandemic, as Officers prioritised recommencement of on-site developments following the national lockdown. The initiative is in the planning stages is expected to be on-site during 2022.
- 2.23 Following significant research on the Scottish Futures Trust's (SFT) shared ownership model, a Cabinet paper was approved in late 2018 for a pilot project in Largs. This project has been delayed, predominantly due to issues in attaining Scottish Water approval, as well as the impact of the COVID-19 pandemic. Planning permission was submitted for the development in July 2021 and conditional approval has been received. Continued engagement with SFT is taking place and the project will progress subject to an outstanding query which has been raised with SFT regarding the operation of the model.

OUTCOME 2: People live in good quality homes that they can afford to heat

- 2.24 More information is required on the condition of privately owned and rented properties in North Ayrshire to focus efforts in improving property condition across the sector. The Scottish Government's 'Housing to 2040' Strategy commits to the development of a rented sector strategy, with universal standards across social and privately rented housing. Further guidance is awaited on this strategy to determine the relevant data required when developing a baseline for North Ayrshire and officers will use this guidance to consider actions required in the next Local Housing Strategy.

OUTCOME 4: People receive the support they need to live independently at home, for as long as possible

- 2.25 Housing Services planned to host sheltered housing 'open days' to reduce the stigma which is sometimes associated with this house type and showcase the Council's excellent housing which is fit for the 21<sup>st</sup> century, however this work is currently on hold due to COVID-19 restrictions. If unable to proceed before April 2022, the action will be carried forward and delivered as part of the next LHS.

**OUTCOME 5: Homeless services focus on early intervention, prevention and sustainable housing solutions**

- 2.26 Work was undertaken to minimise the risk of repeat homelessness, however during the pandemic cases have increased significantly. Reducing repeat homelessness will be a priority piece of work for the Housing Service over the next 12 months.
- 2.27 Substantial progress has been made over the life of the current Local Housing Strategy 2018-2022, despite significant challenges presented to the Council and partners during the COVID-19 pandemic. This progress provides a strong foundation on which to develop the next Local Housing Strategy 2022-2027, which will also be informed by the visions and aspirations set out in the Scottish Government's 'Housing to 2040' Strategy.
- 2.28 The Local Housing Strategy 2018-2022 action plan is available at Appendix 1, with a summary of progress achieved to November 2021.

**3. Proposals**

- 3.1 That Cabinet (i) notes the content of this report and progress against the LHS Action Plan to November 2021; and (ii) approves its submission to the Scottish Government.

**4. Implications/Socio-economic Duty**

**Financial**

- 4.1 Any financial implications arising from the projects and initiatives included within the Local Housing Strategy 2018-2022 are considered and monitored as part of the Housing Revenue Account budget setting and monitoring process and incorporated in the Housing Revenue Account 30-year Business Plan. Projects outwith the scope of the Housing Revenue Account, such as the shared ownership and self-build models, are considered and monitored as part of the Council's General Fund budget process.

**Human Resources**

- 4.2 The Local Housing Strategy 2018-2022 is delivered by North Ayrshire Council staffing and complemented by external expertise, where required.

**Legal**

- 4.3 The development and monitoring of the Local Housing Strategy 2018-2022, which sets out its priorities and plans for the delivery of housing and related services in North Ayrshire, ensures compliance with the Housing (Scotland) Act 2001.

**Equality/Socio-economic**

- 4.4 The provision of good quality housing through the actions set out in the Local Housing Strategy 2018-2022 has a positive impact on those who require specialist accommodation, older people, those who are homeless, or at risk of homelessness, and those for whom purchasing a home is not an affordable option. The benefits of high-quality housing in relation to health, wellbeing and educational attainment, are well documented.

### **Environmental and Sustainability**

- 4.5 Progress in achieving the Energy Efficiency Standard for Social Housing (EESH), alongside the actions set in the Local Housing Strategy 2018-2022 around energy efficiency, including a solar PV retrofit programme, contribute significantly to the Council's Sustainability agenda. In addition, new homes delivered through the Strategic Housing Investment Plan 2022-2027 should have a low environmental impact - with the aim of reducing fuel use and associated fuel costs - and will be delivered in accordance with Building Standards' regulations for energy efficiency.

### **Key Priorities**

- 4.6 The Local Housing Strategy 2018-2022 supports the priorities set out across the wider local and national strategic landscapes. Council Plan priorities which are supported include:

#### Aspiring Communities

- Active and strong communities
- Children and young people experience the best start in life
- People enjoy good life-long health and well-being
- People and communities are safe

#### Inspiring Place

- Effective infrastructure and digital connectivity
- Affordable, modern, and well-designed homes that meets residents' needs
- Vibrant, welcoming, and attractive places
- A sustainable environment

### **Community Wealth Building**

- 4.7 With an emphasis on quality places, sustainable communities and fit for purpose housing that is in good repair, our regeneration and housing provision work supports the priorities set out in the Community Wealth Building Strategy

## **5. Consultation**

- 5.1 The progress of the LHS 2018-2022 has been prepared by gathering information from various project leads across Council services, as well as partner RSLs.
- 5.2 Actions which require to be carried forward to the LHS 2022-2027 will be subject to extensive consultation as part of the strategic planning process.

RUSSELL McCUTCHEON  
Executive Director (Place)

For further information please contact **Jacqueline Cameron, Senior Manager (Housing, Strategy & Development)**, on **01294 485652**

**Background Papers**

0

## North Ayrshire Local Housing Strategy 2018-2022

### Action Plan Progress – November 2021

#### OUTCOME 1: The supply of housing meets the needs and aspirations of local people

We will:	Progress	Status
Use the affordable housing development programme to provide opportunities to front fund infrastructure works for private development	Housing Services and Economic Development and Regeneration have been considering strategic sites where a mix of private and affordable homes could be delivered. Consideration is given to the timing of construction, and whether infrastructure required for affordable housing could attract or support private developers to build on adjacent sites. At present, feasibility work is underway on a confidential project where infrastructure works could support neighbouring private sector development.	✓
Develop a strategy for the promotion of housing development on strategic regeneration sites, to stimulate development	Local Development Plan 2 identifies Strategic Development Areas where housing is part of the mix of uses proposed. Work is progressing on a number of sites to deliver both public and private sector housing, considering a range of delivery mechanisms to stimulate development. At Montgomerie Park, a Simplified Planning Zone was established in 2019 as an innovate approach to deliver new homes, whereby a developer will not be required to apply for planning permission for part of the Strategic Housing Growth Area.	✓
Identify an initial pilot site for own build including consideration of Council funding and provision of infrastructure	A model for self-build has been developed and a pilot site identified for six serviced plots at the former Brisbane Primary in Largs. The initiative is in the planning stages and expected to be on-site in 2022.	!
Prepare a business case for a municipal mortgage scheme	In 2018, a paper was prepared which concluded that this to be an unnecessary intervention at this time, given the low lending rates nationally.	✓
Carry out research to establish housing pressure in the private rented sector	This work was undertaken in 2020 and is included in the Housing Needs & Demand Assessment 2020. We will further consider pressures in the private sector in the next Local Housing Strategy.	!
Build a total of 1,000 new Council homes by March 2022	We have completed 554 of the homes we committed to and anticipate that 696 will be complete by March 2022 (with a further 170 on site). We will add any outstanding units to the forthcoming LHS and deliver these alongside further homes that are planned. The COVID-19 pandemic caused significant disruption to our new build programme, both in terms of corporate resources and, more significantly, the construction industry. The 1,625 Council homes committed in the Strategic Housing Investment Plan 2022-2027 will be delivered within the life of the next plan.	!
Purchase at least 20 second hand properties to bring them back into the affordable housing supply	Between 1 April 2018 and 31 March 2021, the Council purchased 23 second hand homes to bring back into use. The Strategic Housing Investment Plan 2022-2027 includes the provision for a total of five buy backs per year for second hand and empty properties.	✓
Review our Affordable Housing Policies, as part of the Local Development Plan process	The Local Development Plan 2, adopted in November 2019, removed the requirement for developers to provide a contribution towards affordable housing as it was considered that, in the context of historic affordable housing delivery levels and significant Council and Scottish Government funding for affordable housing (i.e., the SHIP), the need element of the Housing Supply Target would be achieved without subsidy from market sector housing development at the latest by April 2021. This was expected to have a positive impact on making North Ayrshire a more attractive place for private developers, where previously up to 25% of units on sites had to be of an affordable tenure.	✓
Review the North Ayrshire Allocation policy	The review has been completed, policy changes applied, and a revised Allocation policy has been in place since 2019.	✓
Explore the viability of delivering alternative affordable housing delivery models (e.g., Scottish Futures Trust 'Accessible Home Ownership' model etc.) in our most pressurised areas	Following research, a paper was submitted to Cabinet in late 2018 for a Scottish Futures Trust, shared ownership model in Largs. The project has been delayed, predominantly due to issues attaining Scottish Water approval, as well as the COVID-19 pandemic. Planning permission was submitted for the development in July 2021 and conditional approval has been received. Continued engagement with SFT is taking place and the project will progress subject to an outstanding query which has been raised with SFT regarding the operation of the model.	!
Carry out a review of the Council housing rent structure	In 2018/19, we revised our Council housing rent structure to ensure it is fair and transparent. The new structure was fully implemented following extensive consultation with tenants.	✓



Explore the viability of introducing a North Ayrshire Living Rent accreditation scheme	A paper was prepared in 2018 which found that a Living Rent scheme was not necessary in North Ayrshire, as all our housing stock, whether social, private rented or owner-occupied has a similar, affordable, cost at the entry level.	✓
Carry out island specific research to secure detailed data on housing need and demand to identify new rural housing solutions	Since the last LHS, 18 homes have been developed on Cumbrae and 34 homes are due to be completed on Arran in early 2022. Through development of the new homes on Arran, work has been undertaken to promote application to the North Ayrshire Housing Register for those identified as in need by local groups. A further exercise has been undertaken to gain more information about demand for specific locations on Arran. Following completion of the 34 homes, further analysis is planned to consider future demand. Alongside this, work was undertaken in developing the Housing Needs & Demand Assessment 2020.	✓
Engage, support and partner with groups who aim to alleviate rural housing challenges (Arran Economic Group, Cumbrae Services Review Group)	Consultation with residents and community groups was undertaken during development of 34 units at Brathwic Terrace, Arran and the 18 new homes at St Beya Gardens, Cumbrae. These developments, alongside continued work with communities on the island, are anticipated to stimulate investment in other infrastructure to encourage economic growth. An Arran Local Lettings Initiative was also implemented by the Council in April 2021, reflecting housing challenges faced on the island. The Initiative awards additional priority to specific North Ayrshire Housing Register (NAHR) applicants in housing need who live on Arran and/or are deemed to be essential workers.	✓
Review our Empty Homes buy-back policy	We have reviewed the criteria for second home buy backs. The criteria for empty homes aligns to this, with the additional premise that the property has been empty for six months or more. This ensures that buy backs align with our strategic goals.	✓
Purchase a minimum of 10 empty homes	Between 1 April 2018 and 31 March 2021, the Council purchased 17 empty homes. The Strategic Housing Investment Plan 2022-2027 includes the provision for a total of five buy backs per year for second hand and empty properties.	✓
Provide an 'Empty Home-Owners Loan' scheme	The North Ayrshire Empty Homes Loan Fund, financed by the Scottish Government, has been available to empty homeowners within North Ayrshire since 2013. To date there has been limited take up of this fund, and a request was submitted to the Scottish Government to allow us to carry over the £80,000 funds in 2020. We are considering a request for variations to the eligibility criteria to provide flexibility to the loan fund, which may make it more attractive to owners of long-term empty homes.	✓
Continue to impose an Empty Homes Council Tax Levy	Over the lifetime of the LHS we have continued to impose an empty homes Council tax levy to encourage owners to bring them back into use.	✓
Participate in the Scottish Empty Homes Partnership	Throughout the LHS 2018-2022, we have continued to participate in the Scottish Empty Homes Partnership and will remain active members moving forward.	✓
Provide support and advice to owners, to bring empty homes back into use	Throughout the lifetime of the LHS 2018-2022 we have continued to provide support and advice to homeowners, to support them to bring empty homes back into use.	✓

## OUTCOME 2: People live in good quality homes that they can afford to heat

We will:	Progress	Status
Carry out research into overall property condition in the private housing sector	The Housing Needs & Demand Assessment 2020 which was submitted to the Scottish Government included information from the Scottish House Condition Survey on the overall condition of owner-occupied homes in the private sector. Unfortunately, the sample size for privately rented accommodation was too small to use. The Scottish Government's 'Housing to 2040' strategy commits to the development of a rented sector strategy, with universal standards across social and privately rented housing. We await further guidance on this to determine the relevant data required when developing a baseline for North Ayrshire and will consider actions required in the next Local Housing Strategy.	!
Establish a Multi-Agency Task Force to address areas within the private sector which need particular attention	A Multi-agency Task Force was established, and they continue to meet in relation to individual cases which merit a joint approach. Frequent members include Environmental Health, Building Standards and Streetscene. Other partners are invited based on case involvement.	✓
Review the Scheme of Assistance to identify opportunities for wider use of our discretionary powers	The <a href="#">Scheme of Assistance</a> was reviewed and refreshed in 2018. As part of the review, we launched: a new Missing Shares Policy to help owners in tenement blocks carry out essential common repairs; and a Pre-Tenancy Support Service which	✓

	provides a specialised advice and inspection service to landlords to increase awareness about the required minimum standard of properties. This is intended to act as a preventative measure to improve property condition prior to tenant occupation and improve expectations between landlords and tenants.	
Consider a 'Missing Shares' Policy to assist owners to repair and improve flatted properties	On 1 April 2019, as part of the Scheme of Assistance review, we launched a new Missing Shares Policy to help owners in tenement blocks carry out essential common repairs	✓
Relaunch our approach to supporting homeowners to prepare Voluntary Maintenance Plans	Following the publication of the new Scheme of Assistance in 2018, we support homeowners on an ongoing basis with regard Voluntary Maintenance Plans.	✓
Continue to provide advice and assistance on private sector housing issues	Our Private Sector Team have continued to provide advice and assistance on private sector housing issues to tenants and landlords throughout the life of the LHS.	✓
Improve the quality of private sector housing by acting against registered private landlords who fail to address disrepair	Over the lifetime of the LHS we have continued to work with private landlords to support them to address disrepair in their properties. In most cases this is sufficient. However, where a landlord fails to maintain his property to the tolerable standard, we refer the matter to Licensing for consideration in terms of landlord registration.	✓
Explore whether there is a case for serving Maintenance Orders on owners where property is in disrepair	This has been remitted to the Multi-Agency Task Force, but to date there has been no individual property identified for the service of a Maintenance Order.	✓
Engage with homeowners, letting agents, landlords and tenants to improve gardens areas	This is part of our ongoing processes for supporting private housing residents through our Scheme of Assistance and has been in place for the lifetime of the LHS, and beyond.	✓
Ensure all applicable Council housing stock in the area continues to comply with the Scottish Housing Quality Standard and encourage our partners to do the same	99.09% of our housing stock meet SHQS compliance. We are currently working on targeting those that don't to determine what measures require to be put in place to achieve 100% compliance. Local registered social landlords also have good performance in this area.	✓
Ensure all applicable social housing stock achieves the Energy Efficiency Standard for Social Housing by 2020 and encourage our partners to do the same	97.6% of our housing stock meet the current EESSH to 2020 standards. We are in the process of developing a strategy to achieve the new EESSH2 standards by 2032. Cunninghame Housing Association has achieved 93.9%, ANCHO 97.9% and Riverside Scotland (formerly Irvine Housing Association) 79.6%	✓
Ensure that our new affordable homes are constructed to BRE Home Quality Mark four star or equivalent	All but one of the Council's developments built over the life of the LHS meet the Scottish Government's Greener Standard. The outlying project was a pilot using off-site construction and still achieved Bronze Active Status for Sustainable Buildings and Silver Status for Carbon Dioxide Emissions. The Council aims to surpass the Greener Standard in new build developments and is focused on sustainability and net-zero emissions.	✓
Build two new 'sustainable' homes to showcase our aspirations for sustainable living	Two sustainable demonstrator homes were developed in our Dickson Drive (Phase 2), Irvine site in March 2020. A renewable energy system incorporating a water heat pump, solar thermal & PV roof panels and thermal stores provide heating, hot water and electricity generation to the units. A range of other technologies feature, including smart heating lighting controls, smart home security, upgraded insulation, triple glazing, and various water conservation measures. The virtual demonstrator house tour was launched in February 2021 and is accessible <a href="#">online</a> .	✓
Continue to provide advice on energy efficiency to the public	As part of the Council's commitment to achieve net zero carbon emissions by 2030, we are engaging with young people, communities and local businesses to tackle climate change. Within the domestic sector the Council provides energy efficiency advice and utilises the Local Energy Advice Forum (LEAF) to provide holistic services to residents. Our work through the Local Heat and Energy Efficiency Strategies (LHEES) also provides an opportunity to engage with the social and private housing sector, and work towards eradicating fuel poverty in North Ayrshire.	✓
Install energy efficiency measures to households using external grants	Utilising funding from the Scottish Government, the Council has been able to offer energy efficiency measures to 'fuel poor' and 'extremely fuel poor' households. These measures include external wall insulation, loft and cavity wall insulation and solar PV technology. The Council continues to seek funding opportunities to alleviate fuel poverty and support cultural change to increase the uptake of sustainable behaviours.	✓
Deliver our first large scale district heating scheme	Over the lifetime of the LHS, we have explored and delivered our first district heating system, as well as subsequent systems. Biomass boiler systems were installed at Glencairn House, Stevenston (28 units), Watt Court site (49 units) and at Flatt Road, Largs (123 units) development. We continue to consider district heating systems as part of planning new/future developments.	✓
Implement a programme of retrofit solar panels on our Council housing, where possible	The Council started to retrofit PV on our residential properties in November 2018 and our target is to install on 500 properties by 31 March 2022. As at 25 October 2021, we have installed on 437 properties and are scheduled to reach our	✓

	target by 31 March 2022. As part of our new re-roofing and re-rendering contract, we have included the installation of in-line solar PV panels onto some homes where we are fitting a new roof and retro fitting solar PV panels where we are rendering / EWI only.	
Investigate the feasibility of the Council becoming an energy supplier	This has been explored and found to be non-viable, after reviewing the outcome of similar schemes offered by housing associations in England (2018-2021).	✓

### OUTCOME 3: Our homes are located in stable, strong and safe communities

We will:	Progress	Status
Create a new 'regeneration programme' to further invest in the housing stock and infrastructure in our lower demand areas	In January 2019, the Cabinet approved a 10-year Estate Based Regeneration Programme, representing indicative minimum investment in our stock and estates of £10m. This approach complements the Council's ambitious housing development programme via the Strategic Housing Investment Plan. Several projects will involve selective demolition of existing stock, which will attract further investment associated with the replacement new build provision. A total allocation of 250 units has been identified in the SHIP for that purpose.	✓
Adopt the use of the Scottish Government's Place Standard in designing new Council housing developments, and encourage our RSL partners to do the same	Since 2018, all new Council housing projects as developed with consideration given to the Place Standard. Furthermore, the Council meets with our developing partner RSL's and the Scottish Government quarterly to discuss the new build programme and promotes the use of Designing Streets for all sites.	✓
Seek opportunities to develop new affordable housing in our town centres	Town centre housing is set out in the SHIP, as an area of importance. Over the lifetime of the LHS, this has led to a large selection of town centre developments being included in the SHIP, such as Glencairn House, Stevenston; Afton Court, Stevenston; Caley Court, Stevenston; Kyleshill Court, Saltcoats; Springvale, Saltcoats; Watt Gardens, Dalry; Kings Arms, Irvine; Fullarton High Flats Site, Irvine; St Colm's Place, Largs; Largs Police Station site and the former Kilbirnie Housing Office.	✓
Review our approach to Estate Based Projects	Following review, we refreshed our approach and in 2019 launched a £10m, 10-year, Estate Based Regeneration Programme. We are currently reviewing our approach to Tenant Led Budgeting to align with the Programme, which we intend to launch in early 2022.	✓
Undertake a strategic review of infrastructure investment required in our estates and create a programme of improvement works	The Estate Based Regeneration Programme complements our approach to infrastructure investment, and we have a programme of improvements planned. Roads and footpaths will be adopted following upgrading works.	✓
Attain Secured by Design accreditation for all new Council homes and encourage our partners to do the same	Since 2018 we have sought to ensure that Secure by Design accreditation is obtained for all new Council housing projects. Furthermore, the Council meets with our developing partner RSL's and the Scottish Government quarterly to discuss the new build programme and promotes Secure by Design Accreditation for all sites.	✓

### OUTCOME 4: People receive the support they need to live independently at home, for as long as possible

We will	Progress	Status
Include at least 225 new sheltered housing units in our planned new build programme	We have exceeded our target by building 250 new sheltered housing units to date.	✓
Refurbish 80 units of sheltered housing	80 sheltered housing units have been refurbished since 2018, including Dickson Court, Beith; Connell Court, Kilbirnie; Garrier Court, Springside; and Friars Lawn, Kilwinning, which is due to complete late 2021. In December 2020 we announced a further £25m investment in our sheltered housing portfolio. Eleven complexes, totalling 236 units, will be fully refurbished over the life of the next LHS.	✓
Ensure at least 25% of all new builds are suitable for older people	We have exceeded our target, and over the course of the LHS have provided 48% of new builds that are suitable for older people.	✓
Include amenity housing as part of our new build programme	Over the lifetime of the LHS, amenity housing has been included in all NAC new build sites.	✓

Include community 'hubs' across our new build sheltered housing stock	Hubs are now available in all localities of mainland North Ayrshire, with those at Kyleshill Court, Saltcoats, Watt Gardens, Dalry and Cumbrae Gardens, Largs being delivered over the lifetime of the LHS.	✓
Host sheltered housing 'open days' to reduce stigma for this house type and showcase housing fit for the 21 <sup>st</sup> century	This action was planned for 2019, however it is currently on hold due to COVID19 restrictions. If we are unable to deliver this before April 2022, the action will be carried forward and delivered as part of LHS22.	✗
Ensure all new specialist housing is 'dementia-friendly'	Dementia friendly designs are incorporated within all NAC new build specialist housing from 2018 onwards.	✓
Contribute towards making North Ayrshire dementia-friendly	Dementia friendly principals are embedded in our Council housing design guide and have been incorporated within all NAC new build specialist housing from 2018 onwards.	✓
Ensure all new supply affordable homes can be easily adapted	All new homes from 2018 onwards are designed in such a way that they can be 'homes for life' and easily adapted to the changing needs of their occupants.	✓
Review the role of assistive technology in our new builds	A demonstrator flat has been created at Cumbrae Gardens SHU, Largs to showcase how assistive technology can enable independent living. It is expected to be available late 2021.	✓
Continue to meet our humanitarian commitment by resettling and supporting the integration of 100 refugees into North Ayrshire's communities	The Council's original commitment to resettle up to 100 refugees in the period up to 2019 was achieved by 2017, two years earlier than anticipated. Since then, we have welcomed a further fourteen Syrian families and two families from Afghanistan. We have plans to resettle a further five Syrian families and three Afghan families before the end of the current financial year.	✓
Establish a joint Council/ HSCP group to oversee the delivery of a new approach to specialist supported housing	Over the course of the LHS supported accommodation projects have been delivered as a result of the Council and HSCP working together to maximise the benefits from new specialist supported accommodation.	✓
Ensure at least 7% of new build homes are for wheelchair users	We have exceeded our target, and over the course of the LHS have provided 15% of new builds that are suitable for wheelchair users. This includes sheltered housing suitable for wheelchair users, amenity housing suitable for wheelchair users, supported accommodation suitable for wheelchair users and ground floor living properties completed between 2018-2022.	✓
Build a 'core' specialist accommodation hub in each locality for those with specialist needs	Officers within the Place Directorate and the Health and Social Care Partnership have developed a new supported accommodation housing model for implementation at various sites across North Ayrshire. The focus is on maximising independence for adults within a homely setting, who require a higher level of support, and who are living with learning disabilities, or mental ill-health issues (all ages), or who are under 65 years and have physical disabilities. Trindlemoss, the flagship model, was completed in early 2020 following refurbishment of the former Red Cross House, Irvine. A further new build supported accommodation supported accommodation unit at Bessie Dunlop Court, Dalry completed in December 2020. There are also three units currently under construction at Flatt Road, Largs, St Michael's Wynd, Kilwinning and Caley Court, Stevenston.	✓
Increase our supply of cluster supported housing to meet the demand of the HSCP	Over the course of the LHS new supported, sheltered and wheelchair accessible/liveable accommodation is being built within existing housing estates and as part of wider new build sites alongside general needs and other housing types. This offers the opportunity for 'core and cluster' support provision via the Health and Social Care Partnership.	✓
Ensure our specialist housing is part of the wider community	Over the course of the LHS new supported, sheltered and wheelchair accessible/liveable accommodation is being built within existing housing estates and as part of wider new build sites alongside general needs and other housing types.	✓
Continue to provide a responsive Aids and Adaptations service	Our Aids and Adaptation Service continues to be provided throughout the COVID-19 pandemic. We have developed a joint improvement group with the Health and Social Care Partnership, which focuses on service delivery. The group has agreed performance measures alongside those reported in the Annual Return on the Charter and is working to minimise the time taken for assessments to be undertaken and adaptations to be completed.	✓

## OUTCOME 5: Homeless services focus on early intervention, prevention and sustainable housing solutions

We will:	Progress	Status
Ensure no one has to sleep rough in North Ayrshire through the provision of early intervention and appropriate support	We have implemented a range of prevention and early intervention processes to ensure that people know how to access services, rough sleeping in North Ayrshire is amongst the lowest levels across Scotland.	✓



Tailor early intervention through a housing options approach	Housing options is embedded into our homeless processes. New legislation is being progressed nationally; we will revisit our approach aligned to the national direction.	✓
Review and revise the support available to mitigate the impact of welfare reform	The Welfare Reform Advice Team and support services are well established, and Officers continue to provide support and assistance to tenants which aligns to homelessness prevention work.	✓
Support people to have the skills to manage their tenancy.	Housing Support processes have been reviewed and developed to support people into mainstream housing, tenancy sustainment performance has increased significantly as a result.	✓
Work with homeless people to determine and respond to reasons for repeat homelessness	Work was undertaken to minimise the risk of repeat homelessness, however during the pandemic the numbers have increased significantly. This is a priority piece of work for the next 12 months.	!
Review models of temporary accommodation to meet the needs of homeless households whilst minimising the impact of welfare reform	We have successfully closed two units of hostel provision and created a range of dispersed furnished accommodation across North Ayrshire in line with ambitions in our <a href="#">Rapid Rehousing Transition Plan (RRTP)</a> .	✓
Continue to support and accommodate young people leaving care, to help them become part of the community	We have a Throughcare protocol (currently under review) in place to minimise the risk of homelessness at the point of discharge from care.	✓
Continue to ensure that the education, health and social networks for all children are not affected by homelessness	Processes are in place to ensure that every homeless household is supported both during the homeless process and on resettlement to a permanent tenancy. We ensure that children are linked in with primary health care and that temporary accommodation supports study and enables access to wider social networks.	✓
Develop a prison discharge pathway to reduce the risk of rough sleeping and facilitate better outcomes for ex-offenders	The multi-agency Homelessness Task Force has developed and implemented a prison discharge protocol to minimise the risk of homelessness and repeat offending.	✓
Review our 'Housing First' approach, focussing provision on those being discharged from prison, with a range of complex needs	The Housing First programme has been reviewed and incorporated within the Rapid Rehousing Transition Plan. Updates are given at the Homeless Task Force (Governance Group) on a regular basis. We also report progress to the Scottish Government via the Housing First Monitoring Framework.	✓
Work with partners to provide appropriate levels of care and support for homeless people with addictions and mental health problems	This has been incorporated into the RRTP. We have developed dedicated specialist provision to respond to the needs of homeless people with addictions and mental health issues and have commissioned a third sector service to enhance the work of the team. In addition, we are undertaking a piece of work with Health Improvement Scotland to maximise the opportunity for integrated working and to identify early intervention to prevent homelessness within health systems.	✓
Implement the Housing Options training toolkit	The toolkit is a national training system which is still under development and has yet to be launched.	!
Improve links to employment and training opportunities	Work is ongoing with Employability Services to develop pathways into employment for homeless people. We are currently considering employment opportunities for homeless/formerly homeless customers through our capital contracts.	✓