

**PERTH AND KINROSS COUNCIL****Housing and Health Committee****6 November 2013****Perth and Kinross Local Housing Strategy 2011-2016 Progress Report 2013****Executive Director (Housing and Community Care)****PURPOSE OF REPORT**

This report provides information on the progress of the Perth and Kinross Local Housing Strategy 2011-2016.

**1. BACKGROUND / MAIN ISSUES**

- 1.2 The Housing (Scotland) Act 2001 requires local authorities to undertake a comprehensive assessment of housing needs and conditions and to produce local housing strategies to tackle the housing problems in their areas. The Housing and Health Committee approved the Perth and Kinross Local Housing Strategy (LHS) 2011-2016 on 2 November 2011 (Report 11/539) and the 2012 Progress Report on 31 October 2012 (Report 12/478).
- 1.2 Under section 89 of the Housing (Scotland) 2001 Act, the local authority is required to keep its strategy under review.
- 1.3 The Local Housing Strategy reinforces the local authority's position as the strategic housing body and gives priority to the local authority's perspective on local housing needs.

**2. PROPOSALS**

- 2.1 It is proposed that Committee note the Perth and Kinross Local Housing Strategy (LHS) 2011-16 Progress Report 2013 (Appendix 1) along with its submission to the Scottish Government.
- 2.2 The Perth and Kinross LHS 2011-2016 Progress Report 2013:
  - Shows how the four main investment priority themes have progressed over the past year
  - Includes new legislative and policy updates
  - Highlights service developments in Perth and Kinross
  - Identifies progress against key objectives and actions

2.3 The Strategy sets out four main investment priority themes. These are:

- **Addressing Housing Requirements** to enable housing supply in the size and type people need, in the areas they want to live and that they can afford.
- Developing appropriate housing and related services to **Promote Sustainable and Mixed Communities.**
- **Improving Stock Conditions and Energy Efficiency** helping to reduce fuel poverty.
- **Assisting People With Particular Needs** to ensure there is a range of house sizes and types available with appropriate support to meet the needs of people with particular needs.

2.4 Significant success includes:

- Initial bids to the Scottish Government during 2013/14 have been successful in securing £3.1m HEEPS-ABS funding to offer private home owners and private landlords energy efficiency work for very little or in some cases free. These works will initially be in Hillyland, North Muirton and Stanley. The ECO element covering the Local Authority houses in the areas will be funded by SSE
- Bringing private sector empty homes back into use with 12 properties providing properties for rent through the Rent Bond Guarantee Scheme including 2 properties that have been identified for flat sharing in 2012/13. A further 14 bedspaces have already been identified for the Empty Homes Initiative 2013/14 funding.
- All residents in Perth & Kinross exceeded the target of 90% satisfaction with their house and area/neighbourhood at 93% and 96.5% respectively
- The Scottish House Condition Survey 2009/11 reports there was a lower proportion of households living in fuel poverty (30% from 34%) and extreme fuel poverty (8% from 9%) with a higher proportion of all dwellings with NHER energy efficiency rating of 7 or above (46% from 41%) compared with the previous year's report
- The number of properties improved through the Council's Scottish Housing Quality Standards' (SHQS) delivery plan at 886 exceeded the target of 798
- The number of houses (734) adapted in Perth & Kinross exceeded the target of 250 in 2012/13
- There was a reduction in the Percent of cases reassessed as homeless or potentially homeless within 12 months of the previous case being completed at 1.1% from 2.0% in 2011/12
- The average time spent in temporary accommodation decreased from 1,268 days in 2011/12 to 865 days in 2012/13

2.5 It is further proposed that Committee instruct the Executive Director (Housing and Community Care) to bring forward future Local Housing Strategy progress reports to future meetings of this committee.

### 3. CONCLUSION AND RECOMMENDATION(S)

- 3.1 This report provides information on the progress of the Perth and Kinross Local Housing Strategy 2011-2016.

It is recommended that committee:

1. Note the Perth and Kinross Local Housing Strategy 2011-2016 Progress Report 2013 (Appendix 1) and its submission to the Scottish Government.
2. Instruct the Executive Director (Housing and Community Care) to bring future Local Housing Strategy progress reports to future meetings of this committee.

#### Author(s)

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#### Approved

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## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

<b>Strategic Implications</b>	
Community Plan / Single Outcome Agreement	<b>Yes</b>
Corporate Plan	<b>Yes</b>
<b>Resource Implications</b>	
Financial	<b>Yes</b>
Workforce	<b>None</b>
Asset Management (land, property, IST)	<b>Yes</b>
<b>Assessments</b>	
Equality Impact Assessment	<b>Yes</b>
Strategic Environmental Assessment	<b>Yes</b>
Sustainability (community, economic, environmental)	<b>Yes</b>
Legal and Governance	<b>None</b>
Risk	<b>Yes</b>
<b>Consultation</b>	
Internal	<b>Yes</b>
External	<b>Yes</b>
<b>Communication</b>	
Communications Plan	<b>Yes</b>

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

- 1.1 The outcomes of the Community Plan/Single Outcome Agreement 2013-2023 are all relevant to this report:

- (i) Giving every child the best start in life
- (ii) Developing educated, responsible and informed citizens
- (iii) Promoting a prosperous, inclusive and sustainable economy
- (iv) Supporting people to lead independent, healthy and active lives
- (v) Creating a safe and sustainable place for future generations

#### Corporate Plan

- 1.2 The outcomes of the Council's Corporate Plan are all relevant to this report:

- (i) Giving every child the best start in life;
- (ii) Developing educated, responsible and informed citizens;
- (iii) Promoting a prosperous, inclusive and sustainable economy;
- (iv) Supporting people to lead independent, healthy and active lives; and
- (v) Creating a safe and sustainable place for future generations.

## **2. Resource Implications**

### Financial

- 2.1 The resource implications of this report come from the local authority new build housing programme, use of the second home Council Tax Fund and Developer Contributions for affordable housing. Whilst building new council housing to increase the supply of affordable housing is a clear priority for the Council, continuing and increased financial support from the Scottish Government is required to meet our strategic objectives.
- 2.2 The core activities and priorities identified in this report have been incorporated into the Perth and Kinross Council Revenue Budget 2013/14 and 2014/15 following approval at full Council on 14 February 2013 (Report 13/53) and the Housing Revenue Account (HRA) Strategic Financial Plan Incorporating the 5 Year Capital Investment Programme and Rent Strategy to 2017/18, Reserves Strategy and Other Housing Charges for 2013/14 approved at Housing and Health Committee on 6 February 2013 (Report 13/56). The report is also influenced by the Empty Properties – Council Tax Changes Report approved at full Council on 26 June 2013 (Report 13/338).
- 2.3 Detailed future resource implications will be reported to relevant Council committees.

### Workforce

- 2.4 There are no direct workforce implications with regard to this report.

### Asset Management (land, property, IT)

- 2.5 Resource implications of this report relate to the local authority new build housing programme and the use of land currently in Council ownership.

## **3. Assessments**

### Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.

The proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

- (i) Services that are the focus of this report provide positive outcomes through care, support and assistance to a range of client groups.

## Strategic Environmental Assessment

- 3.2 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.

No further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

## Sustainability

- 3.3 Under the provisions of the Local Government in Scotland Act 2003 the Council has to discharge its duties in a way which contributes to the achievement of sustainable development. In terms of the Climate Change Act, the Council has a general duty to demonstrate its commitment to sustainability and the community, environmental and economic impacts of its actions.

These proposals meet the following sustainability criteria:

- Where possible, using materials from sustainable sources.
- Energy conservation through improved insulation measures.
- More efficient heating systems.
- More efficient lighting systems.

## Legal and Governance

- 3.4 The Head of Legal Services has been consulted and there are no direct legal implications in this report.

## Risk

- 3.5 The Housing and Community Care Senior Management Team regularly review capital monitoring reports that highlight individual project progress and risk.

## **4. Consultation**

### Internal

- 4.1 The Heads of Finance, Legal Services and the Deputy Director, The Environment Service have been consulted on this report.

### External

- 4.2 The LHS 2011-2016 was developed through detailed inter-agency working and consultation. Achieving LHS objectives is progressed through successful joint working with partner agencies including Registered Social Landlords, Homes for Scotland, Private Developers and Rural Landlords through groups such as the Housing Forum.

4.3 The Tenant Committee Report Panel supports the contents of this paper.

## **5 Communication**

5.1 There are no direct communication issues with regard to this report.

## **2. BACKGROUND PAPERS**

No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 were used other than those referred to and referenced in the report.

## **3. APPENDICES**

Appendix 1 in this report is the Perth and Kinross Local Housing Strategy 2011-2016 Progress Report 2013.







**PERTH AND KINROSS**

**LOCAL HOUSING STRATEGY**

**2011-2016**

**Progress Report**

**September 2013**

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## 1. Introduction

Delivering high quality housing in safe and secure neighbourhoods and ensuring that Perth and Kinross is a place where everyone enjoys good quality housing in a pleasant and safe environment is a key priority for the Perth and Kinross Community Planning Partnership and Perth and Kinross Council. The Local Housing Strategy (LHS):

- Provides the strategic framework for the future development of the local housing system, through which housing providers and investors can operate, so that needs and demands can be met more effectively with available resources
- Establishes a shared understanding of the issues and priorities where some form of intervention is required and sets out actions on how these issues and priorities will be addressed by the Council and its partners
- Sets objectives and targets, and shows how progress will be monitored and impact evaluated
- Identifies how the Strategy contributes to the achievement of the national housing priorities and the wider social objectives as identified in the Community Plan and Single Outcome Agreement

The Strategy sets out four main investment priority themes. These are:

- **Addressing Housing Requirements** to enable housing supply in the size and type people need, in the areas they want to live, and that they can afford
- Developing appropriate housing and related services to **Promote Sustainable and Mixed Communities**
- **Improving Stock Conditions and Energy Efficiency** helping to reduce fuel poverty
- **Assisting People With Particular Needs** to ensure there is a range of house sizes and types available with appropriate support to meet the needs of people with particular needs

This is the Perth and Kinross Local Housing Strategy 2011 – 2016 Progress Report for 2013. It demonstrates the progress made over the last year in taking forward the four main investment priority themes. Section 2 highlights the legislative and policy updates that have been developed over the last year while section 3 draws attention to service developments that have taken place in Perth and Kinross. Sections 4 and 5 highlight the key points and show how Perth and Kinross Council will continue to achieve our aims through the updated outcome monitoring framework.

## 2. National Legislation and Policy Updates

### 2.1. **A Place to Stay, A Place to Call Home: A Strategy for the Private Rented Sector (PRS) in Scotland 2013**

This Strategy sets out the Scottish Government's vision and strategic aims for the private rented sector. It aims to improve and grow the PRS by enabling a

more effective regulatory system, targeting tougher enforcement action and attracting new investment.

The vision is for “A private rented sector that provides good quality homes and high management standards, inspires consumer confidence, and encourages growth through attracting increased investment”.

In order to achieve this vision, three strategic aims have been identified:

- to improve the quality of property management, condition and service
- to deliver for tenants and landlords, meeting the needs of the people living in the sector; consumers seeking accommodation; and landlords committed to continuous improvement
- to enable growth, investment and help increase overall housing supply

Progress towards meeting the vision and strategic aims will be made by taking forward ten key actions and assessing the PRS contribution to the achievement of the Scottish Government’s Housing and Regeneration Outcomes.<sup>1</sup>

## **2.2. Tenant Information Packs**

From 1 May 2013, landlords have a legal duty to provide new tenants with a tenant information pack. The pack is for tenants who rent their homes privately. The pack is not part of the tenancy agreement but sets out important information that is relevant to tenants and their landlord. The pack also contains a summary of legislation relevant to private tenants.<sup>2</sup>

## **2.3. A Housing Report for Scotland: An Assessment of the Scottish Government’s Performance Against its Housing Pledges 2013**

The report has been prepared jointly by the Association of Local Authority Chief Housing Officers, the Chartered Institute of Housing Scotland, the Scottish Federation of Housing Associations and Shelter Scotland and focuses on the performance of the Scottish Government since the Parliamentary Election in May 2011. The pledges are taken primarily from the February 2011 publication ‘Homes Fit for the 21st Century’ and from other commitments made since then.

This first report focuses on performance against stated pledges and focuses on five key elements of the Scottish Government’s overall commitments on housing:

- Housing investment and supply
- Homelessness
- Making best use of existing social sector stock
- Housing, health and social care
- Improving standards in the private rented and owner-occupied sectors.

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<sup>1</sup> <http://www.scotland.gov.uk/Resource/0042/00423336.pdf>

<sup>2</sup> <http://www.scotland.gov.uk/Topics/Built-Environment/Housing/privaterent/tenants/tip>

The report concludes that overall, the Scottish Government has so far performed quite well against the majority of its pledges.

- Commitments on homelessness and on making best use of stock have largely been met
- On housing supply, additions to the original 2012/13-2014/15 budget have been widely welcomed
- Supply targets for affordable housing look like being met in the shorter term
- But low grant rates, welfare reform, borrowing and other constraints will impact - potentially very seriously - on capacity in the longer term and possibly on homes planned under the current programme
- On housing, health and social care, there has been some promising progress, particularly on taking steps to enhance health and social care's engagement with the housing sector and in progressing adaptations reform
- The extent to which the current Affordable Housing Supply Programme is meeting the needs of older and disabled people is unclear
- In private housing there have been welcome legislative improvements in some specific areas, however much progress remains to be made before there is effective regulation of the private rented sector. There have been some important commitments to raising energy efficiency standards in private housing, but the real measure of commitment will be the pace at which meaningful progress towards implementation takes place<sup>3</sup>

## **2.4. Housing Support Duty to Homeless Households**

Guidance has been produced for local authorities by a cross-sector working group chaired by the Association of Local Authority Chief Housing Officers (ALACHO) relating to the Housing Support Duty to Homeless Households that came into force on 1st June 2013.

It provides an introduction covering the policy background to the Housing Support Duty, which means that local authorities will have a legal duty to provide housing support to those assessed as unintentionally homeless and in need of that support. This follows the achievement of the 2012 target that all unintentionally homeless households in Scotland are entitled to settled accommodation.

It provides a section on the practical implementation of the Duty for local authorities including the assessment process and issues such as discharge of the duty.<sup>4</sup>

## **2.5 Scotland's Sustainable Housing Strategy 2013**

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<http://www.cih.org/resources/PDF/Scotland%20Policy%20Pdfs/Housing%20Report%20Scotland.pdf>

<sup>4</sup> <http://www.scotland.gov.uk/Resource/0042/00423606.pdf>

Scotland's Sustainable Housing Strategy sets out the Scottish Government's vision for a future of warm, high quality, affordable, low carbon homes and a housing sector that helps to establish a successful low carbon economy across Scotland. This strategy follows on from the consultation document, 'Homes that don't cost the earth' which was developed with the Sustainable Housing Strategy Group.

The vision and objectives for the strategy are to:

- Deliver a step-change in provision of energy efficient homes to 2030 through retrofit and new build
- Ensure that no-one in Scotland has to live in fuel poverty, as far as is reasonably practicable, by 2016
- Make a full contribution to the Climate Change Act targets
- Enable the refurbishment and house-building sectors to contribute to and benefit from Scotland's low carbon economy and to drive Scotland's future economic prosperity

In this strategy the focus is on the energy efficiency aspects of sustainability, while recognising the wider aspects of this agenda, and in particular the importance of house condition.<sup>5</sup>

## **2.6 Housing Benefit Reform and Council Tax Reduction**

From April 2013, implementation of the Welfare Reform Act reduced the amount of Housing Benefit that people living in the social rented sector can access if they are deemed to have one or more spare bedrooms. This is commonly referred to as the "bedroom tax", under-occupation penalty or social size criteria.

- Size criteria in the social rented sector apply only to tenants of working age
- Working age means from age 16 up to the minimum qualifying age for Pension Credit
- It applies to people living in council, housing association and housing co-operative homes
- A similar scheme applies to people living in private sector tenancies who are claiming Local Housing Allowance (Housing Benefit for private tenants) and are deemed to have one or more spare bedrooms

Perth and Kinross Council continues to take a pro-active and preventative approach to assisting those households affected by both this change and other Welfare Reform measures. Examples of the type of advice and assistance which is being provided to help minimise/mitigate the impact on people are as follows:

- Moving to a smaller property (e.g. downsize via mutual exchange)
- Free advertising on the Housing Portal

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<sup>5</sup> <http://www.scotland.gov.uk/Resource/0042/00425697.pdf>

- Renting out a spare room
- Finding work/increasing hours of work
- Reviewing household budgets
- Having family members contribute more
- Making sure all relevant benefits are being claimed
- Energy Efficiency referrals

In certain circumstances, an award of Discretionary Housing Payment (DHP) may be considered as a short term solution to help meet the shortfall in rent. It should be noted that this is a limited budget (and a significant increase in applications is anticipated).

From 1<sup>st</sup> April 2013 Council Tax Benefit was replaced by Council Tax Reduction. To be eligible you have to pay Council Tax and be on a low income or claiming benefits.<sup>6 7</sup>

## **2.7 The Future of Right to Buy in Scotland**

Following the consultation on the 'Future of Right to Buy (RTB) in Scotland' it was announced on 3 July 2013 that the Scottish Government intends to end all RTB entitlements in Scotland.

Up to 15,500 social houses may be protected from sale over the next decade with the proposed ending of Right to Buy. This will safeguard social housing stock for future generations, helping to build more cohesive and sustainable communities.

Any social housing tenant who still has the right to buy will have a period of three years to exercise it following royal assent of the Housing Bill, expected in autumn 2014.

The Scottish Government will continue to assist people into home ownership through a range of shared equity schemes.<sup>8</sup>

## **3. Local Service Developments**

### **3.1 Strategic Development Plan (SDP)**

TAYplan published the approved Strategic Development Plan (SDP) in June 2012, together with the Scottish Minister's letter of approval with modifications. The approved SDP contains the Minister's modifications and took effect from 8th June 2012. This has replaced the Perth and Kinross, Dundee and Angus and Fife (north part within the TAYplan boundary) Structure Plans. It sets out a development strategy over the next 20 years of where new development should be located and a policy framework to help shape good quality places and enhance the quality of life in the city region.

<sup>6</sup> <http://www.scotland.gov.uk/Topics/Built-Environment/Housing/16342/hbreform>

<sup>7</sup> <http://www.pkc.gov.uk/hb>

<sup>8</sup> <http://www.scotland.gov.uk/Resource/0042/00427521.pdf>

The Plan focuses on growing the city region's economy in a sustainable manner and sets out a planning framework which positively encourages investment within Dundee, Perth, other principal settlements and within rural communities. Work has started on the Main Issues Report for the next SDP. This is due to be published for consultation in April / May 2014.

### **3.2 Local Development Plan (LDP)**

The Proposed Local Development Plan was published for a period of representation in January 2012. Following this the Council considered all the representations received and the issues raised within them. Before the Plan can be adopted by the Council the unresolved issues raised during the period of representation are subject to Examination. In January 2013 the Council approved the Plan for submission to Scottish Ministers for Examination and the Examination started in March 2013. The Examination is being carried out by four independent Reporters from the Scottish Government's Directorate for Planning and Environmental Appeals. Following the Examination the Reporters will prepare a report setting out their findings. The Council is largely bound by the recommendations in this report and will amend the Plan in line with the recommendations unless there are reasonable or justifiable reasons for not accepting some of them. The Council will publicise its intention to adopt the Local Development Plan through a formal public notice. It is anticipated adoption will be in December 2013.

### **3.3 Strategic Housing Investment Plan(SHIP)/Strategic Local Programme (SLP)**

In April 2013 the Scottish Government made changes to the format of the Strategic Housing Investment Plan (SHIP) to ensure that the Strategic Local Programme (SLP) was incorporated into the SHIP rather than being a separate document. The main focus of the SHIP is the use of the Scottish Government's Affordable Housing Supply Programme and it details how investment in affordable housing will be directed over a five year period to achieve the outcomes set out in the Local Housing Strategy. New build housing which the local authority is planning is now incorporated into the SHIP so that this can be planned alongside new developments planned by other Registered Social Landlords. The SHIP details a programme of 267 houses (including 7 houses through the Greener Homes Initiative in Alyth) to be built over the next two years. The Council is to build 69 of these new houses.

### **3.4 Neighbourhood Services Strategy 2012-13**

The strategy is based on the outcomes outlined in the Scottish Social Housing Charter (SSHC) developed to encourage social landlords deliver an efficient and customer-focused housing service, improving the quality and value of services we provide. It is structured around 5 key themes:

- The Customer/landlord relationship
- Neighbourhood and community



- Access to housing and support
- Getting good value from rents and service charges
- Other customers, including Gypsies/Travellers

A range of issues, challenges and priorities were identified across each of the five themes and were detailed in the Strategy. Highlights of the key actions achieved are:

- Successful work with individual neighbourhoods
- Strengthened links with our partner agencies through Tasking and Coordinating Groups for the benefit of communities
- Intense short life action group on reducing rent arrears in Letham

### **3.5 Implementation of the Scottish Social Housing Charter**

The Scottish Social Housing Charter came into effect on the 1 April 2012 to help improve the quality and value of the services that a social landlord provides. As a result the following implementation activities have taken place:

- The Tenant Participation Advisory Service (TPAS) delivered staff Charter briefing sessions in June 2012 and were attended by staff from all sections of Housing Services and support staff
- An audit was undertaken by support staff to ensure services and systems are in place for the collection of data required by the 1 of April 2013
- Developing a self-evaluation framework based on the 'How Good is Our Council?' toolkit and encompassing the 16 Charter Outcomes
- Work is underway to review customer satisfaction activities to make sure these are sufficient

A short life Scrutiny Approach Steering Group has been tasked to develop a proposal for a Scrutiny Framework. This group is made up of 12 members of staff from sections of Housing Services and 11 tenants and other customers who have been working on proposals which will enable tenants to be at the heart of scrutinising landlord performance and validating the SSHC Annual Report on the Charter.

### **3.6 Perth and Kinross Tenant Participation Strategy 2010-13 – Progress Report 2012/13**

We are progressing very well with our Tenant Participation Strategy for 2014/17. Our approach and tenant participation activities received very positive feedback from the Scottish Housing Regulator during their inquiry visit at the end of last year.

Our updated strategy will have a 3 year action plan with a particular focus on:

- Supporting our existing Registered Tenant Organisations (RTOs) to become actively involved in improving their neighbourhoods and communities

- Progressing Resident Academies and creating a calendar of training opportunities to support tenants and residents to scrutinise services, this includes Chartered Institute of Housing Level 3 in Resident Scrutiny. We are the only Scottish Local Authority Landlord to do this
- Implementing the Scrutiny Framework Action Plan. A short life working group, the Scrutiny Approach Steering Group, has been working on a proposal for our Tenant Scrutiny Framework. This comprises of 25 volunteers and staff who have been working on proposals which will enable tenants to be at the heart of scrutinising landlord performance and validating the SSHC Annual Report on the Charter
- Expanding the use of the text messaging service P&K Info and the numbers of tenants receiving electronic communication
- Continuing to develop thematic and local forums, particularly in areas where there are no Registered Tenant Organisations (RTOs) or local associations

The Tenant Participation Advisory Service (TPAS) is helping us self-evaluate our tenant participation after which we hope to be accredited.

### **3.7 Perth & Kinross Homelessness Strategy 2013-14**

The Housing (Scotland) Act 2001 requires all local authorities to produce Homelessness Strategies to prevent and alleviate homelessness in their areas.

The UK Government's introduction of the Welfare Reforms will have a significant impact on the Council's ability to deliver homeless services under existing arrangements. An interim one-year homelessness strategy was approved by Housing and Health Committee in March 2013 (Report 13/119). It will allow longer term strategic plans to be progressed once the effect of welfare reform is more fully understood.

The Perth and Kinross Homelessness Strategy 2013-14:

- Identifies how the Strategy will help achieve related local and national housing priorities detailed in the Local Housing Strategy
- Provides the strategic framework for the future development of services which tackle homelessness
- Identifies how housing circumstances for homeless households will be improved
- Establishes a shared understanding of the issues and priorities where some form of intervention is required and sets out actions on how these will be addressed by the Council and its partners
- Sets the vision themes and outcomes for the delivery of services to people who are homeless or threatened with homelessness, and shows how progress will be monitored

### **3.8 Sheltered Housing Review**

The review of sheltered housing in 2012 examined the Service's strategic relevance and demand, its capacity, quality, performance and value for money. Evidence was drawn on a scheme by scheme basis to explore whether each complex was suitable for more highly supported 'housing with care' provision or whether alternative models such as 'retirement housing' with enhanced housing management services were suitable or whether services should be decommissioned altogether as they were not fit for future purpose.

The conclusion of the review of sheltered housing is that, in order to maintain the essential elements of the services that residents value, and to make sure services are targeted at those most in need, there needs to be a spectrum of housing with support and care services available across Perth and Kinross, combined with improved amenities at particular locations.

The review's recommendations were approved by Housing and Health Committee in March 2013 (Report 13/120). The specific recommendations are to:

- Maintain 116 units of RSL very sheltered housing.
- Maintain 194 units of PKC sheltered housing and change the access criteria to give priority to older people who would otherwise move into residential care and/or who have assessed housing support needs. In addition, to maintain 440 units of RSL sheltered housing subject to individual RSL's reviewing this provision
- Convert 90 units of PKC sheltered housing to retirement housing with intensive package of tenancy and property management services
- Decommission 200 'street linked' PKC sheltered housing units. 114 units will become amenity and 86 units shall become mainstream

The new service models will be implemented from 01 April 2014.

### **3.9 Home Energy Efficiency Works/Fuel Poverty Statement**

The Home Energy Efficiency Works report summarises progress in providing energy efficiency measures to households in Perth & Kinross during 2012/13 and outlines proposals for continuing with further energy saving initiatives in 2013/14.

There is good potential for households within Perth & Kinross to benefit from the various schemes that are now offering funding towards energy saving measures such as Home Energy Efficiency Programme for Scotland – Area Based Schemes (HEEPS-ABS), Energy Company Obligation (ECO), Green Deal and the Feed in Tariff.

Initial bids to the Scottish Government during 2013/14 have been successful in securing £3.1m HEEPS-ABS funding to offer private home owners and private landlords energy efficiency work free of charge, or in some cases, for

very little cost. These works will initially be in Hillyland, North Muirton and Stanley. The ECO element covering the Local Authority houses in the areas will be funded by SSE.

Actions to be undertaken are:

- Continue to identify suitable hard to treat homes and secure ECO funding from an energy supplier and submit funding applications for the Scottish Governments new Home Energy Efficiency Programme for Scotland – Area Based Schemes for private home owners or private landlords.
- Research the feasibility of installing Solar Photovoltaic panels to the roofs of selected Council houses, utilising feed in tariff payments as a method of funding the scheme

An update of the Perth & Kinross Fuel Poverty Statement 2013 has been drafted alongside this document.

### **3.10 Bringing Private Sector Empty Homes and Vacant Properties back into use**

Innovative work is being carried out across Perth and Kinross, primarily in Perth City, to bring vacant properties back into residential or commercial use, providing much needed housing, development to the city centre and the city's shops and businesses.

This is being achieved through three initiatives that have been developed to support this work:

- Scheme of Assistance
- Houses in Multiple Occupation (HMO) Development
- Flatmate Scheme
- Vacant Properties initiative

The three initiatives are designed for specific purposes. These include bringing private properties into use for social rent, through the Rent Bond Guarantee Scheme and developing a flat sharing scheme to support those aged under 35 years affected by welfare reform. They also offer assistance to owners of vacant residential and commercial properties to bring them back into use, thereby supporting more private sector housing in the heart of Perth and increasing the amount of expenditure in city shops and businesses. The first three are referred to as the empty homes initiatives; the fourth is the vacant properties initiative.

#### Scheme of Assistance

During 2012/13, applications for grant were approved in relation at 12 properties via the Empty Homes Initiative. The properties will be for rent through the Rent Bond Guarantee Scheme and will provide a total of 16 bedspaces (4 will be used for flat-sharing) with a total grant spend to date of £47,510.

The property at 61-63 South Street, Perth is being converted from retail premises and offices/storage into 4 one bedroom flats and 2 two bedroom flats. This project, which has been allocated £40k, is currently on site and is estimated to be completed in November/December 2013.

A further 14 bedspaces have already been identified for the Empty Homes Initiative 2013/14 funding.

- Plans have been submitted to convert a former hotel in Perth into 10 flats (2 x two bedrooms and 8 x one bedroom) with a view to completing the conversion by the end of March 2014. Empty Homes Initiative Grant of £40k is being provided in respect of the 8 x one bedroom flats.
- Initial feasibility studies have been undertaken on a four storey, Victorian sandstone tenement building in the centre of Perth comprising a commercial unit at street-level (currently used as a restaurant) and 3 two bedroom flats on the upper floors. It is unclear whether this project will proceed to completion by end March 2014 but we have stated an interest in supporting the development of all three flats (for flat-sharing) through the provision of Empty Homes Initiative Grants.

#### HMO Development

A total of 14 bedspaces will be produced from 3 larger properties have been identified for conversion to HMO's. Discussions with the landlords of these properties are on-going and work is in progress in one of the properties.

#### Flat-Mate Scheme

A total of 4 flat-share tenancies have been established since 01 April 2013.

#### Vacant Properties Scheme

Feasibility funding has been used on a number of residential and commercial properties. Feasibility funding has been given alongside some funding under the Scheme of Assistance, including a large property with 8 bedspaces in the centre of Perth. Feasibility is available for three years and to date £52,195 has been committed.

### **3.11 Empty Properties – Council Tax Changes**

The Council Tax (Variation for Unoccupied Dwellings) (Scotland) Regulations 2013 gives powers to Local Authorities to vary the charges levied on unoccupied properties. Perth and Kinross Council has:

- Implemented the regulations in order to encourage empty dwellings to be returned to use and, by doing so, to improve the provision of affordable housing within the Perth & Kinross area
- Applied the changes to all applicable dwellings with no modifications for different classes or cases or areas
- Applied the changes from 01 April 2014, to enable those effected to plan for the changes and/or take steps to have the properties occupied prior to the changes taking place

- Increased charges for empty dwellings on a phased basis over a three year period

### **3.12 Gypsy/Traveller Strategy for Perth & Kinross**

This strategy provides an opportunity for local Community Planning Partners such as Perth & Kinross Council, NHS Tayside and Police Scotland to say how partners will provide services to Gypsy/Travellers living in Perth and Kinross and to those travelling through Perth and Kinross and staying here temporarily. It also provides us with a chance to improve the areas of service that the local Gypsy/Traveller community have told us needs to be improved and build a better position of trust within the community as a result.

The Aims of the strategy are to:

- Ensure Gypsy/Traveller community members in Perth and Kinross are aware of services and how to access them appropriately.
- Improve access to local services for the Gypsy/Traveller community in Perth and Kinross.
- Ensure services provided to meet the needs of the Gypsy/Traveller community in Perth and Kinross are provided in a non-discriminatory way and take account of cultural requirements.
- Plan to meet the future needs of Gypsy/Traveller community members in Perth and Kinross.
- Involve Gypsy/Traveller community members in planning any future service developments which may be relevant to them.
- Raise awareness amongst staff in partner organisations and elected members of issues which impact on Gypsy/Travellers locally and promote positive images of Gypsy/Travellers in local media and to wider community where possible.

The Gypsy Traveller community was fully involved in the preparation of this strategy.

### **3.13 Draft Joint Commissioning Strategy for Older People**

The Draft Perth & Kinross Joint Commissioning Strategy for Older People provides a 10 year vision from 2013 to 2023 for the future delivery of care and support services to older people aged 65 years and over, which are delivered by the following partners:

- Perth & Kinross Council
- NHS Tayside including Perth & Kinross Community Health Partnership (CHP)
- Perth & Kinross Association of Voluntary Services (PKAVS)
- Third Sector Providers
- Independent Sector Providers

The Draft strategy outlines the needs of older people in Perth & Kinross and how partners are planning to deliver good quality health and social care services to meet those needs. The partnership will work with older people and the wider community to make sure they have the services required.

The Strategy's themes are based around the Scottish Government Reshaping Care for Older People programme pathways of:

- Preventative and anticipatory care
- Proactive care and support at home
- Effective care at times of transition
- Intensive care and specialist support

The consultation on the draft strategy finished on 30 June 2013 and the final version will be completed towards the end of 2013.

#### **4. Key Actions**

The Local Housing Strategy is monitored and its impact measured through a set of 41 indicators which are outlined in Section 5. Some key points include:

##### **Addressing Housing Requirements**

- In 2012/13 there were 48 Registered Social Landlord new build properties, less than half the number in 2011/12 of 101, and below the target of 75. This fall in the number of completions can be largely attributed to the change in procedures the Scottish Government introduced for RSLs in 2011/12 which meant that there was a lengthy period when RSLs were awaiting confirmation of funding and projects could not proceed. Projected completions for 2013/14 and 2014/15 are now estimated to be 242 units over the 2 year period
- However there were 31 new build Council houses in 2012/13, exceeding the target of 25 per year resulting in 87 new build properties in total (table ref. nos. 1 and 2). Projected completions of 102 units (including 7 units at Alyth through the Greener Homes Initiative) are expected in 2013/14 and 2014/15
- The number of people supported through the Rent Bond Scheme at 138 is slightly below the target of 150 (table ref. no. 4)

##### **Promote Sustainable and Mixed Communities**

- All residents in Perth & Kinross exceeded the target of 90% satisfaction with their house and area/neighbourhood at 93% and 96.5% respectively (table ref. nos. 9 and 10)
- The number of Registered Tenant Organisations has decreased on previous years to 6 however the number of interested persons has risen to 56 in January 2013 from 46 in March 2012 (table ref. nos. 12 and 14)
- In total 27 resident academy trainees have completed the programme with a further 17 on programmes from September to December 2013 (table ref.no.13)

- The proportion of urgent repairs completed at 98.3% exceeded the 95% target however emergency repairs at 95.6% and routine repairs at 89.2% were below the targets of 99% and 90% respectively (table ref. nos. 15 to 17)
- A higher proportion of rent lost due to voids at 0.93% and rent arrears at 8.4% was recorded in 2012/13 compared to 0.72% and 7.5% respectively in 2011/12 (table ref. nos. 19 and 20)
- There was a drop in the satisfaction rate of the delivery of service in relation to anti-social behaviour to 82% from 89% (table ref. no. 22)

### **Improving Stock Conditions and Energy Efficiency**

- The Scottish House Condition Survey 2009/11 reports there was a lower proportion of households living in fuel poverty (30% from 34%) and extreme fuel poverty (8% from 9%) with a higher proportion of all dwellings with NHER energy efficiency rating of 7 or above (46% from 41%) compared with the previous year's report (table ref nos. 23 to 25)
- The number of properties improved through the Council's Scottish Housing Quality Standards' (SHQS) delivery plan at 886 exceeded the target of 798 resulting in an increase of the Council properties compliant with the requirements of the SHQS (76% compared to 59% in 2012) (table ref. nos. 28 and 29)

### **Assisting People with Particular Needs**

- The number of clients receiving community alarm increased to 3,282 with 610 receiving telecare (table ref. nos. 33 and 34)
- The number of houses (734) adapted in Perth & Kinross exceeded the target of 250 in 2012/13 (table ref.no.35)
- There was an increase in the number of aids and/or equipment provided at 16,728 from 6,007 in 2011/12. The 2012/13 figure includes information from across all sectors including our Health partners which may not have been included previously (table ref. no. 36)
- There was a reduction in the percent of cases reassessed as homeless or potentially homeless within 12 months of the previous case being completed at 1.1% from 2.0% in 2011/12 (table ref. no. 39)
- As planned, there has been a reduction in the range and number of temporary accommodation options for homeless households at 290 compared with 300 in 2012 (table ref. no. 40)
- The average time spent in temporary accommodation decreased from 1,268 days in 2011/12 to 865 days in 2012/13 (table ref. no. 41)



## 5. Outcome Monitoring Framework

### 5.1 Addressing Housing Requirements

That there is sufficient supply of houses of the size and type people need, in the areas they want to live, and that they can afford.

No.	Objective	Indicator	Target	Performance
1	Help address the shortfall of affordable housing by enabling the development of at least 100 new supply publicly subsidised	Number of RSL houses	75 per year	48 (Mar 13) 101 (Mar 12) 115 (Mar 11)
2	affordable housing units on average each year until 2016 including the delivery of an average of 25 local authority new build units in priority areas each year until 2016.	Number of Council houses	25 per year	31 (Mar 13) 56 (Mar 12) 0 (Mar 11)
3	Increase the total effective housing land supply year on year with the aim of maintaining an effective 7 year housing land supply.	Housing land supply numbers	6,370 by 2013/14 6,300 by 2012/13	17,538 (Mar 13) provisional 10,623 (Mar 12) 5,879 (Mar 11)
4	Facilitate improved access, year on year, to private rented housing for households that would normally be excluded from this sector due to their low income or reliance on benefits.	Number of people supported through the Rent Bond Scheme	220 tenancies 2013/14 150 tenancies 2012/13 150 tenancies 2011/12 150 tenancies 2010/11	138 (2012/13) 169 (2011/12) 277 (2010/11)

## 5.2 Promoting Sustainable and Mixed Communities

Outcome - Develop appropriate housing and related services, through partnership working, that promotes and maintains sustainable and mixed communities.

No.	Objective	Indicator	Target	Performance
5	By 2016 improve the overall positive experiences of tenants living in social rented housing and of all residents' experiences of their homes and neighbourhoods.	Percent proportion of transfer requests for Council stock	Reduction on baseline	14.9% (Mar 13) 14.5% (Mar 12) 14.5% (Aug 11)
6		Turnover percent levels in Council stock	Maintain baseline (The 2012 figure includes 56 new build properties therefore the proportion is not comparable with previous year).	8.3% (Mar 13) 8.2% (Mar 12) 6.4% (Mar 11)
7		PKC tenant satisfaction percent with house	90%	84.7% (Jul 13) 90.4% (Jul 11) 89.8% (Sep 09)
8		PKC tenant satisfaction percent with area	90%	85.4% (Jul 13) 86.8% (Jul 11) 92.4% (Sep 09)
9		All resident satisfaction percent with house	90%	93% (SHCS 2009/11) 93% (SHCS 2008/10) 96.3% (LHCS Sep 09)
10		All resident satisfaction percent with area/neighbourhood	90%	96.5% (SNS 2009/10) 96.6% (LHCS Sep 09)
11	Deliver a programme of development of mixed tenure houses in Muirton to complete the regeneration of the area in line with the Muirton Master Plan by 2016.	Number of houses	Improve on baseline	20 (Apr 13) 27 (Mar 12) 0 (Mar 11)

No.	Objective	Indicator	Target	Performance
12	Increase the opportunities for tenants and other residents to influence decision making in local services by maintaining, at least, the number of tenant and resident organisations by 2016.	Numbers of Registered Tenant Organisations (RTOs)	Maintain baseline	6 (Oct 13) 9 (Jun 12) 9 (Jun 11)
13		Numbers of resident academy trainees	Improve on baseline	17 on current programmes from Sept to Dec 2013 6 completing, 6 passes (Mar 13) 11 completing, 10 passes (Aug 12) 10 completing / 8 passes (Mar 11)
14		Numbers on the Interested Persons on Consultation Database (not including members of Tenant and Resident Associations)	Increase	56 (Jan 13) 46 (2011/12) 33 (2010/11)
15	Continue to develop and improve, year on year, council housing management services that meet the requirements of the Scottish Housing Regulator.	Percent of emergency repairs completed within target	2012/13 99% 2011/12 97% 2010/11 96%	95.6% (Mar 13) 95.4% (Mar 12) 95.4% (Mar 11)
16		Percent of urgent repairs completed within target	2012/13 95% 2011/12 99% 2010/11 96%	98.3% (Mar 13) 98% (Mar 12) 99.1% (Mar 11)
17		Percent of routine repairs completed within target	2012/13 90% 2011/12 99% 2010/11 96%	89.2% (Mar 13) 88% (Mar 12) 98.0% (Mar 11)
18		Average time recorded to re-let non difficult to let properties	2012/13 29 days 2011/12 30 days	32 days (Mar 13) 30 days (Mar 12) 34 days (Mar 11)
19		Tenancy changes - the percent of rent lost due to voids	2012/13 0.65% 2011/12 0.63% 2010/11 0.95%	0.93% (Mar 13) 0.72% (Mar 12) 0.69% (Mar 11)
20		Rent arrears - current tenant arrears as a percent of the net amount of rent due in the year	2012/13 6% 2011/12 6% 2010/11 6%	8.4% (Mar 13) 7.5% (Mar 12) 7.2% (Mar 11)
21		Rent arrears - the percent of current tenants owing more than 13 weeks' rent at the year end, excluding those owing less than £250	2012/13 reduce arrears levels 2011/12 4.0% 2010/11 4.5%	7.0% (Mar 13) 3.8% (Mar 12) 3.5% (Mar 11)

No.	Objective	Indicator	Target	Performance
22	Improve satisfaction levels of service users, year on year, with service delivery in relation to tackling anti-social behaviour.	Percent of service users satisfied with delivery of service in relation to Anti-Social Behaviour	Improve on baseline	82.0% (2012/13) 89.0% (2011/12) 88.1% (2010/11)

### 5.3 Improving Stock Conditions and Energy Efficiency

That all houses in Perth and Kinross are in a good state of repair, well maintained and energy efficient.

No.	Objective	Indicator	Target	Performance
23	Minimise proportion of households living in fuel poverty by 2012	Percent of households living in fuel poverty	Reduction on baseline	30% (SHCS 2009/11) 34% (SHCS 2008/10) 18.3% (LHCS Sep 09)
24		Percent of households living in extreme fuel poverty	Reduction on baseline	8% (SHCS 2009/11) 9% (SHCS 2008/10) 3% (LHCS Sep 09)
25	Increase proportion of dwellings with a NHER energy efficiency rating of 7 or above by 2016	Percent of all dwellings with NHER of 7 or above	Increase on baseline	46% (SHCS 2009/11) 41% (SHCS 2008/10) 61.2% (LHCS Sep 09)
26		Percent of PKC and RSL dwellings with: LHCS - NHER of 7+ SHCS - NHER of 6-10	Increase on baseline	PKC RSL SHCS (2009/11) 75% SHCS (2008/10) 69% LHCS Sep 09 67.1% 63.4%
27		Percent of owner occupied (OO) and private rented (PR) dwellings with: LHCS - NHER of 7+ SHCS - NHER of 6-10	Increase on baseline	OO PR SHCS (2009/11) 58% SHCS (2008/10) 57% LHCS Sep 09 65.1% 29.5%
28	Increase the proportion of dwellings meeting the Scottish Housing Quality Standard year on year	Number of properties improved through the PKC SHQS delivery plan	496(2013/14) 798(2012/13) 680 (2011/12) 863 (2010/11)	886 (Mar 13) 631 (Mar 12) 538 (Mar 11)
29		Percent of PKC houses compliant with the requirements of the SHQS	Increase on baseline	76.0% (Mar 13) 59.0% (Mar 12) 50.3% (Mar 11)
30		Percent of all houses compliant with the requirements of the SHQS	Increase on baseline	39% (2009/11 SHCS) 39% (2008/10 SHCS) 37.4% (Sep 09 LHCS)

## 5.4 Assisting People with Particular Needs

Provision of a range of accommodation and support, appropriate to the needs of individuals and their carers, to enable them to receive the support and care they need within their own home and local community.

No.	Objective	Indicator	Target	Performance
31	Increase the supply of new build housing suitable for people with 'varying and particular needs' year on year.	Number of houses	100 per year	79 (2012/13) 157 (2011/12) 115 (2010/11)
32	Develop appropriate housing with support for frail older people including the provision of housing with care and support places by 2016.	Number of houses	Increase on baseline	0 (2012/13) 0 (2011/12) 0 (2010/11)
33	Increase the availability, year on year, of telecare packages for frail and vulnerable people.	Number of clients receiving community alarm	Increase on baseline	3,282 (2012/13) 3,205 (2011/12) 3,271 (2010/11)
34		Number of clients receiving telecare	Increase on baseline	610 (Mar 2013)
35	Meet the need for housing suitable for people with mobility problems by providing support and advice to owners, (e.g. through Care and Repair), and adapting at least 250 dwellings across all tenures each year.	Number of houses adapted	250 per year	(2010/11) (2011/12) (2012/13) 119 127 105 RSL 238 175 266 Private 395 369 363 PKC
36	Provide at least 3,000 items of aids and/or equipment for households with a disability assessed as requiring them.	Number of aids and/or equipment	3,000 per year	16,728 (2012/13) 6,007 (2011/12)

No.	Objective	Indicator	Target	Performance
37	Complete planned re-settlement programmes as scheduled by supporting individuals in their own home or in a homely setting.	Number of persons resettled with appropriate package of support	Increase in baseline	Mental Health Places 5 estimated completion Sept 2013 5 completed Nov 09  Learning Disability 3 LD places – Apr 13 2 New build projects for completion in Dec 15
38	Minimise numbers of homelessness presentations as percentage of total households by 2012	Percent of all households presenting as homeless	Reduction in baseline	(2012/13) 1.39% (2011/12) 1.40% (2010/11) 1.74%
39	Minimise numbers of homelessness re-assessed as homeless or potentially homeless within 12 months of previous case completed by 2012	Percent of cases reassessed as homeless or potentially homeless within 12 months of the previous case being completed	Reduction in baseline	(2012/13) 1.1% (2011/12) 2.0% (2010/11) 3.1%
40	Reduce the number of temporary accommodation options for homeless households	Types and numbers	Increase in baseline - (Nov 10) PKC 148 HA 20 PSL 95 Total 263	(Jul 11) (Mar 12) (Mar 13) PKC 175 207 188 HA 17 16 27 PSL 93 77 75 Total 285 300 290
41	Reduce the average time spent in temporary accommodation by homeless households by 2012	Average time (days)	Reduction in baseline (Mar 09) B&B - 20 days PKC - 227 days Greyfriars - 54 days Non PKC - 199 days Private Sector - 179 days Rio Satellites - 71 days	(Jul 11) (11/12) (12/13) Days Days Days B&B - 35 22.2 3 PKC - 261 290 247 Greyfriars - 70 47 47 HA - 230 281 278 PSL - 207 297 290 Rio Satl - 164 331 n/a

**NB Where a non-quantitative target is shown; this is due to the irregular occurrence of measure source data.**

