

City Housing Strategy 2012-2017

Health, Social Care and Housing Committee

13 December 2011

1 Purpose of report

- 1.1 To seek approval for the City Housing Strategy prior to its submission to the Scottish Government and to approve the housing supply target for Edinburgh. The City Housing Strategy is attached at Appendix 1.

2 Summary

- 2.1 The Council is required to develop a Local Housing Strategy (called the City Housing Strategy in Edinburgh) and submit it to the Scottish Government. The Strategy covers a five year period.
- 2.2 The City Housing Strategy is the Council's key strategic document for housing and sets out the housing outcomes which the Council will work towards over the next five years. It brings together all the partners needed to make an impact on the housing system in Edinburgh. The Scottish Government requires the Council to produce a City Housing Strategy which covers all tenures and which also covers homelessness, housing support and fuel poverty.
- 2.3 The Strategy has been developed following a three month consultation period which involved residents, politicians, housing associations, developers, private landlords and other stakeholders and partners.
- 2.4 The Strategy sets out three key outcomes on which work will focus over the next five years. It identifies actions to deliver these outcomes and indicators to measure the level of achievement.
- 2.5 Once complete, the Strategy has to be submitted to the Scottish Government for review, including peer review by other local authorities. This review may result in a follow-on action plan to outline areas where the Scottish Government identifies further work.

3 Main report

Background

- 3.1 The Scottish Government has been working to reduce reporting requirements on local authorities and as a result the Strategy now has a wider remit than in

the past and a greater focus on outcomes. No separate strategies need to be published for homelessness, housing support and fuel poverty but the housing strategy has to cover each of these areas.

- 3.2 In addition the Strategy must set housing supply targets for the city based on an assessment of housing need and demand. The Strategy is expected to deal with the housing system as a whole and to link to development plans and housing investment plans.
- 3.3 The Strategy sets a housing supply target of 19,500 new homes over the next 10 years. The target needs to be evidence based and take into account the current context and constraints. This is explained in more detail in Section 5 of the City Housing Strategy (Appendix 1).
- 3.4 The Strategy is being developed during a time of severe restrictions in public expenditure. The economic climate, along with welfare reform measures and a growing and ageing population, will lead to increased demand for housing services in the city. The need to achieve best value for money in all services delivered by the Council is a reality that will underpin all of the themes covered in the Strategy.

Consultation

- 3.5 A consultation paper on the City Housing Strategy – “Meeting the challenges of Edinburgh’s City Housing Strategy” was approved by Health, Social Care and Housing Committee on 1 March 2011.
- 3.6 The formal consultation period took place between 11 April and 30 August 2011. A consultation paper was published online, focusing three themes of Supply and Access, Quality and Management and Independent Living. Five topic papers were also published, each focusing on a different aspect of the Strategy allowing people to comment on the issues that were of particular relevance to them. The five topic areas covered were:
 - Supply and Access;
 - Private Rented Housing;
 - Housing Quality and Management;
 - Energy Efficiency and Fuel Poverty; and
 - Housing and Support for Older People.
- 3.7 In addition, a series of consultation events were organised including:
 - Eight focus groups attended by a total of 78 people including tenants from the social rented sector and the private rented sector, private landlords, private housing developers, equality groups, carers, Gypsy Travellers, home owners and other customers;
 - One focus group held for members of the Edinburgh Tenants Federation (ETF);
 - Discussions with 62 sheltered housing residents across the city;

- A specially tailored event for children at a primary school; and
 - One-to-one discussions with young people who had experienced homelessness in the past.
- 3.8 The Strategy was also promoted to Council staff, senior managers, Neighbourhood Partnerships and partner organisations.
- 3.9 The consultation concluded with a closing seminar which provided feedback on the results of the consultation and allowed those involved to comment on the proposed outcomes and actions.
- 3.10 The consultation on the Commissioning Plan for Advice, Support and Accommodation Services to Prevent Homelessness 2011-16 was running concurrently, and its consultation findings have also been drawn upon to develop the City Housing Strategy.

Outcomes

- 3.11 The City Housing Strategy is an important element in delivering Edinburgh's Single Outcome Agreement. The Single Outcome Agreement is currently being revised. The Strategy's overarching vision is:

"People live in a good quality home that meets their needs within a well managed neighbourhood."

- 3.12 The Strategy sets out three subsidiary outcomes to deliver this core outcome:

- People live in a home they can afford;
- People live in a warm, safe home in a well-managed neighbourhood; and
- People can move home if they need to.

- 3.13 The first outcome concerns the supply of housing and improving access to affordable housing. The second outcome is about housing quality and looks at energy efficiency and fuel poverty. It covers repair and maintenance issues, and the management and creation of successful neighbourhoods. The third outcome focuses on helping people to move home if they need to and on the prevention of homelessness. It also looks at how people can be supported to live independently in an appropriate home where possible.

- 3.14 A Delivery Plan sets out the actions that will be put in place to deliver the outcomes, together with indicators to measure success. The implementation of the Strategy will require partnership with related services such as health, care, planning and transport as well as with key partners such as residents, housing associations, developers and private landlords.

- 3.15 Consideration is being given to the establishment of a Joint Implementation Group to monitor the implementation of the City Housing Strategy. Membership would include residents and external partners and would report to the City Housing Strategy project board. This will be reported back to Committee on 6 March 2012.

3.16 As the City Housing Strategy also contributes to the Single Outcome Agreement, six monthly reports will be provided to the Edinburgh Partnership.

4 Financial Implications

4.1 The Strategy will be delivered within current budgets, however, this will be kept under review as it is subject to change.

5 Equalities Impact

5.1 The equalities pre assessment was scored at 4. As a result a full EQIA is required and this is available on the Council's website.

5.2 The City Housing Strategy will contribute to the public sector equality duty by delivering actions which advance equality of opportunity. This will be done by increasing access to affordable housing and to well designed, safer, cleaner communities. It will contribute to improved health by increasing the supply of good quality homes, reducing fuel poverty and providing homes which are physically accessible. Services covered by the Strategy will help to ensure that people have the right advice and skills to live in their home and neighbourhood.

5.3 Many of the actions within the Strategy will also require separate assessments. These will be done at the commencement of each specific project.

6 Environmental Impact

6.1 A Strategic Environmental Assessment screening report has been carried out and submitted to the three consultative authorities for comments. All three consultative authorities (SEPA, Scottish Natural Heritage and Historic Scotland) are of the view that there is no significant environmental impact arising from the Strategy. Based on this feedback it was concluded that a full Strategic Environmental Assessment is not required.

7 Conclusions

7.1 The City Housing Strategy is the Council's key strategic document for housing and sets out priorities for the next five years. It has been developed through consultation with residents, partners and other stakeholders and the delivery of the Strategy will also be a partnership between these groups. The success of the Strategy will be measured by the indicators in the Delivery Plan and will be monitored by the Joint Implementation Group.

8 Recommendations

8.1 That Health, Social Care and Housing Committee:

- a) Approves the City Housing Strategy for submission to the Scottish Government and subsequent peer review;
- b) Approves the proposed housing supply target of 19,500 new homes over the next ten years; and
- c) Notes that a report will be submitted to the 6 March 2012 Committee on the establishment of a joint implementation group.

Mark Turley
Director of Services for Communities

Appendices	Appendix 1 – City Housing Strategy
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Wards affected	All
Single Outcome Agreement	(1) We live in a Scotland that is the most attractive place for doing business in Europe. (6) We live longer, healthier lives. (7) We have tackled the significant inequalities in Scottish Society. (8) We have improved the life chances for children, young people and families at risk. (10) We live in well-designed, sustainable places where we are able to access the amenities that we need. (11) We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others. (15) Our public services are high quality, continually improving, efficient and responsive to local people’s needs.
Background Papers	Meeting the Challenges of Edinburgh’s City Housing Strategy: A Consultation Paper (Health, Social Care & Housing Committee 1 March 2011) City Housing Strategy (Health, Social Care & Housing Committee) 18 May 2010 *

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Glossary

1 INTRODUCTION

The City Housing Strategy sets out how we will achieve the vision of ensuring that

‘People live in a good quality home that is affordable and meets their needs in a well-managed neighbourhood’

It sets out the challenges that the city faces in delivering this vision, what we are currently doing to address these and what still needs to be done. The principles of equality, sustainability and partnership are at the core of the Strategy.

The Strategy is supported by a Databook which describes the current housing system, provides evidence for the strategic direction and baseline information for monitoring progress of the Strategy.

As Scotland’s capital city, Edinburgh enjoys a high profile and is at the forefront of many sectors including science and technology, finance, tourism and the arts. For Edinburgh to continue to thrive, the city needs a healthy housing market that responds to the changing environment and needs of its residents. This is particularly challenging in this difficult economic time where investment is limited, both in the private and public sector, and for many individuals and families.

The City Housing Strategy covers all housing, rented and owned, and recognises the contribution the right mix of good quality, well-managed housing and good advice and support services can make to the well-being of Edinburgh’s residents. Housing investment also plays a part in bringing about wider economic and social gains.

The City Housing Strategy aims to deliver three outcomes:

- People live in a home they can afford;
- People live in a warm, safe home in a well-managed neighbourhood; and
- People can move home if they need to.

The first outcome concerns the supply of housing and improving access to affordable housing. The second outcome is about housing quality and looks at energy efficiency and fuel poverty. It covers repair and maintenance issues, and the management and creation of successful neighbourhoods. The third outcome focuses on helping people to move home if they need to and on the prevention of homelessness. It also looks at how people can be supported to live independently in an appropriate home where possible.

Making sure that people get the right information, advice and support at the right time is a theme which runs through the Strategy and will be central to its success.

The Strategy’s outcomes can only be achieved with the continued co-operation and contributions from a wide range of partners. This includes housing associations, house-builders and property developers. It includes banks and other funders, as well as private landlords, energy companies and care and support

providers in the voluntary and private sectors. It involves all Council departments, other public services and the voluntary sector and, not least, effective joint working at regional level with other local authorities and at national level with the Scottish Government.

2. CITY PROFILE

Population – Edinburgh’s population is expected to increase at a faster rate than the Scottish average. The number of people in Edinburgh is projected to increase by 16.8% from 471,650 in 2008 to 550,932 in 2033.

Household growth – The number of households in Edinburgh is projected to increase at a faster rate than any other Scottish city. It is projected to increase by 35% from 217,650 in 2008 to 293,150 in 2033. The average number of people in each household is expected to reduce from 2.10 to 1.82 during the same period.

Household type – The percentage of single adult households is projected to increase from 40% in 2008 to 45% in 2033, while the percentage of households with one or more children is projected to decrease from 21% to 17% during the same period.

Housing need – The South East Scotland Housing Need and Demand Assessment found that Edinburgh would need 36,000 new homes over the next 10 years if all housing need and demand is to be met in Edinburgh. 16,600 homes need to be affordable.

Housing tenure – Edinburgh’s largest tenure is owner occupation at 62% but the proportion of private rented homes has doubled from 11% to 22% between 1999/00 and 2009/10. Social rented housing accounts for 15% of the homes in the city.

Housing type – Edinburgh has the second highest proportion of flats in Scotland at 63%. Nearly a third (31%) of all homes were built before 1919.

Affordability – The median house price in Edinburgh was £180,165 in 2010, which was 5.9 times the median household income (£30,529). Edinburgh has the third highest house price to household income ratio in Scotland. The high house price also means a requirement to save for higher deposits. The Edinburgh People’s Survey 2010 identified “more affordable homes” as the third highest priority for the city.

Repairs – The Scottish House Condition Survey (SHCS) 2004/07 found that 76% of the homes in Edinburgh were in disrepair and 39% of the homes were in urgent disrepair. The percentage of disrepair is slightly higher at 77% in the SHCS 2007/09, while the percentage of urgent disrepair has reduced to 36%. The SHCS is commissioned by the Scottish Government and is the largest, most comprehensive and accurate housing survey in Scotland. The 2007/09 survey is the most recently published data available.

Energy efficiency – 69% of private sector homes and 82% of social sector homes achieved a National Home Energy Rating (NHER) between 6 and 10 in the SHCS 2007/09. Public sector homes across Scotland are more energy efficient than those in the private sector.

Fuel poverty – The percentage of households in fuel poverty has increased from 19% in the SHCS 2004/07 to 22% in the 2007/09 survey. This is despite the increased energy efficiency of the homes during the same period. This is mainly due to the increased fuel price in recent years.

Neighbourhood – There are 12 Neighbourhood Partnerships in Edinburgh. The partnerships work together to improve quality of life in their local area. Members include representatives from local community, local Councillors, the Police, Health, voluntary sector and other local organisations. Since the introduction of the Neighbourhood Management Model in 2006 there have been improvements in performance and customer satisfaction. 89% of residents surveyed as part of the Edinburgh People's Survey 2010 said they were either very or fairly satisfied with their neighbourhood as a place to live, up from 86% in 2007. 70% of respondents were satisfied with the way the Council is managing their neighbourhood, an increase of 7% since 2007.

Older people – It was estimated that over 68,600 people in Edinburgh were aged 65 or over in 2008. It is projected that people aged 65 or over will account for 20% of the population in 2033, up from 15% in 2008.

Young People – 16 to 24 year olds make up approximately 14% of Edinburgh's population, but those between 16 and 24 years old account for 32% of homeless presentations. The number of Looked After Children has increased by 10% between 2006 and 2010. There is a need to ensure that these young people successfully make the transition to independent or shared accommodation.

Homelessness – The number of homeless applications has reduced from 5,512 in 2006/07 to 4,651 in 2010/11, a reduction of 15.6%. Under the homelessness legislation, all unintentionally homeless households will be entitled to a settled home after December 2011.

Housing Advice and Assessment - 7,341 housing advice and assessment contacts were carried out 2007/08, of which 30% did not go on to present homeless. The number of housing advice and assessment contacts has increased to 8,239, and the percentage of cases that did not go on to present homeless has increased to 44%.

3. LOCAL AND NATIONAL CONTEXT

The Strategy sits within the context of a number of national and local policies and strategies. It supports national and local priorities, helping to deliver agreed outcomes and meet Scottish Government targets.

Single Outcome Agreement (SOA)

The City Housing Strategy is part of the Edinburgh Partnership's vision for the city. The community planning partners are focused on delivering the outcomes of the *Edinburgh Single Outcome Agreement* to address the main issues facing people living and working in Edinburgh.

The current SOA is built around the following five themes:

- development of the city and regional economy;
- environmental sustainability;
- health, wellbeing and inclusion;
- services for children; and
- improved community safety and quality of life.

The SOA is currently under review and it is planned that a new agreement will be in place to run from April 2012. A small set of high level outcomes is envisaged and the City Housing Strategy's potential contribution to the SOA remains under discussion.

Quality Housing Services

The Council's Housing Management service was awarded an 'A' Grade and the Asset Management and Repairs service received a 'B' Grade by the Scottish Housing Regulator. This sits alongside the 'A' Grade already gained for Homelessness service giving the Council an overall 'AAB', the best result of any local authority in Scotland.

South East Scotland Strategic Development Plan

The South East Scotland Strategic Development Plan (SESplan) sets out, at a strategic level, spatial planning strategy to guide development in the Edinburgh 'City Region' over a 20 year period. The City Housing Strategy and SDP should be developed in tandem to ensure that sufficient land is allocated for housing to enable the Strategy to meet housing need and demand in the area.

National Policy Framework

The Scottish Government's approach to housing is set out in 'Homes Fit for the 21st Century' which was published in February 2011. It sets out the housing policy and action plan for the next decade following the Fresh Thinking, New Ideas

discussion paper. The paper concentrates on the creation of high quality affordable housing as well as improving the condition of existing housing across all sectors within the constraints of reduced public expenditure. It also focuses on using more innovative funding methods. Some of the ideas proposed in the paper are now being put forward for legislation such as the proposal to allow local authorities to charge a Council Tax levy on long-term empty homes.

UK Government Welfare Reform Proposals

The Welfare Reform Bill was introduced to Parliament in February 2011 and contains proposals to reform a number of welfare benefits. The key changes relevant to the City Housing Strategy are those relating to Housing Benefit, although wider changes involved in a move to a 'Universal Credit' will also have an impact. The changes which are likely to have the biggest impact are:

- loss of direct payments to landlords;
- extension of the shared room rate to all single claimants under 35;
- reduction of Housing Benefit for under-occupying social tenants; and
- potential changes to arrangements for supported and temporary accommodation.

The Welfare Reform Bill has still to be finalised. The full extent of the implications for the Council as a landlord and a service provider, and for our tenants and other customers won't become clear until the reforms have been implemented. An assessment of the potential impact of welfare reform is underway and a reduced income is being planned for, along with an increased demand for homelessness services.

Economic Context

The economic climate has been a key factor when developing this Strategy. The effects of the recession and economic downturn are influencing, amongst other things, household income levels, house building levels and access to mortgages. There is also likely to be significant reductions in public sector resources over the coming years. The Strategy needs to meet increasing demand for housing with reducing resources.

Environmental Context

In developing this Strategy a key consideration has to be the challenge of climate change. The Scottish Government has set ambitious targets on energy and carbon emissions. Strategies needs to contribute to meeting these targets by encouraging more environmentally sustainable development, reducing energy consumption and considering the future impact of climate change.

4. DEVELOPMENT OF THE CITY HOUSING STRATEGY

The City Housing Strategy has been developed through a period of research and consultation with residents, service users, service providers, housing developers and a range of other partners and stakeholders.

A consultation paper, Meeting the Challenges of the City Housing Strategy, was published online for discussion and was complimented by a suite of five topic papers that focused on specific topics to encourage a wider response. As well as making paper copies available, the topic papers could be completed as online surveys. Social media was also used to generate interest and increase awareness.

Each survey received between 50 and 150 responses and over 1,000 individual comments were made in total. In addition, a series of consultation events were organised including:

- eight focus groups, which were attended by a total of 78 people. This included tenants from the social rented sector and the private rented sector, private landlords, private housing developers, equality groups, carers, gypsy travellers, home owners and other customers;
- discussions with 62 sheltered housing residents and three members of staff at five different sheltered housing developments across the city;
- a specially tailored event for children at a primary school; and
- one-to-one discussions with young people who had experienced homelessness in the past carried out by staff at the Amber Mediation Service.

Extensive consultation on the development of the Homelessness Prevention Commissioning Plan took place at the same time and the information gathered was fed into the development of the City Housing Strategy.

The Strategy was also promoted to Council staff, senior managers, Neighbourhood Partnerships and partner organisations through meetings, presentations and a drop in stall for staff.

Some of the issues that emerged during the consultation were:

Affordable housing – most people want to see a greater range of affordable housing choices;

Information and advice – people want good quality, easily accessible advice and information on housing options, renting privately, home repairs and maintenance, renewable energy and energy efficiency;

Funding for new homes – some people were concerned about the lack of public funding for new homes whilst others saw this as an opportunity to explore new funding methods;

Better and more affordable private rented housing – many tenants were concerned about the standard of homes in the private rented sector and wanted private landlords to be better regulated, which several people thought could be achieved through enforcing existing legislation. There was also a concern that a large proportion of private rented homes are unaffordable;

Repairs and maintenance and mixed ownership – many people reported difficulties in carrying out repairs and maintenance especially where there is mixed ownership involving owners and different landlords; and

Integrated housing support services – both service users and service providers highlighted the need for better integration in service delivery, information, advice and support for older people, and other people with specific housing needs.

Consultation feedback has helped to shape the Strategy and Delivery Plan. A summary of the consultation is available separately.

Equalities Impact Assessment

An Equalities Impact Assessment (EqIA) has been undertaken for the City Housing Strategy to ensure that the implications for equality have been properly assessed during the development of the Strategy and to make sure that any potential adverse impacts have been identified and actions to help reduce these impacts are put in place.

The City Housing Strategy will contribute to the public sector equality duty by delivering actions which advance equality of opportunity. This will be done by increasing access to affordable housing and to well designed, safer, cleaner communities. It will contribute to improved health by increasing the supply of good quality homes, reducing fuel poverty and providing homes which are physically accessible. Services covered by the Strategy will help to ensure that people have the right advice and skills to live in their home and neighbourhood.

Some of the actions within the Strategy will also require separate assessments. These will be done at the commencement of each specific project.

Strategic Environmental Assessment (SEA)

When developing plans, policies and strategies, authorities are required to carry out a SEA. At the start of the strategy development process, a SEA Screening exercise was carried out. Following this Screening exercise, and in consultation with the three consultative authorities (Scottish Environment Protection Agency, Historic Scotland and Scottish Natural Heritage), it was determined that a full SEA was not required for the City Housing Strategy.

The reasons for this determination are:

(1) The City Housing Strategy is likely to have a positive impact on the environment by making better use of existing homes, improving the condition and quality of homes, increasing energy efficiency of homes and better use of renewable energy. The Strategy is unlikely to have significant effects on the historic environment.

(2) The City Housing Strategy, through the preparation of a Strategic Housing Investment Plan (SHIP) will direct and prioritise affordable housing investment on sites that are already allocated within the current Structure Plan and Local Plans, or within the draft SESPlan and Edinburgh Local Development Plan once they are adopted. All these plans would have been subject to environmental assessment through their preparation process. Therefore the environmental policies and legislative requirements as set out in the Local Plans/Local Development Plan are likely to be adequate in identifying and mitigating strategic environmental impacts of housing development on these sites.

Where any new policy or plan which relates to this strategy may have an environmental impact, a SEA will be carried out on that policy or action.

5. PEOPLE LIVE IN A HOME THEY CAN AFFORD (Outcome 1)

This outcome focuses on increasing the supply of homes, including affordable and private rented homes and on maximising the use of existing housing.

Edinburgh needs approximately 36,000 new homes over the next 10 years if all housing need and demand is to be met within Edinburgh. There is high demand for all housing tenures within the city, with a need for 16,600 affordable homes and 19,180 homes for owner occupation and private renting.

Housing Need and Demand Assessment (HNDA)

The SESplan HNDA is the central evidence base that was commissioned to inform both the Strategic Development Plan (SESplan) and the region's local housing strategies, including the City Housing Strategy. It covers Edinburgh, the Lothians, Scottish Borders and part of Fife. The SESplan area is a functional housing market and, much of the housing demand generated by the city can and will be met in the wider region. Work began on the SESplan HNDA in 2009 and it received a 'Robust and Credible' status from the Scottish Government in June 2011.

The requirement for 16,600 affordable homes is made up of existing need as well as projected need. Affordable housing includes social rented housing, subsidised low cost housing for sale (discounted, shared ownership or shared equity) and low cost housing built without subsidy. It also includes housing available for rent at a lower rate than market rent, such as mid market rent.

At the start of the study period 8,290 households in Edinburgh were in affordable housing need. The Scottish Government guidance suggests that these households should have their need resolved within 10 years, meaning 829 households will find a home each year over 10 years. The SESplan HNDA estimates another 2,658 households in Edinburgh will fall into affordable housing need every year for the first 10 years of the study period. This means that a total of 3,487 affordable homes will be required each year over the next 10 years. Approximately 1,827 of these homes will become available through turnover in existing affordable homes leaving a gap of 1,660 which would either need to be met by new build within the city or by supply in the wider region.

The SESplan HNDA estimated that 19,180 new market homes would be required over the next 10 years if all housing need and demand were to be met within the city region. It was estimated that there will be a demand for 2,031 private homes every year between year 1 and year 5, and a demand for 1,805 private homes every year between year 6 and year 10.

Housing Supply Target

The Strategy is required to produce a housing supply target. The target needs to be evidence based and take into account the current context and constraints.

The SESplan HNDA identified a housing need of 16,600 new affordable homes and demand for 19,180 new market homes. A total of approximately 36,000 new homes are required over a 10 year period, if all housing need and demand is to be

met within Edinburgh. This would give an annual target of around 3,600 new homes per year. However, to ensure that the housing supply target for Edinburgh is realistic and considers context and constraints, it will be below this figure for the following reasons:

- Edinburgh’s position as a capital city means that not all of its housing demand can or will be met within its boundaries. Some households will naturally move to neighbouring local authority areas to meet their housing requirements. This is taken into account by planning at a regional level, which aims to address housing needs by allocating new housing land across the wider area in the most sustainable locations.
- the level of new home construction in Edinburgh is currently insufficient to meet the identified need. In 2010/11 fewer than 1,000 new homes were completed in Edinburgh. Even prior to the economic downturn, an average of 2,000 homes were being built.
- the tenure mix in Edinburgh is changing with increasing use of the private rented sector and the use of new intermediate tenures. These may affect the overall level of demand by tenure in the city and will be carefully monitored to assess impact on previously made assumptions regarding need, demand and land allocation.

According to the SDP housing technical note, the housing land currently programmed for development, expected delivery from windfall sites, and the additional land allocated through the proposed SDP provides for 19,400 during the 10 years to 2019. According to the SESplan, this is a generous housing land supply given current development rates.

The housing supply targets for this City Housing Strategy are:

Year	Target	Year	Target
Year 1	1,500	Year 6	2,000
Year 2	1,600	Year 7	2,100
Year 3	1,700	Year 8	2,200
Year 4	1,800	Year 9	2,300
Year 5	1,900	Year 10	2,400
Year 1-5 Total	8,500	Year 1-10 Total	19,500

It will be important to monitor the changing needs and demand for housing in Edinburgh and the wider SESplan housing market area. The Council will seek, with its partners, to further develop the South East Scotland Housing Market Partnership to ensure that this can be robustly monitored and the target changed if required.

Challenges

Affordability and Housing Demand

Demand far outstrips supply in Edinburgh's housing market. This has led to some of the highest house prices in the UK and, even after the slow down in the housing market in recent years, the average house price is still out of the reach of many. This problem has been exacerbated by banks adopting more stringent lending practices and homeseekers being required to have higher deposits.

Private rent levels in Edinburgh are also increasing, reflecting increasing demand in the market. The social housing sector is under severe pressure and even those who are in priority need such as homeless households and people with medical priority may find it difficult to access social housing.

More homes are needed across all tenures to address this demand.

Low levels of private development

The number of private sector homes completed has reduced in recent years due to the economic downturn. According to Scottish Government statistics, an average of 2,000 new homes (across sectors) was completed in Edinburgh every year between 1999/2000 and 2008/09. The number of new private sector homes completed in the city reduced to 1,118 in 2009/10 and 980 in 2010/11.

Capacity in the Private Rented Sector

Private renting offers a wider choice of housing than the social rented sector in relation to location, size, type and flexibility. Demand in this sector is already high and likely to increase. High house prices, high deposit requirements and more limited mortgage supply mean that many younger households who would previously have bought are staying in the private rented sector. This greater choice and availability means that private rented housing is often the best option for households who have presented as homeless or who have low priority for social housing.

Despite the likely increase in demand it is difficult to increase capacity in this sector. Many private landlords only own one or two homes and do not wish to increase the number of rented homes they own. The Scottish Government is aiming to encourage the increase in the supply of private rented housing through promoting institutional investment, for example, through pension funds and life assurance companies. However, this has not been a traditional investment route in the United Kingdom and the returns and management requirements can be a disincentive.

The private rented sector also meets the needs of a large number of students in the city. During the consultation for the City Housing Strategy, people were asked if they thought that specialist student accommodation should be developed in order to free up more homes in the private rented market. Opinions were split, with some thinking that this would help to relieve pressure on the private rented market, while others thought that it was unfair to segregate students. Some were of the

opinion that specialist accommodation is often small, expensive and can be of poor quality. The University of Edinburgh's Estimated Living Costs for 2011-12 state that a University self-catering room can cost anywhere between £56 - £127 per week compared to an estimated £76 per week for a room in a private flat. Even if more student accommodation is developed, there is no guarantee that students will choose to use this.

Funding for affordable housing

In 2011, the Affordable Housing Investment Programme funding across Scotland reduced by 30% from £502 million in 2010 to £350 million. This translated to an 18% reduction in Edinburgh from £36 million to £29.610 million.

The maximum subsidy available for housing associations to build social rented homes also reduced from £66,000 to £40,000 per home. This has meant that both the Council and Housing Associations have had to review how they deliver affordable housing, looking at what tenures they provide and how this is funded.

The future development programme for affordable housing is set out in the Strategic Housing Investment Plan. This shows that existing models of provision would only deliver around 600 new homes each year over the next five years, significantly less than the 1,558 approved in 2011/12 and the 1,660 affordable homes required each year as set out in the SESplan HNDA. This assumes no reduction from current (2011/12) funding levels.

Demographic Change

The number of households in Edinburgh is projected to grow by 75,500 between 2008 and 2033 but their average size will reduce from 2.10 people to 1.82 people over the same period. This may mean a need for smaller homes, particularly where people are reliant on housing benefit or local housing allowance for their housing costs. However, where people have their own income they do not always seek housing which exactly matches household size.

The Lothian Housing Need and Demand Study (2008 Update) found that an increasing proportion of family households are moving out of Edinburgh to buy homes in East Lothian and Midlothian. While some housing need for a capital city will always be met by its surrounding authorities, it is important to ensure that the city retains a reasonable mix of different household types. More affordable larger homes would help families to stay in Edinburgh and create more sustainable mixed communities, but smaller homes are also needed for those who want to downsize. Both larger and smaller homes are needed to retain a mix of households within Edinburgh.

Social Rents

Rent levels for council and Registered Social Landlord (RSL) homes in Edinburgh are less than 25% of average earnings, and therefore defined as affordable. Social rent levels are also well below the levels of the Local Housing Allowance (LHA) (which is used to calculate housing benefit entitlement in the private rented sector).

Edinburgh has the highest Council rents in Scotland. A large proportion of the rental income also pays for frontline services to tenants. During discussions on rent increases at the annual tenant conference in 2009, Edinburgh Tenants Federation (ETF) advised that they did not want to see reductions in the number of front line staff and expressed a high regard for some of the more expensive services provided.

Edinburgh has historically high levels of debt on its housing stock and the cost to service this debt is met from the rents paid by Council tenants.

The need for a range of tenures

The Council carried out an Affordable Housing Survey in 2011 with home-seekers in Edinburgh. This highlighted that mid market rent would be suitable to many people looking for a new home. The survey found that two thirds of the respondents would consider private renting and over 60% of the respondents would consider affordable housing tenures other than social rent. Mid market rent and other affordable housing tenures can provide an important source of housing in the city.

The SESplan HNDA discovered at the start of the survey, that 29% of households who are unable to find a home in the private sector would be able to resolve their housing need through affordable tenures other than social rent. The SESplan HNDA used base information collected in 2008. If this was updated with more recent data it is likely that this would show more households would benefit from tenures such as mid market rent. A number of factors contributing to this include:

- lower levels of mortgage approvals;
- higher deposit requirements; and
- high house prices.

Households who can no longer access home ownership or have to delay access will have to look to other tenures. Many of these households will not receive priority to access social rented housing. The size of the private rented sector and increase rental levels will mean some of these households will also struggle in this sector.

The Council and its partners are able to develop mid market rent and some other affordable tenures at much lower subsidy than social rented homes. It is sometimes possible to develop them with no subsidy at all. Increasing the proportion of 'intermediate' affordable homes, would reduce pressure on the existing social and private rented stock whilst increasing the supply of affordable housing.

Maximising the use of existing housing

The high demand for housing means that it is essential that the best use is made of the existing housing supply. This means ensuring that homes are empty for as short a period as possible. It also means encouraging people to occupy housing that is appropriate to their household size and type. This will be most relevant in the social sector and for people who receive financial support where support will be tied to house size.

Our Response to the Challenges

New Supply

Innovation and Flexibility

In line with national strategic direction, the Council and its partners have been innovative and flexible in approaches to increasing the supply of new affordable homes by:

- providing a rental guarantee enabling a housing association to provide 15 mid market rented homes in the east of the city in 2010/11;
- using private homes sales to cross-subsidise affordable homes development under the 21st Century Homes programme;
- participating in the National Housing Trust (NHT) Initiative's mid market rent programme, the largest in the NHT Initiative programme;
- buying 19 properties in Craigmillar to pilot a mid market rent scheme as a local authority landlord; and
- successfully delivering affordable housing through a flexible approach to the Affordable Housing Policy (AHP), allowing work to begin on sites which would not otherwise have been viable.

Edinburgh's AHP has resulted in the completion of 663 new affordable homes between its introduction and March 2011. This policy requires all private developments of 12 or more homes to provide 25% of the land for affordable housing. The flexibility of the policy means that where the developer cannot deliver on site there is the choice to provide land on another site of equal or greater value, or provide the Council with a commuted sum which can be used to purchase land or develop affordable housing in the city. This level of flexibility ensures that the maximum amount of affordable housing is delivered in a shorter time than may have been possible with an on site agreement.

NHT Case Study

The aim of NHT is to stimulate the house building sector and support the construction industry by developing new homes for mid-market rent, through partnerships between private developers, the Scottish Government and local authorities. Around 4000 new mid market rent and low cost home ownership homes are required in Edinburgh over the next ten years as part of the overall affordable housing need.

The NHT will deliver affordable homes specifically targeted at people who are unable to afford a private rent or mortgage, and who have no priority for a social rented home. The majority of these people will be in employment or have an income which is not wholly reliant on benefits.

This innovative approach to housing delivery uses local authority borrowing powers to fund the purchase of completed homes from private developers selected through a national procurement process. The Council's participation in NHT was approved in August 2010 and will see it borrowing up to £55m. Three developers have been entered onto a framework agreement with the City of Edinburgh Council and the Scottish Government for five developments. These five sites have the potential to deliver 442 new affordable homes. 70% of funding will be provided by the local authority and the remaining 30% from the private sector. The Scottish Government guarantees the local authority's investment.

Starting rents for the properties will be set between private sector rents and the LHA threshold to ensure they are affordable. The local authority's borrowing costs are expected to be fully serviced by the rental income generated. Homes will remain as mid-market rent for a minimum of five years and a maximum of ten. Between years five and ten the homes are sold by the developer to repay the Council's borrowing. When sold, homes will first be offered to the sitting tenants to purchase; if this option is not taken up then either the Council or a preferred bidder will be given the opportunity to acquire the homes. The developer can then sell the properties on the open market.

One clear benefit of the NHT over conventional methods of funding affordable housing construction is that it has the potential to be subsidy free. The Council's investment is a loan which will be re-paid by the developer within ten years. The Council's investment is protected by a guarantee from the Scottish Government; if this is not called upon there be no subsidy requirement for these homes.

Building New Homes

In 2011/12 in Edinburgh, 1,558 new affordable homes for rent and sale will be approved for construction through the Affordable Housing Investment Programme (AHIP), 21st Century Homes, NHT and the Innovation and Investment Fund. This will be the largest number of new homes approved since the Council took responsibility for managing housing association development funding and is the first time the number of approvals for new affordable homes has come close to the estimated annual need for new affordable housing of 1,660 affordable homes per year.

This will generate a total of £296 million with a direct investment of £174 million of public subsidy, private finance and loans for new housing. This direct investment will support approximately 2,180 jobs in construction and related industries and will generate an additional £122 million for the wider economy.

In 2010/11, the number of new affordable homes completed in the city exceeded that of new private home completions for the first time in recent history, with 494 affordable house completions and 486 private completions (Housing Statistics for Scotland).

The Council has worked with partners in the public and private sector to help generate activity in the housing market and provide as many new homes as possible. This has been helped by adopting a flexible approach under the Economic Resilience Action Plan (ERAP). The ERAP was approved by Council on

16 October 2008. Part of the Plan was to review requirements under Section 75 of the Town and Country Planning (Scotland) Act 1997 to reduce the burden placed on developers to help stimulate development. This happened in relation to the Quartermile development in the city centre, where the developer approached the Council to revisit the terms of its developer contributions. Planning Committee agreed to revise some conditions, and in return the affordable housing was brought forward by two years, with the developer being able to deliver the affordable housing more quickly and within budget.

Council House Building

The Council's 21st Century Homes for Edinburgh programme will see the first new Council homes built in Edinburgh for a generation. This ambitious and innovative programme aims to build up to 1,400 homes for sale and rent across the city. The homes will be a mix of social and mid rent, low cost ownership as well as housing for sale. The first three sites to be redeveloped are in Gracemount, Pennywell and North Sighthill with the first phase of housing completions due before the end of 2011.

The programme adopts an innovative approach to funding, focusing on developing partnerships with the private sector, securing maximum land value for the council but acknowledging that some risk sharing is required. The first phase of development is based on a deferred receipt model (where the payment for the sale of the land is spread over a period of time rather than all being paid upfront), maximising cross subsidy from the sale of private homes and supporting the construction industry by allowing the council homes for rent to be built first.

The aim is for half of the homes to be affordable, but due to the scale of the programme there is flexibility within each of the individual sites to adapt this to meet the site specific requirements and also take on board the preferences of the private sector. Negotiation during the procurement process and sufficient market research is key to making this work.

The Council is able to meet the cost of the programme through use of earmarked funds, realising capital receipts, Scottish Government subsidy and prudential borrowing which are then offset by the rental income.

The programme has recently been extended to include Leith Fort and Greendykes. It has been established in such a way that homes can be built in phases, so the process can be replicated across more sites as and when they become available, if this is affordable.

Development of Homes for Mid Market Rent

In order to meet the demand for mid market rent, the level of projected approvals for 2011/12 is 1,088. This is significantly higher than the level for other tenures. Work is underway to market these properties as effectively as possible. Some partner landlords are already using the existing choice based system as one of the methods of marketing mid market rented properties and shared ownership homes. The approach to marketing mid market rent and shared ownership will be developed further in 2012.

Making best use of existing housing

Edinburgh has the largest common housing register (EdIndex) in Scotland in terms of the number of partners. This provides a single access route to most social housing in the city. The choice based system also allows people to be actively involved in the selection of their home. This minimises refusals and helps to create a more efficient allocation process.

EdIndex has signed up to House Exchange, a national mutual exchange scheme which allows social tenants in Edinburgh to exchange homes with other social tenants within the city as well as across the UK. Since the introduction of the scheme in May 2009, the Council has overseen 208 mutual exchanges in the two years of 2009/10 and 2010/11. This compares to 70 exchanges in 2008/09 before the scheme was introduced. Tenants can also benefit from the HomeSwap Direct scheme, introduced by the UK Government. It allows searches to be done in other participating house exchange schemes.

Allocations Review

The Council reviewed some aspects of its allocation policy during 2011 in response to feedback from the Scottish Housing Regulator and initial consultation with tenants at the Annual Tenants Conference in 2010. The review has introduced a number of changes to the policy, including the potential for an extra bedroom for foster carers and length of service in the armed forces (up to five years) counting as waiting time for ex-service personnel who register for social housing in Edinburgh.

The review also covers recommendations to adopt a clear and transparent policy on the use of sensitive letting for all social homes in Edinburgh. Applying sensitive letting criteria across all social homes will help ensure vulnerable tenants are protected, near the support services they need and not allocated an unsuitable home. It will also seek to preserve successful communities.

There was positive feedback on the Council's interim lettings policy for mid market rent properties and this has been retained for the time being but will be reviewed in line with emerging Government policy and legislation.

Following consultation, the Council also agreed to undertake further work to address some of the concerns raised by ETF in relation to lets to homeless households and managing new tenancies.

Under-occupation

The Council is encouraging households to move to more suitable housing. The lettings policy was updated in 2007 to prioritise re-housing tenants who are under-occupying Council houses and where they have indicated that they would like to move. In May 2011 a pilot Tenants Incentive Scheme was introduced to further encourage tenants living in family sized homes that were too large for them, to move to smaller homes more suitable for their current needs. This helps to release larger homes back into letting stock. The scheme helps tenants with some of the practicalities and costs of moving and is entirely voluntary. 23 tenants who were

underoccupying moved to smaller homes in the first six months following the introduction of the scheme. EdIndex partners are interested in adopting this scheme.

Empty Homes

Fewer than 1% of all private sector homes in Edinburgh have been empty for more than 6 months. The issue of bringing privately owned empty homes back into use has been widely debated and has led to the Scottish Government publishing proposals for legislation which would allow local authorities to charge a Council Tax Levy on long-term empty homes. Any additional income could then be used locally to develop new affordable housing. While the Council welcomes the chance to raise additional funding for affordable homes it is not yet clear whether the cost of implementing and enforcing such a system would actually outweigh the benefits.

More efficient use of Council homes can also help to ensure we are making the best use of limited resources. Scottish Government statistics indicate that the percentage of vacant Council homes in Edinburgh is low. In 2011 0.6% of homes were vacant compared to a national average of 0.8%. Average re-let times have reduced from 31 days in 2008/09 to 27 days in 2010/11.

Increasing access to the private rented sector

The Council has commissioned a service called Letfirst to help people on lower incomes access the private rented sector. Letfirst aims to help 300 people a year into the private rented sector without the need for a deposit. These tenancies are the same as other private rented tenancies but the landlord receives six months guaranteed rent for offering the tenancy without a deposit.

The Council recognises that providing the right advice, information and support for people can help them to access housing in the private rented sector. This advice and support is provided through the Council's own services and through a range of commissioned services. This has increased the number of people receiving advice and help to move into the private rented market from 491 in 2009/10 to 560 in 2010/11. In particular, the number of homeless people who access private rented accommodation has increased significantly from 56 in 2007/08 to 302 in 2010/11.

What we need to do now

Increase the supply of homes

The Strategic Housing Investment Plan (SHIP) sets out the Council's strategy for securing land and investment required to support the construction and delivery of new affordable homes in the city. The aim of the SHIP, and the City Housing Strategy is to maintain the current level of social rented housing and maximise the overall number of affordable homes of all tenures developed in the city, whilst maximising the impact of public sector funding. This can be achieved through increasing the proportion of mid market rent and low cost home ownership homes that are built and reducing the percentage of social rented homes in new developments. Key partners such as housing associations, house-builders,

funders and private and public sector landowners are critical to the successful delivery of the SHIP and are formally consulted on the draft SHIP before it is submitted to the Scottish Government.

Key elements of the SHIP 2012-17, which support the City Housing Strategy, are:

- accelerate the construction of homes on sites secured through the AHP and continue flexible approach to the Policy;
- expand opportunities to bring forward sites in both public and private ownership;
- use direct subsidy to maximise the number of new affordable homes in the city;
- continue to expand the development of new investment models and funding sources;
- explore the potential for expanding the 21st Century Homes Programme; and
- maximise the contribution of the SHIP to supporting local economic development, creating local jobs and supporting training and employment opportunities for young people.

RSLs have indicated that they could bring forward a further 3,000 homes during the five year SHIP period, based on 2011/12 levels of subsidy and assuming availability of private finance. However, this would only deliver around 600 new homes each year over the five year period, significantly less than the 1,558 approved in 2011/12.

To meet the identified need for affordable housing, new investment models that are less reliant on public subsidy will need to be expanded. These will mainly be based on affordable borrowing from public and private funding sources. They will need to be supported by realistic rental income streams or the generation of a capital receipt rather than rely on direct public subsidy. This could include exploring the potential to use funding from institutional investors like pension funds and different forms of bond or equity financing. Options to expand the Council house building programme will be modelled through the Housing Revenue Account (HRA) business plan.

These approaches fit closely with the Scottish Government agenda to increase supply and use new ways to finance it. In *Homes Fit for the 21st Century, the Scottish Governments Strategy for Housing for the Next Decade: 2011-2020* greater importance is placed on leveraging in resources from outside the public sector to maximise the supply of affordable homes.

The use of AHP sites needs to be sustained and accelerated wherever possible. In the past, affordable housing was built on a site after developers had started construction of private market housing. The recent decline of private market house-building means that this approach is now less effective. The Council and its

partners have been working with developers to secure investment for the development of entire sites for affordable housing or developing the AHP part of the site in advance of private house building.

Consultation with partners regarding the mix of tenures supported by the SHIP has taken place and this was also considered as part of the City Housing Strategy consultation. Consultation showed that, while the case still needs to be made for increased levels of subsidy for social rented homes, work needs to continue on the development of other affordable tenures. These can meet some of the housing need and demand in the city and create much needed investment and jobs to the local economy. In 2011 it is likely that the mix delivered by RSLs will be around 50% social rent and 50% other tenures, and this trend is likely to continue. The numbers and proportion of affordable housing tenures delivered each year will be closely monitored.

The Council has signed up to participate in Phase 2 of the NHT programme and will continue with the 21st Century Homes Programme. This has been extended to support the construction of 51 new Council homes on two further sites following an award of £1.5 million through the Innovation and Investment Fund.

Within the period covered by this Strategy, a new HNDA will be undertaken to inform the next City Housing Strategy and Strategic Development Plan. This will include strengthening the information gathered on particular needs groups, including the gypsy traveller community.

Increase the supply of private rented homes

The Council will work with Scottish Government, lenders, funding institutions and landlords to review options to increase the supply of private rented homes in the city. We will work with the Scottish Government to set up a strategy group to look at increasing the supply of private rented homes and to look at the Tenancy Deposit Scheme.

Further research will be carried out to assess the benefits of encouraging the development of more specialist student accommodation and the effects that this would have on availability in the private rented market.

Maximise the use of existing housing

A priority of the City Housing Strategy is to, at a minimum, maintain levels of social rented housing at current levels and to use it effectively, ensuring it is available for those who need it the most. There are some people who are currently living in social rented housing who may be able to afford mid market rent or shared ownership housing and who may wish to consider this option. Ways of assisting people in this situation will be explored in order to help free up social rented housing for those without other options.

Where possible, the Council wants to be able to help first time buyers to access home ownership so will look at implementing projects that help to do this. This will include examining the potential for a mortgage guarantee scheme in Edinburgh. The Council will continue to fund new supply shared equity schemes and will

continue to publicise the Scottish Government open market shared equity schemes.

Partner landlords have already extended the use of EH – Your Key to Choice to let mid market rented homes and shared ownership homes. This will be formally reviewed in 2012 and we will continue to monitor the use of Choice to advertise intermediate tenures alongside social rented properties.

The existing low rates of empty properties in both the private and social sector must be maintained. These will be monitored throughout the lifetime of the Strategy. The Council will also develop a mechanism to contact owners of empty homes and continue to report to Committee annually on empty homes in Edinburgh.

Following the introduction of any new legislation allowing local authorities to charge a Council Tax Levy on long-term empty homes, the Council will carry out a cost benefit analysis to determine whether to make use of any new powers.

Recent developments including the allocations review and the implementation of the Tenants Incentive Scheme will be assessed to identify the benefits and potential future changes.

6. PEOPLE LIVE IN A WARM, SAFE HOME IN A WELL-MANAGED NEIGHBOURHOOD (Outcome 2)

This outcome focuses on neighbourhoods as well as individual homes. It looks at the importance of community involvement in setting priorities, decision making and improving neighbourhoods. It also looks at the condition of people's homes, fuel poverty, energy efficiency, renewable energy and carbon emissions. It deals with the challenges around common repairs and maintenance and the need to encourage owners to take more responsibility to maintain their properties.

Challenges

Well-managed neighbourhoods

Making sure that people live in safe, warm houses in a well-managed neighbourhood brings together actions which deal with the day-to-day management of areas as well as the regeneration of areas which may be showing some signs of decline. The key challenge is to ensure that services and investment are well linked to create strong communities.

Neighbourhoods should have access to good services and amenities, including access to employment. A person's home or community should not have a negative impact on their health and well-being. Successful neighbourhoods are not just about the homes that are in them. They are about the people who live there and the quality of the local environment which needs to be clean, green and safe. Neighbourhoods monitor progress against five main themes: early intervention with children to tackle persistent social issues, improving the health and wellbeing of residents, improving and protecting the environment, increasing employability and community safety.

During consultation on the Strategy, people ranked safety as the most important element of a sustainable and successful neighbourhood out of a range of options. This was followed by a well-maintained and well-managed neighbourhood. Discussions with community members and staff emphasised the power of community involvement in setting priorities, planning and delivering area improvements.

A high proportion of people believe that successful neighbourhoods include a mix of household types including young people, older people and families, and that there must be increased opportunities for training and employment.

Regeneration

For regeneration to be effective it needs to tackle poverty and inequality issues. The national context is primarily formed by the three social policy frameworks on Early Years, Poverty and Income Inequality, and Health Inequalities. The Edinburgh Partnership Executive is clear that tackling deprivation and inequality will be core to the new SOA. It has also agreed a draft city framework to tackle poverty and inequality and further development of this is planned. This should also help the city respond to the expected national regeneration strategy.

A number of key challenges for regeneration work in the city, in line with those identified at national level through the Scottish Government's recent discussion paper, *Building a Sustainable Future*, are:

- maximisation of resources - in an era of constrained budgets new and innovative funding models must be explored;
- tackling deep-rooted social problems in disadvantaged areas - there needs to be an increased focus on partnership work on employment, health, education, crime and the environment;
- a better understanding of the wider economic and spatial factors involved when planning and designing neighbourhood regeneration; and
- ensuring the sustainability of regeneration and encouraging local communities to play a key role.

Placemaking is at the heart of the Scottish Government's approach to new development expressed through its policy statement 'Designing Places'. Planning for regeneration and the re-use of land must show how it ties back into and improves the city as a whole. However, homes need to be well-maintained to prevent them from falling into disrepair and improvements may need to be carried out to make them more energy efficient and reduce fuel poverty.

Safeguarding Assets

The city has a rich heritage of older buildings and tenemental living. This has many advantages and makes Edinburgh popular as a tourist destination, but carrying out repairs and maintenance can be a particular challenge. Tenements and flats have areas under shared ownership meaning owners must agree between them what work should get carried out. This can be particularly challenging where there is a mix of ownership, such as landlords, homeowners and at times commercial properties.

During the consultation on the City Housing Strategy, many felt that home repairs and maintenance was not a top priority for homeowners. Over 50% of respondents felt that owners were not aware of their responsibilities for maintaining their home. It was also felt that the most common barriers to getting work carried out was the difficulty in gaining agreement on common repairs, lack of funds and poor understanding of the complex processes involved. Consultation on this topic revealed mixed views on balancing the need for accurate advice and information and enforcement action.

Given the tenemental nature of the city, a major challenge is to safeguard buildings in mixed ownership. This includes educating owners to take responsibility for maintenance and repair. A range of services are being reviewed and redesigned.

Another challenge is the quality of property management services. About a third of consultation respondents felt that using property managers was a good way to ensure repairs were undertaken. The use of property managers has been less

common in Edinburgh than in other parts of Scotland. Even where managers have been appointed this does not necessarily guarantee maintenance as, if owners do not pay the fees, the property manager will not continue to provide the service. The Scottish Parliament has passed legislation which aims to improve the quality of property management. The effectiveness of this legislation will be assessed.

Private rented homes

Private rented homes are an essential element in Edinburgh's housing system and make up 22% of Edinburgh's homes. A thriving private housing market is also key to Edinburgh's Homelessness Strategy. Improving the condition of private rented homes and increasing private landlords' awareness of their responsibilities helps to ensure that best use is made of this sector. Around 81% of private rented homes are considered to be in need of some form of repair, and landlords need to be able to work with other owners in their block to maintain and repair common areas.

All private landlords are required to apply for registration with their local authority and must prove that they are fit and proper in order to do so. In addition, landlords who own houses of multiple occupation (HMOs) must obtain a licence. The introduction of new legislation in 2011 is intended to provide better protection for private tenants and increases the maximum penalties for landlords who fail to register or fail to comply with HMO legislation .

However, many private tenants who took part in the consultation raised suggestions that more proactive registration and enforcement action is needed to target those landlords who are breaching statutory requirements. Landlords, on the other hand, resisted the view that more regulation was required, instead using enforcement action to target rogue landlords. During the consultation many tenants and landlords raised the need for comprehensive information and advice to support the private rented sector, especially to encourage more people to consider looking for a home in this sector.

Energy efficiency and carbon emissions

The high number of flats and older properties presents challenges in improving the energy efficiency of Edinburgh's homes. The Climate Change (Scotland) Act 2009 set targets to reduce Scotland's greenhouse gas emissions by 42% by 2020 and 80% by 2050. Local authorities have a key role in meeting these challenging climate change targets; both leading by example and encouraging behavioural change in residents.

Approximately 25% of carbon emissions come from homes. Buildings will have to be adapted to meet challenging energy efficiency, carbon emission and energy renewable targets set by the Scottish Government and the European Union.

Almost 90% of survey respondents during the strategy's consultation wanted more education, advice and information about energy efficiency. Discussions with residents revealed that people do not feel there is enough information widely available or that the information was not easy to understand, such as energy tariffs. People were not always sure that the advice given was reliable, especially

when it was provided by a service provider. People also want more accurate information on financial incentives to make energy efficiency investments. The services that are commissioned by the Council to provide this advice and information are currently being reviewed to ensure that they are delivering the advice and information that people need.

Fuel Poverty

The Scottish Government has also pledged to ensure that by November 2016, so far as reasonably practicable, people are not living in fuel poverty in Scotland. A person is defined as living in fuel poverty if they spend more than 10% of their household income on fuel to adequately heat their home. They are in extreme fuel poverty if they spend 20% or more. The main factors affecting fuel poverty are household income, the cost of energy and the condition of the home, or how easy it is to heat the home.

According to the most recent SHCS (2007/9), approximately 22% of households in Edinburgh experience some level of fuel poverty. Only five local authority areas in Scotland have a lower percentage of residents in fuel poverty than Edinburgh. The survey estimates that around 12,000 households in Edinburgh (5%) live in extreme fuel poverty. Less than half of Edinburgh's pensioners are in fuel poverty, just below the Scottish average.

Opinions were split in the consultation on whether fuel poverty actions should focus on improving energy efficiency measures in homes or on those households with the greatest financial need. However, there is a need to ensure people are encouraged to take action to improve fuel efficiency through advice and potentially incentives.

Households are at greater risk of fuel poverty if they live in energy inefficient homes. Council homes currently achieve an average NHER of 7.2, although this is expected to increase as the Council works towards achieving Scottish Housing Quality Standard (SHQS) by 2015. In Edinburgh, 62% of private rented homes achieve an NHER of 6-10, compared to 82% of social rented properties.

According to Ofgem, on a worst case scenario, fuel prices could increase by 60% between 2010 and 2016. Gas prices have almost doubled since their lowest point in 2001. Escalating fuel prices have significantly outweighed positive prevention techniques. Household income has also been adversely affected since the recession.

Council and RSL homes

The SHQS was introduced in February 2004 and is the Scottish Government's principal measure of housing quality for social housing. By April 2015, all council and housing association properties must reach the SHQS. An updated SHQS is expected to set a higher energy efficiency target. The SHQS is a set of five broad criteria. For a home to reach the standard it must be:

- compliant with the Tolerable Standard;

- free from serious disrepair;
- energy efficient;
- fitted with modern facilities and services; and
- healthy, safe and secure.

The main challenge to meeting the SHQS is getting owners to agree to works in common areas. Only 18% of Council homes in Edinburgh do not have any common areas. 69% of the Council's flatted homes are in blocks either fully or majority owned by the Council, however the significant challenge lies with the remaining 31% in blocks which do not have majority Council ownership. Meeting the SHQS in these blocks will rely heavily on working successfully with home-owners and private landlords. This means that some properties may be exempt from the SHQS under the Scottish Government's guidance regarding abeyances and exemptions.

Our Response to the Challenges

Neighbourhood Management

Services for Communities (SfC) within the Council is responsible for many of the day to day services that affect our quality of life such as housing, community safety and environmental services. As well as helping to keep Edinburgh clean, green and safe, SfC aims to ensure the city is well-housed and maintained, and that its citizens are well-informed and involved in decision making. Most of SfC's services are delivered by neighbourhood teams in response to the needs and priorities of local residents.

There are 12 Neighbourhood Partnerships in Edinburgh. Each is made up of representatives from the local community, the City of Edinburgh Council represented by local councillors, the Police, health, voluntary sector and other local organisations. Neighbourhood Partnerships work together to improve the quality of life in their local area. Much of the work is set out in a Local Community Plan and delivered through action groups.

Since the introduction of the Neighbourhood Management Model in 2006 there have been improvements in performance and customer satisfaction. Comparing the Edinburgh People's Survey 2007 and 2010, the number of residents who were either very or fairly satisfied with their neighbourhood as a place to live has increased from 87% to 89%. The number of people satisfied with the way the Council is managing their neighbourhood increased by 7% between 2007 and 2010.

As well as developing Local Community Plans, Neighbourhood Partnerships also oversee the Neighbourhood Environment Programme budget, which involves local communities in developing and influencing investment in local priorities. In 2010/11, £2.250 million from HRA and Roads and Footpaths capital allocations was invested in local projects.

The Anti Social Behaviour Strategy 2010-13 (ASB Strategy) addresses safety issues within communities and was developed jointly by the Council and Lothian and Borders Police. The main aim of the ASB Strategy is to prevent antisocial behaviour (ASB) before it occurs and resolving it effectively at an early stage when it does occur. It aims to achieve this by embracing both the PIER model (Prevention, Intervention, Enforcement and Rehabilitation) and the four pillars of the Scottish Government's framework 'Promoting Positive Outcomes' (Prevention, Integration, Engagement and Communication).

The strategy aims to build on successes to date, which have helped lower ASB and crime rates across the city. The Edinburgh Peoples' Survey shows that satisfaction with the way that ASB is dealt with in local neighbourhoods has increased from 53% in 2007 to 64% in 2010. The current strategy has a greater focus on addressing the causes and not just the symptoms. It ensures that communities are meaningfully engaged in the process and focuses on working closely with young people.

Community Engagement and wider social and economic links

Community engagement and partnership working has been an important part of the regeneration work undertaken in the city over the last few years as well as in the day-to-day neighbourhood management. The key areas of participation are in relation to tenant involvement in the development of the housing service and involvement in the development of neighbourhoods, for example during regeneration projects.

The Council is currently reviewing its Tenant Participation Strategy with ETF. This will seek to improve the way that tenants are engaged in the development of the housing service. To inform the review, a survey of tenants and a series of focus groups were undertaken in spring 2011.

The research shows that tenant participation is seen as an important way to improve services. The research revealed a strong feeling that involvement should include all residents: homeowners, social and private tenants, and business representatives. This reflects the reality of living in mixed communities. Findings also showed that there was a desire for more individualised contact but many people also want to engage in collective ways, especially when there is a particular issue or problem that needs to be resolved. The most important issues in which tenants used participation to resolve problems were anti-social behaviour, house conditions and environmental problems.

The 21st Century Homes programme promotes placemaking, the integration of mixed tenure communities and the encouragement of community benefits to deliver employment and training placements, opportunities for local small to medium sized enterprises and support for social, educational and community initiatives through long term community engagement.

Community engagement is a key aspect of the programme, from discussing initial proposals, through to involving residents in the detailed development of the masterplans and design guides and in longer term community capacity building.

During the construction works the developers lead on delivering community benefits, with the Council providing updates to community groups on site progress.

Creative mixed development can contribute to the economy of the capital directly through employment and by providing educational facilities, residential and tourist accommodation and visitor attractions.

PARC is one of Scotland's six Urban Regeneration Companies (URCs) and operates in Craigmillar. It is spearheading the regeneration of Craigmillar, involving a total investment of around £200 million. PARC is tasked with creating around 2,000 new homes, new joint campus schools, a new town centre with retail, leisure and office facilities, a new library, new community and lifelong learning facilities, new landscaping, public parks and civic spaces. PARC's development programme comprises high-quality private and social housing developments.

The Edinburgh Waterfront is one of the largest regeneration projects in Europe. It aims to deliver new homes over 30 years, as well as significant amounts of new business, retail and leisure facilities, supported by new schools, health facilities and open spaces. The Scottish Government approved £84 million of funding in March 2011 and using the Tax Increment Financing model, the Council will borrow against future locally generated non-domestic rates to potentially unlock £660 million in private sector investment including £60 million in new infrastructure generating around 4,900 Full Time Equivalent jobs.

As demonstrated in the Waterfront area, links to improvement through economic opportunity are important. Economic development cuts across a wide range of policy issues and the new *Economic Strategy for 2012-2017* will need to complement the SESPlan, the Local Development Plan, the Local Transport Strategy as well as the City Housing Strategy.

Within Edinburgh, the Edinburgh Partnership has a long established commitment to addressing poverty and inequality in the city. The Edinburgh Partnership has agreed a draft framework to tackle poverty and inequality, built around the four themes and outcomes shown below. Further consultation and development is planned.

- Theme: Place Making

Outcome: sustainably improved neighbourhoods which benefit people who live and work there;

- Theme: Building Community Capacity

Outcome: communities which are strong, resilient and engaged;

- Theme: Reducing Poverty and Tackling Income Inequality

Outcome: fewer people live in poverty and more people sustaining employment, training or learning; and

- Theme: Tackling Inequalities in Health

Outcome: citizens with improved well being and life expectancy regardless of where they live.

As noted elsewhere, the new SOA remains under development. The Edinburgh Partnership Executive is clear that tackling poverty and inequality is the core agenda around which this SOA will be built. The City Housing Strategy's contribution to the new SOA and to a city-wide poverty and inequality framework will be clarified in due course.

Consultation on the City Housing Strategy supported the need for greater links between housing and health services.

Improving disrepair and urgent disrepair in Edinburgh

Repairs and maintenance are not only a cosmetic issue but in many instances are essential in ensuring homes are safe for their inhabitants and passers-by. Edinburgh's approach to addressing private sector disrepair, a combination of advice, assistance and enforcement action through the 2000s has proved effective. The number of properties across Scotland and in Edinburgh that are Below the Tolerable Standard (BTS) is so small that this standard is not used as the measure of house condition in the city.

The SHCS showed that, although the number of private sector properties in disrepair in Edinburgh has remained between 76 and 77%, the number of properties in Edinburgh in urgent disrepair fell from 39% in 2004/7 to 36% in 2007/9.

In 2010/11, the Council received 4,602 requests for assistance with home repairs. 2,720 statutory notices were served under the Edinburgh Confirmation Act 1991. The vast majority of notices served related to private sector housing, with a small minority being served on mixed tenure blocks where the Council is leading on common works.

The statutory notice system is being redesigned. The service will have a strong focus on advice and customer communication, empowering owners to take responsibility for maintaining their properties.

Ensuring quality in new homes

Building Standards set high standards for new housing so future Council investment will be directed into existing homes. The revised version of the S1 Sustainable Statement was approved by the Council's Planning Committee in December 2010. The statement replaces the existing Edinburgh Standards for Sustainable Building. Housing proposals of 50 dwellings or more or housing sites exceeding 2 hectares must demonstrate how high quality, sustainable development is delivered through its development process. This includes minimising energy needs, promoting water conservation, encouraging recycling through provision of facilities, and maximising use of materials from local and/or sustainable sources.

Improving property management in Edinburgh's Private Rented Sector

The Council provides a robust licensing system for Houses in Multiple Occupation (HMOs) to ensure private rented homes are safe and well-managed. At the end of March 2011 there were 5,873 HMO licences in the system in Edinburgh compared to 13,605 in licences in force across Scotland.

Landlord Registration was introduced to ensure that all private landlords are registered with each local authority. This provides additional assurance to tenants that landlords are 'fit and proper'. Over 32,600 landlords are registered with the Council.

The Private Rented Housing Panel (PRHP) was set up in 2007. It is responsible for assessing rents for certain types of private rented tenancies and upholding the Repairing Standard introduced in the Housing (Scotland) Act 2006. Disputes can be resolved either through mediation or by a committee.

Changes to legislation have been introduced to improve management of rented and owned homes. The Private Rented Housing (Scotland) Act 2011 gives greater protection to private tenants and aims to improve service standards. The Act increases the maximum penalty for rogue landlords from £5,000 to £50,000 and places a duty on private landlords to provide Tenant Information Packs. The Tenancy Deposit Scheme (Scotland) Regulations 2011 will further enhance protection given to private tenants when it becomes operational in the future.

The Property Factors (Scotland) Act 2011 was introduced to provide better regulation of private property managers. This set up a public register of all property factors operating in Scotland which will be maintained by Scottish Ministers. It will be an offence to operate as a property factor without being registered. It will also establish a system to resolve disputes between property factors and their clients.

Energy Efficiency, Climate Change and tackling Fuel Poverty

The Council works closely with partners such as Changeworks and Energy Saving Trust to provide advice and information to change peoples' behaviour towards carbon emission reduction. This advice is provided through Energy Saving Scotland Advice Centres, which offer a 'one-stop-shop' service, with advice on energy efficiency, micro-generation, personal transport and fuel poverty. Households are also able to access practice assistance and grants through the Energy Assistance Package (EAP) which is funded by the Scottish Government.

The Scottish Government has rolled out several other housing-related projects to help tackle climate change issues. The Council has worked with the Scottish Government to ensure Edinburgh residents have benefited from these. The Council has completed two successful bids under the Home Insulation Scheme (HIS) and Universal HIS (UHIS), in order to secure funding for area-based free home insulation measures. Edinburgh's HIS helped over 580 households in 2009-10 and 1,106 insulation measures were installed in 2010/11 through the UHIS.

The Council's income maximisation service works to ensure that households claim the full range of benefits they are entitled to, increasing their household income. This is particularly important at a time when fuel costs are rising.

An important first step in improving energy efficiency in the social rented sector will be to meet the SHQS by 2015. Over 95% of Council homes meet the energy efficient element of the SHQS. The standard requires homes to meet a minimum energy efficiency rating (NHER) of 5; currently Council homes have an average NHER rating of 7.2. The Council has invested heavily in energy efficiency measures including insulation, double glazing of windows and doors, upgrading heating systems and introducing district heating systems to certain high rise blocks.

Over 95% of Council homes meet the energy efficiency element of the SHQS, with 69% of Council homes currently meet the full SHQS. This has increased by 52% since it was first reported in 2007. On 24 May 2011, a report to Committee confirmed that the target of 57% by 31 March 2011 had been exceeded and the Council is on track to achieve full compliance with SHQS by April 2015.

The Council has also undertaken a comprehensive stock condition survey of all its homes. This data will allow for a more focused approach to replace specific building elements to meet the SHQS.

The Council is taking a lead in demonstrating sustainable development through its 21st Century Homes programme by seeking an Eco-Homes rating. The aim is to achieve at least a Very Good Eco-Homes rating for all the homes built under the 21st Century Homes programme, and an Excellent rating for the homes in Gracemount.

Other projects include Combined Heat and Power in multi-storey blocks and Solar Photovoltaic panels. Solar Photovoltaic panels can generate electricity from solar radiation. A change in the law and the introduction of the Government 'Feed in Tariff' allows local authorities to generate and sell electricity. The installation of Solar Photovoltaic panels to suitable properties could reduce tenants' fuel bills.

The Council is also exploring the possibility of retrofitting renewable energy generation technologies to existing properties. This will be dependent on the suitability of properties for different types of equipment and also the technology that is suitable for urban areas.

The Green Deal 2012 will replace many existing UK or Scottish Government incentive schemes such as the CERT and the Community Energy Savings Programme, offering energy efficiency improvements to homes at no initial cost, with recovery of funds through utility bills. The key feature of the Green Deal is that repayments for improvement costs will not exceed savings made, thereby ensuring that energy efficiency improvements are financially worthwhile to homeowners.

Development of Asset Management Strategy for Council Housing

The Asset Management Strategy for Council Housing (2011-2015) was approved by the Council in October 2011. The purpose of the asset management strategy is to provide the framework for managing property assets to ensure that they contribute effectively to the Council's aims and objectives. The Asset Management Strategy for Council Housing is designed to deliver the City Housing Strategy outcomes. Decision making on priorities in asset management will be linked to these outcomes. The strategy focuses on having sustainable, quality homes and neighbourhoods; using resources as effectively as possible and maximising resources for further investment in existing and new homes.

What we need to do now

A central part of achieving this outcome will rely on ensuring owners are aware of their responsibilities regarding repairs and maintenance. The Council is presently reviewing its strategy in relation to working with homeowners, private landlords and tenants. The review will mean that the Council's Section 72 - Statement of Assistance will need to be rewritten and updated. This opportunity will allow the Council to take advantage of the range of relevant legislation that is available. Information and advice services need to lead to owners taking greater responsibility for repairs and maintenance themselves and not relying on enforcement action by the Council.

The Council will also look to raise the awareness of the statutory requirement for landlord registration amongst landlords and tenants and promote the national landlord accreditation scheme to help improve management of private rented sector properties.

In terms of improving the quality in social rented housing, the key target for the Council and RSLs is to ensure Council that homes meet SHQS. For the Council this will be part of the implementation of the Asset Management Strategy for Council Housing 2011-2015. Other specific actions within this are:

- carry out a detailed demand analysis of Council homes to inform future strategies for investment, including links to capacity plans for older people, physical disability and sheltered housing;
- assess implications including resource requirements of Climate Change Act for 2020 and cross reference with ongoing investment plans to ensure future proofing;
- review approach to aids and adaptations for Council homes including Telecare / SMART technology and future investment requirements;
- ensure all new assets including 21st Century Homes are incorporated effectively into future maintenance and investment programmes; and
- review and update customer involvement practice and ensure full coverage of customer satisfaction reporting across all Housing Property Services investment programmes including tenants and owners; and
- adopt a successful owner engagement strategy to maximise owner participation in blocks where the Council does not have majority ownership.

Much of what the Council can do in relation to reducing fuel poverty lies in actions which deal with improving the energy efficiency of homes, and in providing advice and information to residents on actions they can take to reduce fuel costs and maximise income.

Achieving the SHQS will help in relation to improving energy efficiency and reducing carbon emissions for social rented housing. Other specific actions for the City Housing Strategy will be to:

- promote advice and information service available from Energy Saving Trust and monitor impact on reduction of carbon emissions;
- promote the Council Tax discount scheme for installation of energy efficiency measures;
- continue to make use of Scottish Government funding for area based energy efficiency schemes to improve those areas most affected by fuel poverty;
- carry out a feasibility study on the installation of micro-generation and Green Deal in Council homes;
- continue to build exemplary energy efficient Council homes through 21st Century Homes programme; and
- include energy efficiency and generation in future investment models for Council homes.

The Council is now working with the Carbon Trust and consultants from Entec as part of the Carbon Trust Revisited Programme. This is designed to assess the progress of the current carbon management work and identify projects which will help the Council achieve its targets on carbon reduction.

A Neighbourhood Regeneration Forward Plan is being developed in partnership with the neighbourhoods and will link to the City Housing Strategy. This will focus on the main strategic issues by linking physical, social and economic regeneration, together with renewable energy and energy efficiency.

The Neighbourhood Regeneration Forward Plan aims to strengthen links between neighbourhood and city level activities focusing on local approaches to addressing priority issues. This includes a renewed focus on positive outcomes for children and young people.

It will help to identify investment opportunities and support the work taking place at neighbourhood level and linking with the work of the Neighbourhood Partnerships. Its impact will be measured through the existing Local Community Planning performance framework.

A key element of the Forward Plan is looking at early intervention to prevent neighbourhoods from falling into deprivation. Actions include identifying areas where better integration with service areas and partners would be beneficial. This could include applying specific housing management and community safety measures, as well as increasing employability and access to training.

The Forward Plan will also identify development opportunities, including those for new homes, refurbishment, environmental and other physical improvements. Its primary, but not exclusive focus, is on Council-owned land, including HRA land.

Regeneration will continue through the 21st Century Homes programme in Gracemount, North Sighthill, Pennywell/Muirhouse, extending to Leith Fort and Greendykes. The current approach to community involvement and seeking wider benefits will also be extended.

An important element of these major regeneration programmes is to increase and monitor the delivery of community benefits, such as employment and training opportunities, within regeneration areas and making better links to reducing inequalities and contributing to wider economic gains. This will continue to be monitored as each phase of the 21st Century Homes programme is progressed.

The Housing (Scotland) Act 2006 gave local authorities new powers to designate Housing Renewal Areas (HRAs) where an area has a significant number of houses that fail the Tolerable Standard, are in a condition of serious disrepair. The Council does not propose to make use of these powers as part of the Regeneration Forward Plan as they are not required.

The Council has also undertaken to review and implement a new Tenant Participation Strategy to make sure effective tenant and resident input into the delivery of services is continued and improved upon.

Work will continue with partners and stakeholders to implement the anti-social behaviour strategy, to be reviewed as required.

7. PEOPLE CAN MOVE HOME IF THEY NEED TO (Outcome 3)

The focus of this outcome is on supporting people to live independently and to make the right housing choices.

It is important that the desire to move home can be achieved without crises such as homelessness. For some people the need to move will be as a result of increased family size or changed occupation. For others it will be a result of a change in health or mobility, relationship breakdown or a change in circumstances. While many movers are able to move without assistance, others require support.

In order to ensure that people can move through the housing system it is important to ensure that there is:

- robust and easily accessible housing advice, information and support available at the right time to avoid housing crisis;
- the right supply of housing (as covered in outcome 1);
- housing that is flexible to meet people's changing needs;
- services which can help to modify existing housing to meet people's needs; and
- appropriate temporary accommodation to meet requirements.

Challenges

Advice and Information at the right time

People need the right advice, information and support at the right time to help them to stay in their existing home, or move to a more suitable home if appropriate. The provision of advice and support needs to be designed to reach people who cannot manage the move to more suitable housing independently and therefore end up in a crisis situation.

Some people will need this advice and support to help them because of mobility issues or mental health difficulties. Others will need it to avoid the loss of accommodation because of rent arrears, anti social behaviour, relationship breakdown or financial pressures.

People can be poorly informed about their housing choices because of a lack of information, or simply not knowing how to access the relevant information. This particularly applies to older people. It is estimated that around 88% of people aged 65 and over in Edinburgh are living in mainstream housing and may not know that adaptations and other forms of help and advice are available. While the majority may never want to move, good quality advice and information, at the right time, is essential to help people make informed decisions about their home and support needs. This can avoid more costly intervention later.

Welfare reform will have impacts for individuals and for services. Many people who are unemployed or on low or insecure incomes are likely to see a reduction in the benefits they receive. The right advice at the right time can help households to consider their housing options. This may involve helping them resolve issues in order to stay in their existing house or helping them to find alternative options which may be more suitable. A working group has been established to investigate the potential impacts of these reforms and the actions that we can take as a Council to minimise the impact on our services and how we can support our tenants and other customers.

Housing Supply

The acute shortage of housing across all tenures in Edinburgh makes it difficult for people to move when they need to. The cost of housing in the private sector can also be a constraint. Social housing is generally only available to those with a priority need such as a medical issue or homelessness. This issue has been dealt with extensively in outcome 1 and the approach to increasing supply and access outlined in that outcome will assist people's ability to move to the right house.

The ageing population presents particular challenges since the city has the second highest proportion of flats in Scotland. Many of these are in older, tenemental blocks which are more difficult to adapt. The amount of specialist housing is limited and the current funding situation will mean that this remains the case. The consultation on this strategy revealed that people felt that the allocation process for specialist housing should be reviewed to ensure it was prioritised to those who really need it the most.

Live Well in Later Life is the city's strategy for care and support for older people, developed jointly by the Council and NHS Lothian. It recognises that most older people, regardless of whether they are owners or tenants, want to remain in their own home. This complements the Scottish Government policy of 'Reshaping Care for Older People' and the themes covered in *Wider Planning for an Ageing Population*. To meet this aim *Live Well in Later Life* has reviewed traditional models of care and is now delivering more community based care. In order to achieve this there is a need to consider how we provide the right advice, support and accommodation.

In addition to the ageing population, there is also a need for housing to meet the needs of those of any age who have a physical disability, including the significant number of veterans who have suffered traumatic injury. Scottish Government figures shows that 52,000 households in Edinburgh, almost a quarter of all households, report that at least one member of the household has a long-term illness or disability (SHCS, 2007/09).

Some people with learning disabilities will also require more accessible housing. The number of applicants for social housing who report a learning disability has reduced from 8% in 2004 to 4% in 2010. However, the Edinburgh Learning Disabilities Plan Update 2011-2021 identifies a need for more core and cluster housing to help people to live independently. This can be achieved either through purpose built housing or by housing people close together in existing housing. However, funding constraints will make it difficult to find the required capital and

revenue funding. There has been a significant use of technology in supporting this group of people remain independent within the community.

Flexible housing

The vast majority of affordable new build homes are built to a more accessible standard and the 2010 Building Standards Building Regulations have also improved accessibility standards for all newly built homes. However, new build accounts for less than 1% of the total stock each year. Much of these new homes are for general needs rather than being specifically reserved for those with mobility difficulties.

Many existing houses can be made more suitable for use for those with mobility and health issues through the use of adaptations and Telecare.

While it is important to help people to stay in their existing home where possible, adaptations and Telecare must be used effectively.

6,000 households in Edinburgh report that they need an adaptation. In 2010/11 the Council spent £790,000 on adaptations to its own homes, provided over £1 million for adaptations to private homes and administering the funding for adaptations to RSL homes (around £500,000). The fact that Edinburgh has a high proportion of flats means there are additional challenges in making appropriate adaptations, particularly to homes above ground floor level. This has been addressed in a recent review of the service which looked at ways of increasing choice and flexibility for customers whilst ensuring that adaptations are cost effective.

Telecare and telehealth services are likely to become more important in the future as technology improves. These services help to support many outcomes relating to independent living and wider care provision. The service needs to be responsive to changing needs and requirements of individuals.

Preventing Homelessness

The Council's Homelessness Strategy 2008-2012 outlined a vision to end homelessness. Although the level of homelessness has reduced significantly, it is still too high. Relationship breakdown is by far the most common reason for seeking help from the local authority, accounting for 39% of all homeless applications. Particular areas of concern are young people becoming homeless and the level of underlying mental health and addictions issues.

Of those assessed as homeless, 83% were assessed as being in priority. Around 85% of those assessed as being in priority secured permanent accommodation. Section 3 of the Housing (Scotland) Act 2003 sets an ambitious target to eradicate the distinction between 'priority' and 'non-priority' homeless households by the end of 2012. This means that all unintentionally homeless people will have a right to settled accommodation.

Young people (16 to 24 years old) make up almost a third of those who present as homeless. Homelessness at an early age can contribute to longer term difficulties so prevention work among young people is vital. The number of Looked After Children has increased by 10% between 2005 and 2010. There is a need to

ensure that these young people successfully make the transition to independent or shared accommodation and for the Council, in its role as 'corporate parent' to make sure suitable housing options are available for care leavers.

Homelessness is often exacerbated by underlying issues. Amongst those who receive housing support and identify themselves as currently homeless, 50% report an addiction issue and almost the same proportion a mental health issue. Within this group, some will suffer from both mental health issues and an addiction. Providing better access to services which can help to resolve these issues will help to both prevent homelessness in the first place and reduce the risk of recurrence. The Homelessness Prevention Commissioning Plan 2011-16 sets out in detail the actions which will be taken forward to prevent homelessness, minimise the time people spend in temporary accommodation and to help people settle into and keep their homes.

The level of homelessness presentations affects the allocation of scarce social housing in the city. Around 5,000 households become homeless each year. There are around 3,000 lets available in the social rented sector annually and about 50% of these are made to homeless people.

Many households who become homeless will need to find accommodation in the private rented sector. There are an estimated 26,000 lets in the private rented market each year and better use needs to be made of this sector to meet people's housing needs. The private sector can offer greater choice and flexibility, with housing options available in a wider range of types and locations of property. It also often allows a quicker move on to settled accommodation. There are issues around the affordability of the private rented sector and access where, for example, deposits are needed.

There are still a small number of people still at risk of rough sleeping. Many of these people have slept rough intermittently over a long period of time and they often have other issues, such as mental health problems or addictions, which can make it more difficult to help them to move into accommodation. There is still further work to do to help these people into sustainable accommodation options.

Support at the right time

For some people, advice and information will not be sufficient to help them manage a move to a more appropriate home or to stay in their existing one. They will need more intensive support to help them face issues which may put them at risk of losing their home or which have already caused them to lose their home.

The challenge is to ensure that this support is provided as early as possible and is effective at giving people the skills they need. Many people also need help to settle into communities or to remove the feeling of social isolation.

While it is important to provide advice and support to help people find and maintain a home, it is essential that services are being provided as efficiently as possible to those who really need them. Increasing life expectancy, economic pressures and welfare reform measures are all expected to contribute to increased demand for housing advice and support services in the future. At the same time, the Council

faces a reduction in spending for the foreseeable future. This means finding a way to help more people with fewer resources. More details about plans to provide efficient services while delivering best value for money are contained in the Homelessness Prevention Commissioning Plan.

Temporary accommodation

This Strategy sets out the vision that people should be able to move from one home to another without the need to access temporary homelessness accommodation.

From 2012 the Council will have a statutory duty to find permanent housing for anyone who is not intentionally homeless. In order to fulfil this duty, the Council will have to look at different ways of providing temporary and supported accommodation and make better use of the private rented sector. The Council and its partners provide 2,600 bedspaces, flats and houses through hostels, supported accommodation and Private Sector Leasing (PSL). In addition, the Council uses around 300 bedspaces in bed and breakfast (B&B) accommodation.

The Council's Homelessness Prevention Commissioning Plan 2011-2016 outlines that although homeless presentations have fallen over the past two years, the length of time that people stay in temporary accommodation is increasing. This is partly a reflection of the lack of affordable housing in the city. Long stays in temporary accommodation do not help people to settle and re-establish skills for independent living. The Commissioning Plan identifies the need to change the way services work and the need to make better use of this type of accommodation in order to increase capacity.

Our response to the challenges

Increasing supply and adaptability

The vast majority of affordable homes have been built to at least Housing for Varying Needs (HFVN) standards of accessibility in recent years. Since 2004/05 336 wheelchair accessible homes have been built with funding from the AHIP.

In addition, since 2004/05 the Council and its partners have invested £22.9 million in supported housing, including homes suitable for older people and vulnerable people. This recognises the need for independent accommodation to meet the needs of people who are living much longer or those who need some support to live independently. Supported housing can also offer a sense of belonging to people and give them the confidence to connect to the wider community.

Adaptations for Council properties are needs-based following an assessment by an occupational therapist. Where adaptations are required the potential long-term needs of the tenant are also considered to ensure further adaptations can be carried out if required. This ensures the effective use of housing stock, appropriate re-letting of adapted properties and the offer of assistance to move to a more appropriate home where the property may not be suitable to meet the individual's long-term needs. This has resulted in a higher proportion of adaptations in Edinburgh than the Scottish average.

During 2010/11 the Council supported the re-provision of five care homes in the private sector, some for people with learning disabilities and others for people with mental health problems. This is allowing people to benefit from greater independence. A further nine care homes will re-register as care and support services by the end of 2011/12. The last remaining Council run care home for people with learning disabilities is currently being re-provisioned.

Elizabeth Maginnis Court – Royston Wardieburn Flexible Housing

Elizabeth Maginnis Court is a partnership between the City of Edinburgh Council and Dunedin Canmore Housing Association. The development was originally designed to replace sheltered housing in the same area that was no longer fit for purpose. The local community was involved in the development of the service. It is designed to enable residents to be as independent as possible for as long as possible. Seven of the flats were designed for wheelchair users and incorporate wet rooms and adapted kitchens. There are also two lifts providing access to every floor of the building.

The following services are also provided at Elizabeth Maginnis Court:

- 34 homes for people who would otherwise need to be accommodated in hospital or a care home. These are allocated through a nominations arrangement between the City of Edinburgh Council and Dunedin Canmore Housing Association;
- a total of 68 flats for social rent will be provided with care and support for residents, and a focus on wider community integrated accommodation which increases the independent accommodation for frail or elderly people in the city;
- associated communal areas including 2 residents' lounges, a laundry facility and a garden area;
- day care centre;
- kitchen and café area, initially expected to provide food for the day care centre and the supported tenants and potentially to the non-supported tenants; and
- Telecare is available in all properties following an assessment of need.

The new development helps meet the objectives of shifting the balance of care and creating independence and choice in line with Edinburgh's Joint Strategy for Older People – *'Live Well in Later Life'*.

30 of the flats are allocated to people with particular complex care needs and are nominated by the Council via a multi-agency allocation panel. Support is provided both through a designated Home Care team and by day support officers who are in the building between 8am and 10pm. Telecare augments these support arrangements.

The general client group for the development is older people (55+) and the client group for 30 of the enhanced tenancies is aged 65+.

The provision of communal facilities and a day care centre on site helps to address social isolation and enables older people with higher needs to remain in their own homes. The siting of a day care centre in the complex allows for day support to be provided both for older people living in the wider community and tenants in the flats with higher levels of need and. This includes 4 flats for people with learning disabilities.

Housing Association Grant (HAG) of £7.735m for the project was awarded by the Council with £3.671m of private finance raised by Dunedin Canmore Housing Association. In addition to this, a contribution of £0.250m was made by the Council from Council Tax Discount Fund.

No ongoing funding is required for housing provision as all running costs are met by lease, rent and service charges.

Providing services to help people stay in an appropriate home

The Council's Community Alarm and Telecare Service (CATS) helps support people to live independently at home for as long as possible with or without additional care packages and provides support and reassurance for their carers.

Nearly 8,000 people in Edinburgh now have Telecare packages. The number of people who received Telecare package installations increased from 134 in 2006/07 to 863 in 2009/10. The figure is now expected to stabilise at around 500 installations a year following a period of development and promotion of the service.

The Council has been allocated more than £6 million annually as part of the Scottish Government's Change Fund to support the 'Reshaping Care for Older People' agenda. The Change Fund is being used to further strengthen the focus of services on enabling people to stay in an appropriate home rather than be admitted to hospital or care. It will increased re-ablement services for those discharged from hospital, provide additional tele-health and Telecare services and more equipment and adaptations in the private sector. Equally importantly it will fund community connecting and other low intensity services to support older people to connect with the local community.

Growth of Community Alarm Telecare Service

The aim of Telecare provision is to help more people live at home for longer with increased safety and security and for the provision of Telecare to become an integral part of community care services.

The Community Alarm Telecare Service (CATS) is managed by SfC within the City of Edinburgh Council. In the last 20 years the service in Edinburgh has grown from 300 customers with a pendent to nearly 8,000 customers receiving a variety of technologies to assist them in their home.

The growth of the Telecare service links with local and national strategic outcomes, such as the national Reshaping Care for Older People agenda and

Edinburgh's Joint Older People's Capacity Plan '*Live Well in Later Life*'. The Telecare service has received money through the Change Fund, with the aim of helping other services to achieve their strategic goals, for example, timely discharge from hospital and reduction in admissions to hospital, residential or long term care placements.

Training is a major part of integrating the service and regular training sessions are provided for Council staff from Health & Social Care and SfC, NHS Lothian and the voluntary sector.

Since 2007 the Telecare team have trained 3,337 staff and carers in the benefits and limitations of the technology available. As well as training staff in the use of technology the team has been working with the Scottish Government to develop a training programme for the staff who deliver the Telecare service. This accredited training package is due to go live in early 2012 and will ensure that all staff work to receiving an SQA award.

There has been positive feedback from users and their carers stating that the technology has given them peace of mind that help is at hand should it be needed. For carers it has relieved some of the pressures of the caring role and enabled them to go out without worrying.

Telecare is not right for everyone and the needs of individuals change over time. The service therefore has to be responsive to changing needs and care requirements. Telecare uses equipment to provide a service and is not a service that provides equipment.

Telecare is a fast moving and continually evolving service provision. The main areas of service provision are preventative and work by:

- preventing admission to hospital;
- reducing length of stay in hospital; and
- preventing or delaying admission to long term care placements.

The current focus of development is around the introduction of Global Satellite Positioning (GPS) equipment. The service in Edinburgh has been working with partners within the Council and the NHS, as well neighbouring Local Authorities, to develop an ethical framework to support the safe use of these emerging technologies.

The Telecare service has gained accreditation with the Telecare Services Association and produces an annual report which is available to members of the public.

Strengthening information and advice

A central part of the Homelessness Strategy is to improve information and advice on housing options to prevent homelessness from occurring in the first place. The number of households seeking advice from the Council has risen steadily. Although the demand for housing advice has increased, the focus on housing options and prevention has helped many people to avoid homelessness. Applications for assistance under homelessness legislation have fallen by 15.6% from 2006/07 to 2010/11. The percentage of advice cases which go on to homelessness has reduced from 69% to 56% over the same period.

Advice is provided directly by Council services and also by separate commissioned services such as Edinburgh Housing Advice Partnership who provide advice and information to schools, prisons and other services.

In 2009, a number of new services were commissioned to support the delivery of the Homelessness Strategy. These included services to help people access the private rented sector, and preventative housing support. This has helped tenants and owner occupiers to deal with issues which might result in homelessness.

Providing support at the right time

In 2010/11 around 3,500 people in Edinburgh received visiting housing support. This number has stayed relatively constant since 2007/08 despite reductions in funding. This housing support covers the range of services from help to access private rented sector properties to visiting support to those with multiple needs. In line with the Homelessness Strategy preventative housing support was commissioned for the first time in 2009. This service is run by the Cyrenians and focuses on providing help to customers in all tenures where they are at risk of homelessness. Neighbourhoods also provide a preventative housing support service for people in their local areas.

The Council has worked closely with partners in the voluntary and private sector to maximise the efficiency and effectiveness of housing support. The number of homeless people who approach the Council and its partners for housing advice and then go on to access housing in the private rented sector has increased from 56 people in 2007/08 to 302 in 2010/11. More people are now getting help with furniture when moving into a new home. The number of people who report improved mental health is increasing and the number of people who receive help to move into employment is also increasing.

Provision of temporary accommodation

Although the Council and partners provide around 1,000 temporary accommodation bed spaces (through a mix of flats, hostels and supported accommodation) and 300 B&B bed spaces each night, this has been insufficient to meet need. To address this, the Council established the largest PSL scheme in Scotland in 2005 in order to deliver an increase in suitable temporary accommodation and limit reliance on bed and breakfast accommodation. It currently provides approximately 1600 properties, let on a Short Scottish Secure Tenancy to households who are in housing need or assessed as homeless.

The PSL scheme has been very successful in providing good quality private rented accommodation in all wards across the city. Since its inception 11,000 customer referrals have been received and over 4,400 tenancies created. This service is delivered in partnership with the Link Group.

Homelessness Prevention Commissioning Plan

The Council's Homelessness Prevention Commissioning Plan was approved in September 2011. This sets out the direction for commissioned services to prevent homelessness for the next five years. It includes temporary accommodation,

housing support and other services which can help people who are homeless or are at risk of homelessness. The plan was developed following extensive consultation with service users, providers and other stakeholders.

The key outcomes which the Commissioning Plan seeks to deliver are to prevent people from becoming homeless, to minimise the time in crisis where people do become homeless and to help people to develop the skills they need to become independent and avoid any recurrence of homelessness.

What we need to do now

The Council has continued to deliver high levels of affordable housing. The majority of these will meet new accessibility standards. Specific actions and targets are included within outcome one but under this outcome the number of wheelchair accessible homes will be monitored.

An Edinburgh Adaptations and Equipment Partnership was set up as part of a review of the adaptations process which looked at increasing choice and flexibility for customers. This group, which includes the Council and RSLs, will continue its work to further streamline processes and will consider options to expand the range of adaptations available.

An advisory group consisting of the Council, its partners and older people has been established to consider older people's housing issues. Future service development will focus on ensuring adequate housing options advice is available, so that older people can make appropriate choices about staying in their home or moving to a more suitable one.

Housing options advice will cover the range of potential services from adaptations and Telecare in an existing home, through to very sheltered housing. Advice services will also focus on ensuring people can access appropriate care services and do not suffer from isolation. This will build on work currently being undertaken through Reshaping Care for Older People to improve independence and wellbeing for older people at home or in a homely setting. The Council will work closely with other service providers to establish how investment in this area can be maximised and how services can be best integrated.

To support the Edinburgh Learning Disabilities Plan there will be further consideration of funding options for build costs to increase core and cluster support for people with learning disabilities. Research on the need and demand for supported accommodation in Edinburgh is to form part of the next HNDA which should also consider the use of technology when planning supported housing.

The Homelessness Prevention Commissioning Plan outlines in detail the actions which will guide progress in helping to prevent homelessness.

8. MONITORING AND IMPLEMENTATION

The City Housing Strategy will be reviewed annually. A delivery plan has been developed for the Strategy, this is a working document which will be reviewed and revised regularly to reflect partners' contributions and the changing economic and policy context.

The partnership priorities for the City of Edinburgh are set through the SOA. This agreement is managed by the Edinburgh Partnership, which is the formal Community Planning Partnership for Edinburgh.

The key outcome for housing is that:

“People live in a good quality home that is affordable and meets their needs within a well managed neighbourhood”.

Progress on actions to deliver this outcome and on key indicators to measure success will be reported to the Edinburgh Partnership Board as appropriate, when the final scope and content of the refreshed SOA is confirmed.

Consideration is being given to the establishment of a Joint Implementation Group to monitor implementation of the City Housing Strategy. Membership would include residents and external partners and would report to the City Housing Strategy Project Board.

The remit of this group would be to consider reports on performance against the key indicators and on progress of key actions outlined in the delivery plan. It would consider what steps need to be taken to improve performance and to ensure actions are undertaken.

There are two recommendations arising from the Equalities Impact Assessment:

- develop a process to involve representatives from different groups for continuing consultation and implementation of the City Housing Strategy; and
- use the Service for Communities DiversCity Officers Group to consult with the local groups on the actions arising from the implementation of the City Housing Strategy.

Progress towards meeting these recommendations will be monitored throughout the implementation of the Strategy and more detailed equality impact assessments will be undertaken on detailed actions as these are further developed.

Glossary of Terms

Glossary	Definition
Affordable housing	Affordability as defined by SESplan HNDA assumes an income multiplier of 2.9 to access home ownership, or no more than 25% of income spent on housing costs to access private renting. Types of affordable housing include social rented housing, low cost home ownership and mid market rents.
Adaptations	Altering or augmenting existing housing with equipment to enable the occupant to stay in their home and live independently.
Carbon emissions	The release of greenhouse gases, such as carbon dioxide, into the atmosphere which contribute to global warming.
Care home	A residential setting where a number of older people live, usually in single rooms with shared communal areas and have access to on-site care services.
Change Fund	Scottish Government released a £70 million Change Fund for 2011/12 to enable 'health and social care Partners to implement local plans which make better use of their combined resources and support' the long term aims of the Reshaping Care for Older People programme - to optimise independence and wellbeing for older people at home or in a homely setting. The Edinburgh Partnership has received a £6.013 million share of the Change Fund for use during 2011/2012. Further funding is expected to be awarded in future.
Key to Choice (Choice)	Key to Choice is a letting system that is used by the Council and 16 housing associations in the city. Participating landlords advertise their available properties each week and people who are on the social housing register can choose which homes they would like to bid for each week.
Common Housing Register	A single register of all seeking social rented housing.
Core and cluster housing	This housing model involves a staff base which supports a number of people living close by, in their own or shared tenancies. Some projects also include a shared communal space for activities.

Glossary	Definition
Direct payment	<p>A process where customers receive payment for the support services that they are entitled to and then spend the funding on the provider of their choice.</p> <p>The term can also be applied to Housing Benefit or Local Housing Allowance where the benefit is paid directly to the tenant rather than the landlord.</p>
Discounted Sale	<p>A property sold at an affordable level (calculated as 3.5 times the median income levels in the city at the time the property is first advertised on the housing market). This type of home may be built with or without subsidy and certain conditions can be attached to the sale regarding the resale of the house.</p>
Edinburgh Partnership	<p>The Community Planning Partnership for the city.</p>
EdIndex	<p>The name of Edinburgh's Common Housing Register. This is a partnership between the Council and 20 housing associations and co-operatives across the city which allows people to apply for social housing from all participating social landlords by filling in a single form. Mid market rent and shared ownership housing can also be advertised through EdIndex.</p>
Fuel poverty	<p>A person is defined as living in fuel poverty if they spend more than 10% of their household income on fuel to adequately heat their home or in extreme fuel poverty if they spend 20% or more.</p>
Houses in Multiple Occupation (HMOs)	<p>A shared house or flat which is the main home of three or more unrelated people.</p>
Housing Need and Demand Assessment (HNDA)	<p>Local authorities are required to carry out a HNDA to use as an evidence base to inform local housing strategies and development plans. The assessment looks at households that are lacking their own housing or who are living in inadequate or unsuitable housing. If the household can address their housing need in the private market without assistance, they are said to contribute to housing demand. If the household requires assistance to address their housing need, they are said to be in need of affordable housing.</p>

Glossary	Definition
Housing Need	If a household is in housing need, it either lacks housing or is living in unsuitable or inadequate housing. For example, this would include homeless households, concealed households, overcrowded households, households with support needs that cannot be resolved without moving home and households living in poor quality housing.
Independent Living	The Government Office for Disability Issues states that independent living is about disabled people having voice, choice and control over any support they need to go about their everyday lives. Throughout this document this ethos is applied to all groups covered under the independent living section including older people, vulnerable people, young people leaving care and homeless people who may need help to find and maintain settled accommodation.
Letfirst	A service which facilitates access to the private rented sector for clients who may otherwise be excluded from the private rented sector. In Edinburgh, this scheme is managed by Orchard and Shipman.
Looked After Young People	People under 21 who have been provided with accommodation under section 25 of the Children's (Scotland) Act 1995 as amended by Schedule 2, paragraph 9(4) of the 2007 Act.
Low Cost Home Ownership	Schemes offering help to people who cannot afford to purchase their own home on the open market at the full price. The most commonly known low-cost home ownership schemes are shared ownership and shared equity.
Low level support	Low level support services can help people to remain independent through simple tasks such as help with shopping, meal preparation and social activities. Often provided by volunteers.
Mid Market Rent	Properties are let below private market levels but above social housing levels. They are aimed at people who are in employment and earn between the minimum wage and the average income in the city, and who cannot afford to rent or buy in the private market and have low priority for social housing.

Glossary	Definition
Neighbourhood Partnerships	There are 12 Neighbourhood Partnerships (NPs) in Edinburgh. Each is made up of representatives from the community (usually from Community Councils) the City of Edinburgh Council (local Councillors) the Police, Health, voluntary sector and other local organisations. These representatives meet regularly to discuss local priorities and how best to deliver services at a local level. The boundaries of the NPs are based on the City Ward areas.
PARC	Means 'Promoting and Regenerating Craigmillar'. PARC is the Urban Regeneration Company taking forward regeneration of Craigmillar.
Private Sector Leasing (PSL)	This scheme is a way for the Council to increase their pool of homes. Private landlords lease their property to the Council for a set length of time (usually 1-2 years) in exchange for guaranteed income during this time. The property is then leased to homeless households as mid term accommodation. In Edinburgh this scheme is currently managed by the Link Group and includes approximately 1,600 properties.
Procurement	The way that organisations like the Council buy goods, services and works from third party organisations.
Registered Social Landlords (RSL)	A landlord registered with the Scottish Government (such as a housing association).
Renewable Energy	Energy which is produced by natural resources such as sunlight, wind, rain, tides and geothermal heat which can be naturally replenished.
Rough sleeping	People sleeping, or bedded down, in the open air (such as on the streets, or in doorways, parks or bus shelters); people in buildings or other places not designed for habitation (such as sheds, car parks, cars or stations).
Settled accommodation	Secure, medium to long term accommodation where the individual has security of tenure.
Shared Equity	A scheme whereby an owner generally pays between 60 and 80 percent of the price of the home with the remainder held by a local authority or registered social landlord using Government subsidy.

Glossary	Definition
Sheltered Housing	<p>Sheltered housing provides homes that are specially designed for older people, combined with support and community facilities. The design is based on the standards for general needs housing but may contain certain additional features such as:</p> <ul style="list-style-type: none"> • Handrails on common access stairs and passages; • Non-slip finishes on bathroom floors; or • Raised plug sockets.
Shifting the Balance of Care	<p>An approach to care emphasising preventative support and care in the home or in a homely setting where possible rather than in residential care or in a hospital.</p>
Solar Photovoltaic Panels	<p>Renewable energy source which generates electricity from solar radiation. The electricity can be used to power the building to which the panels are attached or sold to the national grid.</p>
Statutory Notice	<p>In Edinburgh, the Council can serve a Statutory Notice which requires owners to share the cost of maintenance work on commonly owned parts of their home. This process is initiated when an owner or group of owners are having difficulties arranging repairs to commonly owned parts of a building.</p>
Supported Accommodation	<p>Accommodation where support is provided (sometimes by staff based on-site) as a condition of occupancy.</p>
Telecare	<p>The remote or enhanced delivery of health and social services to people in their own home by means of telecommunications and computerised systems. Telecare usually refers to equipment and detectors that provide continuous, automatic and remote monitoring of care needs, emergencies and lifestyle changes using information and communication technologies (ICT) to trigger human responses, or shut down equipment to prevent hazards.</p>
Temporary Accommodation	<p>Accommodation provided by a local authority to those who present as and are assessed as homeless, and cannot be given permanent accommodation immediately.</p>

Glossary	Definition
Very Sheltered Housing	<p>This form of housing (sometimes known as ‘care’ and ‘extra care’ housing) generally has all the features listed for sheltered housing, but will usually have special bathroom facilities. In addition, a greater level of care and support is offered through the service of extra wardens, full-time carers or domiciliary assistance and the provision of meals. Very sheltered housing developments promote independent living, allowing frail older people to live in their own homes but with the knowledge that extra care is available if required.</p>