

# LOCAL HOUSING STRATEGY 2022 - 2027

# Foreword

It is a pleasure to present the Fife Local Housing Strategy 2022-2027, this being a five-year statement prepared by the Fife Housing Partnership on behalf of Fife Council. The Local Housing Strategy is the leading strategic plan for housing and related services across all tenures. Following the Fife LHS 2020-2022 statement which played a critical role in mitigating impact from Covid-19, this LHS will continue to support recovery following the pandemic.

Our proposals for housing over the coming five years reflect Fife Council's vision for our community to be able to access a home that is warm, affordable, accessible and meets their needs. The Local Housing Strategy is linked to the Plan for Fife, underlining the importance of good quality housing across a range of partnership plans and programmes. Our recent crisis has emphasised housing as a basic human right, essential to both Fife's residents and communities.

In developing the Local Housing Strategy, we have engaged with organisations and individuals to prioritise activities over the next five years. The success of our Local Housing Strategy depends on strong local partnership working. More than ever before, we need people to come together to deliver housing outcomes and improve housing services as part of a programme of local and national recovery.

I remain committed to our affordable housing programme, targeting 1,200 new homes in the next two years alone. We will improve existing housing to higher housing standards to mitigate the impacts of climate change. Our task is greater than ever, and I look forward to working with partners, local organisations and communities to meet these challenges.

Thank you for your participation in and support of Fife's Local Housing Strategy.



Cllr Judy Hamilton

Chair of the Fife Housing Partnership

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# Abbreviations

The following abbreviations have been used throughout the report:

BTS	Below Tolerable Standard	
DPHS	Disabled Persons Housing Service (Fife)	
EESSH2	ESSH2 Energy Efficiency Standard for Social Housing 2	
EESSH	Energy Efficiency Standard for Social Housing	
EPC	Energy Performance Certificate	
ESESCRD	Edinburgh & South East Scotland City Region Deal	
FC	Fife Council	
FEAT	Fife Environmental Assessment Tool	
FHR	Fife Housing Register	
FVAWP	Fife Violence Against Women Project	
HiBS	Heat in Buildings Strategy	
НМА	Housing Market Area	
НМО	House in Multiple Occupation	
HNDA	Housing Need and Demand Assessment	
HRA	Housing Renewal Areas	
IJB	Integration Joint Board	
LACER	Local Authority Covid Economic Recovery	
LAS	Landlord Accreditation Scotland	
LHA	Local Housing Allowance	
LHS	Local Housing Strategy	
LHEES	Local Heat and Energy Efficiency Strategies	
MATHLR	Minimum All-Tenure Housing Land Requirement	
NPF4	National Planning Framework 4	
PSHIG	Private Sector Housing Improvement Group	
RRTP	Rapid Rehousing Transitional Plan	
RSL	Registered Social Landlord	
SEA	Strategic Environmental Assessment	
SHIP	Strategic Housing Investment Plan	
SHORE	Sustainable Housing On Release for Everyone	
SHQS	Scottish Housing Quality Standard	
SIMD	Scottish Index of Multiple Deprivation	
TEC	Technology Enabled Care	
WHIR	Women's Health Improvement Research project	

# 1.0 Introduction

### 1.1 Overview

The Housing (Scotland) Act 2001 places a statutory requirement on local authorities to prepare a Local Housing Strategy (LHS) supported by an assessment of housing need, demand and provision. The Scottish Government updated guidance in 2019<sup>1</sup> to support the implementation of this duty. The Fife Housing Partnership has responsibility for developing and implementing the LHS on behalf of Fife Council.

The LHS is a five-year strategy which sets out the strategic vision of Fife Housing Partnership for the delivery of housing and housing related services. The LHS considers local and national priorities which, along with stakeholder consultation, have helped shape the outcomes aimed to be achieved across all tenures of housing in Fife.

### 1.2 Strategic Vision and Outcomes

The Partnership supports the Scottish Government's Housing to 2040<sup>2</sup> vision for everyone in Scotland to have a safe, high-quality home that is affordable and meets their needs in the place they want to be. In line with this national vision, the Fife Local Housing Strategy 2022-2027 provides a range of housing outcomes to:

### Provide housing choices for people in Fife

Five priorities forming the basis of the LHS 2022-2027 Outcome Plan (Appendix 1) have been established through strategic analysis, housing need and demand assessment and stakeholder consultation. These priorities will promote equality in housing, help eradicate poverty, provide physical housing improvement, and maintain recovery from the Covid-19 pandemic.

### LHS Priorities 2022-2027

1.	Ending Homelessness
2.	More Homes in the Right Places
3.	A Suitable Home
4.	A Quality Home
5.	A Warm Low Carbon Home

<sup>&</sup>lt;sup>1</sup> Local Housing Strategy Guidance 2019 (www.gov.scot)

<sup>&</sup>lt;sup>2</sup> Housing to 2040 (www.gov.scot)

Ten specific outcomes have been identified to be achieved through the LHS 2022-2027, linking to the five priorities outlined above. The actions to be taken to achieve these outcomes are outlined within the LHS Outcome Plan.

#### LHS Outcomes 2022-2027

1.1	People are prevented from becoming homeless	
1.2	People are enabled to sustain their current accommodation	
1.3	People are provided with suitable and sustainable housing options	
2.1	People are provided with housing appropriate to their need and demand	
3.1	People are offered appropriate housing options and support services to sustain their choice of living arrangements	
3.2	People are provided with housing adaptations to enable independent living	
4.1	People live in good quality housing	
4.2	People live in well-managed rented housing	
5.1	People do not live in fuel poverty	
5.2	People live in energy efficient homes and reduce carbon emissions	

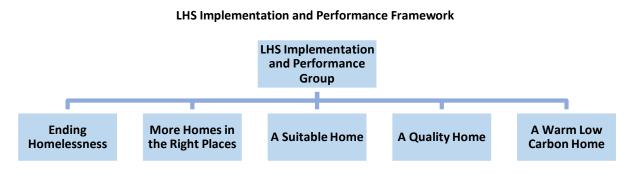
### 1.3 Partnership

The Fife Housing Partnership formed in 2002, works on behalf of Fife Council to develop and deliver Fife's LHS. A partnership agreement is in place formalising the role and contribution of members in addressing housing and related need. The membership includes:

#### Membership of the Fife Housing Partnership



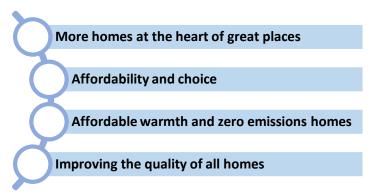
The Fife Housing Partnership has developed a structure to take forward the development and delivery of the LHS, led by the LHS Implementation and Performance Group. Activities are progressed through operational partnerships supporting each of the LHS priorities, providing collaboration and joint working across all LHS activities. Further detail around the operational partnerships is provided within sections 5–9.



### 1.4 Strategy Links

**Housing to 2040** - in 2021 the Scottish Government published Scotland's first long-term housing strategy which sets out a vision for everyone in Scotland to have a safe, high-quality home that is affordable and meets their needs in the place they want to be, along with a route map to help shape homes and communities by 2040. The route map contains four main parts which include twenty actions offering direction for the LHS 2022-2027.

#### Scottish Government, Housing to 2040, Route Map



Housing to 2040 sets out an ambitious aspiration to deliver an additional 100,000 affordable homes by 2032 with at least 70% of these for social rent. These homes will be of high quality, with zero emissions and will help create strong and vibrant places. Following the Covid-19 pandemic, the quality of homes will be improved to include outdoor space as well as space for homeworking or learning.

**Tackling child poverty** - Best Start, Bright Futures, the Tackling Child Poverty Delivery Plan 2022-2026<sup>3</sup> sets out how all agencies in Scotland will work together alongside communities to deliver the national mission of tackling child poverty. It acknowledges that housing has a vital role to play in addressing

<sup>&</sup>lt;sup>3</sup> Best Start, Bright Futures: Tackling Child Poverty Delivery Plan 2022-2026 (www.gov.scot)

child poverty through providing a safe place for children to grow and learn and provide a place to bring families together. The plan is closely aligned to Housing to 2040 with action focused on access to affordable homes, tackling fuel poverty and preventing homelessness.

**Local outcome improvement** - the Plan for Fife 2017-2027<sup>4</sup> outlines national and local community planning outcomes based on the requirements of the Community Empowerment (Scotland) Act 2015. This provides a reference point for all local partnerships' strategies, plans and programmes. The Fife Housing Partnership's link is principally through the 'Thriving Places' theme where it has lead responsibility for increasing the supply of housing, improving conditions in the private rented sector and providing access to affordable housing options. The Plan for Fife Recovery and Renewal 2021-2024<sup>5</sup>, published in 2021, is a three-year review of the Plan for Fife, which sets out key priorities to help kick start Fife's recovery following the Covid-19 pandemic.

**Local development planning** - Fife Council's adopted FIFEplan<sup>6</sup> sits alongside the Plan for Fife, addressing physical and spatial planning issues. The location of Fife between two city regions has led to links being established between the LHS and the strategic development plan processes within the Tayside and South-East Scotland areas. The Planning (Scotland) Act 2019 is strengthening the direct links between the National Planning Framework (NPF4) and the FIFEplan and removing the responsibility to provide strategic development plans in future. The LHS is linked with the development plan process in assessing housing requirements (Section 2.2 Housing Need and Demand), setting housing supply targets and ensuring a generous supply of land for housing (Section 3.0 Housing Supply).

**Strategic housing investment** - Fife's Strategic Housing Investment Plan<sup>7</sup> (SHIP) reinforces the importance of Fife's Local Housing Strategy priorities, outcomes and milestones, being the key document for targeting investment in new affordable housing at a local level. The current SHIP sets out available and required resources, as well as delivery vehicles for affordable housing over the term from 2022-2027.



**Health & Social Care** – the Fife Housing Partnership has established important strategic links to Fife's Health and Social Care Partnership Strategic Plan 2019-2022<sup>8</sup>, particularly in providing specialist housing and adaptations, the outcomes of which are reflected through the LHS priority for 'A Suitable Home' (Section 7.0, Priority 3).

<sup>5</sup> <u>Recovery and Renewal (fife.gov.uk)</u>

<sup>&</sup>lt;sup>4</sup> Plan-for-Fife-2017-2027.pdf

<sup>&</sup>lt;sup>6</sup> Fife Council - Adopted FIFEplan - FIFEplan - Adopted Plan (objective.co.uk)

<sup>&</sup>lt;sup>7</sup> <u>Microsoft Word - SHIP 2022.27 Draft (fife.gov.uk)</u>

<sup>&</sup>lt;sup>8</sup> strategic-plan-full.pdf (fifehealthandsocialcare.org)

**Climate change** - Climate Fife: Sustainable Energy and Climate Change Action Plan 2020-2030<sup>9</sup>, sets out Fife's plans to mitigate the impacts of climate change. The housing contribution to this strategy is outlined through the LHS priority for 'A Warm Low Carbon Home' (Section 9.0, Priority 5).

**Regional links** - the Fife Housing Partnership links regionally with local authorities to ensure joint approaches on a range of housing activities, including:

- The Tayside, Fife and Central Housing Options Hub sharing approaches to the prevention and alleviation of homelessness;
- The Edinburgh and South East Scotland City Region Deal (ESESCRD) which reflects the joint commitment to deliver a regional housing programme and involves regular Housing Partner meetings and the South-East Scotland Housing Forum;
- The Tay Cities Region Deal which brings together partners to deliver a smarter, fairer region including inclusive economic growth;
- Home Energy Scotland meetings with Changeworks, the Energy Savings Trust and other local authorities in South-East Scotland; and,
- Through participation in the Scottish Housing Best Value Network sub-groups, including those relating to the LHS, homelessness, asset management and private sector housing.

<sup>&</sup>lt;sup>9</sup> <u>ClimateActionPlan2020</u> summary.pdf (fife.gov.uk)

# 1.5 Legislation

The key legislative and policy requirements for the LHS 2022-2027 are:

	Key Legislation / Policy	Key LHS Impacts / Requirements	
General			
لوا ×××× ۱۱۱۱	<ul> <li>Housing (Scotland) Act 2001</li> <li>Children and Young People (Scotland) Act 2014</li> </ul>	<ul> <li>Assess housing need, demand, provision of housing and related services / provide a LHS / consult with stakeholders</li> <li>Put children and young people at the heart of planning and delivery of services</li> </ul>	
Equalities			
	<ul> <li>Equality Act 2010</li> <li>Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012, 2015, 2016</li> <li>Fairer Scotland Duty</li> </ul>	<ul> <li>Address discrimination and promote equality for protected groups</li> </ul>	
Ending Hom	elessness		
	<ul> <li>Housing (Scotland) Act 2001</li> <li>HARSAG (2018) Ending Homelessness Together Action Plan</li> <li>Housing (Scotland) Act 2014</li> </ul>	<ul> <li>Assess extent and nature of homelessness / provide strategy to prevent and alleviate homelessness / provide temporary accommodation / end homelessness</li> <li>Provide common housing register / maintain housing list / create Scottish Secure Tenancies / flexibility in allocations</li> </ul>	
More Home	s in the Right Places		
	<ul> <li>Scottish Government (2014)</li> <li>Housing (Scotland) Act 2001</li> <li>Planning (Scotland) Act 2019 / National Planning Framework</li> <li>Community Empowerment (Scotland) Act 2015</li> <li>Place Principle</li> </ul>	<ul> <li>Links the LHS to development planning</li> <li>LHS link to Strategic Housing Investment Plan for affordable housing investment</li> <li>Links the LHS to the outcomes and priorities in Local Outcome Improvement Plans and Locality Plans</li> <li>Requires collaborative approaches to improving community outcomes</li> </ul>	
A Suitable Home			
ŶŶĿ	<ul> <li>Public Bodies (Joint Working) (Scotland) Act 2014</li> <li>Age, Home and Community: The Next Phase</li> <li>Domestic Abuse (Scotland) Act 2018</li> <li>Independent Care Review – The Promise</li> </ul>	<ul> <li>Housing functions delegated to integrated health and social care partnership (specifically housing support, adaptations)</li> <li>Requires advice, homes and support to help older people enjoy full and positive lives in homes that meet their needs</li> <li>Defines the offences relating to domestic abuse</li> <li>Enhance services for care experienced young people</li> </ul>	

	Key Legislation / Policy	Key LHS Impacts / Requirements	
A Quality Home			
A	<ul> <li>Housing (Scotland) Act 2006</li> <li>Private Rented Housing (Scotland) Act 2011</li> <li>Housing (Scotland) Act 2014</li> <li>Scottish Government (2004) Scottish Housing Quality Standard</li> </ul>	<ul> <li>Provide strategies for Housing Renewal Areas, Below Tolerable Standard housing / publish a Scheme of Assistance / provide HMO Licensing and Private Landlord Registration / duties to reform private rented sector</li> <li>Repairing Standard in private rented housing</li> <li>Scottish Housing Quality Standard in social housing</li> </ul>	
A Warm low	/ Carbon Home		
$(\mathcal{P}_{\mathcal{P}})$	<ul> <li>Housing (Scotland) Act 2001</li> <li>The Fuel Poverty (Targets, Definition and Strategy) (Scotland) Act 2019</li> <li>Child Poverty (Scotland) Act 2017</li> <li>Climate Change (Scotland) Act 2009</li> <li>Scottish Government (2014) Energy Efficiency Standard for Social Housing</li> </ul>	<ul> <li>Provide strategy for fuel poverty / achieve phased targets to reduce fuel poverty to &lt;5% of households by 2040</li> <li>Reduce child poverty by 2030</li> <li>Tackle the effects of Climate Change</li> <li>2032 EESSH milestone</li> </ul>	

In addition to the above, Scottish Ministers published the Scottish Social Housing Charter<sup>10</sup> under the Housing (Scotland) Act 2010, setting wide-ranging standards and outcomes that social landlords should achieve when performing their housing activities, to be overseen by the Scottish Housing Regulator. These standards / outcomes are referenced in relevant parts of the LHS 2022-2027.

### 1.6 Consultation and Engagement

The Fife Housing Partnership recognises that the success of the LHS depends on effective engagement with Fife's residents, community representatives, community planning partners and statutory bodies. During the Covid-19 pandemic opportunities for consultation were limited, with a need to prioritise the safety of people and communities who would normally be part of the consultation process. Most consultations have therefore been held virtually to comply with government guidelines at the time of engagement. A range of consultations were held through Fife Housing Partnership and other Partnerships with findings from these aiding the formation of the five LHS priorities. Themed consultations were subsequently held to establish the LHS outcomes with the feedback received assisting the development of actions to be included in the LHS outcome plan. The consultations informing the LHS 2022-2027 include:

<sup>&</sup>lt;sup>10</sup> <u>Scottish Social Housing Charter April 2017 - gov.scot (www.gov.scot)</u>

Consultations informing the LHS 2022-2027		
Fife Housing Partnership	Consultations	
$\sim$	<ul> <li>Housing to 2040 workshop</li> <li>Plan for Fife Recovery and Renewal workshop</li> <li>Strategic Housing Investment Plan workshop</li> <li>Local Housing Strategy workshop</li> <li>Fife Housing Partnership member survey</li> </ul>	
Other Partnerships	Consultations	
8 8 8 8	<ul> <li>National Planning Framework 4 workshop</li> <li>3x SES Housing Need and Demand Assessment stakeholder workshops</li> <li>2x Tayside Housing Need and Demand Assessment stakeholder workshops</li> <li>Residents of Fife housing needs survey</li> <li>Wheelchair housing study – residents of Fife survey</li> </ul>	
Ending Homelessness	Consultations	
	<ul> <li>Homeless person satisfaction survey</li> <li>Strategic review of housing support requirements in Fife</li> <li>Housing First showcase event</li> </ul>	
More Homes in the right Places	Consultations	
	<ul> <li>Wheelchair housing study – service user and stakeholder engagement</li> <li>Area regeneration consultation</li> <li>Area walkabouts</li> <li>Area housing plan surveys</li> </ul>	
A Suitable Home	Consultations	
ŶĨĿ	<ul> <li>Handy person service survey</li> <li>Gypsy/Traveller satisfaction survey</li> <li>Gypsy/Traveller site improvement engagement sessions</li> <li>Wheelchair housing study – service user and stakeholder engagement</li> </ul>	
A Quality Home	Consultations	
<u>A</u>	<ul> <li>Empty homes survey</li> <li>Factored owner satisfaction survey</li> <li>Short-term lets workshop</li> <li>Private landlord newsletter / forums</li> </ul>	
A Warm low Carbon Home	Consultations	
$\langle \varphi_{\mathcal{R}} \rangle$	<ul> <li>External wall insulation consultation</li> <li>Stay warm at home campaign</li> <li>Fuel poverty conference and workshops</li> <li>Covid-19 household financial impact survey</li> </ul>	

Fife Housing Partnership consultations are supported by the LHS Implementation and Performance Group and wider partnerships in planning consultations and reviewing outcomes. This process involves the recording and analysis of every comment / suggestion generated through the consultation, gathering feedback for the LHS and incorporating where relevant. Examples of how this works include:

- **Residents of Fife housing needs survey** this was available online for all households in Fife and delivered to a random sample of households via telephone. The questions covered various themes including suitability of current home, property condition, individual needs and future household formation. In total over 1,300 residents participated, with views helping inform the planning of housing delivery in Fife.
- Housing to 2040 workshop a range of questions linking to the four parts of Housing to 2040 were put forward to participants to capture opinions and ideas. The workshop outcomes have been used to help shape the LHS priorities and decide which Housing to 2040 actions should be reflected within the LHS 2022-2027 outcomes.

The outcomes of key consultations are detailed in separate LHS consultation reports (Appendix 2, 2a & 2b). Appendix 2c & 2d contain feedback and actions from the LHS Scottish Government review. All reports are available online within the LHS web pages <u>Local Housing Strategy | Fife Council</u> or by hard copy on request (refer to Contacts).

### 1.7 Equalities and Impacts

The Fife Housing Partnership works within the framework of Fife Council's agreed equality outcomes<sup>11</sup> to meet general and specific duties for equality and fairness. Other organisations within the Fife Housing Partnership also work to the standards of their own equality approaches.

**The Fairer Scotland Duty** - Part 1 of the Equality Act 2010, came into force in Scotland from April 2018. It places a legal responsibility on public bodies in Scotland to actively consider how they can reduce inequalities of outcome caused by socio-economic disadvantage when making strategic decisions.

**The Children and Young People (Scotland) Act 2014** - this establishes a framework for promoting the rights of children and young people through the provision of services and support, and as part of 'getting it right for every child' policy implementation.

#### **Equalities Statement**

The Fife Housing Partnership is responding to the Equality Act 2010 by protecting, as far as possible, specific groups of people with characteristics of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender, sexual orientation, and marital status.

The Partnership will treat people fairly, respect differences, eliminate discrimination, promote equality of opportunity, and enable good relations between protected groups and the general population, while working towards eliminating discrimination, harassment, and victimisation.

Human rights - public authorities also have a duty to comply with the European Convention of Human Rights. The Human Rights Act 1998 has increasing relevance

<sup>&</sup>lt;sup>11</sup> Fife Council (2021) Equality, Diversity & Human Rights, Equality Outcomes 2021-25 https://www.fife.gov.uk/kb/docs/articles/counciland-democracy/equality,-diversity-and-human-

 $rights \#: \sim: text = Fife \% 20 Council \% 20 is \% 20 committed \% 20 to, service \% 20 users \% 20 C \% 20 staff \% 20 and \% 20 customers.$ 

within the public sector service provision in ensuring Fife's communities have improved confidence to participate in decision making, their human rights are respected leading to a better quality of life.

Given the overlap in these requirements, an equality impact assessment has been carried out on behalf of the Fife Housing Partnership which takes account of the Fairer Scotland duty, human rights and the rights of children and young people. While the full version is available at Appendix 3 and published on the following LHS web page Local Housing Strategy | Fife Council a summary of the impact assessment is shown as follows:

Protected Characteristics	s Summary of Inequality / LHS concern	
Age	<ul> <li>Older People <ul> <li>Continuing Covid-19 impacts on older people.</li> <li>Households headed by people over 75 years in need of specialist adapted housing.</li> <li>Over-representation of 'pensioner' households in fuel poverty.</li> <li>Housing support requirements linked to physical disability, mental ill-health and substance misuse.</li> </ul> </li> <li>Young people <ul> <li>Number of 16–17-year-olds presenting as homeless.</li> <li>Homelessness in people formally in LA residential care.</li> <li>Housing support requirements linked to mental ill-health, learning disability and substance misuse.</li> </ul> </li> <li>Children <ul> <li>Living in homeless temporary accommodation.</li> <li>Living in households affected by domestic abuse.</li> </ul> </li> </ul>	
Disability	<ul> <li>Physical and learning disability</li> <li>Continuing Covid-19 impacts on people with a long-term health issue.</li> <li>Requirement for housing adaptations, specialist forms of housing.</li> <li>People waiting for appropriate housing for hospital discharge.</li> <li>Housing support requirements linked to physical and learning disabilities</li> <li>Mental ill-health</li> <li>Housing support requirements linked to mental ill-health</li> </ul>	
Gender reassignment	No significant strategic housing issues identified.	
Marriage and Civil Partnership		
Pregnancy and Maternity	No significant strategic housing issues identified.	
Race (including Gypsy Traveller)	<ul> <li>Gypsy Travellers <ul> <li>Issues of discrimination, standards of site provision.</li> <li>High level of health inequality.</li> </ul> </li> <li>Migrant Workers <ul> <li>Issues of housing quality on agricultural holdings</li> </ul> </li> <li>BME households <ul> <li>Prevalence of Covid-19 impacts on people with a BME background.</li> <li>Over-representation in homelessness and poverty.</li> <li>Complexity of housing support requirements linked to issues of race, age, mental ill-health and domestic violence.</li> </ul> </li> </ul>	

Protected Characteristics	Summary of Inequality / LHS concern		
Religion and Belief	No significant strategic housing issues identified.		
Sex	<ul> <li>Males <ul> <li>Over-representation in homelessess.</li> <li>Housing support requirements linked to homelessness, issues of age, mental ill-health, learning disability and substance misuse.</li> </ul> </li> <li>Females <ul> <li>Over-representation in situations of domestic abuse.</li> <li>Housing support requirements linked to homelessness, issues of age, mental ill-health, learning disability and substance misuse.</li> </ul> </li> </ul>		
Sexual Orientation	No significant strategic housing issues identified		
Summary of imp	pacts on other groups:		
Income and employment deprived	<ul> <li>Households within SIMD areas impacted by poverty.</li> <li>Inability to access and sustain housing.</li> <li>Impacts of Welfare Benefit Reform.</li> <li>Fuel poverty.</li> <li>Impact of Covid-19 on employment / training opportunities.</li> </ul>		
Single People	<ul> <li>Over-representation of single people presenting as homeless.</li> <li>Housing affordability for single person households.</li> </ul>		
Families	<ul> <li>High number of families affected by fuel poverty linked to income and employment deprivation and poverty.</li> <li>Children in homeless households.</li> </ul>		
Ex-offenders and managed offenders	<ul> <li>Over-representation in homelessness.</li> <li>Complexity of housing support requirements linked to mental ill-health and substance misuse.</li> </ul>		

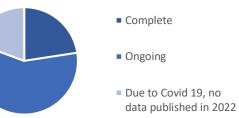
**Strategic Environmental Assessment (SEA) - t**he SEA Gateway has considered a screening request as per Section 9(3) of the Environmental Assessment (Scotland) Act 2005. The key consultation authorities (Historic Scotland, Scottish Environment Protection Agency and Scottish Natural Heritage) individually supported the view that there are unlikely to be significant environmental effects arising through the LHS 2022-2027. A determination has been made confirming that a full environmental assessment will not be required.

**Fife Environmental Assessment Tool (FEAT)** found the LHS to have no significant environmental impacts. As is the case with the SEA, any amendments to FIFEplan and consequentially the LHS will consider any environmental impacts and mitigate these accordingly.

### 1.8 Evaluation of LHS 2020-2022

The eight priorities of the LHS 2020-2022 were intended to promote equality in housing, provide physical housing improvement and assist recovery from the Covid-19 crisis. The LHS 2020-2022 identified seventeen housing outcomes. An evaluation of progress is summarised as follows:

Chart: Progress LHS 2020-22



LHS 2020-2022 Summary of progress against key outcomes		
Outcome	Summary of progress	
Priority 1 - Prevention of Homelessness		
People are prevented from becoming homeless People are enabled to sustain their current accommodation	There has been an increase in preventative interventions over the term of the LHS. This is yet to be reflected in the number of homeless applications which increased during the Covid-19 pandemic. Efforts are being made to address the increasing number of children in temporary accommodation.	
All unintentionally homeless people are offered sustainable housing	Tenancy sustainment targets have improved, evidenced by a reduction in repeat homelessness.	
Priority 2 – Access to Housing		
People are provided with suitable and sustainable housing allocations	The introduction of the online mutual exchange programme has seen record levels of exchanges over the term of the LHS. The	
People are provided with quality assured housing information and advice	percentage of allocations to homeless households has increased to assist with high levels of homelessness. Changes to service delivery have been undertaken to provide enhanced housing	
People benefit from improved availability and best use of existing housing supply	options going forward.	
Priority 3 – Health Heating & Poverty		
As far as reasonably practicable, people do not live in fuel poverty	There have been high levels of engagement with online marketing, increased customer satisfaction with advice and information and increased interventions of handy services supporting customers out of fuel poverty.	
The impact of poverty on people's housing circumstances is minimised	Advice and support services including agencies/public events, increased over the term of the LHS, but unfortunately were heavily impacted by Covid-19 reducing face-to-face contacts.	
Priority 4 – Housing, Health & Social Care		
People are offered appropriate housing options and support services to sustain their choice of living arrangements	There has been an increase in the level of supported accommodation and the number of technological solutions offered to support independent living has exceeded target.	
People are provided with housing adaptations to enable independent living	The delivery of housing adaptations and the production of the Scheme of Assistance were delayed by Covid-19 but are now progressing.	

LHS 2020-2022 Summary of progress against key outcomes			
Outcome	Summary of progress		
Priority 5 – New Housing Supply			
People are provided with new housing appropriate to their need and demand	New housing supply was significantly impacted by Covid-19, requiring phase 3 of the affordable housing programme to be extended to allow for the completion of projects. However, all		
People live in well-designed, high- quality homes	units are reported as started on site as of May 2022. A new transitional affordable housing programme has been implemented to allow for smooth transition from phase 3.		
Priority 6 – Private Sector Housing Condition			
Private owners live in good quality housing conditions	The number of empty homes returned to housing use exceeded target.		
Private rented sector tenants live in good quality, well managed housing	Covid-19 impacted the practicality of running landlord forums. The HMO licensing service was impacted through reduced inspections during the Covid-19 lockdowns but the backlog is now being cleared.		
Priority 7 – Place Making & Communitie	25		
Social housing tenants live in good quality housing conditions	Good efforts have been made to reduce the number of voids over the LHS term. Tenant and resident organisations are being		
Sustainable communities are built through partnership and engagement	supported back into activity after being impacted by the Covid- 19 lockdowns. Progress continues in terms of SHQS and EESSH compliance across social landlords		
Priority 8 – Home Energy			
People live in energy efficient homes	Fife Council's HEEPS:ABS external wall insulation works programme has completed three phases in South West Fife, while the Kirkcaldy phase 5 was completed in May 2022.		

The Covid-19 pandemic has to some extent impacted service delivery in the LHS 2020-2022. However, actions were taken to mitigate those impacts to support recovery. The improvements made over the course of the LHS 2020-2022 will continue to be reflected in the LHS 2022-2027.

# 2.0 Local Context

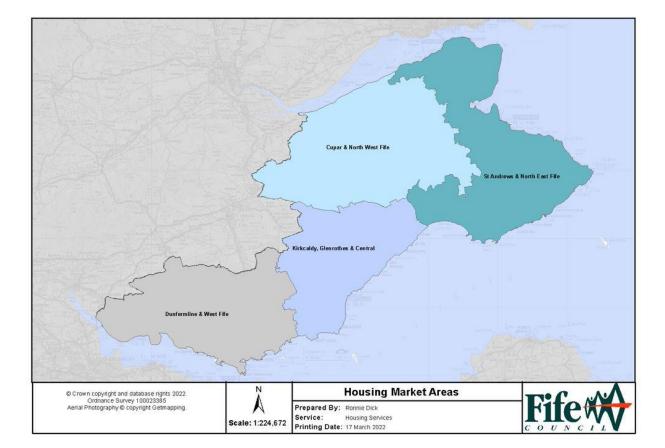
### 2.1 Fife Overview

Fife covers an area of approximately 500 square miles (1,300 sq. kilometres) bordered by the River Tay to the North and the River Forth to the South. Almost 80 percent of population is located within west and central Fife which is where most industrial and commercial activity is concentrated. The East is predominantly rural in character with traditional industries of agriculture and fishing, the area also containing important tourist destinations.

**Housing market areas** - the LHS recognises four housing market areas (HMAs) used within housing need and demand assessment and statutory development planning. These have been determined through examination of where households choose to settle when they move to and within Fife.

The four HMAs are:

- Cupar & North West Fife
- St. Andrews & North East Fife
- Kirkcaldy, Glenrothes & Central
- Dunfermline & West Fife

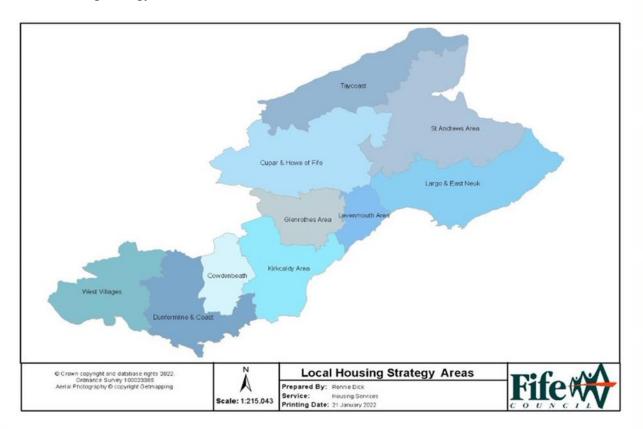


#### Housing Market Areas

**Local housing strategy areas** - ten LHS areas have been identified within Fife, these being geographies previously defined for strategic housing planning purposes:

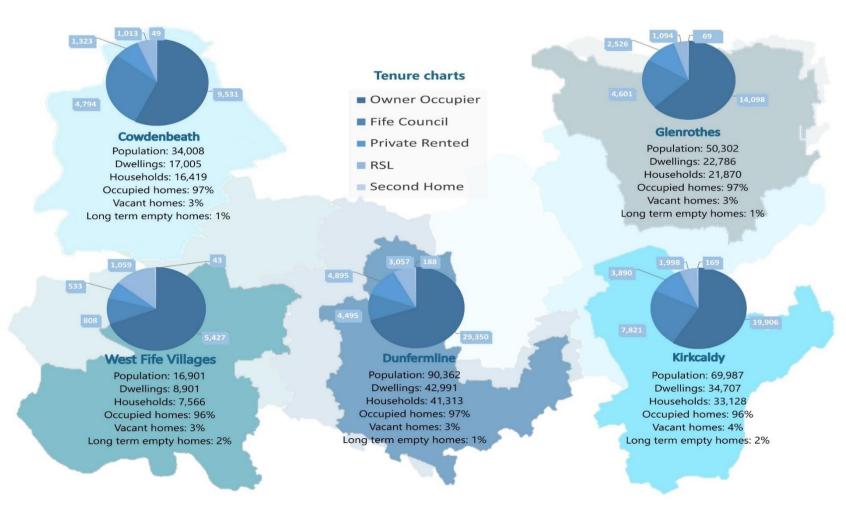
- Cowdenbeath
- Cupar & Howe of Fife
- Dunfermline & the Coast
- Glenrothes
- Kirkcaldy

- Largo & East Neuk
- Levenmouth
- St. Andrews
- Tay Coast
- West Fife Villages

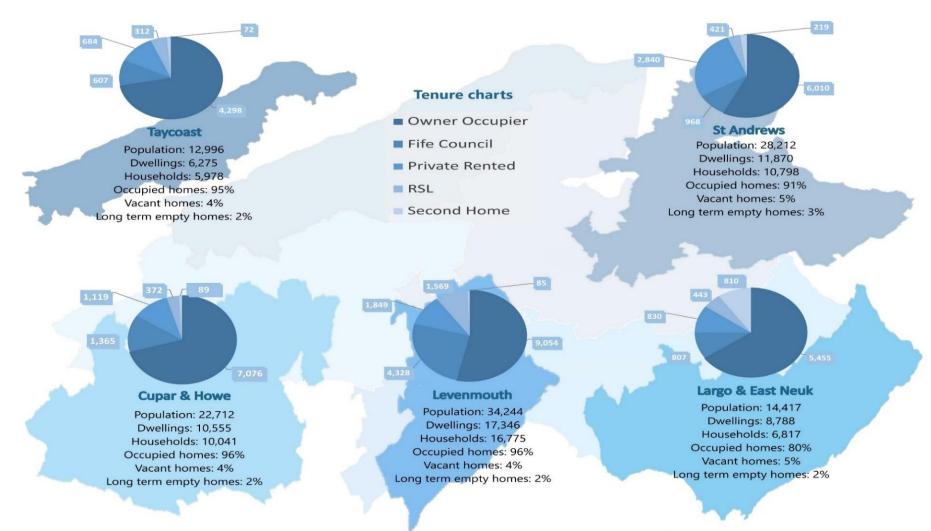


#### Local Housing Strategy Areas

A summary of the key characteristics of each LHS area is provided as follows:



#### Key characteristics of Fife by LHS area

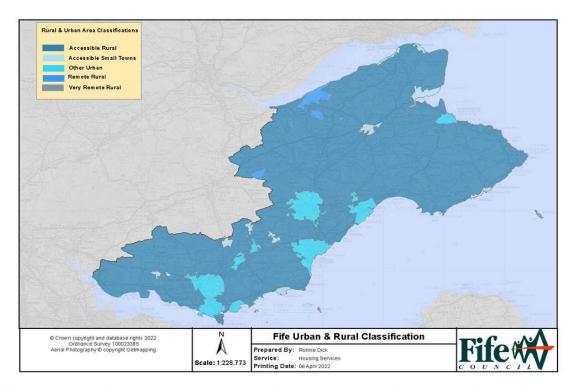


#### Key characteristics of Fife by LHS area

**Urban/rural profile** - the Scottish Government<sup>12</sup> defines urban/rural areas using indicators around population and the accessibility of the area. Fife is made up mainly by accessible small towns, other urban areas, accessible rural areas with some remote rural areas. These are defined as:

- Other urban areas settlements of 10,000 to 124,999 people.
- Accessible small towns settlements of 3,000 to 9,999 people (and within a 30-minute drive to an urban area).
- Accessible rural areas settlements with less than 3,000 people (and within a 30-minute drive to an urban area).
- Remote rural areas settlements with less than 3,000 people (and within a 30-60-minute drive to an urban area).

The map below shows the urban/rural split within Fife. The 'other urban' parts of Fife are in the St Andrews, Cowdenbeath, Dunfermline and the Coast, Glenrothes, Kirkcaldy, Levenmouth and St Andrews LHS areas. There are no large urban areas with population over 125,000 persons within Fife.



#### Urban/Rural Profile

The challenges for rural Fife are access to services such as mains gas supplies, transport, health centres and affordable housing. The age profile of housing in Fife's rural areas means poorer energy ratings and more likelihood of households being in fuel poverty. The Scottish Index of Multiple Deprivation (SIMD, 2020) measures access as average drive time/public transport to a petrol station, GP surgery, post office, schools and retail centres. It also takes into consideration the percentage of properties without access to superfast broadband. Those with the lowest access rank in Fife are linked to data zones in the Cupar & Howe of Fife and St Andrews LHS areas.

<sup>&</sup>lt;sup>12</sup> Scottish Government (2016) Scottish Government Urban Rural Classification https://www.gov.scot/publications/scottish-government-urban-rural-classification-2016/pages/2/

To mitigate the impact rural challenges present for households, specific local projects will be progressed to improve services. This includes working in Partnership with service providers and exploring funding options whilst engaging with local communities. A specific example is the work ongoing in relation to affordable housing delivery in rural areas. Community engagement is progressed through the Rural Property & Business Association on potential projects, whilst also exploring the possibility of receiving funding through the Scottish Government Rural and Islands Housing Fund, for projects unable to access mainstream affordable housing programme funding.

**Scottish Index of Multiple Deprivation** – is a relative measure of deprivation across data zones and can be used to examine the extent in which an area is deprived across seven domains of income, employment, education, health, access to services, crime and housing. Fife has 38 of 494 data zones in the 10% most deprived for Scotland and 14 data zones in the 5% most deprived. The 5% most deprived areas are mainly located in the Levenmouth and Kirkcaldy LHS areas, examples being:

Buckhaven South

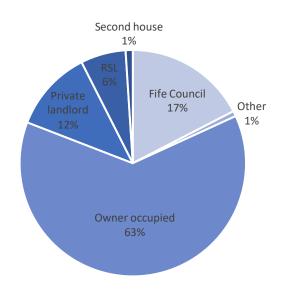
Linktown East

Sinclairtown Central

Aberhill

**Stock profile** - Fife has a housing stock of around 180,000 dwellings. The stock profile has remained relatively unchanged over time with just over 70% of housing built after 1945 and just under 30% pre-1945, with older housing being located in areas such as North-East Fife and older town centres. Around 75% of dwellings are provided as houses and the remainder as flats with a small proportion of high-rise dwellings. Around 60% of homes have three or more bedrooms and the remainder with two or fewer.

The tenure profile indicates around 63% owner-occupation, 23% social housing and 12% private renting. The percentage of social housing has increased proportionately through new-build affordable housing programmes. There has been a small percentage increase in private renting and reduction in owner-occupation. 'Other' includes MOD properties, University halls and tied accommodation.



#### Housing Tenure in Fife

### 2.2 Housing Need and Demand

Fife is uniquely linked to two city regions – the two most northerly HMAs to Dundee City and the two central and west HMAs to the City of Edinburgh. Housing need and demand assessments (HNDAs) have been developed to inform the LHS and FIFEplan, the Local Development Plan, following the methodology set in Scottish Government guidance:

• **TAYside HNDA**<sup>13</sup> – assesses housing need and demand for North-East Fife, Angus, Dundee and Perth and Kinross, this being concluded on the 9<sup>th</sup> May 2023 when the Scottish Government confirmed it as a 'robust and credible' assessment.

• **South-East Scotland HNDA**<sup>14</sup> – assesses housing need and demand for Fife (West & Central), the City of Edinburgh, East Lothian, Midlothian, Scottish Borders and West Lothian, this being concluded on the 28<sup>th</sup> July 2022 when the Scottish Government confirmed it as a 'robust and credible' assessment.

The drivers of housing need and demand are summarised as follows with further detail at relevant points in the LHS:

<b>Current Population</b>	Future Population	Births & Deaths
374,130	0.1%	10.1%
increase of 7.4% since 2000	decrease from 2018-28	decrease in births
compared to 7.3% across	compared to an increase of	12.5%
Scotland	1.8% across Scotland	increase in deaths since 2000
Net Migration	Current Households	Future Households
1,440 persons	169,886	3.4%
reduction of 12% since 2001-02	Increase of 12.9% since 2001	increase from 2018-28
	compared to 14.3% across	compared to 4.9% across Scotland
	Scotland	Scotland
Dwellings	House Prices	Rent Affordability
179,232	39.5%	57.5%
increase of 13.9% since 2001	of households cannot afford a	of households cannot afford
compared to 14.4% across	lower quartile house price of	the average private rent
Scotland	£87,000	0 1
Unemployment Rate	Claimant Rate	Gross Weekly Income
4.4%	4.3%	£539
compared to 4.2% across	compared to 4.0% across	compared to £563 in Scotland
Scotland	Scotland	

#### **Drivers of Housing Need and Demand**

<sup>13</sup> Tayside HNDA3 final report for North Fife

<sup>&</sup>lt;sup>14</sup> <u>SES+HNDA3+Final+Report.pdf (squarespace.com)</u>

The combined HNDAs indicate that 2,392 households are in housing need and require social rented housing to meet that need. This comprises the following categories of need:

#### **Existing Housing Need from HNDAs**

Households	Fife (West & Central)	Fife (North)	Fife Total
Homeless / housing insecurity	1,246	485	1,731
Both overcrowded and concealed	171	157	328
Requiring specialist housing	263	70	333
Total existing need	1,680	712	2,392

These figures informed a range of scenarios within the Scottish Government HNDA Tool, the database that supports local authorities to calculate housing estimates. Fife Council's Heads of Housing and Planning Services, in discussion with regional partners, have agreed a preferred HNDA scenario for Fife based on an assumption of 'steady growth' in income, house prices and rents over 20-years from 2021-40. The combined housing estimates under the steady growth scenario are shown in five-year bands, by tenure, as follows:

#### HNDA Housing Estimates for Steady Growth Scenario in Fife

Steady Growth Scenario	2021 - 2025	2026 - 2030	2031 - 2035	2036 - 2040	20 Year Total	20 Year p.a.
Social rent	489	153	58	48	3,738	187
Below market	102	58	56	47	1,316	66
Private rent	140	68	59	43	1,551	78
Owner occupied	213	123	122	102	2,796	140
Total p.a.	944	402	295	239	9,401	470
Affordable p.a.	592	211	114	95	5,054	253
Market p.a.	352	191	181	145	4,347	217

# 2.3 Specialist Housing

While the combined HNDAs provided the overall housing estimates for Fife, a range of specialist housing requirements have also been identified in Fife. This was underpinned when providing for the HNDAs, updated through wider national and local research:

Specialist Housing Type	Provision	Need / Gap	Source
Accessible housing	22% of households say their home is accessible to a wheelchair user visiting the property	2,689 accessible homes required across private and social housing tenures	Wheelchair & Accessible Housing Study including household survey 2022. Carried out by Arneil Johnston consultants
Wheelchair housing	1% of homes are wheelchair adapted housing	612 wheelchair homes required across private and social housing tenures	Wheelchair & Accessible Housing Study including household survey 2022. Carried out by Arneil Johnston consultants
Adapted housing	18.5% of homes have adaptations / 35% of social housing	2% of homes require adaptations / 8% in social housing. Low level of adaptations in private housing	Scottish House Condition Survey 2017-19
Non-permanent housing	969 households in temporary accommodation	2,502 households presenting as homeless	Fife Council April 2021- March 2022
	Around 4,100 purpose- built student bedspaces in St Andrews for 10,535 students	Identified need for around 1,000 additional bed spaces in St Andrews	University of St Andrews / online information
Supported provision	1,106 sheltered 387 very sheltered 237 community alarm	1,093 households requiring sheltered housing (nil points excluded)	Scottish Housing Regulator 2020-21 Fife Housing Register February 2022
Care and support for independent living at home	5% of households have one or more members receiving care	Low provision of care services in private housing	Scottish House Condition Survey 2017-19
Site provision	50 pitches for Gypsy/ Travellers across 3 sites	Site improvements required / underway	Fife Council February 2022

#### **Specialist Housing Requirements in Fife**

### 2.4 Other Stock Pressures

The HNDAs disregard housing need and demand where an 'in-situ' solution could be delivered to the household. This includes:

Fuel Poverty	el Poverty Energy Efficiency To		Extensive Disrepair
24% of households in	7% of homes have the	2% of homes do not	1% of homes are
fuel poverty and 11% in	lowest energy ratings of	meet the tolerable	requiring extensive
extreme fuel poverty	F or G	standard	repairs

\* All data in this table relates to Scottish House Condition Survey 2017-19

A range of other pressures arise from the use of existing housing, adding to housing need and demand:

Empty Homes	Second Homes	Short-term Lets*	Under-occupied Housing
2,146 empty homes	2,306 second homes	768 whole properties used as holiday lets	37% of dwellings are under-occupied

\* Short-term Let licensing scheme is due to be implemented in October 2022. This will allow a better understanding of the scale and distribution of Short-term Lets across Fife.

# 3.0 Housing Supply

The Scottish Government in Housing to 2040 set out its ambition to build 100,000 new homes from 2022-32, 70% of which would be for social rent. Developers in Fife have a strong track record in the delivery of new affordable housing through three 'phases' of the affordable housing programme since 2010. A further Transitional Affordable Housing Programme has been agreed to provide 1,200 affordable homes from 2022-24, with the potential for a Phase 4 programme to be considered thereafter. Fife's Strategic Housing Investment Plan has highlighted that there is scope to deliver 4,011 new affordable homes from 2022-27. Fife partners continue to prioritise the delivery of new affordable housing as a key element in meeting the LHS vision for improved housing choices.

### 3.1 Housing Supply Target

A target for housing supply has been agreed based on the HNDA steady growth scenario whilst aligning to the National Planning Framework 4 (NPF4), Minimum All-Tenure Housing Land Requirement and taking into consideration the full range of factors that may influence housing delivery on the ground including historic completions, available resources and policy considerations. The full Housing Supply Target (HST) evidence paper can be found as appendix 5.

The HNDA scenario for steady growth estimates that 673 new homes will be required in each of the years from 2021-30 or 6,730 across ten-years. The minimum all-tenure housing land requirement (MATHLR) is 7,300 units over ten-years, higher than the HNDA steady growth estimate, principally due to the 25% flexibility allowance in the calculation.

	Existing Housing Need	Newly Forming Households	Flexibility Allowance 25%	MATHLR
Fife (North)	700	700	350	1,750
Fife (West & Central)	1,700	2,750	1,100	5,550
Fife	2,400	3,450	1,450	7,300

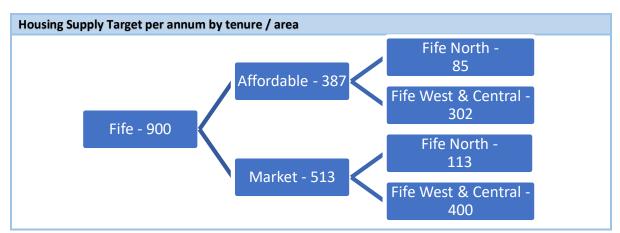
#### NPF4 Minimum All-Tenure Housing Land Requirement – 10 Years

Figures in NPF4 were round up or down to the nearest 50

The average historical completions over a 10-period from 2012/13 – 2021/22 are 1,009 per annum and the average effective land supply from the 2022 Housing Land Audit is 1,530 per annum. While the HST needs to reflect the current aspirations of a growing economy, it must also reflect what can realistically be delivered on the ground. There are many uncertainties around the financial viability of development at present, particularly around the construction sector capacity, which seem likely to continue for the foreseeable future. Taking these factors into consideration, the target for housing supply in Fife has been set at 900 units per annum with a 43% target for affordable housing (387 units) and 57% target for market housing (513 units).

There will however, be less emphasis on pursuing housing targets with a greater focus on creating sustainable places, for example by supporting growth in mid-Fife linked to the Levenmouth rail link,

responding to demographic changes, regenerating estates, improving town centres and providing more affordable homes in rural areas. Delivery of new housing will be taken forward in both the LHS and through land allocations in the Local Development Plan (FIFEplan).



The following diagram provides the HST, split by tenure and area.

### 3.2 Priorities for housing investment

The priorities for housing investment are informed by findings of the combined HNDAs:

**Tenure** - the HNDAs categorise housing estimates by type of affordable housing (social rented and below market rent housing) and market housing (private rented and market purchase).

The HNDAs identified that 592 new affordable homes are required in each year from 2021-25 under the steady



growth scenario, and from 2026-30 this reduces to 211 each year. Across the ten years from 2021-30 the requirement for affordable housing averages at 401 new homes each year.

The current plan through the Transitional Affordable Housing Programme is to deliver 1,200 new homes from 2022-24 which will meet the identified need for affordable housing in the first two years of the LHS. Further discussions will be held around the potential for a Phase 4 Affordable Housing Programme from 2024 to meet housing need in the remaining term of the LHS. In the first five years of the HNDA steady growth scenario, 83% of the affordable housing requirement is for social rented housing and 17% for below market rented housing. Across ten years, this proportion adjusts to around 80% social rented housing and 20% below market rented housing.

Around 63% of the HNDA housing estimate is for affordable housing and 33% for market housing from 2021-25. The HNDA estimates that an average of 352 new market homes are required in each year from 2021-25, reducing to 191 each year from 2026-30. The ten-year average under the HNDA steady growth scenario is 272 market homes each year from 2021-30. Around 60% of the market

requirement is for owner occupied housing from 2021-25 compared to 40% for private rented housing.

A key issue for the LHS and FIFEplan is to ensure that housing supply in balanced to meet the specific tenure requirements emerging from the HNDAs. Social housing providers will face challenges in maintaining supply at current levels with wider pressures to retrofit existing housing in the context of climate change. Future housing policy through the LHS and FIFEplan will ensure that private developers play a more significant contribution in meeting the need for affordable housing.

**Location** - the HNDA housing estimate under the steady growth scenario can be disaggregated by household distribution across Fife's housing market areas. The highest percentage of households is in the Kirkcaldy, Glenrothes and Central HMA (43%), followed by Dunfermline and West Fife (39%), St Andrews and North-East Fife (10%) and Cupar and North-West Fife (8%).

The figures in the table below are presented as the average annual housing estimate by tenure in each year of 2021-25, 2026-30 and 2021-30, allowing a range of timescales for delivery to be considered. These figures should be treated as indicative housing estimates due to the methodology used which does not consider varying pressures of housing need and demand existing at a local level.

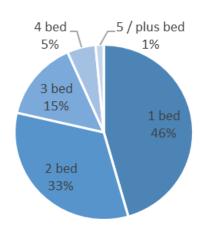
Housing Market Area	St Andrews and North- East Fife	Cupar and North- West Fife	Dunfermline and West Fife	Kirkcaldy, Glenrothes and Central Fife	Fife
Household Distribution	10%	8%	39%	43%	100%
Affordable housing p.a 2021-25	59	47	231	254	592
Affordable housing p.a 2026-30	21	17	82	91	211
Affordable housing p.a 2021-30	40	32	156	172	401
Market housing p.a 2021-25	35	28	137	152	352
Market housing p.a 2026-30	19	15	74	82	191
Market housing p.a 2021-30	27	22	106	117	272
Total p.a. 2021-25	94	76	368	406	944
Total p.a. 2026-30	40	32	157	173	402
Total p.a. 2021-30	67	54	262	289	673

<b>HNDA</b> Housing	z Estimates by	v Steady	Growth Scenario	and Housing	z Market Area
Theory	- Lotiniates o	Jucada	Growth Sechario	and noasing	

Some totals affected by rounding

**House Size** - HNDAs estimate the amount of new housing required but not the size that should be delivered. The need for affordable housing can be identified through the Fife Housing Register. Around 79% of applications are for one- and two-bedroom properties and 21% for three-bedrooms or

more. However, the requirement varies across Fife depending on needs, existing stock and turnover so the global figures need to be treated with caution.



#### Fife Housing Register Bedroom Entitlement (February 2022)

Household projections can be used to highlight a broad trend in need and demand across tenures. The National Records for Scotland 2018-based household projections indicate a reducing household size for Fife, more single person households, fewer family households, more households headed by people over 75 years and fewer headed by people aged 16-29 years. Future housing supply needs to reflect this changing demographic profile.

#### Household Projections 2018-Based

Household Size 2.12 to 2.01 persons	Single person households 9%	Households 2/+ adults and 1/+ children	Household Reference Person over 75 years	Household reference person aged 16-29 years
projected	projected increase	4%	44%	5%
reduction 2022-40	2022-40	projected	projected increase	projected decrease
		reduction 2022-40	2022-40	2022-40

**House Type** - HNDAs estimate the amount of new housing required but not the type that should be delivered. According to the Scottish House Condition Survey 2017-19, 74.4% of dwellings in Fife are houses, with the remaining 26.6% comprising of flats. Future housing supply will be delivered in the form of both houses and flats. The housing mix for each site is considered on an individual basis with investment priorities dependent upon a range of factors including relative need, land availability and development constraints.

### 3.3 Wheelchair & Accessible Housing Targets

Since 2017, a target of 30% has been set for specific need housing provision within affordable housing programmes, inclusive of a 5% wheelchair housing target. Following the conclusion of HNDA3, Fife Council commissioned consultants to carry out a wheelchair and accessible housing study to review

these targets<sup>15</sup>. The study was informed by extensive primary and secondary research on the supply and unmet need for wheelchair and accessible housing in Fife. Research outcomes have helped develop estimates for wheelchair and accessible homes which have formed an evidence base for setting tenure specific targets within the LHS and SHIP for future housing delivery.

A backlog housing need figure was estimated through triangulation of Fife Housing Register housing list data, application of Mind the step<sup>16</sup> methodology and a 2022 survey of households in Fife with an unmet need for wheelchair or accessible housing. Results demonstrated 612 households are in need of wheelchair housing and 2,689 households are in need of an accessible home.



The newly arising need for wheelchair and accessible housing has been considered through the application of the Mind the step calculation methodology which applies an annual increase of 7% to backlog need. The backlog need and annual increase were split over 5-year, 7-year and 10-year scenarios by tenure in accordance with the HNDA3 Steady Growth Scenario for Fife. This demonstrated the following:

Scenario	Market Housing Need Estimates Wheelchair Accessible		Affordable H Estim	-
			Wheelchair	Accessible
5-year (p.a. requirement)	77	337	89	391
7-year (p.a. requirement)	61	266	70	308
10-year (p.a. requirement)	49	212	56	246
Annual turnover	Unknown	Unknown	27	288

The social housing sector hold a record on the turnover of wheelchair and accessible properties which can be deducted from the outlined affordable housing need to work out a net annual need estimate. This results in a 5-10-year net need ranging from 29–62 units per annum for wheelchair housing and 5-7-year net need ranging from 20–103 units per annum for accessible housing. As there is no published data on private housing turnover, it is not possible to calculate the net need for this sector.

<sup>&</sup>lt;sup>15</sup> <u>https://www.fife.gov.uk/kb/docs/articles/housing/local-housing-strategy</u>

<sup>&</sup>lt;sup>16</sup> J13778 Mind the Step AW (cih.org)

A range of housing solutions will be explored to meet the social housing net annual need identified through the study. Through the LHS 2022-2027, the level of housing adaptations will increase to promote in-situ housing solutions. A range of housing properties will be identified for conversion to wheelchair housing to make better use of existing stock. Alongside this, a private sector mapping exercise will take place to develop a specific needs database and gauge properties available to determine whether the social sector can be enhanced through acquisitions of private sector properties.

The targets for new affordable housing delivery for specific needs will remain at 30% for the duration of the LHS as evidence suggest this is adequate to meet the outlined need. This is inclusive of wheelchair, accessible, amenity and extra care housing. The subsequent wheelchair target will however increase from 5% to 6.5% for all new affordable housing developments. The revised target of 6.5% will not result in an immediate increase in the supply of new wheelchair homes as developments due to be completed up to the 2025-2026 period have been agreed at 5%. For this reason, it is anticipated the 6.5% target will come into effect from year 4 of the LHS. The outlined need and targets for wheelchair housing will be reviewed alongside the development of Phase 4 affordable housing supply programme as well as on an annual basis through the LHS.

### 3.4 Resources

**Land** - the Fife Housing Land Audit<sup>17</sup> identifies an unconstrained land supply with potential to deliver 24,034 homes, 16,710 of which are allocated in the FIFEplan and/or included as part of the Strategic Housing Investment Plan. Past trend in affordable and market housing delivery has averaged 977 new homes in each year from 2010-20. Therefore, available land supply exceeds both past completions and the minimum housing supply target.

**Affordable housing** - the trend in affordable housing delivery has averaged 305 new affordable homes in each year from 2010-20, although the per annum average increased in the latter part of the decade. The main funding resources and delivery mechanisms for affordable housing are shown below:

Affordable	Second	Affordable	Private	Prudential	Fife Council	Housing
Housing	Homes	Housing	finance	borrowing	and Housing	Infrastructure
Supply	<b>Council Tax</b>	Requirement	through the	through Fife	Association	Fund
Programme		– Private	Fife Housing	Council	Land	
		Developers	Association			
			Alliance			

In addition to the above, Fife's Strategic Housing Investment Plan 2022-27 identifies the potential for £174.392 million subsidy support to be provided by the Scottish Government for Fife's affordable housing programme, delivering up to 4,011 new affordable homes from 2022-27.

**Market housing** - past trend in the delivery of market housing has averaged 672 new homes in each year from 2010-20. At the time of the most recent housing land audit, 1,247 market houses were under construction and 2,639 effective sites had yet to be programmed. Market housing tends to be

<sup>&</sup>lt;sup>17</sup> Fife Council (2021) Housing Land Audit 2020

provided for owner-occupation with no significant Build to Rent programme at present, other than through new student housing proposed for St Andrews, although this remains as an option for the future. Where market housing is brought forward, an affordable housing policy contained in supplementary planning guidance<sup>18</sup> will continue to require up to 30% affordable housing contribution, depending on the area, size and type of project. In due course this policy will be reviewed as part of the updated FIFEplan.

LHS Area	Affordable Housing Contribution	LHS Area	Affordable Housing Contribution
Cupar and Howe of Fife	20%	Largo and East Neuk	30%
Cowdenbeath	5%	Levenmouth	5%-10%
Dunfermline and the Coast	25%	St Andrews	20%-30%
Glenrothes	10%-15%	Tay Coast	20%-30%
Kirkcaldy	5%-15%	West Fife Villages	25%

Affordable Housing Requirement by LHS Area

### 3.5 Other supply

**Self-build / custom-build** – Fife is committed to ensuring that opportunities for self-help housing solutions are supported within the LHS and the SHIP, including self-build and co-operative efforts by citizens in the area. A register is being developed which will hold key information on parties interested in self- or custom-build. The register will record details of the applicant, property type, number of units, tenure, proposed use, capacity to deliver and preferred timescale for the project. A dedicated team will maintain the register of applicants alongside the register of land available. The team will identify empty public sector land which will be the primary resource to meet demand, ensuring compliance with current legislation and net zero targets. Once the register is developed, the list of land will be published via <u>https://www.fife.gov.uk</u>

**Acquisitions** – Fife Council has set aside £15 million from 2022-25 for open-market housing purchases that will be transferred into social housing. Subsidy assistance is available from the Scottish Government to support the purchase, with properties targeted to meet local needs, support areabased regeneration, prevent homelessness and return empty homes to housing use. The £15 million has the potential to deliver an additional 250 Council homes, although the number will be subject to house prices and the extent of available subsidy assistance.

<sup>&</sup>lt;sup>18</sup> Fife Council (2018) Affordable Housing Supplementary Guidance

https://www.fife.gov.uk/\_\_data/assets/pdf\_file/0028/162298/Affordable-Housing-Supplementary-Guidance-2018.pdf

**Town centres** – the Town Centre First Principle<sup>19</sup> marked a significant shift in public policy towards town centres. It requires national and local partners to put the health of town centres at the heart of decision making, delivering the best local outcomes, prioritising town centre sites, and encouraging vibrancy, equality and diversity. Fife Council agreed a town centre housing approach to meet housing need and demand, identifying sites for new homes in town centres across Fife to facilitate regeneration. The approach is led by the Council's Town Centre Development Unit supported by housing partners. To date this has included the repurposing of commercial buildings and land in areas such as Kirkcaldy and Cupar.

#### Inner Court, Cupar

Town Centre regeneration has been granted planning approval at Inner Court, Cupar. This will see a derelict, brownfield area redeveloped to create 23 affordable mixed tenure dwellings. The development will positively contribute to Cupar's Town Centre by bringing a long-term, vacant and disused site back into sustainable use, supporting the reopening of public pedestrian closes, whilst providing housing designed to meet need and enhance the historic environment of the area.

**Regeneration** – at the start of the LHS 2022-2027, Fife Council and partners are progressing eight regeneration projects across Fife. Each project is at a different stage, from initial consultation with residents, to rehousing tenants and undertaking demolitions. The most recent projects coming forward are smaller in scale than previous projects undertaken in Fife. South-West Inverkeithing is a current example where 237 properties are being demolished to be replaced with 188 new Fife Council and Kingdom Housing Association affordable homes.

**Key workers** – these are employees who are considered to provide an essential service and may find it difficult to buy property in the area where they work. To date, there has been no new-build affordable housing for key workers although some developments may be given planning permission for specific uses e.g. post graduate research. Support for key workers is limited to 'travel to work' points through the Fife Housing Register and, in April 2022, 56 applicants were awarded travel to work points for education or work purposes. There is no current requirement to provide a separate housing policy for key workers although this will be monitored through the duration of the LHS 2022-2027.

<sup>&</sup>lt;sup>19</sup> https://www.gov.scot/policies/regeneration/town-centre-regeneration/

# 4.0 LHS Priorities and Outcomes

Outcomes are provided for each of the five LHS priorities, identifying the issues to be addressed, partnerships, context, key issues and strategy for improvement. Further information on specific milestones, targets and timescales are provided through the LHS 2022-2027 Outcome Plan (Appendix 1). The LHS Implementation Group ensures clear accountability for delivery of each part of the LHS, avoiding any duplication of work across priorities:

### **Priority 1: Ending Homelessness**



Outcome 1.1: People are prevented from becoming homeless Outcome 1.2: People are enabled to sustain their current accommodation Outcome 1.3: People are provided with suitable and sustainable housing options

**Priority 2: More Homes in the Right Places** 



**Outcome 2.1:** People are provided with affordable housing appropriate to their need and demand

### **Priority 3: A Suitable Home**



**Outcome 3.1:** People are offered appropriate housing options and support services to sustain their choice of living arrangements

**Outcome 3.2:** People are provided with housing adaptations to enable independent living

### **Priority 4: A Quality Home**



Outcome 4.1: People live in good quality housing conditions

Outcome 4.2: People live in well managed rented housing

### **Priority 5: A Warm Low Carbon Home**



Outcome 5.1: People do not live in fuel poverty

**Outcome 5.2:** People live in energy efficient homes and reduce carbon emissions

# 5.0 Priority 1 – Ending Homelessness

### 5.1 Outcomes

1.1	People are prevented from becoming homeless
1.2	People are enabled to sustain their current accommodation
1.3	People are provided with suitable and sustainable housing options

# 5.2 Partnership

**Fife Rapid Rehousing Transition Plan (RRTP) Programme Board** - was created in 2019 to support the implementation and development of the RRTP following initial submission to the Scottish Government at the end of 2018. The Board includes representatives of all partnerships contributing to the prevention and resolution of homelessness programme. The Board also provides the link to the Plan for Fife's Tackling Poverty Board and is developing subgroups to take forward RRTP priorities around access to housing through the Fife Housing Register Partnership, Housing First and Prevention.

**Tayside, Fife and Central Housing Options Hub** - Fife Council and partners in the Fife Homeless Group meet regularly with colleagues from Dundee City, Perth and Kinross, Angus, Stirling, Clackmannanshire, and Argyll & Bute Councils as part of the Housing Options Hub. Work is currently focused on piloting ways for measuring the customer experience and furthering the Housing Options approach within each local area. The Housing Options Hub is funded by the Scottish Government to assist in meeting national strategic priorities.

**Fife Housing Register** - Fife Council works with registered social landlords through a common housing register that simplifies access to social housing and improves the process of allocating social housing. Other partners include the Fife Rights Forum in helping people review their housing options, and the Disabled Persons' Housing Service to ensuring appropriate housing allocations. There are partnership arrangements in place for households with specific housing needs and those most at risk of homelessness. This includes veterans, care experienced young people, offenders, others leaving institutional care, people experiencing domestic abuse or harassment and Gypsy/Travellers. The Fife Housing Register Partnership comprises the following organisations:



# 5.3 Context

Priority 1 aims to end homelessness through strategies for prevention and by providing appropriate and sustainable housing options to meet housing need and demand. The Fife Housing Register provides the platform for potentially homeless households to access housing options through an online presence and partnership framework. The Ending Homelessness priority links closely to the Scottish Social Housing Charter, with regular reporting on access to services, assessment, temporary accommodation and outcomes for homeless households.

**Homelessness** - the Housing (Scotland) Act 2001 places a statutory duty on local authorities to submit to Ministers as part of the LHS, a strategy for the prevention and alleviation of homelessness. Reducing homelessness contributes positively to the Plan for Fife ambitions around Thriving Places, Opportunities for All and Community Led Services with the aim to tackling poverty and preventing crisis. In November 2018, the National Ending Homelessness and Rough Sleeping: Action Plan<sup>20</sup> was published to refresh the national strategic context. Progress has been challenging, particularly due to the Covid-19 pandemic. Fife has a backlog of need but is working to improve the experience of people that are homeless or facing homelessness through the re-design of services and availability of support options.

<sup>&</sup>lt;sup>20</sup> Ending homelessness and rough sleeping: action plan - gov.scot (www.gov.scot)

**Rapid Rehousing Transition Plan** - in 2018, a new requirement was introduced to develop and submit a local Rapid Rehousing Transition Plan<sup>21</sup> (RRTP), setting out a five-year plan to transform homelessness services and establish rapid rehousing by default. Fife's RRTP was developed in partnership, highlighting improvements and challenges in delivering services to households in fragile housing circumstances. The RRTP is subject to annual monitoring by the Scottish Government and regular review by the Fife RRTP Programme Board. The RRTP is being revised during 2022-23 linked to the review of the Health & Social Care Strategic Plan. The key priorities outlined below are linked to the LHS:

#### **RRTP Key Priority Areas**

- Eradicating B&B and other unsuitable accommodation.
- Promoting effective private sector interventions to prevent eviction.
- Creating household centred support packages to sustain tenancies.
- Providing comprehensive housing options advice focussed on homelessness prevention.
- Reducing transitions for homeless households along with the time spent in temporary accommodation.
- Improving the links between housing and support for vulnerable customers based on personal housing planning approaches and housing options pathways.
- Improving Housing First provision for a range of client groups.
- Redesigning temporary accommodation by repurposing hostels as supported accommodation.
- Making best use of stock and improving housing options to meet the diverse needs of housing applicants.

**Temporary and supported accommodation** - although Fife already had a well-established network of temporary accommodation, the outbreak of Covid-19 placed significant additional pressures and challenges on housing access and homelessness services. This led to a significant increase in temporary accommodation and other resources to meet the challenges of the crisis and recovery periods. The following temporary accommodation is in place to help those who are homeless or at threat of homelessness:

Temporary Accommodation Provision, April 2022				
Scatter Flats	Hostels	Women's Aid	Shared Acc.	Total
856	106	41	88	1,091

The RRTP sets out plans for the reconfiguration of temporary accommodation to include a range of accommodation with support options. A support needs assessment is in place to inform a personal housing plan with a view to reducing the transitions within temporary accommodation before people are settled into permanent tenancies. Fife Council decommissioned the Housing Support and Homelessness Public Social Partnership at the end of March 2022 and is working through a year of transition to re-commission services which will deliver Fife's RRTP. The range of temporary and supported accommodation currently offered in Fife is outlined below:

• Scatter Flats/Shared Accommodation - the vast majority is mainstream Council housing converted to provide homelessness temporary accommodation. Small scale contributions are

<sup>&</sup>lt;sup>21</sup> Rapid Rehousing Transition Plan | Fife Council

made through Fife Housing Register partners, and it is anticipated this is an area that may develop as part of Registered Social Landlords' contribution to the RRTP.

- Hostels/Supported Accommodation there are nine accommodation units within Fife, all of which are relatively small-scale based on individual bedrooms and shared communal facilities. By 2023, the LHS aims to re-provision five emergency access hostels to Rapid Access Accommodation. The RRTP also includes plans to commission new core and cluster type models of supported accommodation and to review existing commissioned services.
- Refuge Provision refuge provision is managed by Fife Women's Aid as part of the arrangements underpinning accommodation management and support for those fleeing domestic abuse. Further information on domestic abuse can be found within section 7.0 A Suitable Home.
- Bed & Breakfast and Private Rented Sector improvements have been made to substantially reduce the use of B&Bs for temporary accommodation and properties leased from the private rented sector, without negatively impacting the supply of emergency response accommodation. The LHS aims to further reduce the number of households placed in B & B type accommodation by 2027 whilst also ensuring there are no breaches of the Unsuitable Accommodation Order.

**Welfare Reform** - external factors such as welfare benefit reform, introduction of Universal Credit, economic austerity and wider changes in the housing, health and social care systems are impacting on homelessness services, causing uncertainty for both clients and providers. Analysis shows that single people under the age of 35 are disproportionately represented within homelessness. This is linked to restrictions in welfare support through the application of the LHA shared accommodation rate. Although a Discretionary Housing Payment can mitigate the impact of LHA restrictions in the short-term, many young people are left unable to secure or sustain affordable accommodation, particularly in the private rented sector. Rents within temporary accommodation are set to allow full recovery through welfare systems, where means testing allows. Where rents are not fully covered, an affordable arrangement is agreed to minimise the financial impact on homeless customers. Temporary accommodation rents continue to be set below the national average providing some scope to support the transformation of temporary accommodation services.

**Prevention** - the Fife Homelessness Group made significant progress through the LHS 2010-2015 in meeting the 2012 national target for the abolition of the 'priority need' category of homelessness, working with local authority partners in the Housing Options Hub to develop a prevention-led approach to homelessness. In subsequent years there has been a sustained commitment to improving housing access services to enable a steady decline in homelessness locally and nationally. This position changed in 2018-2019 with a reported increase in homelessness which coincided with the issues highlighted by the Homelessness and Rough Sleeping Action Group, raising concern around the universal, social and environmental factors driving homelessness.

The promotion of a prevention-based approach to homelessness is continuing through partnership support of 'at risk' groups to provide a better and fair service to those being discharged from hospitals, prisons and other institutions; care experienced children; victims of domestic abuse; people leaving

the armed forces; refugees/asylum seekers; people with a mental health condition; and people using alcohol and drugs. A range of housing support is provided through partnership services including income maximisation advice, employment and training opportunities, further education, rent deposits and housing options advice. In 2020, housing consultants completed a strategic review of housing support requirements in Fife. The table below highlights the support requirements and potential accommodation responses to these:

83%	11%	5%	1%
Homelessness could be prevented or resolved without the need for temporary accommodation No or low-level support needs – could transition to a settled housing position very quickly	Moderate/high support needs: independent living support would enable positive sustainment outcomes Interim (8%) Refuge (3%)	Complex support needs: principle that a housing led approach with intense wrap around support services	Very complex needs: require specialist supported accommodation options
Dispersed accommodation with time spent kept to a minimum	Interim housing options: time spent kept to a minimum	Housing First as first response	Specialist settled housing outcome

#### Homelessness Support Needs and Accommodation Requirements

**Housing Options** - prevention has been underpinned by the implementation of an enhanced housing options approach and case management reflecting the 'housing support duty' which provides support, assistance and advice to help people to maintain a home. The Housing Options Hub has developed a regional action plan and the following actions have been used to ensure the LHS remains closely aligned, including to:

- Develop, implement and promote the National Housing Options Toolkit.
- Develop and share best practice around RRTPs.
- Support Scottish Government implementing the Ending Homelessness Together strategy.
- Develop and share best practice across housing access and homelessness prevention.

The Fife Housing Register Executive has responsibility for providing information on the range of housing options that are available to meet the Scottish Social Housing Charter outcome:

### 'People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed'.

In 2019, the Partnership launched the FHR Website to act as a portal for anybody looking for housing information, advice and associated services across Fife. This provided self-service facilities linked to a

comprehensive housing options personal housing planner. The FHR Executive is committed to continuing to develop digital services, balanced with face-to-face services, to provide choice for customers and target services to those most in need.

Currently just under 15,000 households are registered for housing through the Fife Housing Register with the majority requiring smaller property types. Housing Options have proved to be crucial in addressing housing need in Fife and for this reason will remain focus in the LHS. Demand is also expected to increase as the cost-of-living impacts households in vulnerable housing circumstances. These impacts are expected to be wide-ranging, further compounded by Covid-19 impacts on the construction and letting sectors. In the longer term this creates a strong case for increasing housing options whilst also enabling an effective balance of social housing allocations between housing, transfer and homelessness applicants.

### 2, 502 22% 57% of homeless households are people presented as of homeless people are male single parents homeless in 2021-2022 66% 8% 24% of homeless households are of homeless people will lose of homeless assessments single persons compared to contact after assessment include dependent children 22% on the housing list 14,908 66% 86% applications for housing are of homeless people are aged of applications submitted are recorded in the Fife Housing 26-59 years for 1- & 2-bedroom homes Register

### 5.4 Issues / Needs

# 5.5 Strategy

The ongoing implementation of Fife's RRTP places a predominant focus on homelessness, particularly in terms of tackling the backlog need of statutory homeless households awaiting a settled and secure home. Overall success in this priority will be achieved by:

### **1.1** People are prevented from becoming homeless

- Developing and accrediting housing advice services across partner services to increase the number of customers accessing quality information on the range of housing options in Fife, helping to prevent statutory homelessness.
- Embedding the 4 Disciplines of Execution management approach to support the prevention of homelessness and improve customer experiences.
- Re-provisioning emergency accommodation to rapid access accommodation.
- Ensuring all households are offered temporary accommodation when required and minimising the number of children residing in temporary accommodation.
- Reducing the average number of days households are spending in temporary accommodation and making best use of the temporary accommodation available.
- Minimising the number of people rough sleeping including the development of assertive outreach services for those identified at risk.
- Significantly reducing the number of households placed in Bed & Breakfast type accommodation and ensuring there are no breaches of the Unsuitable Accommodation Order.
- Developing Area Lettings Plans that reflect the allocations policy, Health & Social Care Partnership Strategic Commissioning Plan and prevention pathways at a local level.

### **1.2** People are enabled to sustain their current accommodation

- Developing a personal housing planning / pathway approach for all groups recognised to be at risk of homelessness.
- Increasing the number of households placed in supported accommodation as part of a personal housing planning approach for households with particular needs.
- Increasing the level of support hours delivered for people in temporary accommodation, delivering pathways to settled housing with support to enable successful sustainment.
- Introducing a virtual housing access hub to promote informed housing decisions and options, working with the Digital Fife network to maximise engagement.
- Developing employment, education and training places for homeless households linking to the Opportunities Fife partnership.
- Implementing effective intervention services targeting households in the private housing sector to sustain occupancy and prevent homelessness.
- Reducing repeat homelessness through assertive outreach and support services.

#### 1.3 People are provided with suitable and sustainable housing options

- Increasing the number of Fife Housing Register allocations sustained after 12 months through active tenancy management and sustainment activity.
- Improving the Housing First approach to increase the number of new tenancies created per year to help vulnerable people with complex needs.
- Increasing the number of mutual exchanges taking place through the recently redeveloped online service on the Fife Housing Register website.
- Improving housing options advice and referral links to increase access to a range of housing options including increasing the number of homeless households moving into private housing.
- Ensuring the balance of housing allocations reflect housing need by monitoring housing allocations across applicant categories aligned to homeless pathways.
- Completing a review of the commissioned housing support service and recommission services to deliver the RRTP.

# 6.0 Priority 2 – More Homes in the Right Places



# 6.1 Outcomes

### 2.1 People are provided with housing appropriate to their need and demand

# 6.2 Partnership

More homes in the right place are being delivered in partnership through Fife Council; the Fife Housing Association Alliance (Fife Housing Association, Glen Housing Association, Kingdom Housing Association, and Ore Valley Housing Association); supported by Scottish Government initiatives and private developers. Fife Council is a member of both the Tay Cities and the Edinburgh and South-East Scotland City Deal partnerships. In the latter area, the City Deal partners are prioritising economic development and sustainable growth, which includes the provision of 8,000 new homes across the region. This is using the Scottish Government's Housing Infrastructure Fund to accelerate investment in the Dunfermline strategic growth area.

# 6.3 Context

Priority 2 demonstrates how local partners will meet housing supply targets over the five-year term of the Fife Strategic Housing Investment Plan (SHIP) 2022-27<sup>22</sup>. The SHIP is prepared in line with statutory guidance, overseen by the Scottish Government, with capacity to deliver 4,011 new homes from 2022-2027. There are close links between the LHS, SHIP and the FIFEplan. In combination, these frameworks play a pivotal role in addressing homelessness, delivering equality and reducing child poverty.

At the start of the LHS 2022-2027, Fife's development partners are completing a Phase 3 affordable housing programme of 3,500 new affordable homes from 2017-22. This followed on from a successful Phase 2 programme in 2012-17 which provided 2,700 affordable homes. To maintain continuity, a Transitional Affordable Housing Programme of up to 1,200 affordable homes has been agreed from 2022-24, with the potential for further programmes after 2024. All new affordable homes support the

<sup>&</sup>lt;sup>22</sup> Fife Housing Partnership (2021) Strategic Housing Investment Plan 2022/23-2026/27

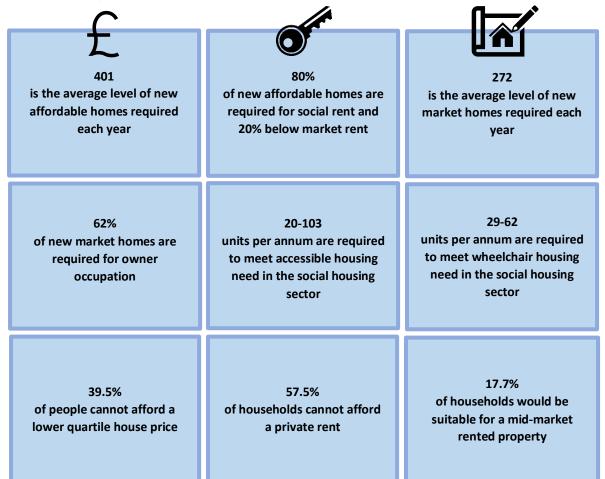
https://www.fife.gov.uk/\_\_data/assets/pdf\_file/0032/294908/Fife\_SHIP\_2022.23-2026-27\_1.pdf

Scottish Government's carbon reduction targets, sustainable design and placemaking principles. Housing for Varying Needs and Secured by Design are adopted as minimum design standards.

Housing is also provided through wider Scottish Government initiatives, such as Open Market Shared Equity, the National Housing Trust, Mortgage to Rent, Rural Housing Fund, empty homes loans, selfbuild and town centre projects. Fife Council has agreed £15 million for the acquisition of former local authority and privately owned properties on the open market to supplement the affordable housing programme and support regeneration.

In line with emerging planning policy, a pilot project within the affordable housing programme is being progressed, to look at the concept of 'place', working with architects, transport & planning at the initial stages of a site development. The aim of the project is to create a distinctive development layout which is about more than just the buildings, but rather the spaces, public realm, landscaping, movement between spaces etc that can make a development more successful. If the pilot is successful, the lessons learned and skills will then be transferred to future sites.

Despite an estimated £174.392 million in Scottish Government funding from 2022-27, risks are emerging through increasing construction price inflation, and the cost of meeting statutory energy standards in existing social housing by 2032, reducing capacity for new-build investment.



# 6.4 Issues / Needs

# 6.5 Strategy

Success of this LHS priority will be measured through the delivery of additional homes to meet housing need and demand. This is crucial to the success of other LHS priorities and in addressing homelessness, improving equality and creating great places to live. This will be achieved by:

### 2.1 People are provided with housing appropriate to their need and demand

- Maximising opportunities to meet or exceed the target of 1,200 affordable homes from 2022-24 through the range of local delivery partnerships.
- Providing 30% of the affordable housing programme to meet specific housing needs, this being inclusive of 5% 6.5% wheelchair housing.
- Addressing variation in tenure and size requirements below Fife level, including reconsidering the preferred mix of new homes for social rent and below market rent; and the size requirement that will best meet need and demand.
- Investigating opportunities to continue the affordable housing programme after 2024 through a potential Phase 4 new build programme.
- Investigating alternative models for affordable housing delivery including a Fife Homes model.
- Implementing and reviewing as appropriate the housing design guide to maintain quality in the affordable homes delivered, where possible exceeding housing standards, including the new Energy Efficiency Standard for Social Housing.
- Considering options for a pilot placemaking project to test out the process of creating good quality places that promotes people's health, happiness and wellbeing, with people and communities central to the process.



Watch our YouTube videos showing tenants' views of their new home in Fife

https://www.fife.gov.uk/kb/docs/articles/housing/investment-and-improvement

# 7.0 Priority 3 – A Suitable Home



# 7.1 Outcomes

**3.1** People are offered appropriate housing options and support services to sustain their choice of living arrangements

### 3.2 People are provided with housing adaptations to enable independent living

# 7.2 Partnership

A Housing Sector Reference Group has been formed by Fife Council, registered social landlords and third sector organisations to help develop joint-housing, health and social care working. This group agreed a 'Fife model', outlining how Fife's housing sector could best contribute to health and social care outcomes which was subsequently developed into Fife's first Housing Contribution Statement.

# 7.3 Context

**The Public Bodies (Joint Working) (Scotland) Act 2014**<sup>23</sup> - this establishes the legal framework for integrating health and social care to ensure joined-up, seamless services, particularly for older people and people with a long-term condition or disability. Nine national health and wellbeing outcomes<sup>24</sup> are to be achieved, designed to improve health, address inequality, provide safety and efficient services. Housing providers have a contribution to make to all nine outcomes, most directly through Outcome 2:

'People, including those with disabilities or long-term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community'.

<sup>&</sup>lt;sup>23</sup> Public Bodies (Joint Working) (Scotland) Act 2014 (legislation.gov.uk)

<sup>&</sup>lt;sup>24</sup> <u>https://www.gov.scot/publications/national-health-wellbeing-outcomes-framework/documents/</u>

**Fife Integration Joint Board** – this was established in April 2016 and is responsible for the planning and delivery of health and social care services across Fife. This includes adult and older adult social work and social care, primary and community health care, unscheduled hospital care, and some aspects of housing support services, for example aids and adaptations. The Integration Joint Board (IJB) includes representatives from Fife Council and NHS Fife and is supported by professional advisors and other health and social care specialists.

**Health & Social Care Partnership** – this is the public facing aspect of Fife IJB and is essentially the employees from both organisations working in partnership to deliver integrated services. The work of the Health & Social Care Partnership has been fully articulated in the Health & Social Care Strategic Plan. This includes all the main areas of housing contribution to the work of the Health & Social Care Partnership and has replaced the standalone Housing Contribution Statement. The Health and Social Care Partnership works closely with Fife Housing Partnership and the Local Housing Strategy is linked to the Partnership's Strategic Plan through shared priorities and delivery plans.

**Health & Social Care Strategic Plan** – this was most recently reviewed in 2019, covering the period 2019-22. It sets out the vision, future direction, and key priorities for the services planned, managed, and delivered by Fife Health and Social Care Partnership. This includes housing services which provide support to vulnerable adults and older adults such as long-term housing support, for example in sheltered housing and care villages, adaptations to existing homes, and technology enabled care.

The LHS 2022-2027 has been informed by the following housing actions identified within the Plan which have previously been agreed by Fife Housing Partnership for health and social care services:

- Increasing the role of housing staff in preventative approaches.
- Increasing the provision of supported accommodation and housing support.
- Developing older persons' housing services across Fife.
- Developing new approaches to planning for future housing for those with specific needs.
- Developing further options for Young Care Leavers.
- Exploring the potential for specialist housing models.
- Increasing the use of technology in housing to support independent living.

The Health & Social Care Strategic Plan is currently subject to further review to be concluded by autumn 2022 and will include priorities for 2023 to 2026. As part of the review, the Health & Social Care Housing Strategy Group will be responsible for the delivery of the longer-term needs for support and care as well as emergency out of hours sheltered housing alarms. A Housing Priorities Working Group holds responsibility for shorter-term needs including the immediate accommodation requirements of people with complex needs, to include those who are inappropriately housed in their own accommodation as well as those in hospital, an unsuitable care setting or those living with parents who need to be independent in future.

#### **Specialist Provision**

Accessible & adapted housing – the characteristics of accessible and adapted housing are:

Characteristics of accessible and adapted housing		
Accessible Housing	Purpose built to an accessible standard where the design and layout is free from barriers limiting suitability for households with mobility issues to create independence. It is sufficiently flexible to meet the existing and changing requirements of most households, where the interior fabric rather than the structure can be easily adapted to accommodate aids and equipment.	
Adapted Housing	A property not originally designed with accessibility for those who use a wheelchair or have mobility needs but has since been altered to accommodate requirements. An adaptation is defined as an alteration or addition to the home to support the accommodation, welfare or employment of a disabled/older person, and their independent living.	

It is recognised that an accessible home and the use of adaptations can reduce the need for care, support or hospital admission for many people. Mandatory Building Standards<sup>25</sup> set out requirements for all accessible new build residential properties. In Fife, 17% of social housing dwellings are self-contained accessible houses. The continuing need for accessible housing has led to a target of 30% for specific needs housing to be delivered through affordable housing programmes in the Strategic Housing Investment Plan.

An estimated 25,500 (15%) homes in Fife have adaptations in place which can include adapted bathrooms/showers/toilets, handrails, ramps, altered switches and door widening. Health & Social Care partners are planning to increase the number of adaptations completed and reduce the number of days taken to provide this service. A mapping exercise is being progressed to identify all social rented stock and private sector provision with current adaptations. This supports Fife Housing Register partners to continue making best use of existing social housing stock through allocating an adapted property to an applicant who requires that type of adaptation. This also identifies the availability in the private sector, helping to support those who wish to remain in this tenure.

The Adaptations One Stop Shop Project is helping health & social care partners jointly deliver advice & information to service users. Room Pods have been developed and placed around Fife to demonstrate layouts for both adapted & unadapted settings. This allows Occupational Therapists to assess service users in both environments to offer a more holistic approach. A permanent One Stop shop base is also in operation at Rosewell Clinic, Lochore with a range of partners involved. The aim is to increase information across the community to enable service users to make better choices in relation to Housing Options and independent living.

RSLs can obtain adaptation funding through a central budget administered by the Scottish Government. Funding for private housing adaptations is provided through the Scheme of Assistance which includes grants for disabled adaptations. The service is being reviewed in Fife to help improve access to adaptations. Adaptations will continue to be in high demand even after the new Accessible

<sup>&</sup>lt;sup>25</sup> <u>Building regulations - Building standards - gov.scot (www.gov.scot)</u>

Housing Standard comes into force in 2025-26. The number of people accessing advice about housing adaptations and independent living is being increased through Smart Life in Fife, a website utilised to help individuals shape their ageing life.

**Wheelchair housing** – in 2019, the Scottish Government published guidance<sup>26</sup> for local authorities to provide wheelchair accessible housing across all tenures. This helps provide disabled people with choice, dignity and freedom to access suitable homes allowing them to participate as equal citizens. Research has recently been carried to review the target set for wheelchair accessible housing delivery in Fife. Full details of this are set out within section 3.3 – Wheelchair Accessible Target.

**Supported housing** – a range of accommodation is available in Fife supporting individuals with specific needs, including older people, those with a physical or learning disability, mental ill-health, autism, long-term health conditions or with complex needs limiting daily activities, such as dementia. Properties are typically built, designed or adapted to suit the needs of the client group. The table below outlines the characteristics of supported housing provision:

Туре	Characteristics of Fife provision
Core & Cluster	A small number of properties grouped together with care/support services shared between individuals to increase independence. 36 Core & Cluster properties are available with a core house nearby where staff are located.
Group Homes	107 Group Homes owned by both Fife Council and RSLs. Facilities are provided within one property which are available to people with learning disabilities or mental health issues where support or care is required.
Care Homes / Residential Care	79 Care Homes in Fife with a total of 3,088 registered places. The need and use is monitored through Fife Health & Social Care Partnership. The redevelopment of care homes to care villages will take place where necessary to fit the needs of communities.
Sheltered / Retirement Housing	Specifically designed to help those aged 60+ to live independently. 1,106 social retirement housing is available for older people in Fife in the form of bungalows and flats.
Extra Care Housing / Very Sheltered Housing	There are 387 self-contained social housing units, with a further 43 non-self-contained units / bedspaces. These are similar to sheltered housing but offer access to care staff for those with higher needs. Plans are in place to further develop extra care housing to meet the needs of the aging population.

Further information on supported hostel provision can be found within Priority 1 – Ending Homelessness within section 5.0.

**Independent living at home** - a wide range of care and support services are available to individuals requiring care/support to enable independent living in their own home for as long as they wish to do so. This can include older people including those with dementia, those with short or long-term disabilities/conditions, mental health issues, learning disabilities including autism, and those who are

<sup>&</sup>lt;sup>26</sup> Wheelchair accessible housing target: guidance note: MHDGN 201902 - gov.scot (www.gov.scot)

vulnerable or frail. Services typically include technology enabled care, community alarms, home care, housing support, social workers and Care and Repair.

**Care and Repair** – this service is operated to provide financial or practical assistance with small repairs, improvements and household maintenance. Care & Repair is available to older people and those with disabilities who are homeowners or private tenants to enable independent living at home. The service is managed by Kingdom Group and funded through Fife Council. Between April 2018 and December 2020, 674 adaptations and 1,920 small repairs were completed.

**Technology Enabled Care (TEC)** – this service consists of equipment to support people to remain safe and independent at home or in a community setting. A range of initiatives have been undertaken in relation to Technology Enabled Care with Fife Council and other landlords signed up to the national TEC Charter. The Health & Social Care Partnership is working to increase the number of TEC solutions and improve the use of the TEC demonstrator home and one stop shops to promote and improve independent living in communities.

#### **TEC Project**

The Scottish Government provided funding through the TEC fund which helped develop a project in older persons' housing around wearable technology. Working in partnership with ARMED the project undertook active health monitoring via a wrist band, smart scales and the use of an AI algorithm which creates health alerts to warn of a potential fall. The project was very successful and was awarded second stage funding to expand to other areas in Fife.

**Home safety and security** – is delivered through Fife Community Safety Partnership offering a range of free safety and security visits to homes in Fife. The service, identified as 'Fife Cares' can be accessed to promote vulnerable adult safety, domestic abuse home security and child safety. Awareness of this and other home safety services will be promoted across Fife Housing Partnership through the delivery of the LHS.

#### **Other Specialist Needs Groups**

The following specialist needs groups are supported in Fife:

**Armed forces** – there are 12 current members of the armed forces community on the FHR waiting list, with an Armed Forces Covenant commitment to provide up to 40 homes per year for those leaving the Forces. There are connections to the wider social rented sector through the FHR Housing Access Protocol for those leaving the armed forces and progress is monitored through the Covenant commitment. Arrangements are overseen by the Armed Forces Covenant Group who are hoping resume quarterly meetings following the Covid-19 pandemic.

**Care leavers** – Fife's Health and Social Care Strategic Plan identifies an action to develop further housing options for young people to offer individuals an opportunity to experience independent living. The LHS aims to increase the number of young care leavers housed per year along with mainstreaming the National House Project and supporting Barnardo's Gap Homes initiatives.

**Community justice** – this aims to prevent and reduce reoffending to secure better outcomes for offenders, victims and communities. The Community Justice Group works towards the Sustainable Housing On Release for Everyone<sup>27</sup> (SHORE) standards to ensure those leaving prison receive the housing support they require. The SHORE standards in Fife are currently being reviewed and an enhanced bail scheme is also running to assist those who do not have a firm bail address. Over the next five years, the number of prisoners receiving housing options advice will be increased.

**Delayed hospital discharge** – the Home First: 10 actions to reform discharge<sup>28</sup> have been adopted in Fife. A Hospital Discharge process is in place to ensure patients are offered the housing support they require. The number of hospital discharge patients receiving housing options advice will be increased and pathways for delayed hospital discharge patients will be further developed, helping support both hospitals and patients reach positive outcomes.

**Dementia** – the Housing and Dementia Framework<sup>29</sup> launched in 2019, sets out five outcomes to help support people living with dementia and their carers. All housing partners in Fife are encouraged to sign up to the Housing and Dementia Framework to help ensure Technology Enabled Care considers the needs of people with dementia. With the population growing older and the risk of developing dementia increasing, the LHS will focus on making housing and support more dementia friendly by reviewing and improving services provided.

**Domestic abuse** - around 16% of homeless applications in Fife are from people suffering violence or abuse. In 2018 the Scottish Government published an Equally Safe Strategy<sup>30</sup> and Equally Safe Delivery Plan<sup>31</sup> with a vision for Scotland where all individuals are

#### Improving The Way We Work Project

The 'Improving The Way We Work' project recently concluded in Fife with the main aim to train staff to raise awareness and offer housing options advice/support to anyone suffering domestic/sexual abuse. The project proved successful, and work will continue in this area, working in partnership to improve services relating to Domestic Abuse.

equally safe and respected and where women and girls live free from all forms of violence. This has been supported by the Women's Health Improvement Research project (WHIR), a community led participatory action research project in Fife which was developed as a partnership between Fife Violence Against Women Partnership (FVAWP) and Scottish Women's Aid. Work is being progressed to increase the level of housing options advice offered to people experiencing domestic abuse.

**Ethnic minorities** - in 2021, housing consultants carried out a strategic review of housing support and homelessness services which included consultation with stakeholders. This provided insight into those approaching housing with additional or specific support needs, including ethnic minorities and larger ethnic minority families. Information on ethnicity is collected through Fife Housing Register applications to help understand needs, reduce disparities and provide appropriate accommodation.

<sup>&</sup>lt;sup>27</sup> SHORE Standards (sps.gov.uk)

<sup>&</sup>lt;sup>28</sup> https://www.gov.scot/publications/home-first---ten-actions-to-transform-discharge-joint-improvement-team-report/

<sup>&</sup>lt;sup>29</sup> housing-and-dementia-framework.pdf (cih.org)

<sup>&</sup>lt;sup>30</sup> Equally Safe: Scotland's strategy to eradicate violence against women - gov.scot (www.gov.scot)

<sup>&</sup>lt;sup>31</sup> Equally safe: delivery plan - gov.scot (www.gov.scot)

**Gypsy/Travellers** - the 2011 census identified 316 Gypsy/Travellers in Fife, accounting for 7.5% of the Gypsy/Traveller population in Scotland. There are currently three Council sites in Fife with a total of 50 pitches which are owned and maintained by Fife Council, with 34 (68%) of the 50 pitches occupied. Currently, there are three Gypsy/Traveller Tenant and Residents Associations, and regular engagement is carried out with tenants on Council sites. This creates a better understanding of the needs of tenants to help plan future provision. However, the quantity of provision in Fife currently meets the needs of the Gypsy/Travellers population.

#### Private Gypsy/Traveller Sites

A further 6 private sites with a total of 62 permanent pitches are known throughout the local authority area. Fife Council Gypsy/Traveller site managers regularly visit private sites known to Fife Council to assess the number of pitches fulfil population need.

#### **Care & Support Services**

Gypsy/Travellers can often face barriers and discrimination when accessing services. To help reduce inequality and poverty, a range of care and support services are provided on Council sites in Fife including a teacher, health visitor, dentist, community resource office, health boxes, welfare rights advice and fuel poverty advice. Improving Gypsy/Traveller Sites: Guidance on minimum site standards and site tenants' core rights and responsibilities<sup>32</sup> set out standards for both physical facilities and services which had to be met by all social landlords managing Gypsy Traveller sites. These standards are now part of the Scottish Social Housing Charter and are monitored by the Scottish Housing Regulator. Council sites in Fife currently meet the minimum condition standards required with improvement work recently carried out to amenity blocks at the Kirkcaldy site through kitchen and bathroom replacements as well as improving energy efficiency. Tenants have expressed an interest to have residential mobile homes and chalets

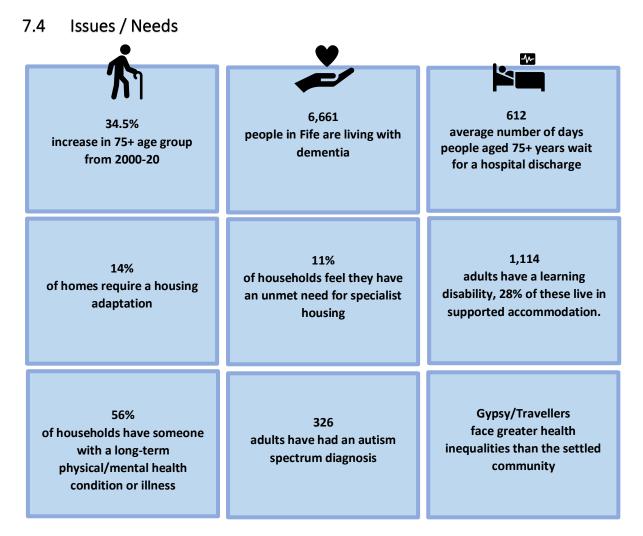
installed on site and a 3-year capital plan is in place to achieve this on two of the three Council sites in Fife, with potential for implementation on the remaining site. To assist with the capital plan delivery, Fife Council received funding from the Scottish Government's Gypsy/Traveller Accommodation Fund. The funding will support the provision of decant amenity units and assist with the installation of energy efficiency measures in chalets.

Unauthorised encampments are not a huge issue within Fife with twelve cases recorded in 2019-20 and a further five in 2020-21. Fife Council have a Cooperation Policy in place with nomadic Gypsy/Travellers which promotes engagement to negotiate the length of stay and discuss any assistance needed whilst in the area. There is no current identified need to increase site provision due to roadside encampments.

**Travelling Showpeople** - are a distinct community with different needs to Gypsy/Travellers. Three large funfairs are held in Fife during the spring / summer months. Licenses are provided per site and an area is provided at the showground for accommodation and storage while the funfairs are operating. Consultation linked to the HNDA3, highlighted that Travelling Showpeople are struggling due to lost income throughout the Covid-19 pandemic. There is no current authorised site provision

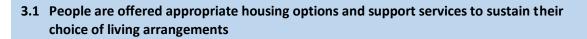
<sup>&</sup>lt;sup>32</sup> Supporting documents - Improving Gypsy/Traveller sites: guidance on minimum sites standards and site tenants' core rights and responsibilities - gov.scot (www.gov.scot)

exclusively for Travelling Showpeople in Fife. The needs for this group will continue to be monitored throughout the duration of the LHS.



# 7.5 Strategy

The priority for 'A Suitable Home' focuses on offering appropriate housing options and support. It also aims to increase the number of independent living solutions to enable people to sustain their choice of living arrangements and live comfortably in their own home for as long as they wish to do so. This will be achieved by:



- Continuing to develop extra care and supported housing to meet the needs of a diverse and ageing community.
- Increasing the number of TEC solutions delivered and improve the use of TEC demonstrator home and one stop shop to promote and improve independent living in communities.

- Increasing the number of young care leavers housed per year along with mainstreaming the National House Project and supporting Barnardo's Gap Homes initiatives.
- Developing pathways for delayed hospital discharge patients and increase the number of delayed hospital discharge cases receiving Housing Options advice.
- Working in partnership with Fife Disabled Persons Housing Service (DPHS), develop a specific needs housing database for private housing to gauge the needs of the private sector.
- Increasing the number of prisoners and people experiencing domestic abuse approaching for Housing Options advice.
- Reviewing the number of wheelchair service users and wheelchair accommodation across Fife to ensure the target for affordable housing is appropriate to meet the requirements of this specific needs group.
- Working to make housing and support more dementia friendly by reviewing services provided.
- Improving sites for Gypsy/Travellers by installing chalets and providing caravans as part of a 3year capital plan.

### 3.2 People are provided with housing adaptations to enable independent living

- Increasing the number of housing adaptations completed and maintaining the number of days to provide adaptations to enable independent living.
- Improving access to adaptations through reviewing the Scheme of Assistance as well as reviewing the adaptations customer journey.
- Increasing the number of people accessing advice about housing adaptations to raise awareness of the options available including the use of the Smart Life in Fife self-assessment platform.
- Promoting awareness of Smart Life in Fife to encourage proactive housing choices and promote independent living.
- Continuing to develop one stop shops with room pods to promote assessment & independent living advice.
- Increasing awareness of Fife Cares and other home safety services across the Fife Housing Partnership working in partnership with independent advice hubs.

# 8.0 Priority 4 – A Quality Home

# 8.1 Outcomes

4.1	People live in good quality housing conditions
4.2	People live in well-managed rented housing

# 8.2 Partnership

LHS Priority 4 is led by the Private Sector Housing Improvement Group, comprising internal partners within Fife Council, including Housing Services, Protective Services and Legal Services.

Improvements to rented housing are supported by the Private Landlords' Forum, social landlords' tenant participation services and tenant and resident organisations.

# 8.3 Context

The Scottish Government's Housing to 2040 report sets out a framework for improving housing quality. This includes measures to develop a new cross-tenure Housing Standard for implementation by 2030, a 'help to improve' approach supporting owners to adopt proactive approaches to repairs and maintenance, and a revised enforcement framework addressing sub-standard housing. The Scottish Government will embed a new Rented Sector Strategy in legislation, addressing issues of housing affordability, promoting tenant participation, strengthening tenants' rights, restricting evictions and introducing a new regulator for the private rented sector.

### **Housing Standards**

**Tolerable standard**<sup>33</sup> – this is a basic level of repair that a property must meet to make it fit for a person to live in. A property is below the tolerable standard (BTS) if it is, for example, damp, structurally unstable, inadequately ventilated, lacking amenities, poorly insulated and without a fresh water supply. The tolerable standard has been adapted since its first introduction through the Housing (Scotland) Act 1987, most recently including interlinked smoke and heat alarms and carbon monoxide detection systems.

Local authorities have a statutory duty to ensure that BTS housing is closed, demolished or brought up to standard within a reasonable period. A range of powers are available to local authorities including work notices and maintenance orders under the Housing (Scotland) Act 2006, and dangerous and defective building notices Under the Building (Scotland) Act 2003.

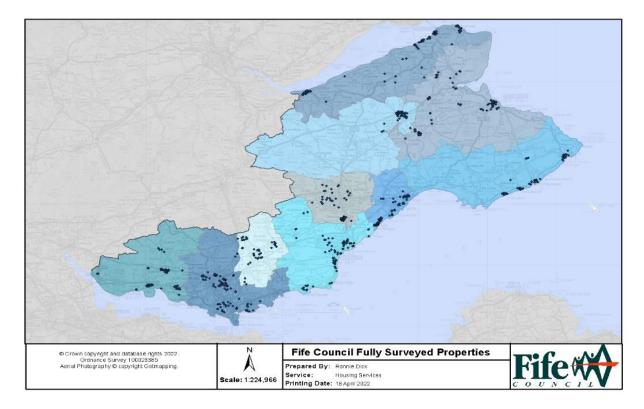
The Scottish House Conditions Survey estimates 1.6% of Fife's homes are BTS, around the same percentage as Scotland, and this principally relates to older, larger, owner-occupied houses. This was confirmed through a Private Sector Housing Stock Condition Survey completed in 2019 which

<sup>&</sup>lt;sup>33</sup> <u>https://www.mygov.scot/landlord-repairs/tolerable-standard</u>

estimated that the costs to improve BTS housing are £0.508 million or an average of £2,839 per affected dwelling.

However, the highest number of BTS failures are for reasons relating to no heat or CO2 detectors, battery-only smoke detection and/or no kitchen or bathroom extractor fans. That data was collected before the 2022 change in regulations requiring interlinked smoke and heat alarms, expected to significantly increase the level of sub-standard housing. The main condition issues relate to roof, downpipe and flashing repairs and the safety of common areas, although these failures are fewer in number.

Fife's strategy for BTS / sub-standard housing is to continue to raise awareness amongst private owners of changing legislation, particularly around smoke and heat detectors. The Council will support owners in repair, maintenance and improvement through practical advice and assistance. Only in situations where there is a health and safety risk will other statutory powers be considered, enforcing compliance to minimum standards. The distribution of identified BTS housing is as follows:



#### BTS Housing / Private Sector Stock Condition Survey

**Scottish Housing Quality Standard (SHQS)**<sup>34</sup> – ensures that social landlords in Scotland provide homes that are energy efficient, safe, secure, in good condition and with modern amenities. Fife contains around 41,000 social rented homes, with 85% compliance by the Council being slightly behind Scotland at 87%, other Fife-based social landlords having compliance rates between 93%-100%.

<sup>&</sup>lt;sup>34</sup> https://www.gov.scot/policies/social-housing/improving-standards/

Landlords may be prevented for technical or social reasons from completing improvements required to meet the standards through exemptions or abeyances. The achievement of the SHQS is regularly monitored with plans in place to addressing non-compliance through capital improvement programmes and voids turnover. The Scottish House Conditions Survey uses the SHQS as a measure of condition across all tenures with 39% or 66,000 dwellings not meeting the standard, with most failures being in older property, flats and the private rented sector.

**Energy Efficiency Standard for Social Housing** – discussed under Priority 5: A Warm Low Carbon Home.

**Repairing Standard** – the Housing (Scotland) Act 2006 introduced legal and contractual obligations for private landlords to ensure a property meets a minimum physical standard. It is linked to the tolerable standard with additional measures for fixtures, fittings, appliances and furnishings. Across a range of indicators, the condition of private rented housing in Fife is shown to be significantly poorer than owner-occupied and social housing. The Council can issue a Repairing Standard Enforcement Order in instances where a landlord fails to carry out the necessary repairs which will prohibit the landlord from renting out the property until such time that the repairs have been completed.

**Scheme of Assistance** – Fife's scheme of assistance for homeowners and private tenants was most recently updated in 2022<sup>35</sup>. The scheme encourages homeowners to take more responsibility for the condition of their homes, ensuring that private housing is kept in a reasonable state of repair. This is provided through advice and guidance, practical help, or financial assistance by way of grants or loans. Assistance must be given to owners who have been served a statutory work notice requiring them to bring a house into a reasonable state of repair. The scheme's link to adaptations is discussed under Priority 2: A Suitable Home.

**Housing Renewal Areas (HRAs)** - introduced through the Housing (Scotland) Act 2006, HRAs can be applied where there are significant numbers of sub-standard dwellings or properties which impact negatively upon the amenity of an area. A HRA policy was first established in Fife in 2010 setting out the policy approach should the need arise. To date, where formal action is required, other powers have been applied as an alternative to the designation of HRAs, principally through statutory notices. The introduction of HRAs remains an option for enforcement at any future point.

**High-rise / tenements** – Fife has proportionately fewer high-rise dwellings compared to other large local authority areas, and no high-rise dwellings are affected by issues of unsafe cladding. A key challenge for Fife is the condition of around 1,900 ex-council properties, in many cases sold without contractual arrangements being put in place for repairs, maintenance and improvement. Fife Council is in the process of rolling out a factoring service and is using legislation through the Tenement (Scotland) Act 2004 and Property Factors (Scotland) Act 2011 to prevent further deterioration of property in common ownership. The legislation has shortcomings in that routine repairs and maintenance can only be carried out through majority agreement, and improvements can only be delivered with 100% agreement by owners. If owners do not wish to engage in these circumstances,

<sup>&</sup>lt;sup>35</sup> Fife-Scheme-of-Assistance-2022.pdf

it is difficult for the works to proceed. The Scottish Government is considering options for the maintenance of tenements, including the introduction of mandatory owners' associations.

Place Principle - this sets a shared context for place-based work locality planning and the development of local improvement outcomes. Local leadership teams have been established across Fife using the National Standards for Community Engagement and the Place Standard as tools for delivery of the Place Principle. The teams are focusing on delivering local outcomes through the Plan4Fife, including tackling poverty, leading economic recovery and addressing the climate emergency. This improved collaboration at local level is targeting and supporting people and communities in greatest need. Housing partners have been early adopters of the Place Standard tool in assessing the need for housing interventions, this underpinning all regeneration proposals. It uses other local engagement methods, such as organising neighbourhood walkabouts with tenants and residents to inform investment at a local level.

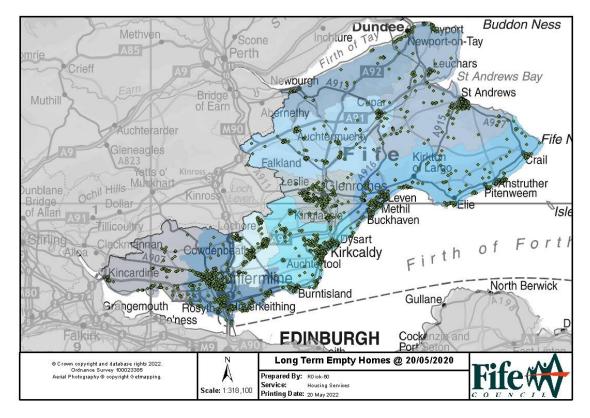


**Compulsory purchase** – Fife Council has applied powers of compulsory purchase as a tool for enabling housing improvement. This has been used to a very limited extent within regeneration projects and to bring back long-term empty homes into housing use. There are no plans at present to step up the use of compulsory purchase, although discussions are underway with the Scottish Government around a more streamlined process that could improve responses to empty homes.

**Empty homes** – Fife has 2,146 homes empty for six months or more and a range of initiatives are used to bring empty homes into housing use. This includes advice and assistance, a matchmaker scheme to bring together empty homes owners and potential buyers, the acquisition of empty homes for social housing, the return of long-term empty homes to housing use through the provision of Scottish Government loans, increased Council Tax charges to encourage owners to return empty properties back into use, working with a Genealogist company to assist in contacting hard to trace empty homeowners, and piloting an area-based scheme for roll-out to other parts of Fife. The introduction of compulsory sales would greatly assist the return of empty homes to housing use.

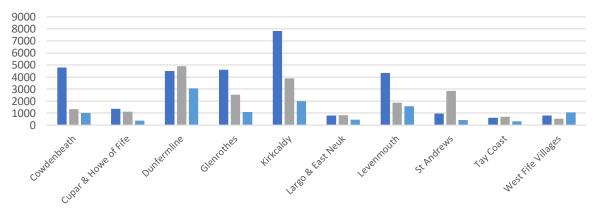
Mapping of empty homes indicates clusters of empty homes across Fife but with particular focus on the larger urban areas of Dunfermline, Kirkcaldy and Glenrothes. However, as a proportion of stock within an area, St Andrews and Largo & East Neuk and Levenmouth are most impacted by empty homes. Data from contacts with empty homeowners shows that the most common reasons for a property being left empty are due to a tenancy ending or the owner having died/property inherited. Empty homes can have an adverse effect on the general day to day lives of neighbours through issues arising from disrepair of the property and gardens. They can also have a detrimental impact on local communities, being a focal point for antisocial behaviour and often contributing to a spiral of decline in the community.

#### **Distribution of Empty Homes**



#### **Rented Property**

**Profile** - around 62,000 properties in Fife are rented from private and social landlords. In examining the distribution of rented housing by LHS area, most rented housing is provided in the LHS areas of Kirkcaldy and Dunfermline. The largest proportion of Council housing is in Kirkcaldy while RSL and private housing is predominantly focused within the Dunfermline LHS area.



#### Profile of Renting by Provision

■ Fife Council ■ Private Landlord ■ RSL

**Private Rented Strategy** – the Scottish Government published a strategy for the private rented sector<sup>36</sup> in 2013. This identifies the main aims of providing good quality homes and high management standards, inspiring provider and consumer confidence, and encouraging growth through increased investment. The strategy for the sector is being taken forward in the following ways in Fife:

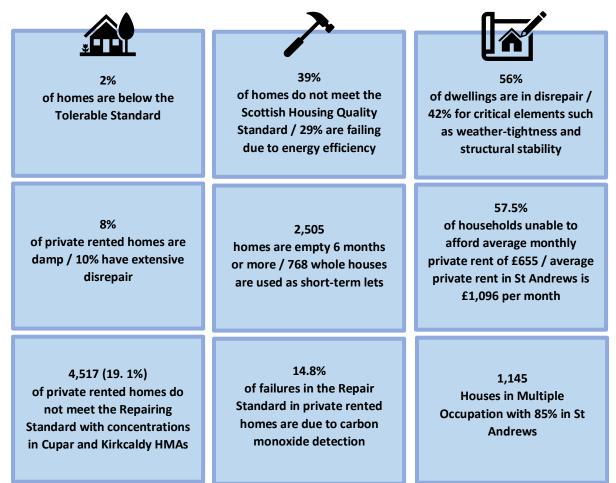
- **Private Landlord Registration** local authorities have responsibility providing a register of all private landlords for public inspection informed by a 'fit and proper person' test. At the start of 2022 there were around 14,630 registered private landlords, a reduction from 16,046 in March 2020. The number of private rentals has remained constant in this time at around 20,500 properties the main concentrations being in the Dunfermline, Kirkcaldy and St Andrews LHS areas.
- Landlord accreditation Fife Council is one of 19 local authorities to partner with Landlord Accreditation Scotland (LAS) to promote best practice in private renting by encouraging, supporting, incentivising and recognising those landlords who are willing to attain and adhere to good management practices. An active training programme is provided through LAS with Council staff presenting or providing support at these events. The Council in 2021 launched a local accreditation scheme which is building up interest amongst local landlords.
- Houses in Multiple Occupation (HMO) for the purposes of licensing, an HMO is defined as a house or flat which is occupied by three or more unrelated persons. In March 2022 there were 1,145 HMO licenses in Fife, around 85% providing housing for the student population of St Andrews. An HMO over-provision policy was introduced in 2019 restricting any further growth in HMOs within a defined boundary of St Andrews' town. Accordingly, the University of St Andrews has embarked on a £100m programme to provide an extra 1,000 units of student bedspaces to contain growth and reduce housing pressure on the private market.
- **Private rented sector compliance** Fife Council has responsibility for ensuring landlords comply with legal requirements for registration and licensing. The Council has a history of actioning unlicensed / unregistered properties, for example in issuing penalties, serving notices, and reporting landlords to the Procurator Fiscal. This type of activity is being stepped up with the appointment of additional compliance staff.

**Rent affordability** – the housing need and demand assessments highlighted a growing issue around private rental affordability with 57.5% of households unable to afford average monthly private rent of  $\pm 655$ . The situation is more pressing in the town of St Andrews where the average monthly private rent is  $\pm 1,096$ . The Scottish Government intends to reform Rent Pressure Zones to take localised approaches in areas experiencing the impacts of high rents. New methods for data collection will be introduced to help identify issues and problem areas informing future policy around Rent Pressure Zones. There are no zones in Fife at present but further consideration will be given to the requirement once the Scottish Government reforms have been completed.

<sup>&</sup>lt;sup>36</sup> The Scottish Government (2013) A place to stay, a place to call home: a strategy for the private rented sector in Scotland

**Short-term lets** - new powers for the regulation of short-term lets have been introduced. Local authorities must have a licensing scheme in place by October 2022 with existing hosts required to apply for a licence by April 2023 for approval by July 2024. Planning control area regulations were also introduced in June 2021 coming into force in March 2022. The examination of the need for short-term let control zones will be considered in the update of FIFEplan, local development plan.

# 8.4 Issues / Needs



# 8.5 Strategy

The strategy to achieve quality homes in Fife includes:

### 4.1 People live in good quality housing conditions

- Regularly updating the mapping of BTS / sub-standard properties to help target poor quality housing.
- Using statutory notices to ensure that BTS / sub-standard housing is closed, demolished or brought to standard within a reasonable period.
- Refreshing webpages / social media offering advice and assistance to private owners to improve BTS / sub-standard homes.

- Investigating the options and benefits of a rolling enforcement fund for improvements to houses on private / Council owned estates.
- Investigating options for a missing shares pilot to support the Plan4Fife improvement outcomes for mid-Fife.
- Reviewing Scottish Housing Quality Standard exemptions and abeyances across social landlords.
- Using compliance officers to inspect private rented properties not meeting the repairing standard and issuing notices to ensure compliance.
- Implementing Fife's Scheme of Assistance and ensuring performance reporting on advice and assistance provided.
- Retaining the option to designate Housing Renewal Areas and compulsory purchase housing where all other options to improve property have been investigated.
- Rolling out a factoring scheme to all properties sharing common elements with Fife Council to achieve improvement of estates.
- Working with local people and place leadership teams and communities to address housing issues using approaches such as the place standard tool and neighbourhood walkabouts.
- Purchasing empty homes to prevent and address homelessness.
- Rolling out of the area-based empty homes scheme starting with settlements in mid-Fife.
- Exploring any options for developing a Refurbish to Rent scheme within Fife.
- Continuing to manage the empty homes loan fund and matchmaker schemes maximising opportunities to achieve retrofitting and energy improvements.

### 4.2 People live in good quality, well-managed rented housing

- Undertaking risk-based compliance checks where private landlords are reported to not be meeting the repairing standard and issuing statutory notices as required.
- Engaging with private landlords through the Private Landlords' Steering Group and Private Landlords' Forum.
- Working in partnership with Landlord Accreditation Scotland to provide training events for private landlords.
- Rolling out the Fife landlord accreditation scheme.
- Establishing an approach to enable tenancy sustainment in private housing linked to private landlord registration and homelessness prevention.
- Implementing a revised Houses in Multiple Occupation licensing fee structure and footprint fees.
- Working towards a 26-week turnaround in Houses in Multiple Occupation licence approvals.
- Responding to any incidences of unlicensed Houses in Multiple Occupation.
- Reviewing the outcomes of the Houses in Multiple Occupation over-provision policy applied in St Andrews.
- Developing a mechanism for recording private rents to consider the requirement for Rent Pressure Zones.
- Establishing a licensing scheme for short-term lets in Fife and supporting partners in the examination of the requirement for short-term let control zones.

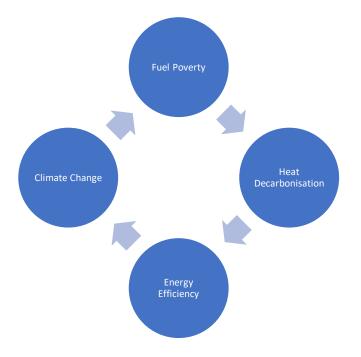
# 9.0 Priority 5 – A Warm Low Carbon Home

### 9.1 Outcomes

- 5.1 People do not live in fuel poverty
- 5.2 People live in energy efficient homes and reduce carbon emissions

# 9.2 Partnership

The partnership comprises Fife Council, Cosy Kingdom (Greener Kirkcaldy, St Andrews Energy Networks, Citizens and Rights Fife), NHS Fife, the Department for Work and Pensions, registered social landlords, Home Energy Scotland, local community energy projects, Fife Federation of Tenants and Residents Associations, energy and fuel suppliers. There are established links to national bodies such as the Scottish Government, Energy Action Scotland, the Energy Savings Trust and the Scottish Energy Advisers' Group. The key elements of this priority relate to:



# 9.3 Context

**Fuel Poverty** – this has become a growing concern in a context of escalating fuel prices and a cost-ofliving crisis. The Fuel Poverty (Targets, Definition and Strategy) (Scotland) Act 2019<sup>37</sup> set a requirement for the Scottish Government to develop a fuel poverty strategy outlining how statutory targets to reduce fuel poverty would be met. It presents a target that in 2040, as far as is reasonably practicable, no household in Scotland should be living in fuel poverty. No more than 5% of households

<sup>&</sup>lt;sup>37</sup> https://www.legislation.gov.uk/asp/2019/10/enacted

should be living in fuel poverty, no more than 1% living in extreme fuel poverty, and the fuel poverty gap should be no more than £250. Interim targets for 2030 and 2035 are also included.

The 2019 Act defines a fuel poor household as spending more than 10% of net income on fuel after housing costs have been deducted, with the remaining household income insufficient to maintain an acceptable living standard (defined as at least 90% of the UK Minimum Income Standard) after deducting childcare costs. The national fuel poverty strategy<sup>38</sup> aims to tackle all four drivers of fuel poverty - poor energy efficiency; low household income; high energy prices; and how energy is used in the home. The relationship between these drivers is a dynamic one and a household can move into, or out of fuel poverty at different times and for different reasons. The Scottish Government considers that tackling fuel poverty is an essential measure for addressing child poverty.<sup>39</sup>

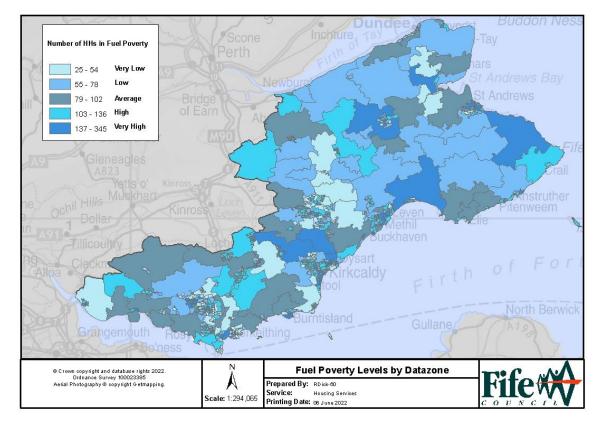
The Scottish House Conditions Survey 2017-19 indicates that 24% of households in Fife are fuel poor, matching the Scotland average. Just under 11% of households are in extreme fuel poverty which is below the 12% for Scotland. The highest levels of fuel poverty are found in social housing, in post-1945 flatted properties of up to two-bedrooms. Significant levels of fuel poverty are also found in private rented housing due to poorer energy efficiency ratings. These figures were provided before the Covid-19 pandemic and the Scottish Government has confirmed that updated survey data will not be provided in 2022. However, it can be assumed the level of fuel poverty will have increased significantly since last reporting due to the lasting impacts of the pandemic and wider inflationary pressures. Targets have been set within the LHS outcome plan (Appendix 1) to reduce the percentage of fuel poor and extreme fuel poor households across Fife, throughout the duration of the LHS.

The estimated distribution of fuel poverty can be derived using home analytics that applies proxy indicators such as SAP ratings; construction type; property age, size and type; heating system; energy demand, etc to work out the probability of a household being in fuel poverty. As the map below shows, there is direct correlation between fuel poverty and highest ranked areas within the Scottish Index of Multiple Deprivation, including parts of Kirkcaldy, Methil, Wemyss and Leven. The risk of fuel poverty also increases in rural areas off the gas grid, in older or non-traditional dwellings, and where there are low-income, long-term ill / disabled households. These findings are consistent with previous research completed in 2014 to map the distribution of fuel poverty across Fife.

<sup>&</sup>lt;sup>38</sup> Tackling Fuel Poverty in Scotland: A Strategic Approach (www.gov.scot)

<sup>&</sup>lt;sup>39</sup> The Scottish Government (2022) Best Start, Bright Futures: Tackling Child Poverty Delivery Plan 2022-26

#### Estimated Distribution of Fuel Poverty



**Climate change** - a key driver for improving home energy is the Climate Change (Scotland) Act 2009 which required a reduction in greenhouse gas emissions of 42% by 2020 and 80% by 2050 (from 2012 baseline). The Climate Change (Emissions Reductions Target) (Scotland) Act 2019 updated these targets to net zero carbon emissions by 2045 with interim targets of 75% reduction in carbon emissions by 2030 and 90% by 2040.

The Climate Fife: Sustainable Energy and Climate Action Plan<sup>40</sup> (2020-2030) was agreed in 2020 based around three core principles that Fife would be 'climate ready, climate friendly and climate just'. Climate Fife projects will increase the energy efficiency of Fife's buildings, assets and infrastructure to reduce energy consumption, associated carbon emissions and in many cases energy bills. Climate Fife highlights the changes required to Fife's housing, including:

- Improving the energy efficiency of building fabric through increased insulation, in some cases through external and internal insulation, and installing triple glazing and super insulated doors.
- Improving the energy efficiency of appliances and lighting within the home and smart metering to monitor emissions.
- Removing fossil fuel heating systems and inefficiently operated electric heating systems.
- Incorporating low carbon electricity or heat generation into the building and connecting to a low carbon energy network.
- Increased capacity guttering, downpipes, water-butts and drainage to slow run-off.

<sup>&</sup>lt;sup>40</sup> https://www.fife.gov.uk/ data/assets/pdf file/0028/219970/Climate-Fife-Sustainable-Energy-and-Climate-Action-Plan-2020-2030.pdf

• Installing flood protection measures in some homes such as air brick covers, non-return valves, flood resistant doors and windows etc.

**Heat decarbonisation** - the Scottish Government has committed to reach net-zero carbon emissions by 2045 which will involve improving the energy efficiency of homes and switching to low or zeroemissions heating systems. While improving energy efficiency will help to reduce the amount of energy required, some low-emissions heating systems will be more expensive to operate.

The Scottish Government's Heat in Buildings Strategy (HiBS)<sup>41</sup> states that 'we will only take forward actions where they are found to have no detrimental impact on fuel poverty rates unless additional mitigating measures can also be put in place.' A £200m Social Housing Net Zero Heat Fund<sup>42</sup> has been established to support social landlords to install zero emissions heating systems and energy efficiency measures in their homes.

#### **Heat Decarbonisation Projects**

Fife's H100 project is investigating using green hydrogen as a fuel source for domestic heating and hot water. SGN's project is installing a hydrogen network servicing up to 300 domestic properties from the new hydrogen facility in Levenmouth. The properties will have new individual boilers installed which are hydrogen/ natural gas dual fuel.

The Council's battery & solar power project has supplemented existing photovoltaic systems with battery storage systems with grant assistance from the Scottish Government. Over 50 domestic properties along with two sheltered housing complexes have had batteries ranging from 3.6 – 6.3kW installed with remote monitoring of performance and additional savings analysis to be undertaken for 12 months.

In Fife, in line with the energy hierarchy, a priority will be to maximise energy efficiency via a fabric first approach, along with the improvement of non-traditional stock. This will reduce energy demand, and the volume of renewable energy and heat required to achieve net zero carbon. Some of the challenges around achieving the net zero target for national and local partners are:

- Mobilising the owner-occupied sector to make their own investments in energy efficiency and decarbonising heat and power.
- The UK's reliance on importing fuel makes householders and businesses vulnerable to increases in price and uncertainty of supply.
- Phasing out all natural gas heating systems in existing homes with little current clarity on how this will be achieved.
- Developing the skills and workforce to deliver a green agenda.

**Energy efficiency** – the Scottish Government aims to maximise the number of fuel poor homes attaining Energy Performance Certificate (EPC) B rating by 2040, removing energy efficiency as a driver of fuel poverty. The Scottish Government's Heat in Buildings Strategy confirms an intention to introduce regulations requiring Scotland's homes to meet EPC Band C or equivalent, where that is technically feasible and cost effective from 2025 onwards. Private rented homes will be required to meet this standard by 2028, or at an earlier change of tenancy.

<sup>&</sup>lt;sup>41</sup> <u>https://www.gov.scot/publications/heat-buildings-strategy-achieving-net-zero-emissions-scotlands-buildings/</u>

<sup>&</sup>lt;sup>42</sup> <u>https://www.gov.scot/publications/social-housing-net-zero-heat-fund---call-for-funding-applications/</u>

Social landlords have been working towards the achievement of Energy Efficiency Standard for Social Housing (EESSH). The most recent submissions to the Scottish Housing Regulator indicated a



compliance rate of 87% across the Fife-based social landlords, although individually it ranges from 84.7%-100%. Around 2,700 properties are exempt from the standard due to technical issues and 2,100 are not achieving the standard, principally due to access issues made worse during the pandemic. Landlords are addressing non-access through regular contact with tenants and by carrying out works when properties become empty.

An enhanced Energy Efficiency Standard for Social Housing (EESSH2) has been introduced requiring EPC ratings of B and above in social housing by 2032. The target will be met by social landlords through a ten-year programme of improvement using a combination of PV,

solar thermal, heat pumps, district heating, battery storage and hydrogen compliant boilers. New innovative technologies are likely to also form part of the solution.

Linked to the above, while recognising the mandatory targets will not deliver net zero carbon emissions, local authorities are mandated to deliver Local Heat & Energy Efficiency Strategies (LHEES) to set out the long-term plans for decarbonising heat and removing poor energy efficiency as a driver for fuel poverty in each area. The Scottish Government is expecting the development of LHEES for each local authority by the end of 2023.

Fife Council has now delivered two LHEES trial projects to inform how businesses are engaged in LHEES, and to improve the data management methodology. Spend in local energy efficiency programmes in the last two years has been around £4.5m delivering 575 improvement measures. These programmes have targeted specific datazones in Fife based on estimates of fuel poverty density, Scottish Index of Multiple Deprivation ranking, average fuel bills, average energy efficiency (SAP) score, construction types and tenure mix.

The Scottish Government is introducing new Area Based Schemes and Home Energy Scotland funding and advice services to deliver energy efficiency and decarbonisation measures. These schemes will continue to support local authorities in delivering energy efficiency programmes in areas with high levels of fuel poverty, with funding contributions from Energy Company Obligation, owners and social landlords.

**House condition** – there are significant links between fuel poverty, high carbon emissions and the condition of housing, particularly dwellings that are Below Tolerable Standard, in significant disrepair and/or of non-traditional forms of construction. Actions to address issues of housing quality which will impact on the provision of warm low carbon homes are addressed under LHS Priority 4: A Quality Home.

# 9.4 Issues / Needs

41,000 households are in fuel poverty	11% households are in extreme fuel poverty	44% of social rented and 41% of private rented households are in fuel poverty
24% of older households and 20% of families are in fuel poverty	£28,600 is the average household income which is less than £29,100 for Scotland	7.3% homes have loft insulation below 100mm
7% of dwellings have an environmental impact rating (SAP 2012) of the lowest F and G	61.7 is the average environmental impact rating (SAP 2012) compared to 60.8 in Scotland	606.4 tonnes per annum is Fife's domestic carbon footprint – requires to be zero by 2045

# 9.5 Strategy

Overall success in this LHS priority will be demonstrated through a reduction in fuel poverty, supporting delivery of the national priority and a key outcome within the Plan for Fife 2017-2027. As fuel poverty is seldom the sole issue within a household the LHS also addresses wider poverty in housing issues as well as energy efficiency improvement and carbon reduction to support the Climate Fife action plan. This will be achieved by:

### 5.1: People do not live in fuel poverty

- Develop and implement a revised Fuel Poverty Strategy for Fife to ensure phased achievement of the national targets for fuel poverty and extreme fuel poverty reduction.
- Funding the Cosy Kingdom Partnership as the main delivery mechanism for fuel poverty advice and support, including:
  - Enabling households to access the Scottish Government and local fuel poverty advice and support schemes, including providing a home energy advice visit.

- Delivering home energy efficiency improvements through 'handy' services.
- Continuing to promote money advice services through a range of media outlets and direct contact with customers with the aim of maximising their income.
- Providing financial capability sessions and in-depth casework to achieve financial gains for customers.
- Providing direct funding to households, including:
  - Providing a £1.5 million per annum rent support fund for Council tenants on Universal Credit or to other vulnerable Council households.
  - Providing a £0.5 million fuel poverty support fund in 2022-23 for Council tenants and £0.5 million for private tenants and homeless households through Local Authority Covid Economic Recovery (LACER) funding.
  - Developing an analytical approach to assess the impact of fuel poverty funding on households in Fife to inform future funding programmes.
- Continuing to raise awareness of fuel poverty and promoting the services available to assist through:
  - Partnership events, publications, social media, internet, etc.
  - Awareness sessions to workplaces, in relation to In-work poverty to aide with health and wellbeing.
  - Materials produced in conjunction with NHS Fife around the effects of a cold home on physical/mental health and ensure that they are accessible.
- Working with other partners to address fuel poverty and wider poverty issues, including:
  - Training People and Place Leadership teams around fuel poverty and the implications fuel poverty can have on those affected with in our communities.
  - The Private Housing Team to target private landlords and their tenants with advice on energy efficiency measures and available funding streams/area-based schemes.
  - Education Services to reach parents/families who may be experiencing fuel poverty.
  - Employability Services to create job opportunities for tenants, low-income households and those experiencing homelessness.

### 5.2: People live in energy efficient homes and reduce carbon emissions

- Providing a Local Heat and Energy Efficiency Strategy and delivery plan contributing to the target of net zero by 2045.
- Continuing to address abeyances and exemptions from the Energy Efficiency Standard for Social Housing to work towards 100% compliance.
- Developing ten-year plans for social landlords to deliver EESSH2 through a range of energy efficiency and low carbon improvements. Seeking to enhance these plans to net zero where other investment can be secured.
- Targeting areas across Fife for local area-based schemes funding based on the Scottish Index of Multiple Deprivation and home analytics data.
- Targeting particular housing types such as those with the poorest energy ratings of F and G, non-traditional and hard-to-treat homes; off-gas grid homes and those located in rural areas.
- Progressing the opportunities to increase the number of community renewable projects.

- Building on the network of district heating schemes.
- Selected retrofitting of renewable technologies, including monitoring the implementation of the H100 project in Levenmouth to inform UK energy policy around decarbonisation via hydrogen.

## 10.0 Resources

The LHS Outcome Plan 2022-2027 identifies the main resources linked to each LHS priority. While additional resources could achieve more across all aspects of the LHS, the following table identifies the key resource issues for the LHS:

Ending Homelessness	Resource Issue
	Homelessness levels increased during the Covid-19 pandemic. It is anticipated the cost- of-living crisis could add further pressure leading to additional requirements for accommodation, support and staffing resources. There is a shortage of one bedroom and larger homes with a mismatch between housing needs and available properties on the Fife Housing Register.
More Homes in the right Places	Resource Issue
	Funding needs to be identified for affordable housing supply programmes in the years after 2024. There are inflationary pressures on the cost of new-build housing and competing demands for investment in existing stock through regeneration and statutory housing standards.
A Suitable Home	Resource Issue
ŶŶĿ	There is increasing demand for housing adaptations to meet the needs of an ageing population profile, and for housing support arising from more complex support needs. A greater level of resources is required for investing in adaptations and housing support to prevent crisis interventions.
A Quality Home	Resource Issue
Jos Barris	The key resource issue for housing quality is getting owners to accept responsibility for repairs and improvements to their own property. Resources also require to be identified for a range of initiatives to improve private sector housing condition, for example through piloting a missing shares project and an area-based empty homes project.
A Warm low Carbon Home	Resource Issue
$(\mathcal{P}_{\mathcal{P}})$	The key issue at the start of this LHS is the cost-of-living crisis, high inflation in energy costs and the impacts that this will have on the level of fuel poverty. While measures are being put in place to help households, the scale of the challenge is uncertain at the start of the LHS. A further resource challenge will be on achieving new energy and zero-carbon targets while maintaining the affordability of housing to tenants in Fife.

# 11.0 Risks

A risk assessment (Appendix 4) was undertaken across the ten LHS outcomes. High risks have been assessed for the priorities: Ending Homelessness; More Homes in the Right Places; A Suitable Home; A Quality Home; and A Warm Low Carbon Home. This principally relates to the impact on people where the LHS may not succeed in achieving outcomes to ensure their health, safety and security.

Where mitigation actions are put in place most of these risks can be controlled and minimised. However, even with mitigation actions implemented, the assessment continues to show areas of high risk relating to Ending Homelessness and A Warm Low Carbon Home this being due to the inability to control all contributing factors. The outcomes below remain a high risk due to the risk identified:

Ending Homelessness	LHS Outcome	Risk Description	
	People are prevented from becoming homeless	Risk that increasing cost-of-living will result in higher number of people becoming homeless	$\triangle$
	People are enabled to sustain their current accommodation	Risk there is a lack of suitable accommodation available	$\triangle$
A Warm Low Carbon Home	LHS Outcome	Risk Description	
	LHS Outcome People do not live in fuel poverty	<b>Risk Description</b> Risk that more people falling into fuel poverty die due to the cost-of-living crisis	

## 12.0 Monitoring and Review

The outcomes, actions and timescales of the LHS 2022-2027 will be subject to:

- Quarterly monitoring through the LHS partnership groups.
- Quarterly performance reporting to the LHS Implementation and Performance Group.
- Annual performance reporting to the Fife Housing Partnership through annual LHS updates.
- Annual reporting of progress to the Fife Partnership Board, leading in the implementation of the Plan for Fife.
- Reporting of specific outcomes within wider partnership frameworks, Local Development Plans, Health and Social Care Strategic Plan and the Climate Change Plan.

Annual updates of the LHS will be made available online and hard copies will be provided on request (refer to Contacts).

# Appendix 1 LHS 2022-2027

# Outcome Plan

## Abbreviations

The following abbreviations have been used throughout the Outcome Plan to promote legibility and consistency

4DX	4 Disciplines of Execution
АНР	Affordable Housing Programme
CARF	Citizens Advice & Rights Fife
СКР	Cosy Kingdom Partnership
DPHS	Disabled Persons Housing Service (Fife)
FC	Fife Council
FHAA	Fife Housing Association Alliance
FHR	Fife Housing Register
HES	Home Energy Scotland
НН&РР	Healthy Heating & Poverty Partnership
HSG	Housing
H'less	Homeless
H&SCP	Health & Social Care Partnership
PS	Private Sector
PSHIG	Private Sector Housing Improvement Group
RSL	Registered Social Landlord
SG	Scottish Government
VO	Voluntary Organisation

Priority 1 Ending Homeless	Priority 1 Ending Homelessness							
Indicator	Baseline	Source	Target 2022- 2023	Target 2023- 2024	Target 2024- 2025	Target 2025- 2026	Target 2026- 2027	Lead
Outcome 1.1: People are pr	revented from becon	ning homeless						
1.1.1 Number of customers accessing housing information & advice	1,251	Prevent 1	1,300	1,500	1,700	1,900	2,100	FC
1.1.2 Number of homeless applications	2,502	HL1	2,000	1,500	1,000	1,000	1,000	FC
1.1.3 Number of homeless HL1 "live" cases	1,784	HL1	1,500	1,000	750	500	200	FC
1.1.4 Percentage of clients prevented from statutory homelessness through housing options advice	47%	Prevent 1	50%	55%	60%	70%	80%	FC
1.1.5 Number of children experiencing homelessness residing in temporary accommodation	388	TAMIS	500	500	300	200	100	FC
1.1.6 Number of people rough sleeping	124	HL1	100	100	80	40	20	FC
1.1.7 Average days spent in temporary accommodation	143 days	TAMIS	120	100	80	60	60	FC
1.1.8 Percentage of occupancy in temporary accommodation	87%	TAMIS	90%	95%	95%	95%	95%	FC

Indicator	Baseline	Source	Target 2022- 2023	Target 2023- 2024	Target 2024- 2025	Target 2025- 2026	Target 2026- 2027	Lead
1.1.9 Percentage of households placed in B&B type temporary accommodation	9.4%	HL3/TAMIS	5%	10%	5%	2%	1%	FC
1.1.10 Number of unsuitable accommodation order breaches	n/a	HL3	0	0	0	0	0	FC
1.1.11 Percentage of temporary accommodation offers made when required	n/a	HL3	100%	100%	100%	100%	100%	FC
Outcome 1.2: People are e	nabled to sustain thei	r current accommodat	ion					
1.2.1 Support hours commissioned for clients residing in temporary accommodation	Commissioned hours – 65,676	Voluntary Organisations	65,676 hours	65,676 hours	65,676 hours	65,676 hours	65,676 hours	FC/VO
1.2.2 Percentage of repeat homelessness in the last 12 months	5.3%	HL1	5%	3%	2%	1%	1%	FC
1.2.3 Number of households placed in supported accommodation	New indicator, no baseline data	TAMIS	2000	2000	2000	2000	2000	FC
1.2.4 Number of homeless households helped into training/education	Training - 10 Education - 10 Employment - 39 Volunteering - 11	Voluntary Organisations	Training - 12 Education - 12 Employment - 41	Training - 14 Education - 14 Employment - 43	Training - 16 Education - 16 Employment - 45	Training - 18 Education - 18 Employment - 47	Training - 20 Education - 20 Employment - 49	FC

Priority 1 Ending Homeless	ness							
Indicator	Baseline	Source	Target 2022- 2023	Target 2023- 2024	Target 2024- 2025	Target 2025- 2026	Target 2026- 2027	Lead
/employment/ volunteering			Volunteering - 13	Volunteering - 15	Volunteering - 17	Volunteering - 19	Volunteering - 21	
1.2.5 Number of households sustained in the Private Sector	New indicator, no baseline data	Prevent 1	50	50	100	100	150	FC
Outcome 1.3: People are p	rovided with suitable	and sustainable housin	g options					
1.3.1 New tenancies sustained for more than a year	92.7%	Fife Housing Register / Scottish Housing Regulator	95%	96%	97%	97%	97%	FC
1.3.2 Number of mutual exchanges	204	Mutual exchange portal	250	300	350	350	350	FC
1.3.3 Percentage of housing allocations across applicant categories	Fife Council: 27% Transfers 20% Housing List 53% Homeless RSL's: 15% Transfers 44% Housing list 41% Homeless	Genero/CX	Fife council: 25% Transfer 15% Hsg List 60% H'less RSL: 16% Transfer 34% Hsg List 50% H'Less	Fife council: 25% Transfer 15% Hsg List 60% H'less RSL: 16% Transfer 34% Hsg List 50% H'Less	Fife council: 25% Transfer 15% Hsg List 60% H'less RSL: 16% Transfer 34% Hsg List 50% H'Less	Fife council: 25% Transfer 15% Hsg List 60% H'less RSL: 16% Transfer 34% Hsg List 50% H'Less	Fife council: 30% Transfer 30% Hsg List 40% H'less RSL: 16% Transfer 44% Hsg List 40% H'Less	FC
1.3.4 Total number of live housing first tenancies provided	New	Fife Council	75	75	115	115	115	FC
1.3.5 Number of homeless households moving into private housing	117 (FPRS and FC)	FORT/HL1	100	150	200	250	300	FC
1.3.6 Number of potentially homeless	53	Prevent	52	75	102	133	168	FC

Priority 1 Ending Homeless	iness							
Indicator	Baseline	Source	Target 2022- 2023	Target 2023- 2024	Target 2024- 2025	Target 2025- 2026	Target 2026- 2027	Lead
households moving into private housing								

Priority 1 Ending Homelessness development areas	Timescale	Lead
Embed the 4DX approach to support the Prevention of Homelessness and improve customer experiences	Aug 2022	FC
Develop and enhance interventions in the Private Rented sector to promote homelessness prevention	Sep 2022	FC
Increase the Housing First approach to create 115 live Housing First tenancies through a partnership approach	Apr 2023	FC
Develop and accredit housing advice services across the council and partner services	Apr 2023	FC/FHR
Complete a review of commissioned housing support service and recommission services to deliver RRTP	Apr 2023	FC/VO
Re-provision emergency accommodation to Rapid Access Accommodation	Apr 2023	FC
Develop 7 Area Lettings Plans to reflect the Allocations Policy, H&SCP Strategic Plan and Prevention Pathways at a local level	Apr 2023	FC
Introduce a Virtual Housing Access Hub to promote informed housing decisions and options, working with Digital Fife network	Dec 2023	FC/VO
Develop a Personal Housing Planning/Pathway approach for all groups recognised to be at risk of homelessness	Apr 2024	FC

Fife Council General Fund Housing Account Fife Council Housing Revenue Account Ending Homelessness Together Fund Fife Housing Register Business Plan RRTP Budget

Priority 2 More Homes in the Right Places										
Indicator	Baseline	Source	Target 2022- 2023	Target 2023- 2024	Target 2024- 2025	Target 2025- 2026	Target 2026- 2027	Lead		
Outcome 2.1: People are pro	Outcome 2.1: People are provided with affordable housing appropriate to their need and demand									
2.1.1 Number of new affordable homes provided through Phase 3 of the affordable housing programme	2,115	AHP Database	859	211	172	143	-	FC/FHAA/PS/SG		
2.1.2 Number of new affordable homes provided through the Transitional affordable housing programme	New	AHP Database	200	1,000	-	-	-	FC/FHAA/PS/SG		
2.1.3 Percentage of affordable housing programme for specific needs	28%	AHP Database	30%	30%	30%	30%	30%	FC/FHAA/PS/SG		
2.1.4 Percentage of affordable housing programme for specific needs to be delivered as wheelchair housing	4%	AHP Database	5%	5%	5%	6.5%	6.5%	FC/FHAA/PS/SG		
2.1.5 Number of property acquisitions	50 per annum	Fife Council	50	50	50	ТВС	ТВС	FC/SG		
2.1.6 Percentage of new build homes provided through the affordable housing programme meeting Greener Standards or above	76%	AHP Database	95%	95%	96%	96%	98%	FC/FHAA/PS/SG		

Priority 2 More Homes in the Right Places								
Indicator	Baseline	Source	Target 2022- 2023	Target 2023- 2024	Target 2024- 2025	Target 2025- 2026	Target 2026- 2027	Lead
2.1.7 Percentage of new build homes provided through the affordable housing programme achieving EPC rating A and B	95%	AHP Database	95%	95%	96%	96%	98%	FC/FHAA/PS/SG
2.1.8 Percentage of new build homes provided through the affordable housing programme with 5=/+ bedrooms	New	AHP Database	5%	5%	5%	5%	5%	FC/FHAA/PS/SG
2.1.9 Number of additional units of older persons housing delivered through the affordable housing programme	1,493 social units in Fife	AHP Database	35	45	84	64	66	FC/RSLs

Priority 2 More Homes in the Right Places development areas	Timescale	Lead
Provide an updated Strategic Housing Investment Plan 2023-28	Nov 2022	FC/FHAA
Consider options for a Phase 4 affordable housing supply programme	Mar 2023	FC/FHAA
Review options for a Fife Homes model to deliver affordable housing	Mar 2023	FC
Review options for placemaking pilot	Mar 2023	FC

Fife Council General Fund Housing Account Fife Council Housing Revenue Account Registered Social Landlord /Private finances Private Developer contributions Scottish Government subsidy streams for affordable housing Second Homes Council Tax

Priority 3 A Suitable Home								
Indicator	Baseline	Source	Target 2022- 2023	Target 2023- 2024	Target 2024-2025	Target 2025-2026	Target 2026- 2027	Lead
Outcome 3.1 People are off	fered appropriate ho	using options and sup	port services to s	ustain their choic	e of living arran	gements		
3.1.1 Number of prisoners accessing housing advice	123	Fife Council	129	135	142	149	156	FC
3.1.2 Number of people experiencing domestic abuse accessing housing advice	249	Genero/CX	261	274	288	302	317	FC
3.1.3 Number of TEC solutions installed	20	Fife Council	25	30	35	40	45	FC/RSLs
3.1.4 Number of young care leavers housed per year	20	Genero/CX	25	30	35	40	45	FC/RSLs
3.1.5 Number of delayed hospital discharge cases receiving housing options advice	15	Genero/CX	20	25	30	35	40	FC
3.1.6 Number of Gypsy Traveller pitches with Chalets	1 Chalet	Fife Council	17 Chalets	17 Chalets	32 Chalets	ТВС	-	FC
3.1.7 Number of Gypsy Traveller pitches with Caravans	49 Caravans	Fife Council	29 Caravans	29 Caravans	12 Caravans	ТВС	0 Caravans	FC
Outcome 3.2 People are pro	ovided with housing	adaptations to enable	independent livi	ng				
3.2.1 Number of FC permanent adaptations completed within the year	246	Genero/CX	258	271	285	299	314	FC

Priority 3 A Suitable Home								
Indicator	Baseline	Source	Target 2022- 2023	Target 2023- 2024	Target 2024-2025	Target 2025-2026	Target 2026- 2027	Lead
3.2.2 Number of private permanent adaptations completed within the year	106	Fife Council	111	117	123	129	135	FC
3.2.3 Number of FC temporary adaptations completed within the year	136	Genero/CX	143	150	157	165	173	FC
3.2.4 Number of private temporary adaptations completed within the year	251	Fife Council	264	277	291	306	321	FC
3.2.5 The average time to complete adaptations (days) (FC - minor & major)	36 days	Genero/CX	35 days	34 days	33 days	32 days	31 days	FC/RSLs
3.2.6 The average time to complete adaptations (days) (Care & Repair - minor & major)	27 days	Genero/CX	26 days	25 days	24 days	23 days	22 days	FC/RSLs
3.2.7 Number of customers taking up advice on adaptations through advice outlets/Smart Life in Fife	360	H&SCP / Smart Life in Fife	378	397	417	438	460	H&SCP

Priority 3 A Suitable Home development areas	Timescale	Lead
Increasing awareness of Fife Cares and other home safety services across Fife Housing Partnership	Mar 2023	FC
Review of Scheme of Assistance to help people access adaptations	Mar 2023	FC
Developing pathways for delayed hospital discharge patients and an intermediate housing model	Mar 2023	FC/RSLs
Review of wheelchair accommodation across Fife (including 5% target)	Mar 2023	FC
Develop a specific needs housing database for private housing, working in partnership with DPHS (Fife)	Mar 2023	FC
Promote awareness of Smart Life in Fife to encourage proactive housing choices	Mar 2024	FC/RSLs
Review adaptations customer journey	Mar 2024	FC
Review of how we provide housing & support to make this more dementia friendly	Mar 2024	FC/RSLs
Develop TEC demonstrator for home and one stop shop to promote independent living	Mar 2024	FC
Continue to develop one stop shops with room pods to promote assessment & independent living advice	Mar 2025	FC
Young care leavers - mainstream the National House project and support Barnardo's Gap Homes initiatives	Mar 2025	FC/RSLs
Improve use of Technology Enabled Care to support people living independently in the community	Mar 2025	FC/RSLs
Continue to develop extra care/supported housing to meet the needs of our diverse and aging community	Mar 2026	FC/RSLs

Health and Social Care Partnership resources

Fife Council Housing Revenue Account

Fife Council Housing General Fund

RSL Stage 3 resources (Scottish Government)

Scottish Government Gypsy/Traveller Accommodation Fund

Priority 4 A Quality Home								
Indicator	Baseline	Source	Target 2022- 2023	Target 2023- 2024	Target 2024- 2025	Target 2025- 2026	Target 2026- 2027	Lead
Outcome 4.1 People live in a	good quality housing	g conditions						
4.1.1 Percentage of 'Below Tolerable Standard' housing failures	1.548%	Scottish Housing Conditions Survey	Monitor only	Monitor only	Monitor only	Monitor only	Monitor only	PSHIG
4.1.2 Percentage of positive interventions for serious disrepair	New	Fife Council / Protective Services	75%	77%	79%	81%	83%	PSHIG
4.1.3 Number of new properties factored by appointment by Fife Council	989	Fife Council	1,000	1,000	1,000	1,111	0	FC
4.1.4 Number of long- term empty homes returned to housing use	41	Fife Council	35	35	35	35	35	FC
Outcome 4.2 People live in	well managed rente	d housing						
4.2.1 Percentage of positive interventions for private rented homes not meeting the Repairing Standard	New	Fife Council / Protective Services	75%	77%	79%	81%	83%	PSHIG
4.2.2 Number of private landlord forums / events	0	Fife Council / Housing Services	1 landlord forum / event	2 landlord forums / events	2 landlord forums / events	2 landlord forums / events	2 landlord forums / events	FC
4.2.3 Number of landlord training sessions delivered in partnership with LAS	3	Fife Council / Housing Services	3x training sessions	3x training sessions	3x training sessions	3x training sessions	3x training sessions	FC / LAS

Priority 4 A Quality Home								
Indicator	Baseline	Source	Target 2022- 2023	Target 2023- 2024	Target 2024- 2025	Target 2025- 2026	Target 2026- 2027	Lead
4.2.4 Number of accredited landlords – Fife scheme	0	Fife Council / Housing Services	5	6	7	8	10	FC
4.2.5 Average time to approve HMO licences	14 months	Fife Council / Housing Services	12 months	11 months	10 months	9 months	8 months	FC
4.2.6 Percentage HMO licence applications granted within 12 months	40%	Fife Council / Housing Services	100%	100%	100%	100%	100%	FC
4.2.7 Percentage HMO licence applications granted within 6 months	1%	Fife Council / Housing Services	10%	20%	30%	40%	50%	FC
4.2.8 Number of cases of potentially unlicensed HMOs removed through caseload management	0	Fife Council / Protective Services	12	12	12	12	12	FC

Priority 4 A Quality Home development areas	Timescale	Lead
Publicise and implement the revised Houses in Multiple Occupation licensing charging structure	Jun 2022	PSHIG
Refresh webpages / social media offering advice and assistance to private owners to improve BTS / sub-standard homes / empty homes	Sep 2022	PSHIG
Reviewing Scottish Housing Quality Standard exemptions and abeyances across social landlords	Sep 2022	FC
Develop a framework for reporting performance outcomes through the Scheme of Assistance	Sep 2022	PSHIG
Develop options to promote Private Landlord Accreditation	Sep 2022	FC
Develop a mechanism for recording private rents to consider the requirement for Rent Pressure Zones	Sep 2022	FC
Establish a licensing scheme for short-term lets	Sep 2022	PSHIG

Priority 4 A Quality Home development areas	Timescale	Lead
Establish an approach to enable tenancy sustainment in private housing linked to private landlord registration and homelessness prevention	Sep 2022	FC
Work with the Scottish Government to consider future options for compulsory purchase / compulsory sale orders	Dec 2022	FC
Investigate options for a missing shares pilot to support the Plan4Fife improvement outcomes for in mid-Fife	Dec 2022	PSHIG
Report on options for the Refurbish to Rent scheme for empty homes	Dec 2022	FC
Review the outcomes of the Houses in Multiple Occupation over-provision policy applied in St Andrews / report to Committee	Dec 2022	FC
Report to the Fife Housing Partnership on progress in returning empty homes to housing use	Mar 2023	FC
Investigate the options and benefits of a rolling enforcement fund for improvements to houses on private / Council owned estates	Mar 2023	PSHIG
Review the mapping of BTS / sub-standard properties to help target poor quality housing	Jun 2023	PSHIG

Resources	
Housing Revenue Account	
General Fund Housing Account	
Private investment	

Priority 5 A Warm Low Cark	oon Home							
Indicator	Baseline	Source	Target 2022- 2023	Target 2023- 2024	Target 2024- 2025	Target 2025- 2026	Target 2026- 2027	Lead
Outcome 5.1 People do not	t live in fuel povert	у						
5.1.1 Percentage of fuel poor households in Fife	24%	Scottish House Conditions Survey	40%	39%	38%	37%	36%	FC/HH&PP
5.1.2 Percentage of extreme fuel poor households in Fife	11%	Scottish House Conditions Survey	18%	17%	16%	15%	14%	FC/HH&PP
5.1.3 Number of households accessing the Scottish Govt. and local fuel poverty advice / support schemes	2,156	Home Energy Scotland and Cosy Kingdom Partnership	6,000	6,000	7,000	Review against national targets	Review against national targets	HES/CKP
5.1.4 Number of households receiving in- depth telephone advice services	6,947	Cosy Kingdom Partnership	8,500	9,000	9,500	TBC	TBC	СКР
5.1.5 Number of events for agencies and the general public	131	Cosy Kingdom Partnership	150	160	170	TBC	ТВС	СКР
5.1.6 Number of people reached through social media marketing	57,673	Cosy Kingdom Partnership	60,000	65,000	70,000	TBC	ТВС	СКР
5.1.7 Percentage of households supported through fuel poverty	82%	Cosy Kingdom Partnership	85%	85%	85%	TBC	ТВС	СКР
5.1.8 Number of households receiving energy saving measures from 'handy' services	887	Cosy Kingdom Partnership	900	950	1,000	ТВС	ТВС	СКР

Priority 5 A Warm Low Carb	on Home							
Indicator	Baseline	Source	Target 2022- 2023	Target 2023- 2024	Target 2024- 2025	Target 2025- 2026	Target 2026- 2027	Lead
5.1.9 Number of fuel 'top ups'	2,705	Home Energy Scotland and Cosy Kingdom Partnership	Monitor only	HES/CKP				
5.1.10 Percentage of customers satisfied with advice and information given	97%	Cosy Kingdom Partnership	90%	90%	90%	TBC	TBC	СКР
5.1.11 Number of people receiving income maximisation advice and information	2,000	CARF / Cosy Kingdom	4,000	4,500	5,000	TBC	TBC	CARF/CKP
5.1.12 Number of people receiving in-depth income maximisation advice (casework)	144	CARF / Cosy Kingdom	365	400	430	TBC	TBC	CARF/CKP
5.1.13 Financial gain of poverty interventions	£1.278m	CARF / Cosy Kingdom	Monitor only	CARF/CKP				
5.1.14 Number of people attending financial capability sessions for Fife tenants and residents	new	CARF	60	60	80	TBC	TBC	CARF
5.1.15 Rent support provided to Council tenants	£1.038m	Fife Council	£1.5m	£1.5m	ТВС	ТВС	TBC	FC

Priority 5 A Warm Low Car	bon Home							
Indicator	Baseline	Source	Target 2022- 2023	Target 2023- 2024	Target 2024- 2025	Target 2025- 2026	Target 2026- 2027	Lead
5.1.16 Fuel poverty support to tenants and residents	New	Fife Council	£0.5m	£0.5m	TBC	TBC	TBC	FC
Outcome 5.2 People live in	energy efficient ho	omes and reduce carbo	n emissions					
5.2.1 Mean environmental impact rating (SAP 2012)	61.7	Scottish House Condition Survey	62.7	63.7	64.7	65.7	66.7	FC
5.2.2 Mean environmental impact rating by tenure (SAP 2012)	Owned 60.0 Social- 67.0 Private Rent- 60.2	Scottish House Condition Survey	Monitor only	FC				
5.2.3 Percentage achievement of the Energy Efficiency Standard for Social Housing	87%	Scottish Housing Regulator / Fife- based social landlords	88%	89%	90%	91%	92%	FC / RSLs
5.2.4 Percentage of dwellings with environmental impact rating (SAP 2012) of F or G	6.8%	Scottish House Condition Survey	6.7%	6.6%	6.5%	6.4%	6.3%	FC
5.2.5 Number of homes improved by Area based projects	287	Fife Council	200	200	200	200	200	FC

Priority 5 A Warm Low Carbon Home development areas	Timescale	Lead
Provide a revised fuel poverty strategy	Sep 2022	FC / CK
Develop an analytical approach to assess the long-term impact of fuel poverty funding	Mar 2023	FC
Develop options with Employability Services to create job opportunities for tenants and low-income households	Mar 2023	FC
Develop net zero retrofit trial for housing	Mar 2023	FC
Develop priorities for Area Based Schemes	Apr 2023	FC
Review abeyances & exemptions from EESSH	Apr 2023	FC / RSLs
Develop a ten-year programme for EESSH2	Apr 2023	FC / RSLs
Develop Fife's Local Heat and Energy Efficiency Strategy (LHEES)	Dec 2023	FC
Deliver Fife's Local Heat and Energy Efficiency Strategy (LHEES)	Dec 2028	FC

Fife Council and Registered Social Landlords / capital investment programmes Energy Efficient Scotland Energy supply companies Private investment in housing Scottish Government Area Based Scheme Home Energy Scotland Energy Saving Trust

Fife Council's Cosy Kingdom Network

## Contact

The Local Housing Strategy (LHS) 2022-2027 and supporting documents are available online through the following link: Local Housing Strategy | Fife Council

The target audience for this document is practitioners and people with an interest in housing strategy for Fife. A summary version is available for those who would prefer a shorter read (Appendix 6). For more information on the Fife Housing Partnership or any aspect of the LHS 2022-2027 please contact: Fife Council: **LHS.Enquires@fife.gov.uk** 

## **Alternative formats**

The information included in this document can be made available in large print, braille, audio CD/tape and British Sign Language interpretation on request by calling: 03451 55 55 00

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