

**REPORT TO: HOUSING, DUNDEE CONTRACT SERVICES AND
ENVIRONMENT SERVICES COMMITTEE - 28 SEPTEMBER
2009**

REPORT ON: LOCAL HOUSING STRATEGY 2004-2009 UPDATE

REPORT BY: DIRECTOR OF HOUSING

REPORT NO: 452-2009

1. PURPOSE OF REPORT

- 1.1. To seek approval of the Local Housing Strategy Update 2008-2009.

2. RECOMMENDATIONS

- 2.1. It is recommended that the Committee approves the Local Housing Strategy update 2008-2009.

3. FINANCIAL IMPLICATIONS

- 3.1. Projects and actions proposed in the Plan are provided for in the Department's Revenue Budget and Capital Plan. Where projects are contingent on the achievement of additional funding from external sources, or the continuation of existing funding, these are identified in the Plan and may be the subject of additional reports to Committee.

4. MAIN TEXT

- 4.1. This report updates the Local Housing Strategy 2004 - 2009 as approved by the committee on 19 April 2004. The aim is to update the projects under the relevant Department objectives. The report also outlines the current situation on the New Local Housing Strategy which will be developed over the next year.

Scottish Government has issued guidelines on the development of the New Local Housing Strategy and how it should link with Strategic Development Plans and Local Development Plans which are produced by the Planning Department and Tayplan Authority.

The aim of the Local Housing Strategy is to tackle social exclusion and promote vibrant, sustainable communities where people would be encouraged to stay now and in the future, also we would promote good quality housing management in all sectors, and encourage improvement to the physical fabric of buildings.

We set targets towards meeting the Scottish Housing Quality Standard by 2015, the overarching aim of the strategy was:

"To secure the best quality housing for Dundee's citizens".

4.2. **Links to the Single Outcome Agreement and Housing Department Service Plan**

The Council approved the Single Outcome Agreement between our Dundee partners and the Scottish Government. The Department's objectives contribute to these outcomes as follows.

Dundee SOA Outcome	Department Service Plan Objective
Dundee Outcome 9 - Our people will live in stable, attractive and popular neighbourhoods.	<ul style="list-style-type: none"> • Deliver the Scottish Housing Quality Standard Delivery Plan. • Deliver affordable housing targets focussed on Regeneration Masterplans. • Develop the City in a way that safeguards the future of its environment. <p>Increase the variety and quality of affordable homes in the City.</p>

Dundee SOA Outcome	Department Service Plan Objective
Dundee Outcome 10 - Our people will have a high quality and accessible local services and facilities.	<ul style="list-style-type: none"> • Reduce homelessness in the City. • Provide rehousing to applicants as expediently as possible and accordance to housing policy. • Continue to improve the level of service we provide. • Involve local communities, and in particular, Council tenants, in improving service delivery. • Continue to provide tenant satisfaction with the repairs service.

4.3. **Projects and Initiatives**

Appendix One sets out the projects and reviews being carried out under each of the department's objectives. This includes the latest update on ongoing projects.

4.4. There were a total of 86 action plans identified in the Local Housing Strategy, the information below summarises progress;

- **Projects Completed**

There have been 66 projects completed (77%) since the Local Housing Strategy was approved.

In the period 2007/9 there has been 23 actions completed. Some of the main actions completed in this period are:

PS15 - Landlord Registration - £313,745.53 received in fee income as at March 2009. At July 2009 over 95% of applications are now approved. This compares to the Scottish average of 90.73% that have been approved. Some 10,122 properties have been entered on to the database.

RS1 - Work with partners to provide quality housing - 168 new social houses approved by Scottish Government. 206 social rented completions recorded by Planning and Transportation.

CC4 - Extend the provision of housing with care - Target by 2008 was 48 units. The number existing in 2004 was 15. The actual number of units as at November 2008 was 46.

CC5 - Provide amenity housing - Servite Housing Association have built 41 social rented amenity units in Albert Street.

BME3 - Develop appropriate communications and consultation procedures which enable people from BME communities to access all aspects of the housing services to make informed choices. There was a community and capacity building event held in August 2009 where links were made with BME communities.

GT1 - Review options for future standards of site facilities including the provision of site facilities for children. The investment in the upgrading of the chalet units will be completed by April 2010.

- **Project Abandoned:**

A total of 4 actions were abandoned. These actions are:

SR 5 - Review Local Authority Housing Allocation Policy - This action was redesignated to SR 8.

BME 1 - Undertake further research into specific BME aspirations, e.g. houses, size location. - This was to be a piece of national research carried out by Scottish Government, but this has not been developed at the current time.

BME 2a - Ensure that Housing Department participates fully in the response to Racial Harassment through involvement in RIMAP - This was a duplicate action at BME2.

BME 5 - Develop appropriate communications and consultation procedures which enable people from BME communities to access all aspects of the housing services, to make informed choices - This was a duplicate action see BME3.

- **Projects Behind Schedule**

The following 8 projects are behind schedule and corrective action is being taken however where it cannot now be completed close to the original schedule a new deadline has been set as follows:

SR 2 - "Develop a Common Housing Register" -CHR work is ongoing, in parallel with improvements to the Lettings system. CHR liaison meetings continue to be held with stakeholders, an application form for the new system has been drafted and is about to be road-tested. Development work on the DCC Lettings system should allow the CHR to go live early in 2010

RS 2 – Redevelopment of Stobswell - 2008 New Build completions: Private 51 (per P & T) Delays are being experienced due to market conditions.

RS 5 - Regeneration Whitfield - Delay on site 2 at Whitfield is due to funding. Works have however now started and completion is due 2010.

RS 18 - Regeneration Ardler - Delay in developing site 6 at Ardler is due to current market conditions.

CC 2 - The Tayside Adult Assessment Tool has been developed and adopted as the core assessment documentation to be used across Tayside Local Authorities and Health services. Work is progressing towards the joining up of electronic systems for sharing information and a technical specification has been agreed. It is anticipated that there will be full electronic sharing by early 2009. Processes and procedure are agreed for SSA within Adult Learning Disability Services and training will be rolled out in line with the progress of electronic sharing. Scoping work is being undertaken for Adult Mental Health Services.

CC 17A - Enable individuals living in shared / group home accommodation to access housing in the community - this is the closure of the Elmgrove project. Plans to open a new replacement scheme have been delayed. The original site under consideration was found to be unsuitable. A second site is now being evaluated at South Road and plans are being drawn up. The timescale for completion of this project is now 2011.

CC 23 - Develop models of accommodation to assist community rehabilitation service. This was a new action in the 2005/6 update with a target of 2009, however this target was revised as it was seen that the 2009 date would not be achievable and new target date of 2010 was set. Accommodation has been identified to meet resettlement of patients from Royal Dundee Liff Hospital. These sites will provide accommodation for 17 patients being discharged from hospital. One development is refurbishment of an existing Sheltered Housing Complex and will be ready in mid 2010. The other developments are new - build apartments with a completion date in late 2010. At the time of writing a tendering exercise is being undertaken to identify care providers. A study of future accommodation needs is currently underway by the Adult Mental Health Capacity Building Group, which is a sub-group of the service development group. A report should be produced in late 2009 setting out planning and commissioning requirements for the future.

GT 8 - Ensure that homelessness issues of Gypsy Travellers are addressed. This will be addressed in the New Local Housing Strategy/Homelessness Strategy.

4.5. **Performance Management**

The Local Housing Strategy has been monitored over the last four years by providing annual updates to our partners and Scottish Government (previously Communities Scotland). The annual updates indicated how each action was progressing and identified any actions which were behind schedule. The update also provided an opportunity to include any new action plans which had been identified by lead officers.

5. **POLICY IMPLICATIONS**

This Report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management.

This is not applicable as this is a Strategy Update Report.

CONSULTATIONS

The Chief Executive, Depute Chief Executive (Support Services), Depute Chief Executive (Finance), Assistant Chief Executive, Head of Finance and all other Chief Officers have been consulted in the preparation of this report.

6. BACKGROUND PAPERS

None

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DIRECTOR OF HOUSING

August 2009

LOCAL HOUSING STRATEGY

2004 - 2009

REVIEW/UPDATE

INTRODUCTION

The Housing (Scotland) Act 2001 made it the responsibility of all local authorities in Scotland to produce a housing strategy to cover the period 2004-2009. Dundee City Council Housing Department were responsible for producing the document, and this was carried out through partnership working with both internal and external departments and organisations. The strategy specified clear aims and objectives and the actions that were required to achieve them. The Housing Strategy was/is relevant to anyone living in or who may be moving to Dundee City and also has an impact on those living in the neighbouring authorities of Angus, Perth/Kinross and Fife.

The aim was to tackle social exclusion and promote vibrant, sustainable communities where people would be encouraged to stay now and in the future, also we would promote good quality housing management in all sectors, and encourage improvement to the physical fabric of buildings.

We set targets towards meeting the Scottish Housing Quality Standard by 2015. The overarching aim of the strategy was:

"To secure the best quality housing for Dundee's citizens".

To achieve this aim we had 4 strategic objectives which reflected the national housing priorities set by the Scottish Executive at that time as well as local priorities.

The 4 objectives are:

- To secure warm, dry homes to the "Dundee Standard" which meet individual needs at a reasonable cost.
- Regenerate unpopular areas.
- Assist people with a housing need and,
- To enable a well maintained and managed environment.

The strategy was part of a suite of strategies and though there is a focussed action plan for major projects and services, some actions, some contextual evidence and some of the reasons behind the policy directions are to be found in other published strategies, plans or reports.

An annual update has been produced each year which detailed each action plan and how it progressed this is also included in this review.

The annual review identifies how the action plans are progressing and if the plans have been achieved, failed or is it still in progress. It also identified if there had been any amendments to the original action plans.

Details of the Homelessness strategy and the Fuel Poverty Strategy annual updates were/are also included as part of the LHS annual review.

New Local Housing Strategy

The current Local Housing Strategy will end in 2009 and a new Local Housing Strategy will have to be produced. However, the Scottish Government has recently published new guidelines on what the Local Housing Strategy should contain and the time scales for delivering the strategy.

The strategy should cover a five year period and set out how local authorities with their partners intend to jointly and strategically meet housing need and demand across all tenures in their communities.

Submission dates of the new Local Housing Strategy will be linked to the submission dates of Strategic Development Plans and Local Development Plans which are produced by the Planning Department. It will be important that Local Housing Strategies and Main Issues Report of Strategic Development Plans and Local Development Plans are produced in tandem.

This will result in the Local Housing Strategy being submitted sometime between the end of 2009 and the end of 2011.

The new-style local housing strategy will have a clear focus on strategic outcomes for housing and related support needs. It is expected that local housing strategies will feed into and support the local authorities Single Outcome Agreement.

Areas that the new strategy should cover are:

- Describe the extent and type of housing need and demand.
- Set out the local authorities' strategic vision for the future of housing across all tenures, taking account of nation priorities.
- Set out how the standard of housing will be improved.
- Provides clear strategic direction for housing investment.
- Focuses on the outcomes required to achieve this vision, and
- Identify specific commitments made by the local authority and key partners to enable the delivery of outcomes as shared priorities.

As with previous strategies consultation will be required, this will ensure that people and communities have equality of opportunity for being involved in the process. In line with best practice, it is expected that the local housing strategy should contain information on stakeholders' specific involvement in the consultation process.

Regeneration Strategy

The Local Housing Strategy identified that the Regeneration Strategy was a synthesis of what the Dundee Partnership and the wider community planning partnership would do to revitalise the city over the next 5 years. The strategy recognised the role that physical improvement, appropriate management systems and linkages to other strategies could make towards community regeneration and the reversal of declining population trends.

A key objective was the provision of neighbourhoods that contribute positively to the social, economic and physical fabric of the City. Providing tailored and targeted responses to improving choice, quality and the range of housing in all sectors was fundamental to achieving the regeneration strategy.

Private Rented Sector

Accounts for 12% of the City's housing stock, private renting plays an important role in meeting demand. This sector mainly caters for single people under 65, students, part-time employed.

Over the current period of the Local Housing Strategy a number of actions have been introduced to improve the Private Rented Sector;

- **Landlord Accreditation**
- **Landlord Registration**
- **Housing (Scotland) 2006 Act**

How these have been developed within Dundee City Council is detailed in the Private Sector Strategy of this update.

The Private Sector Services Unit Dundee City Council is developing an action plan on how they propose to introduce the various parts of the above Act.

Over the next year they will be developing a Strategy for improving the conditions of Private Sector Housing utilising the powers contained in Part 2 of the Act (Schemes of Assistance) and determine and publish qualifying criteria and forms of assistance to be provided in specific cases. The PSSU will work with other sections and departments of Dundee City Council identify suitable Regeneration Areas in which to target Housing Renewal Areas as necessary.

They will also develop with local agents and Registered Social Landlords an approach to factoring and maintenance of tenemental property including setting up maintenance funds.

Owner Occupied Sector

Owner Occupation accounts for 68.3% of the housing market in Dundee which is an increase of 14.7% since 2004 when the original strategy was written.

As in 2004 Broughty Ferry and West End are still the areas with highest demand and highest cost.

New house completions are relatively consistent, 310 private new houses were built in the City in 2007.

Social Rented Sector

When the Local Housing Strategy was written in 2004 it identified that based on an assessment at that time of the need to replace poor quality council stock, provision was made for the development of approximately 200 new social rented houses per annum throughout the period of the strategy.

Over the period of the strategy there have been approximately 1079 Social Rented new build properties.

Employment, Training and Skills Shortages

Throughout the lifetime of the Local Housing Strategy there have been a number of successful partnership projects in developing jobs within the City.

Initially the Clean Close Company was formed as part of the Strategy for the Stobswell area of the City and partnership working between Dundee City Council, Home (Scotland) Housing Association, Hillcrest Housing Association and Stobswell Forum.

The Company cleans and manages the communal areas of tenements and allies this with training and recognised qualifications. The Company have been so successful that they now offer a range of tenement services beyond the Stobswell area. They currently have 340 tenement closes under a fortnightly cleaning regime and have 20 employees 17 of whom were previously unemployed.

Also Hillcrest Housing Association operates City wide and indeed Tayside wide an apprentice scheme in construction with contractors. Hillcrest directed potential apprenticeship candidates towards the scheme and providing pre-apprenticeship training.

Delivering the Scottish Housing Quality Standard

A Delivery Plan for achieving the Scottish Housing Quality Standard (SHQS) was submitted to Communities Scotland at the end of April 2005, and approved by the Housing Committee on 16 May 2005.

Following discussion with Communities Scotland (Scottish Government) a second submission of the SHQS Delivery Plan was approved in June 2006 and by the Housing Committee in October 2006.

The SHQS Delivery Plan was developed by the Housing Investment Working Group which includes representatives of the Dundee Federation of Tenants Association as well as members and officers of the authority. Owing to the timescale for drawing together the Delivery Plan, it has been recommended that more consultation takes place with partner organisations, staff and tenants.

Acceptance of the revised Standard Delivery Plan (SDP) by Communities Scotland (now Scottish Government) was subject to a root and branch review. The Root and Branch review is due for completion in 2009 and an updated SDP will require to be submitted to the Scottish Government in June 2010. Results of the updated Stock condition survey show that the SHQS is achievable by 2015.

The Council is currently working with the Dundee Federation of Tenant Associations (DFTA) and Registered Tenant Organisations (RTO's) to carryout this review.

A final draft of the plan will be presented at a tenant's conference in February 2009 to discuss the key findings of the review before submission in Spring/Summer.

A tenant's conference for all tenants across the City was held in February 2009 to discuss the key issues under consideration in the Root and Branch Review.

Priorities for Housing Development

Central Dundee

The Central Waterfront Masterplan 2001-2031 has been approved and the initial infrastructure works are well underway. New housing is being successfully developed at City Quay, the former DRI and in Blackness.

Stobswell

Dundee City Council formally approved the Stobswell Regeneration Strategy and Development Framework in September 2004. The strategy vision for Stobswell was to have a vibrant high quality neighbourhood where existing and new residents choose to live and work in a safe, well-maintained environment of which they can be proud. There will be a choice of good quality owner occupied and rented homes including new type of dwellings suited for modern living.

There were 13 locations identified to be derelict, blighting the Stobswell neighbourhood. The Vacant and Derelict Land Fund (VDLF) was used to clear and restore 9 of the sites. Most sites were to be developed for new housing, one as a car park and one remained as open space.

New build in the Stobswell area by both Private Developers and Registered Social Landlords has resulted in approximately 302 properties being completed at the present time.

There has been a mixture of Townhouses, flats and sheltered housing built during the period of the Local Housing Strategy.

Antisocial behaviour was a major concern, as a result the Council extended to the neighbourhood the services of the Anti Social Behaviour Team and the Mediation Service as well as establishing a Community Warden Service was established in the area. There has been a significant impact and now report no great problem in the area.

A variety of youth projects were promoted in the Stobswell area which received funding from a number of sources:

- Community Safety
- Community Regeneration Fund
- Wider Action Funding

This funding helped promote a number of activities to attract the Youths of Stobswell and with a number of agencies working together Police, Leisure and Communities Department, Dundee United Football Club, Riley Snooker hall and Aberlour Outreach Dundee the following projects were setup:

- Football Youth Project at DISC
- Boomerang Youth Group
- Stobswell Crew 5
- Kick-it Kick Off
- DJ Workshop
- MADIC Health and Wellbeing Drop in session
- WEB project

These projects have helped alleviate the youth problem in the area.

North West/Caird

The Ardler village regeneration project is nearing completion and has been extremely successful with recognition nationally of the approach taken and outcomes achieved. New private and social rented housing has added considerably to the quality and choice of housing available in the North West of the City. Regeneration proposals for Mill O' Mains are now in progress and a masterplan was submitted to Dundee City Council by Home Scotland for approval in December 2008. The masterplan was approved by the Council in June 2009.

Dundee Western Gateway

The focus on this area has been to enhance private housing opportunities available in Dundee to discourage housing related out migration. Progress is being made, notably at the former Liff Hospital site, where strong sales are demonstrating market demand.

Hilltown

The Hilltown Physical Regeneration Framework was approved in January 2008. Implementation of the Action Plan is now underway. The proposals within the Framework aim to significantly improve the physical environment of the Hilltown and create a safe and attractive neighbourhood by planning for permanent positive change.

The Framework promotes opportunities for the development of new housing for sale and for rent as part of an integrated approach to improve the physical, economic and social environment of this important part of the City.

Whitfield

The Whitfield Design Framework has been approved by Dundee City Council. The Framework proposes significant new housing development together with investment in improved community infrastructure such as schools, shops, open space and community facilities. The first phases of new social rented housing development will commence in 2009. A key element of the Framework is to provide a more balanced tenure within the Whitfield area. Sites for new private housing development have therefore been identified and these will be marketed by the Council, beginning in 2009.

Lochee

The Lochee Physical Regeneration Framework has been approved. The Framework focuses on the land use themes of housing, employment, transportation, retail, leisure and recreation, public realm and environment. It promotes a cohesive approach to the regeneration of Lochee by pulling together the District Centre focused "Central Lochee Development Framework/Masterplan" and planning proposals for the wider area. Investment in new private and social rented housing is critical to the successful regeneration of this historic part of the City. A bid to the Scottish Government Town Centre Regeneration Fund has been successful with £2 million being awarded which will enable early improvements in streetscapes and road/footway improvements

Social Rented Strategy

Antisocial Behaviour:

The Antisocial Behaviour Team works with partner agencies both to tackle anti social behaviour when it occurs and to undertake preventative and educational work to minimise the occurrence of anti social behaviour.

The laws on antisocial behaviour apply to social rented tenants and owners. In dealing with individual tenants and owners and issuing warnings the Investigation Officers make offenders aware of the implications of further antisocial behaviour and offer advice and support on how to prevent further complaints. The team has introduced a warning system that is easier to understand and provides equity regardless of tenure.

The Antisocial Behaviour Team's remit has been expanded so that it can tackle antisocial behaviour regardless of tenure. A protocol has been agreed and signed with Registered Social Landlords in Dundee. The protocol aims to clarify what services can be accessed by the RSLs to help manage cases of antisocial behaviour.

The protocol aims to ensure instances of antisocial behaviour within Dundee are addressed consistently, achieving the earliest and most suitable resolution.

The team has an officer that specialises in investigating antisocial behaviour complaints against tenants of private landlords. The investigator will work with the landlord or their agent to try to resolve antisocial behaviour committed by their tenants.

The team has established close working relations with the police to assist them in their efforts to tackle prostitution and kerb-crawling. The police provide us with information which we can use as the basis for issuing warnings or an antisocial behaviour order to anyone caught kerb crawling.

Important work has been undertaken by the Team's Youth Officers in Dundee's secondary schools to ensure that our young people are aware of how antisocial behaviour affects them and others and to drive home the consequences of antisocial behaviour.

Support

Tenant Support services are provided in the City by the City Council Housing Department, housing associations, and voluntary organisations. All these organisations provide a support service to tenants who may have a difficulty in sustaining a tenancy.

Generally, the housing support services run by all these agencies are very similar, involving the development of a support programme incorporating the applicant's current housing / financial / social / educational/ independent living skills, helping them to manage their own tenancy independently. The type of support that can be provided may include the following:

- Assistance with moving in to a tenancy
- Arrears and debt management
- Budgeting advice
- Referral to other agencies
- Facilitation to access community services
- Assistance with applying for and Maximising the take up of benefits
- Formulation of strategies to overcome neighbour disputes and nuisance
- Ensuring service users are aware of their responsibilities under their tenancy e.g. care of the home, reporting repairs and security
- Assistance with maintaining the safety of the property
- Assistance and advice in furnishing the home
- Assistance in setting up and managing utilities
- Assistance in developing life skills, e.g. cooking, cleaning, adhering to medication advice given by the appropriate medical authority/GP
- Advocacy in connection with tenancy issues
- Liaison with organisations

Examples of agencies that are involved in the provision of housing support to tenants living in the community include:

- Home in Scotland Housing Association
- Hillcrest Housing Association
- Margaret Blackwood Housing Association
- Dundee City Council Housing Support Team

Home in Scotland runs a support service for approximately 55 tenants at any one time, but they also have a lengthy waiting list.

Their project provides tenant support to a number of landlords, from housing associations, the City Council and private landlords. Clients may be in receipt of support for anything up to two years.

Recent innovations include the setting up of a client mutual support group. Currently Home in Scotland is contracted to deliver 7,280 hours of support per year, averaging 607 hours per month.

Hillcrest provides a service to people in their own tenancies and to 7 young people who stay in the Stirling Street flats. Stirling Street provides move-on accommodation for young people before they are ready to take up a permanent tenancy elsewhere. Combined, Hillcrest provides 6,490 hours of support per year, with approximately 30 people receiving the floating support service at one time.

Margaret Blackwood provides accommodation and support to people who have a physical disability. Formerly, this service provided support to residents at Blackwood Court, but this facility is being run down, prior to demolition, and the existing residents are being relocated to purpose built accommodation in the Charleston area of the City. Overall, 2431 hours of support were being provided, however, given the nature of the task of moving residents out of the existing scheme, the number of hours of support has had to be increased significantly during this period. Thereafter, the aim is to reduce the amount of support supplied in the hope that the residents will draw more on the resources of the local community.

In 2003, the Council set up its own support service, the Housing Support Team, to assist vulnerable tenants who might otherwise have difficulties in maintaining their tenancies.

The service has seen year on year growth and now has a project working exclusively in the Douglas area of the City, following an extension to the service in the St Mary's area introduced in 2004. The Team also gives every person registered as homeless with the Lily Walker Centre the chance to meet with an officer to discuss a possible package of housing support. Typically, individuals receive support for a period of 2-4 months, but this can go on for up to two years. The project deals with approximately 85 cases at any one time and currently they provide around 775 hours of support per month.

All of the housing support services are currently the subject of a Service Review by the Social Work department. The detail of the services and the number of hours to be provided will be negotiated as part of the contract negotiations following the outcome of the Review. It will be a significant challenge to prioritise these services, as there is a very large demand to be met from a finite resource.

In addition to the services mentioned above, there are several other providers offering housing support services across the City - these range from very intensive support offered to a single tenant in the City (for example Deaf Blind Scotland,) through to very large scale support operations such as Positive Steps, which can offer support to up to 120 vulnerable people. This project also has an associated Living Skills Unit which can provide training on life skills to 35 people.

Access

A major issue for prospective tenants is access to the housing lists. The Council in partnership with housing associations are developing a Common Housing Register. They have reached agreement on a common application form. This agreement will improve access to the waiting list through advice and information on all registered social landlords, enabling applicants to make informed choices when applying for housing.

The group are currently working on the IT specification which will be completed by November 2009.

Allocations

The new allocation policy which was agreed by the Housing Committee on 23 October 2006 requires an updated IT system before it can be implemented. It is expected that this will be completed by November 2009. Actions within the new allocation policy which could be implemented without the new IT system in place have been.

New Technology

The new Rents and Lettings Contact Centres are fully operational. These developments were implemented to ensure best value and improved services to tenants.

The new centres have just undergone their first service review and the recommendations from this were implemented at the end of 2008.

To improve access to services tenants are now able to:

- Report repairs online
- Make rent payments online or over the telephone
- Download Housing Application Forms

The Rent Recovery Centre is based in the West District Housing Office and the centre has adopted radical change in the way it models rent arrears management.

Workflow is based on exception reporting so that only rent accounts in arrears, or with increasing balances, or which have broken repayment agreements are reviewed.

There is better data-matching across Council systems resulting from the I.T development and a data-interface with SWD, Welfare Rights and Legal Services to progress court action processes and outcomes.

Effective debt recovery action has shown improvement since the Rent Recovery Centre was implemented. It aims for a sustained reduction in current tenants rent debt Citywide and less enforced recovery action to achieve an improved performance.

With earlier, continuing intervention in cases, the rent recovery process has resulted in less Notice of Proceedings issued, less court actions being raised, and reduced eviction actions with a resultant reduction in legal costs.

Call contact and telephone recording systems have been adopted in the Rent Recovery Centre to measure and monitor all aspects of service delivery, which indicate satisfactory performance levels/customer satisfaction surveys have also returned an improved performance against target.

Private Sector Strategy

The Private Rented Strategy set out in the LHS targeted a number of actions regarding social and housing management aspects of private owned and rented housing in the private housing sector.

The areas targeted were:

- Private Landlord Accreditation
- Private Factoring
- Advice and Information
- Private Sector Housing Grant
- Neighbourhood Management

- HMO Licensing
- Sellers Survey

Private Landlord Accreditation

Dundee City Council was one of four Local Authorities to be part of the Scottish Government Pilot on Landlord Accreditation.

The aim of the Landlord Accreditation scheme is to encourage landlords and letting agents throughout the City to maintain their properties in a safe and decent condition, in good repair and with good standard of management. The scheme offers a systematic way of identifying such landlords and letting agents thus placing them in a better position of attracting better tenants. The formal Launch of the Dundee Voluntary Landlord Accreditation scheme took place on 18 January 2006.

The number of accredited landlords and properties is detailed below:

Members - 98

Properties - 1,002

The figure shown above is about 10% of the Dundee private rented sector.

As a result of the pilot accreditation the Scottish Government has introduced a National Accreditation Scheme, at the current time Dundee City Council has not joined the National Scheme.

Landlord Registration

Early difficulties with the IT system developed for registration combined with staff resource issues led to a slow start to registration. Subsequent national changes introduced by the Scottish Government to the processes, development of the IT and increased staffing has enabled significant progress to be made in the number of registration applications approved. The appointment of the second of two enforcement officers has also enabled a proactive approach to enforcement action in turn increasing the number of applications submitted.

At July 2009 over 95% of applications are now approved. This compares to the Scottish average of 90.73% that have been approved. Some 10,122 properties have been entered on to the database.

As the majority of applications are approved the emphasis will change to increased enforcement action and targeted advice and information to both landlords and tenants linked to Landlord accreditation. Re-registration will commence from financial year 20010/11.

Advice and Information

The implementation of the new Scheme of Assistance under the Housing (Scotland) Act 2006 places a greater emphasis on the delivery of information, advice and practical assistance. The Private Sector Services Unit is well placed to develop such assistance as part of its Section 72 Statement, having an Advice and Liaison Team as well as technical support in place as part of the existing grants service.

Private Sector Housing Grant

The implementation of the Housing (Scotland) Act 2006 will introduce fundamental changes to the repair and maintenance of private sector property. It recognises that the primary responsibility for repair and maintenance of private sector property lies with the individual owners. It translates the recommendations of the Housing Improvement Task Force into local authority powers and duties which are designed to encourage and assist owners to carry out repairs and maintenance to their property. It moves away from the current approach of direct financial assistance, in the form of grants, to a new Scheme of Assistance which looks to encourage owners to use their own resources.

At this time we await an implementation timetable for the new legislation from the Scottish Government following consultation issued by them.

As part of the new Scheme of Assistance local authorities will be required to produce a section 72 statement describing the circumstances in which they will provide assistance and what form that assistance will take (i.e. advice, information, practical assistance or financial assistance in the form of standard loans, subsidised loans or grants).

The intention, once further guidance is received and budgets are determined, is to develop existing private sector services including Advice and Liaison, Property Surveys, Care & Repair and a Handyman Service to meet the requirements of the new legislation.

Furthermore in an effort to inform the detail of the Section 72 Statement a Private Sector House Condition Survey is planned for financial year 2009/10. A consultant will be appointed in September 2009 and an interim report will be scheduled for January 2010.

All of these existing services are already co-located within the Private Sector Services Unit together with Landlord Registration, HMO Licensing and Landlord Accreditation, offering the opportunity to maintain a coordinated approach to improvement, repair and maintenance of private sector property.

Neighbourhood Management

The Estate Supervision Strategy relates to the general condition and appearance of an estate or area. While the focus is primarily on the communal areas, e.g. common closes, open plan areas, etc, it also relates to and relevant issues likely to have a visual impact on the estate which will affect the quality of life of our tenants.

Estate Management and supervision is often delivered in partnership with other services, e.g. Waste Management, EHTS, Police, Community Mediation, as well as the Housing Officers. These services support the delivery of the estate management function through garden maintenance, removal of graffiti, large items for disposal etc.

Caretaking/Concierge Services provide cleaning, security and advice and assistance to tenants in multi-storey developments.

The Communal Cleaning Service can also be offered to tenants and residents in tenement properties and multi-storey blocks, as this service is part of our commitment to improving environmental standards for residents.

The Antisocial Behaviour Team deal with complaints of antisocial behaviour. When issuing warnings the Investigation Officers make offenders aware of the implications of further antisocial behaviour and offer advice on how to prevent further complaints. The team has introduced a warning system that is easier to understand and provides equality regardless of tenure.

The Antisocial Behaviour Teams remit has been expanded so that it can tackle antisocial behaviour regardless of tenure. A protocol has been agreed and signed with Registered Social Landlords in Dundee. The protocol aims to clarify what services can be accessed by the RSLs to help manage cases of antisocial behaviour. The protocol aims to ensure instances of antisocial behaviour within Dundee are addressed consistently, achieving the earliest and most suitable resolution.

The team has an officer that specialises in investigating antisocial behaviour complaints against tenants of private landlords. The investigator will work with the landlord or their agent to try to resolve antisocial behaviour committed by their tenant.

The team has established close working relations with the police to assist them in their efforts to tackle prostitution and kerb-crawling. The police provide us with information which we can use as the basis for issuing warnings or an antisocial behaviour order (ASBO) to anyone caught kerb-crawling.

Important work has been undertaken by the Team's Youth Officers in Dundee's secondary schools to ensure that our young people are aware of how antisocial behaviour affects them and others and to drive home the consequences of antisocial behaviour.

HMO Licensing

HMO Licensing continues to form a significant part of service delivery in the Private Sector Services Unit. Since the introduction of compulsory licensing there has been a steady flow of applications reflecting the developing buy-to-let market which is particularly buoyant in Dundee with two leading universities and an increasing migrant work force.

Staffing resources have been significantly increased and a reorganisation of services to form a Regulatory function including licensing, registration and accreditation has been completed. In particular the establishment of two enforcement officer's posts has enabled a more proactive approach to enforcement. An increase in technical surveying staff has also enabled quicker processing of applications which has been critical to a change in policy which prevents properties being used as HMOs prior to the grant of a licence.

Overprovision has also been a significant issue for the Licensing Committee and the introduction of a new policy on overprovision, following public consultation, linked to GIS mapping and the Corporate Address Gazetteer will enable improved information to be given to applicants and residents regarding the level of HMO provision in any Census Output Area (COA). Strong links with the Planning & Transportation Department are also in place to ensure a joined up approach. Reaction to date has been positive although the process is yet to be implemented at the Licensing Committee.

Sellers Survey

The legislation for the Sellers Survey is contained within the Housing (Scotland) Act 2006 which plans to introduce Purchase Information Packs (**PIPs**) across Scotland from 2008. This will mean that those selling property from this date must provide a PIP which contains as presently proposed, a survey of the property and a valuation. The intention of introducing this is to avoid the perceived need of potential purchasers commissioning their own individual survey.

Care in the Community

The provision of housing and related services to allow people to live independently in the community is an important part of our Strategy.

There were a number of action plans set to be achieved in the lifetime of the LHS and below are the main actions which have been achieved to the present time in General.

Community Care:

- 30 radio SMART technology wardens call systems installed in Council Sheltered housing complex's by 2004.
- 573 SMART warden call systems installed in sheltered housing units by 2008.
- 57 new build Housing Association houses installed with SMART technology for individuals with community care needs.
- Single Shared Assessment introduced for all community care service users.

Older People:

Objectives

- To continue the shift in the balance of care between institutional care and care in the community based settings.
- To develop community care provision that enables older people to remain at home and responds to crisis.
- To develop understanding and opportunities in relation to improved accommodation, this includes the use of up-to-date electronic technology and social support.

With regards to Older People the following actions have been achieved to the present time:

- Best Value review of the council's sheltered warden service.
- 216 sheltered housing units demolished.
- 46 housing with care units being provided an increase of 31 units in 4 years.
- 275 amenity housing units for older people increase of 41 units since 2004.

Physical disabilities, Sensory Impairment & Acquired Brain Injury:

Objectives

Physical disabilities:

- Undertake a Customer Satisfaction Study of the client group, carers and accommodation providers, and undertake rigorous consultation with partners and agencies.

- Undertake a review of the operation of the committee functions and procedures based on the results from the above survey.

Sensory Impairment:

- Housing Department will identify and address the needs of this client group through the Physical Disability, Sensory Impairment and Acquired Brain Injury Strategic Planning Group.

Acquired Brain Injury:

- Provide accessible, appropriate and meaningful information to people with acquired brain injury and their carers, including housing options.

At the present time the Acquired Brain Injury Network for Tayside group has not identified any demand for housing. If the group do identify housing need they will contact the Housing representative to develop further.

Mental Health

- Ensure a range of appropriate accommodation is provided which meets the assessed needs of individuals.
- Continue the shift of focus from hospital towards community based health and social care.
- Promote early hospital discharge and maintain individuals within community settings in order to prevent unnecessary re-admission to hospital.

The actions which have been achieved to the current update with regards to **Mental Health** are identified as follows:

- 18 Individuals housed who were previously living in long term mental health hospitals.
- 18 Individuals housed who were entrapped in hospital setting.
- The Community Rehabilitation Model of Service was agreed. There will be a distinct multidisciplinary team providing this service to individuals in their own tenancies. As a result, there is no longer a requirement for a specific accommodation model as previously indicated. There will however, continue to be a need for mainstream accommodation for patients leaving hospital on an ongoing basis. Work continues to address discharge planning from hospital and further information on accommodation needs will be reported when available.

Learning disabilities:

- Develop a variety of accommodation options that allow people with learning disabilities to live independently in the community, including those who are currently inappropriately placed.
- Continue to resettle people who are living in hospital settings.
- Provide suitable accommodation for individuals who are living in large congruent Social Work shared/group home accommodation.
- To shift the balance of care between institutional care and care in the community based settings.

There were a number of accommodation targets set within the **Learning Disabilities** part of the community care section and below is the actions which have been achieved over the four years of the LHS:

- 14 Individuals housed who were living in long-term hospital settings.
- 3 Individuals housed with support that have forensic needs.
- 4 Individuals housed who were entrapped in hospital settings.
- 40 Individuals housed who were living in shared/group home accommodation supplied by social work by 2006.
- 10 Individuals housed who were living in shared/group home accommodation supplied by social work by 2009.
- Accommodation provided for 15 Individuals who were inappropriately placed in the community.
- Accommodation provided for 9 Individuals with profound and multiple learning disabilities.

Black and Minority Ethnic Communities

With the inclusion of Equality Impact Assessments on all new policies and procedures this will ensure that our responsibility to comply with all current legislation and best practice and to promote equality for all groups is met.

Housing have completed a full EQIA on the following:

- Allocation Policy, Homelessness Strategy. The Tenant Participation Policy is currently going through the EQIA process.
- The Council are currently looking at a consultation framework in conjunction with the Dundee Equality and Diversity Partnership.
- as is
- RIMAP communication is working well with all members of the Panel participating fully. We are currently looking at the role of the Panel within the wider Community Partnerships.
- Awaiting the outcome of the Corporate Communication Strategy.

Gypsy Travellers

Findings from the research undertaken by the School of the Built Environment at Heriot Watt University were taken into account when the Council included the needs of Gypsy Travellers in their Capital Investment Plan.

Funding of £58,000 from Scottish Government is included in the current programme to upgrade the utility units.

- The Utility Units are being upgraded to include the features highlighted in the consultation with Gypsy Travellers. Which include a separate kitchen and bathroom with adequate heating and insulation. The programme will be completed by April 2010. Once this is completed there are no future plans for works at the Gypsy Travellers site.
- There is currently a waiting list for pitches on site. Occupation levels remain consistent despite the upheaval involved in the refurbishment of utility units.
- Gypsy Travellers were consulted in the Rent Setting consultation 2008/9.
- Electricity charges were reviewed to ensure value for money and it was found that charges were in line with the settled community.
- The allocation process for the Balmuir Wood Site is currently under review. This should be completed by Dec 2009.

DOMESTIC ABUSE

The post of Domestic Abuse Forum co-ordinator for Dundee City Council has now been made permanent this will ensure Dundee is at the forefront in working to eradicate violence against women.

- The Forum have been successful in their bid for funding to employ a Children and Young Persons Development Worker the post will be funded for 3 years.
- The Service Level Agreement with Women's Aid is to be reviewed and revised in 2009.

Dundee City Housing Service is committed to continuing the close working partnership between the Homeless Services Unit and Dundee Women's Aid. We will continue to work closely to improve services for women experiencing domestic abuse.

Housing related objectives within the 2007-09 strategic plan have now been completed. Work with the Community Alarm Scheme resulted in the referral of 57 women from domestic abuse services to assist them to remain in their own home. A new domestic abuse and homelessness leaflet detailing the range of housing options available to women was developed and distributed to key agencies throughout the city. A training course for practitioners working with women ensuring an up-to-date knowledge of the full range of housing options available to women was developed and delivered twice to key staff within support agencies. The Forum contributed to the single homelessness events and the youth homelessness consultation event.

Overall throughout the period covered by the strategy there was an 11% decrease in the total number of homelessness presentations where domestic abuse was the primary reason for homelessness. Over the same period specialist domestic abuse services have reduced their waiting list for outreach services and increased the number of women accessing outreach and follow-on support, which includes assistance with housing support issues.

Dundee's Homelessness Strategy 2003 - 2006

There were a number of issues identified in the LHS regarding Homelessness and the main issues identified are shown below:

- The increasing demand for temporary accommodation, particularly from young people.
- The significant number of homeless people with special needs who require support.
- A high level of homeless presentations from single parent families including those fleeing domestic violence.

To deal with these issues, the Council devised a homelessness strategy which identified the needs for more temporary accommodation and more support services, including a goal of 129 properties by 2006. During the time-span of the LHS, Dundee City Council and its partners (in housing associations and voluntary organisations) have provided new temporary accommodation for homeless people.

These additional units include:

- The opening of Burnside Mill, with 20 resettlement accommodation units.
- The refurbishment of The Lily Walker Centre to provide single person en-suite rooms for 26 direct access service users, including 3 wheelchair users.
- Communities Scotland funding to set up 57 flats for homeless people.
- A partnership with Hillcrest Housing Association which has led to an additional 24 dispersed houses.

- Red Admiral Court, a joint DCC/Hillcrest HA project opened in September 2007, providing 3 bedsits, 20 x 2 Apartments and 3 x 4 Apartment properties.

Support services have also been introduced for homeless people, or people who need assistance in sustaining their tenancy. The Housing Support Service run by the Council has provided support to 284 people in the last two years, and this is further augmented by support services run by Home Scotland Housing Association and Hillcrest Housing Association. Good working protocols have been developed between the Council's Rent Recovery Centre, the Housing Support Team and Social Work Department where a tenant is at risk of eviction.

In addition, a joint venture between National Children's Home (NCH) and the Council's anti-social and homelessness teams provides mediation services for 16 and 17 year olds, and other tenants up to the age of 25 where they are vulnerable, who are homeless or at risk of becoming homeless.

During the time-scale of the Strategy, work has been carried out to improve the provision of information and advice. Staff are working towards Level II accreditation with Homepoint, there is a new directory for Youth Homelessness and a new section on the DCC website covering "Housing Options in Dundee."

New Homelessness Strategy

Dundee's new Homelessness Strategy 2008 to 2012 provides a comprehensive assessment of the issues affecting homeless people in our City and an overview of how a wide range of services are responding to their needs. The first objectives in the Action Plan of the Strategy focus rightly on prevention of homelessness. Although one of the hardest challenges, achieving this goal will have profound benefits for individual clients and dramatically advance achievement of the Strategy as a whole. Furthermore it sets out both a vision and practical steps to ensure the council and our partners offer high quality and responsive services to homeless people and continue to meet current and future legal obligations.

Following detailed research and discussion this Strategy has been jointly developed by Dundee City Council and its partners in the statutory and voluntary sectors. It sets out how the partners will work together to reduce and alleviate homelessness in Dundee City over the period 2008 to 2012.

The other objectives focus on crisis response; achieving and maintaining permanent housing solutions; planning information & support and the abolition of the Priority Needs Test.

The points raised below identify the main headings and related Strategic Objectives:

Prevention

- By April 2011 reduce by 20% the number of permanent housing arrangements which break down and result in a homelessness presentation.
- By May 2010 reduce by 75% homelessness presentations from those discharged from institutions.
- By April 2012 put in place agreed multi-agency outcomes, pathway and process for those households who are homeless or at risk of homelessness.

Crisis Response

- By September 2008 improve the depth and breadth of the assessment of homeless households and those at risk of homelessness to encompass their full range of needs.
- By April 2010, reduce by 20% the number of homeless households or households threatened with homelessness with whom contact is lost.
- By September 2009, re-align current temporary accommodation and associated services to diversify the range of services available so as to help meet the full range of needs amongst homeless households.

Achieving & Maintaining Permanent Housing Solutions

- Extend provision of housing with support suitable for those homeless households with particular needs by April 2010.
- Ensure all homeless households have the choice to access educational, social, recreational and employment opportunities which are appropriate to their needs by September 2010.

Planning, Information & Support

- By June 2010, the information tools, systems and processes are in place to support the delivery and monitoring of the Strategy.
- Consolidate the planning framework to enable partners and homeless households to shape the development of the Strategy and to influence services.

Abolition of the Priority Need Test

- By 2012 have complied with the new duties arising from the Housing (Scotland) Act 2001 and the Homelessness etc, (Scotland) Act 2003.

As with Local Authorities throughout Scotland, the new legislative framework has led to many new and challenging demands. Over the course of this strategy the Council will work closely with partner providers to ensure that homeless people are re-housed from temporary accommodation speedily and appropriately, including into more intensive care settings where this is necessary.

Fuel Poverty Strategy

The LHS set out a number of objectives to be achieved in the Strategy and the information below details our achievement to the present time.

The Strategy had 5 key aims:

- To raise awareness of fuel poverty
- To Improve the housing stock
- To reduce fuel spend
- To maximise income
- To provide energy efficiency advice.

As a result of setting these targets the information outlined below shows how the aims are progressing over the lifespan of the LHS.

There were 3,369 letters sent out to new Council tenants making them aware of the DEEAP services available. DEEAP have given 208 presentations at 84 events over the last two years and 46 items have been printed in the local press about DEEAP.

All Council stock has double-glazing and whole house central heating. The Council was able to accelerate its programme to provide central heating for all tenants because of the then Scottish Executive's Central Heating Programme. In most cases, heating is of the gas wet type. However, there are a few thousand electric systems still in existence. These are largely to be found in high-rise flats, with the remainder in properties where tenants chose to have electric heating installed. As the SHQS requires properties to reach a minimum NHER of 5 and preliminary research seems to indicate that electrically heated homes, unless they are very well insulated, struggle to reach this, then it is likely that measures will have to be taken to address this during the SHQS delivery period.

Between 2005-2007 the Council installed 1,447 new heating systems at a cost of £5.38 million. It was possible to claim back some EEC monies for the cost of condensing boilers and TRVs installed during this work. 472 new roofs were fitted at a cost to the Council of £5.394 million, with 250mm of loft insulation fitted in each and, again, funds were available through both EEC and a Warm Deal allocation made to the Council. In 50 of these properties solar panels were fitted to the roofs during the renewal works and these added approximately £5,000 to the cost of each roof.

It was not possible to obtain funding towards this through either SCHRI (Scottish Community and Household Renewables Initiative) or LCBP (Low Carbon Buildings Programme) but a further phase of roof renewal currently on site has been successful in obtaining LCBP funding for solar panels. Finally, a total of 111 properties (106 flats and 5 houses) benefited from having old defective render replaced with new insulated render. This cost a total of £1.75million with a small contribution obtained through EEC.

In total over the period 2005-07, DCC spent £12,524,000 on energy efficiency measures which benefited just over 2000 tenants. In addition, all new tenants, a total of 3369 over the 2 years, were offered an energy advice home visit and received 2 free low-energy lightbulbs in order to get these tenancies off to a good start.

EAGA reported that 902 Local Authority tenants had benefited from Warm Deal measures over the period but this must have resulted from EAGA's own marketing of the scheme as the Council was not involved in any of the referrals.

Other Tenures

Figures were made available by both EAGA and Scottish Gas for the number of householders in the Dundee area who benefited from the Central Heating Programme and Warm Deal Scheme.

These were as follows:

Private Sector

Central Heating Scheme	567 properties
Central Heating Scheme Over 80s	307 properties
Warm Deal	1050 properties

Housing Association

Warm Deal	97 properties
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Scottish Gas also reported that 117 cavities were insulated and 73 lofts insulated up to 250mm by Owner-Occupiers through their "Able to Pay" Scheme.

With the introduction of the Dundee Landlord Accreditation it is hoped that it will help strengthen links with the private rented sector in the City. Leaflets and information about grants available to assist landlords to increase the energy efficiency of their stock has been channelled through the Council's Accreditation Officer. It is hoped once the Landlord Registration database is fully operational it will be easier to contact this group and obtain information about their properties. The hardest group to contact and obtain information from is the Owner Occupied sector.

Actual Improvements in Energy Use/Emissions.

Using the spreadsheet issued by the Scottish Executive, the following outputs have been calculated:

Reporting Period	Energy Use in Giga Joules Per Year	CO2 Emissions in Kilotonnes Per Year
Original HECA Report	7,872,667	574
1997 - 1999	7,446,109	531
1999 - 2001	7,123,222	511.4
2001 - 2003	6,836,941	486.8
2003 - 2005	5,897,215	423
2002 - 2007	5,896,837	413

This shows a 0.01% decreases in energy use over the 2 year period and a 1.57% reduction in CO2 emissions. The cumulative decreases are 25.1% and 27.46% respectively. This is over a 10 year period and shows that Dundee City Council has achieved the Government objective of around a 30% reduction by around 2010.

Summary - 1 April 2005 - 31 March 2007

% Energy Efficiency Improvements	0.01%
% Reduction in CO2 Emissions	1.57%
Reduction in CO2 Emissions	6,645 tonnes
Cost of Works to Council Properties	Approx £12.524m
Number of Council Dwellings to Benefit	2035

Housing Land Supply by Neighbourhood

1. Housing Land Audit Completions by Neighbourhood Area and Developer Type

Neighbourhood Reference	Neighbourhood	All Completions	Private	Social Rent	Student
01	City Centre	210	179	0	31
02	West End	0	0	0	0
03	Menzieshill	0	0	0	0
04	Western Edge	10	10	0	0
05	Lochee/Charleston	6	6	0	0
06	Law	56	56	0	0
07	Ardler/St Mary's	80	72	8	0
08	Kirkton/Mill O' Mains	80	46	34	0
09	Fintry/Whitfield	46	46	0	0
10	Hilltown	19	0	19	0
11	Dens Rd/Fairmuir	5	5	0	0
12	Stobswell	30	30	0	0
13	Stannergate	12	12	0	0
14	Craigiebank	0	0	0	0
15	Mid Craigie/Linlathen	34	24	10	0
16	Douglas	17	17	0	0
17	West Ferry/Craigiebarns	0	0	0	0
18	Broughty Ferry	126	126	0	0
	Totals	731	629	71	31

Source: Housing Land Audit 2008

6. 2008 - 2013 Housing Supply by Neighbourhood Area, Individual Site and Developer Type

Neighbourhood	Site	Private	Social Rented	Student
City Centre	GUTHRIE STREET, BLACKNESS			86
	PARKER STREET			107
	MARKETGAIT/TAY STREET LANE		25	
	12-14 MURRAYGATE	5		
	13 Hawkhill	21		
	14-22 TRADES LANE	32		
	15A/B ROSEANGLE/MCVICARS LANE	29		
	19-21 ROSEANGLE	5		
	2 nd , 3 rd , 4 th Floors, 91 Commercial Street	6		
	32 NETHERGATE- 9-13 WHITEHALL STREET	37		
	38-40 SEAGATE	24		
	BELLFIELD STREET	39		

Neighbourhood	Site	Private	Social Rented	Student
	CHALMERS HALL	27		
	CITY QUAY PHASE 4	48		
	CITY QUAY PHASE ONE	7		
	CITY QUAY PHASE TWO	107		
	FORMER HOMEBASE SITE	202		
	GREENFIELD PLACE	5		
	Hawkhill Court, Mid Wynd	101		
	Land South Of South Victoria Dock Road	75		
	LARCHFIELD WORKS	8		
	MARKETGAIT/SOUTH TAY STREET	18		
	QUEEN VICTORIA WORKS	40		
	RAILYARDS	110		
	ROSEANGLE, PATERSON HOUSE	10		
	SOUTH TAY STREET	15		
	TAY HOTEL	44		
	VICTORIA DOCK PHASE TWO	38		
	WARD ROAD	8		
TOTAL		1061	25	193

Neighbourhood	Site	Private	Social Rented	Student
West End	BLACKNESS NURSERY	20		
	WIMBERLY, GLAMIS DRIVE	12		
TOTAL		32	0	0

Neighbourhood	Site	Private	Social Rented	Student
Menzieshill	YEAMANS LANE		51	
	HILLSIDE, YARROW TERRACE	60		
	Land To Rear Of 83-105, Charleston Drive	16		
TOTAL		76	51	0

Neighbourhood	Site	Private	Social Rented	Student
Western Edge	DUNDEE WESTERN LIFF PH1	75		
	DUNDEE WESTERN LIFF PH2	100		
	WESTERN GATEWAY SWALLOW	270		
	WESTERN GATEWAY, SOUTH GRAY	230		
TOTAL		675	0	0

Neighbourhood	Site	Private	Social Rented	Student
Lochee/Charleston	CRAIGMOUNT ROAD		47	
	DUNHOLM ROAD/SOUTH ROAD		44	
	DUNHOLM STREET		21	
	FOGGYLEA GARDENS		11	
	PITALPIN WORKS PH2		6	
	Buttars Loan		48	
	Coupar Angus Road		8	
	Foggyley Gardens South		70	
	Lochee Parish Church		14	
	Angus Street	10		
	BURNSIDE STREET (former sport hall)	30		
	Camperdown Street	5		
	Clement Park House	33		
	GOURDIE STREET	6		
	Land to The South of Wellburn House	33		
	LOGIE STREET	14		
	PITALPIN WORKS PH1	36		
	PITALPIN WORKS PH3	53		
	Quarry Gardens	18		
	Stewarts's Lane / Liff Road	54		
	Tofthill	4		
TOTAL		296	269	0

Neighbourhood	Site	Private	Social Rented	Student
Law	Coupar Street		37	
	16 Fleuchar Street	8		
	GLENAGNES ROAD	12		
	Loons Road	16		
	LOONS ROAD/LAWSIDE ROAD	12		
TOTAL		48	37	0

Neighbourhood	Site	Private	Social Rented	Student
Ardler/St Mary's	ARDLER PHASE 6A	52		
	BALDRAGON	24		
	ST LEONARDS	26		
TOTAL		102	0	0

Neighbourhood	Site	Private	Social Rented	Student
Kirkton/Mill O' Mains	CRAIGMORE/DUNMORE		40	
	MILL O MAINS		75	
	BALGOWAN DRIVE	6		
	EMMOCK WOODS (later stages)	18		
	EMMOCK WOODS PH4	12		
	HEBRIDES DRIVE	12		
	TROTTICK, FORMER MULTIES	1		
	TROTTICK, LOWRISE	60		
TOTAL		109	115	0

Neighbourhood	Site	Private	Social Rented	Student
Fintry/Whitfield	BERWICK DRIVE/LONGHAUGH ROAD		40	
	KILBRIDE PLACE, WHITFIELD		35	
	WHITFIELD CENTRE PH2		35	
	BALLUMBIE FARM	7		
	BALLUMBIE GOLF COURSE	7		
	DRUMGEITH ROAD	10		
	GIRVAN GARDENS	20		
	KILKERRAN TERRACE, WHITFIELD	25		
	LOTHIAN CRESCENT/SALTON CRESCENT	40		
	PITKERRO MILL	6		
	SUMMERFIELD PLACE, WHITFIELD	25		
	WHITFIELD CENTRE PH1	35		
	WHITFIELD LOAN, WHITFIELD	40		
	WHITFIELD REGENERATION	617		
	WHITFIELD RISE/SUMMERFIELD	100		
TOTAL		932	110	0

Neighbourhood	Site	Private	Social Rented	Student
Hilltown	224/232 HILLTOWN		10	
	FORMER LAWSIDE WORKS, PATERSON ST		32	
	JAMES STREET/NORTH GEORGE ST		19	
	MAIN STREET		5	
	NELSON STREET		12	
	REID SQUARE		11	
	MILTON STREET	46		
	STRATHMORE AVENUE (FIRE STATION)	7		
TOTAL		53	89	0

Neighbourhood	Site	Private	Social Rented	Student
Dens Rd/Fairmuir	DENSFIELD WORKS (TANNADICE ST)		23	
	LAING STREET	5		
TOTAL		5	23	0

Neighbourhood	Site	Private	Social Rented	Student
Stobswell	DURA STREET		11	
	3 Kemback Street	8		
	BROWN CONSTABLE STREET	8		
	ERSKINE STREET	15		
	MAINS LOAN/ELIZA STREET	30		
	MARYFIELD DEPOT	20		
	MARYFIELD GOODS YARD	44		
	TAYBANK WORKS PHASE TWO	18		
	TAYSPINNERS WORKS, ARBROATH ROAD	69		
TOTAL		212	11	0

Neighbourhood	Site	Private	Social Rented	Student
Stannergate	ARBROATH ROAD	26		
	CAMPERDOWN DOCK	30		
	PRINCES STREET PH1	10		
	PRINCES STREET PH2	20		
	WALLACE CRAIGIE WORKS	146		
TOTAL		232	0	0

Neighbourhood	Site	Private	Social Rented	Student
Mid Craigie/Linlathen	ALLOWAY PLACE	25		
	BRIDGEND STREET	29		
	HONEYGREEN ROAD	42		
TOTAL		96	0	0

Neighbourhood	Site	Private	Social Rented	Student
Douglas	BALBEGGIE STREET		6	
	BALERNO PLACE	24		
TOTAL		24	6	0

Neighbourhood	Site	Private	Social Rented	Student
Broughty Ferry	BALGILLO NORTH	101		
	BALMOSSIE	13		
	FINTRY PLACE	6		
	JAKES NIGHT CLUB	20		
	LINLATHEN HOUSE LODGE	30		
	MONIFIETH ROAD, ARMITSTEAD	10		
	PANMUIRFIELD	45		
	QUEEN STREET	7		
	Westbay, 34 Albert Road	12		
TOTAL		244	0	0

GRAND TOTALS	4197	736	193
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Source: Housing Land Audit 2008

2. HLA 2008 Student Residences Completions by Neighbourhood Areas and Individual Sites

Neighbourhood area	Site	Completions HLA 2008
City Centre	SOUTH WARD ROAD	31
Totals		31

3. HLA 2008 Housing Association / Public Sector Housing Completions by Neighbourhood Areas and Individual Sites

Neighbourhood area	Site	Completions HLA 2008
Ardler/St Mary's	ARDLER PHASE 6B	8
Kirkton/Mill O' Mains	KIRKTON CENTRAL CORE	34
Hilltown	FORMER LAWSIDE WORKS, PATERSON ST	15
Hilltown	JAMES STREET/NORTH GEORGE ST	4
Mid Craigie/Linlathen	MIDMILL ROAD	10
Totals		71

4. HLA 2008 Private Completions by Neighbourhood Areas and Individual Sites

Neighbourhood area	Site	Completions HLA 2008
City Centre	11/19 REFORM STREET	9
	32 NETHERGATE- 9-13 W'HALL STREET	19
	CITY QUAY PHASE 4	48
	CITY QUAY PHASE ONE	66
	CITY QUAY PHASE TWO	37
City Centre Total		179
Western Edge	WESTERN GATEWAY LIFF PH1	10
Western Edge Total		10
Lochee/Charleston	GOURDIE STREET	6
Lochee/Charleston Total		6
Law	CITY ROAD/ROSEBERY STREET	21
	DUNDEE ROYAL INFIRMARY	17
	KINPIRNIE PLACE	18
Law Total		56
Ardler/St Mary's	BALDRAGON	72
Ardler/St Mary's Total		72
Kirkton/Mill O' Mains	EMMOCK WOODS (later stages)	29
	EMMOCK WOODS PH4	11
	TROTTICK, FORMER MULTIES	6
Kirkton/Mill O' Mains Total		46
Fintry/Whitfield	BALLUMBIE FARM	26
	KELLAS ROAD	20
Fintry/Whitfield Total		46
Dens Rd/Fairmuir	223 CLEPINGTON ROAD	5
Dens Rd/Fairmuir Total		5
Stobswell	ARTHURSTONE TERRACE	8
	BROWN CONSTABLE STREET	12
	TAYSPINNERS WORKS, ARBROATH ROAD	10
Stobswell Total		30
Stannergate	EAST PORT WORKS	9
	MAYFIELD	3
Stannergate Total		12

Mid Craigie/Linlathen	BRIDGEND STREET	24
Mid Craigie/Linlathen Total		24

Douglas	BALERNO PLACE	17
Douglas Total		17

Broughty Ferry	BALGILLO NORTH	49
	BALMOSSIE	17
	LINLATHEN HOUSE LODGE	9
	SOUTH OF ARBROATH RD PH1	51
Broughty Ferry Total		126

Totals	629
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Source: Housing Land Audit 2008

5. 2008 - 2013 Housing Supply by Neighbourhood Area

Neighbourhood Reference	Neighbourhood Area	2008 - 2013 Housing Supply
01	City Centre	1279
02	West End	32
03	Menzieshill	127
04	Western Edge	675
05	Lochee/Charleston	565
06	Law	85
07	Ardler/St Mary's	102
08	Kirkton/Mill O' Mains	224
09	Fintry/Whitfield	1042
10	Hilltown	142
11	Dens Rd/Fairmuir	28
12	Stobswell	223
13	Stannergate	232
14	Craigiebank	0
15	Mid Craigie/Linlathen	96
16	Douglas	30
17	West Ferry/Craigiebarns	0
18	Broughty Ferry	244
TOTALS		5126

Source: Housing Land Audit 2008

Local Housing Strategy Action Plans Update 2007 - 2008

This part of the document shows all the action plans which were identified in the Local Housing Strategy and how they have progressed over the four years of the Strategy.

The action plans are colour coded to identify at which stage each has reached, the code symbols are as follows:

- Green** - **Complete**
Maroon - **In Progress**
Blue - **Behind Schedule**
Red - **Action Deleted or Transferred**

Private Sector

Ref No.	Strategic Objectives	Lead	Targets	Progress 2004-2009	On Target Yes/No
PS1	Develop a voluntary accreditation scheme for private landlords.	Dundee City Council Housing Quality and Performance Unit.	2004/2006	Launched January 2006. It has 52 members which cover 862 of the cities properties.	Y
PS2	Investigate rent differentials in private properties through Rent Officers/Housing Benefits	Dundee City Council Housing Quality and Performance Unit	2004/2005	Completed	Y
PS3	Extend factoring service in wider Stobswell area	Stobswell Officers Group	2004/2005	Completed.	Y
PS4	Introduce grant assistance for security measures in tenement properties	Stobswell Officers Group	2004/2005 2005/2006 2007/8	249 applications submitted. 33 at formal notice of approval stage. 29 finalised grants issued. 31 New applications submitted. 15 Received formal notice of approval and 22 grants were finalised. 42 applications were cancelled.	Y Not on target (the low number of applications and high cancellation rate reflects the difficulties of obtaining co-operation/consent from owners to the installation of door entry systems).
PS5	Introduce community warden service as part of building safer communities	Dundee City Council Corporate Planning	2004/2006	Community Safety Wardens initiative is well established and working in partnership with key stakeholders. Community Safety Wardens have now been mainstreamed into Dundee City	Y

				Council funding and sits within the Leisure and Communities Department. They liaise closely with Housing Department Officers and regularly share information on housing related matters that arise in the course of their patrols.	
PS6	Extend activities of Anti-Social Behaviour Team into Private Sector to complement community mediation service	Dundee City Council Antisocial Behaviour Team	2006/2009	There were 381 cases received from the private sector in 2007/8. Completed.	Y
PS7	Promote mediation service	Dundee City Council/Scottish Association for the Care and Resettlement of Offenders (SACRO).	2006/2007	In 2007/8 there were 178 referrals, 65 went to mediation with 58 positive results (89%).	Y
PS8	Identify BTS standard properties and remedy through grant assistance.	Private Sector Services Unit	2006/2007 2007/08	16 properties received grants in 2006/07. 10 were owner occupiers. 9 properties received grants in 2007/08 all were owner occupiers.	Y On Target (approach to BTS is reactive; no targets are set)
PS9	Assist elderly and disabled home owners to remain in their homes through Care and Repair scheme and through the handyman scheme	Private Sector Services Unit	2005/2009 2007/08	£35,869 spent on 251 small repair awards. £61,577 spent on 23 Care and Repair. These end of year figures have yet to be reconciled with Finance. £38,995 spent on 257 small repair awards. £78,033 spent on 22 Care	Y On target (under-spend on budget)

				& Repair grants.	allocation of £145,000 but meeting demand).
PS10	Enable Right to buy owners to participate in common repair and improvement programme.	Private Sector Services Unit	2004/2009 2007/08	£766,214 including instalment payments spent on grants for ex-council capital works comprising 80 finalised grants and 197 instalments. £813,120 including instalment payments spent on grants for ex-council capital works comprising 168 finalised grants and 171 instalments.	Y On Target
PS11	Administer House in Multiple Occupation (HMO) Licensing	Private Sector Services Unit	2004/2009	257 Application have been referred to Committee against a target of 240. Of this total, 240 licences have been granted. There are currently 1082 licensed properties in operation. 184 new licence applications have been lodged since 1 April 2007. 158 applications await determination	Y
PS12	Identify HMO premises	Private Sector Services Unit	2006/2007	As at 20 March 2009, 1511 applications have been received	Y

				since 2000.	
PS13	Implement new improvement and repairs grant scheme	Private Sector Services Unit	2004/2009	100% of PSHG budget spent. Target achieved.	Y
PS14	Investigate impact of new private build on affordability and demand for rented housing.	Housing Quality and Performance Unit, Planning dept.	2006/7	Housing needs demand research progressing. Craigforth research has been completed and the results of this research will now be presented to Housing Committee in June 2009	Target date amended
PS15	Landlord Registration	Private Sector Services Unit	2006/2007	£313,745.53 in fee income, grant received and carried forward as at March 2009. 5012 landlords/agents have applied to be registered (9913 properties). As at the 1 April 2009 53% approved.	.

Regeneration

Ref No.	Strategic Objectives	Lead	Targets	Progress 2004 - 2009	Target Achieved Y/N
RS1	Work with partners to provide quality housing.	DCC and Communities Scotland	2004/2009	168 new social rented houses approved by Scottish Government. 206 social rented completions recorded by P&T during 2008.	On Target
RS2	Priority Area - Stobswell.	Private Developers Servite H.A	2004/2009	2008 New Build completions: Private 51 (per P & T) Delays are being experienced due to market conditions. 41 New Social Rented houses Completed 2008	On Target Completed
RS3	Priority Area - Kirkton	Servite H.A DCC Housing/ Planning & Transportation	2004/2009	New housing progressing, 74 Social rented houses built.	Y
RS4	Priority - Maxwelltown	DCC Housing/Planning & Transportation/ Communities Scotland	2004/2010	Action Plan progress: Demolitions: 16 complete. Awaiting rehousing: Low Rise - 8 Multis - 33 2 owners to buy back. Environmental Improvements: 3 projects completed. First version of a brief for Maxwelltown prepared.	On Target
RS5	Priority - Whitfield	Angus H.A		Site 1 complete, Development of site 2 delayed	Y

				due to lack of funding. Works have now started on site, due for completion 2010.	
	Whitfield	Home in Scotland		Site 1 completed Development of Site 3 Planning permission granted. Start on site soon.	Y
	Whitfield	Dundee City Council Housing Planning & Transportation.		Demolitions complete.	
				Project Board appointed and meeting regularly. Whitfield Task Group: Options for the new road, various infrastructure matters and the central core are progressing and are to the focus of community consultation which will take place in September in association with the consultation on the new school. An open space/ play strategy is being developed in partnership with the Whitfield Development Group.	On Target
RS6	Discuss options for future of Council stock with tenants using results of FVS	Dundee City Council Housing Investment Working Group.	2004	Action Complete. Retention strategy adopted.	Y
RS7	Develop a self sustaining social	Stobswell Steering Group	2006/2007	The Clean Close Company	Y

	enterprise as part of the wider strategy to regenerate Stobswell.			now employs 14 staff who cleans over 300 tenements. This social enterprise is proving to be beneficial by helping improve the area and promote a feeling of well-being.	
RS8	Priority Area - St. Mary's	DCC Housing	2004/2007	Project is now part of mainstream housing support service to all St.Mary's area.	Y
		DCC Housing	2004/2007	No Funding for Environmental Improvements.	N
RS9	Identify surplus housing in Council stock.	DCC Housing Investment Unit	2004/2010	2008/09: 148 terminations from surplus housing. Review of core and potentially at risk stock to be undertaken as part of the SHQS Root and Branch Review 2009/10	On Target
RS10	Demolish 663 flats in St Mary's, Mill O'Mains, Hilltown, Charleston and Whitfield.	Dundee City Council Housing Investment Unit.	2004/2006	Demolitions complete St. Mary's, Mill O' Mains, Charleston and Whitfield. 2008/09: 73 demolitions complete	On Target
RS11	Prepare SHQS Delivery Plan	DCC HIU	2004/2015	2008/09 - Capital Expenditure to SHQS standard £15,213,000. Total dwellings being brought up to SHQS 2008/09 - 1205. Preparation for Root and	Y Delivery plan on target.

				P & T. Housing Dept priority - rehousing from Aimer Square/Doyle Place.	
RS14	Priority Area - Mid Craigie/Linlathen	DCC Housing/ Planning & Transportation/ Communities Scotland	2004/2005 2005/2008	2008 New Build completions: Private - 23 (per P & T).	
RS15	Priority Area - Mill O' Mains	DCC Housing/ Planning & Transportation/ Communities Scotland	2004/2007	Draft Masterplan now adopted. Phase 1 planning application submitted by Home Scotland. Housing Committee also approved declaration of 90 units as surplus housing.	
RS16	Priority Area - Douglas	DCC Housing/ Planning & Transportation/ Communities Scotland	2004/2009	Complete	
RS18	Priority Area - Ardler	Sanctuary Scotland H.A	2006/2008	New Build Complete. Site 6A development delayed due to current market conditions. Scottish Government to undertake evaluation.	

Social Rented Strategy

Ref No.	Strategic Objective	Lead	Targets	Progress 2004 - 2009	Target Achieved Y/N
SR1	Repair Service Phase 1 Customer Contact Centre.	Housing	2006/2007	The on-line repairs system is now operational.	Y
SR2	Develop a Common Housing Register.	Housing Quality and Performance Unit.	2006/2007	CHR work is ongoing, in parallel with improvements to the Lettings system. CHR liaison meetings continue to be held with stakeholders, an application form for the new system has been drafted and is about to be road-tested. Development work on the DCC Lettings system should allow the CHR to go live early in 2010.	Behind schedule but still being developed.
SR3	Development of Contact Centre Rents Lettings	Housing	2006/2007	Both these offices are now open.	Y
SR4	Implement the requirements of the Housing (Scotland) Act re. Tenant Participation	Housing Quality and Performance Unit	2007	26 Registered Tenants Associations. Complete.	
SR5	Review Local Housing Allocation Policy	Housing Quality and Performance Unit	By 2006	Better matching of housing supply to demand and decreased void levels.	Cancelled and new action plan developed SR8
SR6	Invest in the repair and maintenance of Council houses annual programme of improvements	Housing Investment Unit	2008/2009 2009/2010	Capital-£17.252m Planned Main-£5.222m Capital-£23.965m Planned Main-£5.745m Capital-	Y

			2010/2011	£23.207m Planned Main-£5.580m	
SR7	Develop a community intelligence Unit with Tayside Police	Housing Anti- Social Behaviour Unit	2006/2007	Unit established in May 2005. A temporary part-time clerical post is to be established in Police HQ to deal with requests.	Y
SR8	Review local authority housing allocation policy	Housing Quality & Performance Unit	2006/2007	An Implementation Group Has been formed and an I.T. development Plan has been agreed which will see the policy being implemented in November 2009	

Community Care

Ref No.	Strategic Objectives	Lead	Targets	Progress 2004-2009	Target Achieved Yes/No
CC1H	Develop the concept of SMART technology.	DCC Housing Quality and Performance Unit.	2004	Completed – installed August 2004.	Y
		<ol style="list-style-type: none"> 1. Dundee Older People's Planning Group. 2. Dundee Learning Disabilities Strategic Planning Group. 3. Dundee Mental Health Strategic Planning Group. 4. Dundee Physical Disabilities, Sensory Impairment and Acquired Brain Injury. 	<p>2005 - 22 New build units installed with SMART technology.</p> <p>10 New build units installed with SMART technology.</p> <p>May 2006 - Develop a SMART assessment flat by March 2007.</p>	<p><i>Complete.</i></p> <p>Complete.</p> <p>Complete.</p>	
CC2H	Develop a single shared community care assessment process.	Dundee City Council Social Work Department.	2004	<p>Learning Disabilities:</p> <p>The Tayside Adult Assessment Tool has been developed and adopted as the core assessment documentation to be used across Tayside Local Authorities and Health services. Work is progressing towards the</p>	Behind Target

				<p>joining up of electronic systems for sharing information and a technical specification has been agreed. It is anticipated that there will be full electronic sharing by early 2009.</p> <p>Processes and procedure are agreed for SSA within Adult Learning Disability Services and training will be rolled out in line with the progress of electronic sharing.</p> <p>Scoping work is being undertaken for Adult Mental Health Services.</p>	
CC3H	The re-provisioning of Council sheltered housing.	Dundee City Council Housing Department (Quality and Performance Unit)	<p>2004/05 Best Value Review of Sheltered Wardens Service completed.</p> <p>27 Sheltered Units Demolished (Reid Square)</p> <p>69 Units Demolished (Summerfield Place/Gardens)</p> <p>76 Sheltered Units to be demolished (Camperdown Sheltered Housing Complex).</p>	<p>Completed.</p> <p>Completed.</p> <p>Completed.</p> <p>Completed</p>	

CC4H	Extend the provision of housing with care.	Dundee Older People's Strategic Planning Group.	2004/09	Target by 2008 was 48 Units; the number existing in 2004 was 15. Actual number of Units at November 2008 = 46	Target Shortfall: 2 Units.
CC5H	Provide amenity housing.	Communities Scotland.	2004/06	Servite Housing Association have built 41 social rented amenity units in Albert Street, Completed	Completed
CC6H	Provide a Care and Repair service.	Dundee City Council Private Sector Services Unit.	2004/05 2005/06 2006/07 2007/08	£150,893 £97,307 £145,000 £145,000	Y
CC7M	Undertake customer satisfaction survey on access to housing adapted for the physically disabled.	Dundee City Council Housing Quality and Performance Unit.	2005/09	The pilot for target times for installations of showers has been completed. Revised targets are currently being discussed with the contractors. A report will be produced by the end of June 2007.	
CC8M	Assess operation of Committee for Rehousing People with Physical Disabilities.	Dundee City Council Housing Quality and Performance Unit/Tenancy Services Unit.	2005/09	2008/9 As a result of several discussions within the Committee the following has been agreed; -There are justifiable strategic objectives to be gained by retaining the Committee. - The current operational process of the Committee is	

				<p>considered fair and reasonable.</p> <ul style="list-style-type: none"> - The process of referrals; assessments; awarding priorities and management/maintenance of the list is considered fair and reasonable. <p>Suggestions for improvement/change from applicants would be referred back to the Committee for consideration and action if appropriate.</p> <p>Additionally the following actions have been agreed:</p> <ul style="list-style-type: none"> - A full review of the waiting list - completed. - Provide details to all waiting list applicants regarding existing stock; size, type, location and encourage them to review their preferences - completed. 	
CC9M	Identify demand for housing for people with sensory impairment and develop design brief for future developments in consultation with Disability Network and appropriate partners.	Strategic Planning Group (Physical Disability, Sensory Impairment and Acquired Brain Injury).	2005/09	<p>At the present time the Acquired Brain Injury Network for Tayside group has not identified any demand for housing. If the group do identify housing need they will contact the Housing</p>	

				representative to develop further. Complete.	
CC10M	Establish prevalence of Acquired Brain Injury in Dundee and ensure that needs are addressed in investigation of SMART technology.	Strategic Planning Group (Physical Disability, Sensory Impairment and Acquired Brain Injury).	2005/09	See above (CC9).	
CC11H	Resettlement of people who are living in long-term hospital settings.	Mental Health Strategic Planning Group.	2005	Target completed 18 individuals housed.	Y
CC12M	Identify the number of people under the age of 65 with organic brain disorder.	Mental Health Strategic Planning Group.	2005	Information will be presented to the Mental Health Strategic Planning Group on 16 April 2007	Was Behind Schedule but now complete.
CC13H	Develop the use of SMART technology.	SMART Technology Task Group.	2004/05	See CC1.	Y
CC14H	Continue the resettlement of people who are living in long-term hospital settings.	Learning Disabilities Strategic Planning Group.	Provide Housing for 14 Individuals	<p>Group 1. 3 Individuals housed by Hillcrest (March 2008).</p> <p>Group 2. 3 Individuals housed by Hillcrest (July 2007).</p> <p>Group 3. 5 Individuals housed by Sanctuary (March 2007).</p> <p>Group 4. 3 Individuals housed by Abertay (March 2008).</p>	New targets were set and works are on Target (see 2005/6 update).
CC15H	Develop a model of accommodation	Learning Disabilities Strategic	Provide Housing for 3 Individuals	This project is complete and is now	

	and support for clients with forensic needs.	Planning Group.		administered by turning point. Two of the three residents are in the project; the third has a lengthy induction period and will take up residency shortly.	
CC16H	Provide accommodation for 4 individuals who are entrapped in acute hospital setting.	Learning Disabilities Strategic Planning Group.	Provide housing for 3 Individuals	2004/5 – 3 people housed. 2005/6 – 1 person housed in the community. Housing provider Hillcrest H.A.	Complete.
CC17H	Enable individuals living in SWD shared/group home accommodation to access housing in the community.	Learning Disabilities Strategic Planning Group.		2004/5 – 7 properties provided by Abertay H.A. 2005/6 – 19 properties provided by Home Scotland H.A., Hillcrest H.A., Bield H.A. and local authority.	The target has been completed and exceeded by 10 properties.
CC17A	Enable individuals living in shared/group home accommodation to access housing in the community.	Learning Disabilities Strategic Planning Group.	Provide Housing for 10 Individuals	This is the closure of the Elmgrove project. Plans to open a new replacement scheme have been delayed. The original site under consideration was found to be unsuitable. A second site is now being evaluated and plans are being drawn up. Timescale for completion of	Behind Schedule

				this project is now 2011.	
CC18H	Provide accommodation for individuals who are inappropriately placed in the community.	Learning Disabilities Strategic Planning Group.	2005 Provide Housing 7 Individuals Hillcrest H.A	Completed 7 individuals Housed.	Y
CC19H	Provide accommodation for individuals who are inappropriately placed in the community.	Learning Disabilities Strategic Planning Group.	2005 Provide Housing for 8 Individuals. Bield H.A	Completed 8 Individuals Housed.	Y

Ref No.	Strategic Objectives	Lead	Targets	Progress 2004-2009	Target Achieved Yes/No
CC19A	Provide accommodation for individuals with learning disabilities/ profound and multiple learning disabilities.	Learning Disabilities Strategic Planning Group	<p>Provide accommodation for;</p> <p>(1) 3 Individuals</p> <p>(2) 3 Individuals</p> <p>(3) Provided housing for 4 Individuals within current housing stock: Hillcrest H.A 2 Individuals</p> <p>Margaret Blackwood 2 Individuals</p> <p>(4) Home Scotland to provide housing for 4 Individuals</p>	<p>3 individuals accommodated under CC15 Target has been revised. Only one of the three individuals has been rehoused. (Abertay H.A March 2008).</p> <p>Accommodation not suitable. Alternative options being sought.</p> <p>Individuals will be housed together (joint tenancy). Occupation date September 2007.</p> <p>New build due for completion December 2007.</p>	<p>Y</p> <p>On target</p> <p>New target to be set</p> <p>On target</p> <p>On target</p>
CC20H	Provide accommodation options for older people with learning disabilities living with older carers.	Learning Disabilities Strategic Planning Group.	<p>Introduce pilot in LA very sheltered housing complex.</p> <p>Evaluation of Pilot 2005 - 2006</p>	<p>Completed.</p> <p>SWD/Housing Working Group set up in March 2007 to progress pilot evaluation. Evaluation will be completed by November 2008.</p>	
CC21H	Develop the concept of SMART technology.	SMART Technology Task Group.	2004/07	See CC1. Complete.	

			National guidelines document for community rehabilitation and recovery services. Final draft submitted to NHS Tayside Mental Health Review Project Board August 2006.	the future Approved	
CC24	Develop models of accommodation for individuals who are entrapped in hospital settings.	Dundee Mental Health Strategic Planning Group.	Identify the number/care/support needs of individuals by March 2007. Revenue Funding to be confirmed January 2007.	Completed. The models of service and accommodation have been agreed by the planning partners and some potential sites have been identified. The project is currently being considered along with other housing priorities in the Strategic Housing Investment Plan 2009-2014.	
CC25	Review the future of residential accommodation for older people in Dundee.	Older People Strategic Planning Group.	April 2006	Review completed. New build care home in Douglas due for completion in September 2007.	Complete
CC26	Extend the provision of Housing with Care	Older People's Strategic planning Group Social Work Department	2007	A target of 100 new services by 2011 identified. Revenue cost for this target is £930,000.	

				<p>2008/09 Update Information from the public consultation and focus group discussion has been produced and shared with Housing Associations and Private Developers.</p> <p>Terms of reference for a focus group to review eligibility criteria, referral process and allocation of Housing with Care resources has been agreed and will be co-managed by Housing and Social Work Department.</p> <p>Discussions have progressed with 3 of the Housing Associations with the project team meeting. Discussion with one Provider to develop 10 housing with care services by April 2010 well underway.</p>	
CC27	Develop the concept of Telecare	Older Peoples Strategic Planning Group Social Work Department		<p>Purchase additional telecare equipment 2008-2009. Budget £140,000</p>	

Black and Minority Ethnic Communities

Ref No	Strategic Objectives	Lead	Targets	Progress 2004-2009	Target Achieved Yes/No
BME1H	Undertake further research into specific BME aspirations, e.g. house, size, location etc..	Dundee City Council Housing Quality and Performance Unit.	2005/06	There has been no National Research to date.	
BME2H	Ensure that Housing Department participates fully in the response to Racial Harassment through involvement in RIMAP.	Dundee City Council Housing Quality and Performance Unit.	2005/09	Ongoing training will be provided on Equalities. (See BME2a below)	On Target
BME2A	Ensure that Housing Department participates fully in the response to racial harassment through involvement in RIMAP.	Dundee City Council Housing.	2005-2006	A review is currently underway into RIMAP and its integration into the Dundee Partnership and Community Planning framework. This should be completed by October 2009.	On Schedule
BME3H	Develop appropriate communication s and consultation procedures which enable people from BME communities to access all aspects of the housing services, to make informed choices.	Dundee City Council Housing Quality and Performance Unit.	2005/09	There is a communication and capacity building event to be held in August 2009 where links will be made with BME communities.	
BME4H	Improve support services for BME elderly in their own	Minority Ethnic Communities Strategic Planning Group.	2004/06	Completed. (see update 2005). This has been transferred to	

	homes.			Older People's Strategic Planning Group.	
BME5	Develop appropriate communications and consultation procedures which enable people from BME communities to access all aspects of the housing service, to make informed choices.	Dundee City Council Housing.	2005-2006	Duplicated see BME3.	

Gypsy Travellers

Ref No.	Strategic Objectives	Lead	Targets	Progress 2004 - 2006	Target Achieved Yes/No
GT1M	Review options for future standards of site facilities including the provision of site facilities for children.	East Area Housing Office.	2004/05	The investment in the upgrading of the chalet units will be completed by April 2010. Once this is completed there are no future plans for works at the Gypsy Travellers site.	Behind Schedule
GT4H	Monitor Gypsy Travellers' services to ensure compliance with Race Relations (Amendment) Act.	Dundee City Council Housing Quality and Performance Unit.	2004	All new policies and strategies will go through the EQIA process which ensures we comply with all current legislation. This will ensure the needs of GTs are included.	Complete as this will be ongoing
GT5H	Ensure allocations and race harassment policies address Gypsy Travellers' issues.	Dundee City Council Housing Quality and Performance Unit.	2008/09	The allocation process is currently being reviewed and this is due to be completed by December 2009	
GT6M	Review site	Dundee City	2006	The site rules have	Completed

	rules with residents.	Council Housing Quality and Performance Unit.		been reviewed and revised in conjunction with the GTs. A tenants' handbook containing this and other useful information is now issued when GTs sign for a pitch. Completed.	
GT7H	Ensure Gypsy Travellers' health issues are addressed in housing planning.	Dundee City Council Housing Quality and Performance Unit.	2004/09	Health visitor visits site at Balmuir Wood every two weeks.	Y
GT8H	Ensure that homelessness issues of Gypsy Travellers are addressed.	Housing (Homelessness Strategy Team).	2004/09	This will be addressed in the new LHS/Homelessness Strategy.	
GT9M	Develop consultation with Gypsy Travellers.	Housing (Tenant Participation Team).	2004/09	Consultation will continue to take place with GTs on a one to one basis as and when required as this has been found to be the most effective method of consultation	Y

DOMESTIC ABUSE

Ref No.	Strategic Objectives	Lead	Targets	Progress 2004-2009	Target Achieved Yes/No
DA1H	Secure funding for continuation of existing training posts.	Dundee Domestic Abuse Forum.	2004/05 2005/06 2007/08	Scottish Executive funding in place to support forum co-ordinator and administration post until 31 March 2008. Application to external funding bodies and negotiation of extension of matched funding underway. Co-ordinator and Administrator posts have now been mainstreamed within the Housing Department, with further contributions from partner members. Additional funds have been secured through Scottish Government Violence Against Women Fund to employ a Children and Young Person's Development Worker until 31 March 2001.	Y
DA2H	Completion of New Build Refuge.	Abertay Housing Association.	2004/05	Completed.	Y
DA3H	Identification of training needs of staff and development of training programme.	Dundee Domestic Abuse Forum.	2004/06	Tayside Domestic Abuse Training consortium has implemented a programme of multi-agency basic awareness training in 2006/07. This will continue in 2007/08 and additional specialist training courses will also be available.	Y

	Identification of funding for training.			<p>Basic awareness and specialist training provision will continue from 2008/09 to 2010/11, covering various forms of violence against women.</p> <p>Key objective is to identify long term funding to enable the work of the consortium to continue once current funding ceases on 31 March 2008. Funding secured until 31 March 2001 through Scottish Government Violence Against Women Training Framework. Remit of the Consortium will now cover all forms of violence against women (i.e. not just domestic abuse).</p>	
DA4H	Establish links between the local community and the new build refuge.	Dundee Women's Aid.	2004/05 2005/09	No further meetings between the liaison group and the community have been required. Dundee Woman's Aid believes that the community have now taken onboard the new refuge.	Y
DA5H	Ensure that housing issues are identified by Dundee Domestic Abuse Forum.	Dundee Domestic Abuse Forum.	2004/09	Housing issues identified within Dundee Violence Against Women Partnership Strategic Plan 2009-11. To be taken forward by Partnership Working Groups in conjunction with the housing service and other relevant	

				partners. Actions are scheduled for completion by 31 March 2011 and, where appropriate, have been reflected in the Homelessness Strategy.	
DA6H	Review Service Level Agreement with Dundee Women's Aid.	DCC Housing Homelessness Services Unit.	2005	Dundee Women's Aid Service level Agreement 2006-2009 has been agreed.	Y