**Local Housing Strategy 2023-28 – Monitoring and Evaluation Framework**

**Priority One – Increasing Housing Supply.**

| **Priority 1** |  |  |  |  |
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| **Outcome** | **Action** | **Milestone** | **Timescale** | **Lead** |
| Increase supply of high-quality housing across tenures | Ensure land supply to build 2800 properties by 2028. | Monitor that land supply is sufficient through the in the annual housing land audit | Annual | Senior Planning Officer Place Services |
| Increase supply of high-quality housing across tenures | Work in partnership to deliver 180 affordable properties annually | Deliver new build social rented properties through the Strategic Housing Investment Plan (SHIP) | Annual | Strategy & Development Co-ordinator |
| Increase supply of high-quality housing across tenures | Work in partnership to deliver 180 affordable properties annually | Deliver new build social rented properties through the Strategic Housing Investment Plan (SHIP) | Annual | Strategy & Development Co-ordinator |
| Increase supply of high-quality housing across tenures | Work in partnership to deliver 180 affordable properties annually | Deliver additional social rented properties through the Buy Back Scheme | Annual | Strategy & Development Co-ordinator |
| Increase supply of high-quality housing across tenures | Work in partnership to deliver 180 affordable properties annually | Develop awareness campaign to promote Scottish Government funded options to assist people in home ownership | 2024/5 | Strategy & Development Co-ordinator |
| Increase supply of high-quality housing across tenures | Work in partnership to deliver 180 affordable properties annually | Procedures developed to market affordable options to key workers | 2024/4 | Strategy & Development Co-ordinator, HSCP communications officer |
| Increase supply of high-quality housing across tenures | Work in partnership to deliver 180 affordable properties annually | Collaborative workings with planning colleagues to ensure the Affordable Housing Policy is applied | Ongoing | Strategy & Development Co-ordinator |
| Increase supply of high-quality housing across tenures | Deliver 5% of the SHIP programme as wheelchair properties | Annual SHIP | Annual | Strategy & Development Co-ordinator |
| Increase supply of high-quality housing across tenures | Deliver 5% of the SHIP programme as adapted properties | Annual SHIP | Annual | Strategy & Development Co-ordinator |
| Increase supply of high-quality housing across tenures | Deliver 5% of the SHIP programme as larger properties (4 bedroom or more) | Annual SHIP | Annual | Strategy & Development Co-ordinator |
| Increase supply of high-quality housing across tenures | Explore build to rent linking with release of census data | Scottish Government release census data at council and sub area level | 2024/5 | Strategy & Development Co-ordinator |
| Increase supply of high-quality housing across tenures | Update housing market information annually | Consider information from local and national sources to inform discussions on SHIP projects and affordable housing discussions. | Annual | Strategy & Development Co-ordinator |
| Increase supply of high-quality housing across tenures | Encourage the Place principle in development of new housing and in regeneration. | The Place principle and accessibility to local services on SHIP projects is considered as part of the scoring matrix beyond 2024/25 | 2023/4 | Strategy & Development Co-ordinator |
| Increase supply of high-quality housing across tenures | Encourage the Place principle in development of new housing and in regeneration. | Place principle is incorporated into the SHIP | 2025/6 onwards | Strategy & Development Co-ordinator |
| Increase supply of high-quality housing across tenures | We will prioritise town centre sites for housing in the SHIP where viable and in areas of housing need | We work collaboratively with Place Services to share information and promote opportunities with developers and partners. | 2023/24 | Strategy & Development Co-ordinator/ Regeneration Co-ordinator |
| Increase supply of high-quality housing across tenures | We will explore conversion of former shops for housing where viable and in areas of housing need | We will work collaboratively with Place Services to share information and promote opportunities with developers and partners | 2025/6 | Strategy & Development Co-ordinator/ Regeneration Co-ordinator |

**Priority One Increasing housing supply - Indicators**

| **Priority 1** |  |  |  |  |  |
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| **Indicators** | **Target** | **Baseline** | **Frequency** | **Source** | **Service Partner** |
| Number of new build homes | 225-295 (HST) | 310 | Annual | SG housing statistics | FC housing/ planning |
| Number social rented new build | 180-225 (HST) | 48 | Annual | SG housing statistics | FC housing/ planning/ RSLs |
| Number of larger social rented new build | 5% of SHIP programme | 4% - 4 (Link former Whyteside Hotel) | Annual | SHIP | FC housing/ planning/ RSLs |
| Number of wheelchair HfVNs properties | 5% of SHIP programme | 8% -9 (Link Williamson Street 5, former Whyteside Hotel 2, Loretto 2 Cobblebrae) NB total in 21/221 (107) | Annual | SHIP | FC housing/ planning/ RSLs |
| Number of accessible properties | 5% of SHIP programme | 1% -1 (FC Greenbank Court) | Annual | SHIP | FC housing/ planning/ RSLs |
| Number of buybacks | 80 (HIP) 5 (RSL SHIP) | 103 | Annual | S&D team | Housing/Legal |
| Number of larger buybacks | 5% of buyback target | 5% - 4 | Annual | S&D team | Housing/Legal |
| Number of other affordable housing options |  | 11 (shared equity) | Annual | SG housing statistics | FC housing/ planning/ RSLs |
| Quarterly strategic discussion housing and planning | 4 | 4 | Annual | Strategy &development team | FC housing/ planning |
| Number of affordable housing sites where discussions ongoing | 100% site above 20 units |  | Annual | Strategy &development team | FC housing/ planning |
| Projects are mapped to ensure there is a geographical spread across the Council area |  |  | Annual | Strategy &development team | FC housing/ planning/ RSLs |
| In order to meet national requirements, the SHIP is entered on the Scottish Government computer system to enable us to submit tenders, draw down grant and enable SG to monitor their national affordable housing target. |  |  | Annual | Strategy &development team | FC housing/ planning/ RSLs, SG |
| Place principle considered in the SHIP | SHIP project methodology takes account of Place Principle | Consider links to local services and amenities for SHIP projects 2024-29 | Annual | Strategy &development team, community planning | FC housing, community planning, planning |

**Priority Two - Creating Sustainable Communities**

| **Priority 2** |  |  |  |  |
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| **Outcome** | **Action** | **Milestone** | **Timescale** | **Lead** |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will work in partnership to carry out housing regeneration across Falkirk Council area | The Haugh Gardens project will be carried out | 2024/5 | Service Manager Communities, Community Engagement Co-ordinator |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will work in partnership to carry out housing regeneration across Falkirk Council area | Review Haugh Gardens project | 2025/6 | Senior Asset and Investment Manager |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will work in partnership to carry out housing regeneration across Falkirk Council area | Partnership working is underway to improve housing in the Grangemouth. | 2023/24 | Service Manager Communities, Community Engagement Co-ordinator |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will work in partnership to carry out housing regeneration across Falkirk Council area | Community and tenant consultation will be carried out to inform housing regeneration projects over an initial 10- year programme. | Ongoing | Service Manager Communities, Community Engagement Co-ordinator |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will work in partnership to carry out housing regeneration across Falkirk Council area | Subject to viability and affordability we will design and develop Phase 1 of the Grangemouth Housing regeneration to inform future housing improvement projects | 2028/8 | Service Manager Communities, Community Engagement Co-ordinator |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will work in partnership to carry out housing regeneration across Falkirk Council area | We will develop area profiles using the place principle and consider local resources, services, housing demand, social factors, tenure mix. | Starting 2024/5 then ongoing | Strategy & Development Co-ordinator, Community Planning and Participation Co-ordinator |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will encourage effective collaboration and community engagement to improve the impact of resource allocation and investment in community. | Access resource through Participatory Budgeting for community spaces | 2024/25 | Community Planning and Participation Co-ordinator |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will encourage effective collaboration and community engagement to improve the impact of resource allocation and investment in community. | Practice effective community engagement, based on the National Standards, to ensure resource is allocated based on communities needs and wants. | 2024/25 | Community Engagement Co-ordinator |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will encourage effective collaboration and community engagement to improve the impact of resource allocation and investment in community. | Demonstrate ongoing dialogue with communities to shape the design and development of community spaces, local environment, and community wellbeing | 2024/25 | Community Engagement Co-ordinator |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will develop local living and 20-minute neighbourhoods to deliver the healthy, sustainable and resilient places required to support a good quality of life and balance our environmental impact. | Deliver spaces that reflect the need of our communities to walk, wheel or cycle to the places they need to access most regularly. | 2024/5 and ongoing | Community Planning and Participation Co-ordinator, Community Engagement Co-ordinator |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will develop local living and 20-minute neighbourhoods to deliver the healthy, sustainable and resilient places required to support a good quality of life and balance our environmental impact. | Improve wellbeing by increasing the opportunity for people to move around in healthy ways, encouraging physical activity and social interaction and providing access to good quality greenspace. | 2024/5 and ongoing | Community Planning and Participation Co-ordinator, Community Engagement Co-ordinator |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will develop local living and 20-minute neighbourhoods to deliver the healthy, sustainable and resilient places required to support a good quality of life and balance our environmental impact. | Use community spaces to improve social interaction. | 2024/25 | Service Managers Communities, & Fairer Falkirk & Libraries |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will develop local living and 20-minute neighbourhoods to deliver the healthy, sustainable and resilient places required to support a good quality of life and balance our environmental impact. | Communities take “stewardship” of community spaces and services including through Community Asset Transfer and Strategic Property Review | 2024/25 | Community Planning Co-ordinator, Community Engagement Co-ordinator |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will work in partnership to promote community well-being activities | We will widen the LHS priority 2 group to include housing operations, access to housing, community planning, and Fairer Falkirk colleagues | 2023/24 | Service Manager Communities, Community Engagement Co-ordinator |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will work in partnership to promote community well-being activities | We will promote our library services to our tenants and residents | 2023/24 | Library Services team leader |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will work in partnership to tackle poverty and maximise incomes. | We will widen the LHS priority 2 group to include housing operations, access to housing, community planning, and Fairer Falkirk colleagues | Ongoing | Service Manager Communities, Community Engagement Co-ordinator |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will work in partnership to tackle poverty and maximise incomes | We will deliver the actions of our income maximisation strategy. | 2023-25 | Fairer Falkirk Co-ordinator |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will work in partnership to tackle poverty and maximise incomes | Recruit 10 housing staff to support tenants to maximise their income. | 2023 | Housing Operations Manager |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will work in partnership to tackle poverty and maximise incomes | We will offer think poverty sessions to staff to increase awareness and understanding of poverty and how they can help people. | 2023/24 | Fairer Falkirk Co-ordinator |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will work in partnership with Registered Social Landlords to collect comprehensive equalities data covering all strands in housing surveys, identifying how we store and use this data | We will explore joint training for staff on collection of equalities data including front line staff and senior managers | Ongoing | Training Co-ordinator |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will work in partnership with Registered Social Landlords to collect comprehensive equalities data covering all strands in housing surveys, identifying how we store and use this data | Falkirk Council to collect all strands of Equalities Data as per Scottish Housing Regulator (SHR) Requirements. | Ongoing | Performance & Compliance Co-ordinator |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will work in partnership with Registered Social Landlords to collect comprehensive equalities data covering all strands in housing surveys, identifying how we store and use this data | We will explore with RSL partners collection of data for all equalities strands re SHR requirements | Ongoing | Community Engagement Co-ordinator |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will bring empty properties in the private sector into use | We will explore grants to improve the property conditions of empty homes | 2024/5 | Strategy & Development Co-ordinator |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will bring empty properties in the private sector into use | Develop procedures for dealing with longer term empty homes or those impacting on the local community | 2023/4 | Strategy & Development Co-ordinator |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will bring empty properties in the private sector into use | We will explore a range of methods to promote the empty homes project | Ongoing | Strategy & Development Co-ordinator |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will bring empty properties in the private sector into use | We will explore purchase of homes by Falkirk Council and RSL partners homes which are currently empty | 2024/25 | Strategy & Development Co-ordinator |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will promote digital technology and online services | We will have a digital champion in each hub | 2024/25 | Performance & Compliance Co-ordinator and Community Engagement Co-ordinator, Library Services. |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will promote digital technology and online services | We will promote and deliver digital learning opportunities in our communities. | Ongoing | Community planning |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will promote digital technology and online services | We will increase uptake of housing online | Ongoing | Performance & Compliance Co-ordinator and Community Engagement Co-ordinator. |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will promote digital technology and online services | We will work with libraries to assist tenants and customers use digital technology to access housing services and respond to housing consultations | Ongoing | Team Leader Library Services |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will promote digital technology and online services | We will recruit a digital libraries graduate to help increase digital inclusion support within libraries. | 2023/4 | Team Leader Library Services |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will promote digital technology and online services | All libraries’ staff will complete digital champion training. | 2023/4 | Team Leader Library Services |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will promote digital technology and online services | We will develop protocols to ensure people with lower literacy levels are able to access housing services. | 2024/25 | Community Engagement Co-ordinator |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will promote tenant participation and work to coproduce the TP Forum | We will support tenant representatives to undertake training and qualifications around community involvement | 2024/25 | Community Engagement Co-ordinator |
| Our communities are connected and empowered, to make decisions about their area and the services in it. | We will promote tenant participation and work to coproduce the TP Forum | We will keep the TP strategy under review | Annual | Community Engagement Co-ordinator |

**Priority two Creating Sustainable Communities – indicators**

| **Priority 2** |  |  |  |  |  |
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| **Indicators** | **Target** | **Baseline** | **Frequency** | **Source** | **Service Partner** |
| Number of empty properties brought into use | 70 | 38 (pre-Covid 65 (19/20) | Annual | Strategy& Development Team | Shelter Empty Homes Forum |
| % of Council tenants satisfied with the management of the neighbourhood they live in | Increase | 75.30% | Annual | Scottish Housing Charter | Waste management |
| % of Link tenants satisfied with the management of the neighbourhood they live in | Increase | 89.50% | Annual | Scottish Housing Charter | Link, Waste management |
| % of Paragon tenants satisfied with the management of the neighbourhood they live in | Increase | 84.40% | Annual | Scottish Housing Charter | Paragon, Waste management |
| Number of visits to Falkirk Council Libraries | 664 248 (2023/24) | 603 862 (2022/23) | Annual | Local Government Benchmarking Framework | Library Services |
| Number of attendees at Think Poverty training sessions | 240 | 194 (2022/23) | Annual | Fairer Scotland team | Fairer Falkirk |
| Financial gain (additional income to households) from benefits and debt support from Falkirk Council services | TBC | £7 874 356 in 2022/23 | Annual | Community Advice Services | Revenues and Benefits |
| Number of Occupied Dwellings in Scottish Index of Multiple Deprivation (SIMD) | Reduce | (I020 | Annual | Scottish Government | Community planning |
| Number of Occupied Dwellings in Scottish Index of Multiple Deprivation (SIMD) | Reduce | Decile 1) -4573 | Annual | Scottish Government | Community planning |
| Number of Occupied Dwellings in Scottish Index of Multiple Deprivation (SIMD) | Reduce | Decile (2)-8664 | Annual | Scottish Government | Community planning |
| Number of Occupied Dwellings in Scottish Index of Multiple Deprivation (SIMD) | Reduce | Decile (3)-9694 | Annual | Scottish Government | Community planning |
| Number of Occupied Dwellings in Scottish Index of Multiple Deprivation (SIMD) | Reduce | Decile (4)-7901 | Annual | Scottish Government | Community planning |
| Number of Occupied Dwellings in Scottish Index of Multiple Deprivation (SIMD) | Reduce | Decile (5)-10581 | Annual | Scottish Government | Community planning |
| Number of Occupied Dwellings in Scottish Index of Multiple Deprivation (SIMD) | Reduce | Decile (6)-9139 | Annual | Scottish Government | Community planning |
| Number of Occupied Dwellings in Scottish Index of Multiple Deprivation (SIMD) | Reduce | Decile (7)-4306 | Annual | Scottish Government | Community planning |
| Number of Occupied Dwellings in Scottish Index of Multiple Deprivation (SIMD) | Reduce | Decile (8)-7988 | Annual | Scottish Government | Community planning |
| Number of Occupied Dwellings in Scottish Index of Multiple Deprivation (SIMD) | Reduce | Decile (9)-9492 | Annual | Scottish Government | Community planning |
| Number of Occupied Dwellings in Scottish Index of Multiple Deprivation (SIMD) | Reduce | Decile (10)-4021 | Annual | Scottish Government | Community planning |

**Priority three– Access to Housing**

| **Priority 3** |  |  |  |  |
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| **Outcome** | **Action** | **Milestone** | **Timescale** | **Co-ordinator** |
| Prevent homelessness whenever it is possible to do so. | Work in partnership with key stakeholders to ensure that prevention pathways are developed and implemented | People leaving hospital will have housing which meets their physical needs | Sep-24 | Housing Needs service Manager / Homeless Team Coordinator |
| Prevent homelessness whenever it is possible to do so. | Work in partnership with key stakeholders to ensure that prevention pathways are developed and implemented | Review our approach to the SHORE standards | Sep-28 | Housing Needs service Manager / Homeless Team Coordinator |
| Prevent homelessness whenever it is possible to do so. | Work in partnership with key stakeholders to ensure that prevention pathways are developed and implemented | Review housing options for care leavers to ensure they find suitable housing options | Apr-25 | Housing Needs service Manager / Homeless Team Coordinator |
| Prevent homelessness whenever it is possible to do so. | Meet people’s housing needs at the earliest opportunity. | Develop service delivery in community-based settings | Sep-24 | Housing Needs service Manager / Homeless Team Coordinator |
| Prevent homelessness whenever it is possible to do so. | Develop and implement a housing specific domestic abuse policy. | Policy is implemented | Aug-24 | Housing Needs service Manager / Housing Support Co-ordinator |
| Prevent homelessness whenever it is possible to do so. | We will participate and contribute to the wider council trauma enforced practise. | Staff are fully trained in Trauma practice, and this is embedded into our training plans | Jan-26 | Housing Needs service Manager / Housing Support Co-ordinator |
| Prevent homelessness whenever it is possible to do so. | Research barriers to mutual exchange to increase its use. | Research complete and recommendations made | Dec-25 | Housing Operations Manager |
| Prevent homelessness whenever it is possible to do so. | Relaunch an access to private rented accommodation service | Service is launched and accessible to customers | Apr-24 | Housing Needs service Manager / Housing Support Co-ordinator |
| Prevent homelessness whenever it is possible to do so. | Work with partners to support those coming to the Falkirk area through the refugee, displaced people re-settlement Schemes to access suitable and secure accommodation. | Homelessness is prevented for all resettlement schemes and asylum seekers with positive application outcomes | 2023+ | Housing Needs service Manager / Housing Support Co-ordinator |
| Our Service will aim to achieve the principles of Rapid Rehousing for all those approaching us as homeless. | Undertake a comprehensive review of the Council allocations policy. | Policy is approved by committee and implemented | Sep-25 | Housing Needs service Manager / Homeless Team Coordinator |
| Our Service will aim to achieve the principles of Rapid Rehousing for all those approaching us as homeless. | We will make best use of RSL nominations and section 5 referrals. | Work with RSLs to ensure that homeless applicants can be re-housed as quickly as possible | 2025 | Housing Needs service Manager / Homeless Team Coordinator |
| Our Service will aim to achieve the principles of Rapid Rehousing for all those approaching us as homeless. | Investigate options to launch a common housing register (taking into account the recommendations of the national task and finish group) | Options appraisal report complete with recommendations | 2025 | Housing Needs service Manager / Homeless Team Coordinator |
| Our Service will aim to achieve the principles of Rapid Rehousing for all those approaching us as homeless. | Undertake a comprehensive review of housing support/supported accommodation as part of the rapid rehousing plan. | Delivery of housing support meets the needs of our customers | 2025 | Housing Needs service Manager / Housing Support Co-ordinator |
| Our Service will aim to achieve the principles of Rapid Rehousing for all those approaching us as homeless. | Explore options to promote services for households with ongoing addictions and in recovery. | Staff are trained in signposting to service and understanding of addiction and recovery. | 2025 | Housing Needs service Manager / Housing Support Co-ordinator |
| Our Service will aim to achieve the principles of Rapid Rehousing for all those approaching us as homeless. | Explore options to promote services for households with ongoing addictions and in recovery. | Clear pathways are established. |  | Housing Needs service Manager / Housing Support Co-ordinator |
| Our Service will aim to achieve the principles of Rapid Rehousing for all those approaching us as homeless | Review S11 and S14 processes and procedures | Procedures are effective to ensure that customer approach us for support to prevent future homelessness. | 2025 | Homeless Team Coordinator / Senior Prevention Officer |
| Our Service will aim to achieve the principles of Rapid Rehousing for all those approaching us as homeless | Review the temporary accommodation action plan on an annual basis | Temporary accommodation continues to meet the standards and requirements for our customers. | Annually | Housing Needs service Manager / Temporary Accommodation Coordinator |
| Our Service will aim to achieve the principles of Rapid Rehousing for all those approaching us as homeless | Continue to provide Housing First services for most vulnerable clients who experience multiple incidents of homelessness. | We achieve the quota as set out within our Rapid rehousing Transition plan | Annually | Housing Needs service Manager / Housing Support Co-ordinator |
| Our Service will aim to achieve the principles of Rapid Rehousing for all those approaching us as homeless | “Getting it right for everyone” - take a multi-agency approach to customers with embedded behaviour | We will see an improvement in repeat homelessness and tenancy sustainment | 2025 | Housing Needs service Manager / Homeless Team Coordinator / Temporary Accommodation Coordinator / Housing Support Co-ordinator |
| Our Service will aim to achieve the principles of Rapid Rehousing for all those approaching us as homeless | Improve delivery of homeless services and outcomes for customers | Our processes ensure that we can achieve the positive outcomes for our customers. | 2025 | Housing Needs service Manager / Homeless Team Coordinator / Temporary Accommodation Coordinator / Housing Support Co-ordinator |

**Priority 3 Access to housing - indicators**

| **Priority 3** |  |  |  |  |  |
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| **Indicators** | **Target** | **Baseline** | **Frequency** | **Source** | **Service Partner** |
| Number of Housing Options interviews completed | Increase | 1,785 | Annual | HL1 | Housing Operations, DWP, Children & Families, Adult social work services, HSCP |
| Number of Housing Options leading to homeless applications | Reduce | 68% | Annual | HL1 | Housing Operations, DWP, Children & Families, Adult social work services, HSCP |
| Number of homeless applications | Reduce | 1,142 | Annual | HL1 | Housing Operations, DWP, Children & Families, Adult social work services, HSCP |
| Number of people assessed as ‘not homeless’ | Reduce | 51 | Annual | HL1 | Housing Operations, DWP, Children & Families, Adult social work services, HSCP |
| Number of people assessed as ‘Intentionally homeless’ | Reduce | 8 | Annual | HL1 | Housing Operations, DWP, Children & Families, Adult social work services, HSCP |
| Number of people who ‘Lost Contact’ before duty discharged | Reduce | 0 | Annual | HL1 | Housing Operations, DWP, Children & Families, Adult social work services, HSCP |
| Number of repeat homeless applications | Reduce | 24 | Annual | HL1 | Housing Operations, DWP, Children & Families, Adult social work services, HSCP |
| Number of people leaving institutions who become homeless | Reduce | 49 | Annual | HL1 | HSCP, Scottish Prison Service, Criminal Justice Service |
| Number of households securing Deposit Guarantee Scheme | Increase | 0 | Annual | Private Sector Team | Private Sector Team |
| Number of referrals for housing support | Increase | 934 | Annual | ATH | Housing Operations, Private Sector Team |
| % of tenancies sustained for more than a year (Home seeker) | Increase | 92% | Annual | Scottish Housing Charter Return | Housing Operations |
| % of tenancies sustained for more than a year (Home mover) | Increase | 94.5% | Annual | Scottish Housing Charter Return | Housing Operations |
| % of tenancies sustained for more than a year (Home starter) | Increase | 93% | Annual | Scottish Housing Charter Return | Housing Operations |
| Number of RSL first lets allocated by Falkirk Council | Increase | 50% | Annual | Scottish Housing Charter Return | Registered Social Landlords |

**Priority four – Housing & Support for Vulnerable Groups**

| **Priority 4** |  |  |  |  |
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| **Outcome** | **Action** | **Milestone** | **Timescale** | **Lead** |
| We have a range of housing and support options to promote independence for vulnerable people. | Work in partnership to provide accommodation and support for people with complex needs |  | Ongoing | Strategy and Development Co-ordinator/ Community Care Worker Learning Disabilities (Coming Home Team |
| We have a range of housing and support options to promote independence for vulnerable people. | Work with partners and older people to create an easily understandable guide on housing for older people. |  | 2024/25 | Strategy and Development Co-ordinator/Partnership Funding Co-ordinator |
| We have a range of housing and support options to promote independence for vulnerable people. | We will carry out an options appraisal on the role of the existing Falkirk Council gypsy travellers’ site. |  | 2023/24 | Housing Support Co-ordinator |
| We have a range of housing and support options to promote independence for vulnerable people. | We will review develop and improve relationships with military veterans’ organisations exploring Armed Forces Mental Health First Aid training course. |  | 2024/25 | Strategy and Development Co-ordinator, Housing Support Co-ordinator |
| We have a range of housing and support options to promote independence for vulnerable people. | We will provide services which enable older & physically disabled people to keep their properties in good repair. |  | Ongoing | Housing Intervention Co-ordinator |
| We have a range of housing and support options to promote independence for vulnerable people | We will redesign the Disabled Adaption delivery model to be co-located and tenure neutral to improve accessibility |  | Ongoing | Senior Service Manager, HCSP Service Manager |

**Priority four – Housing and Support for Vulnerable groups -Indicators**

| **Priority 4** |  |  |  |  |  |
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| **Indicators** | **Target** | **Baseline** | **Frequency** | **Source** | **Service Partner** |
| Number of disabled adaptations carried out SOA | Increase | 26 | Annual | SOA | HSCP |
| Cost of adaptations carried out under SOA | Increase | £122, 577 | Annual | SOA | HSCP |
| Number of council adaptations carried out | Increase | Tbc | Annual | FC housing system | HSCP |
| Amount spent on council adaptations | Increase | £126,573 (Pre-Pandemic Figure 19/20) | Annual | FC housing system | HSCP |
| Number of staff received mental health awareness training | Increase | 7 (2022) | Annual | FC housing system | HSCP |
| Number of people with complex needs living out with Falkirk | Reduce | 91 | Annual | HSCP | HSCP |

**Priority five - Tackling Fuel Poverty, Climate Change and Energy Efficiency**

| **Priority 5** |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Outcome** | **Action** | **Milestone** | **Timescale** | **Lead** |
| Our Climate Change Strategy sets out Falkirk Council’s approach to delivering on its climate change ambition and responsibilities. | Falkirk Council will reduce emissions from Council owned properties and buildings and support residents to be net zero carbon emission ready. We will use the Local Climate Impacts Profile to prepare for the impacts of climate change. | The strategy will sit alongside the updated Climate Emergency Action Plan (2022- 2030). Officers will provide regular updates on this Action Plan. | 2022-2030 | Lead Officer Climate Change |
| Our Local Heat & Energy Efficiency Strategy sets out the long-term plan for decarbonising heat in buildings and improving their energy efficiency across the entire local authority area. | Completion of the Local Heat & Energy Efficiency Strategy will allow the Council to plan the reduction of carbon emissions from heat across the whole council area. Focus points include energy efficiency and heat networks. | LHEES Delivery Plan will set out how we plan to deliver the actions set out within the LHEES Strategy. | Due 31.12.23. Updated every 5 years. | Lead Officer Climate Change |
| We will improve energy efficiency and meet our statutory requirements. | Improve insulation for all Council properties with non-traditional construction where technically feasible. | Provide progress information to the SHR on % properties meeting the EESSH | Annual | Senior Asset and Investment Co-ordinator |
| We will improve energy efficiency and meet our statutory requirements. | Install cavity wall and loft insulation to remaining Council properties where technically feasible | Provide progress information to the SHR on % properties meeting the EESSH | Annual | Senior Asset and Investment Co-ordinator |
| We will improve energy efficiency and meet our statutory requirements. | Explore energy efficient heating for properties with older electric or solid fuel heating | Review annually in line with Housing Investment Programme | Annual | Senior Asset and Investment Co-ordinator |
| We will improve energy efficiency and meet our statutory requirements. | Increase the number of properties connected to the Combined Heat and Power (CHP) system in Callendar Park | Review annually in line with Housing Investment Programme | Annual | Senior Asset and Investment Co-ordinator |
| We will improve energy efficiency and meet our statutory requirements. | Develop a renewable package of heating including solar pv and battery storage for properties in the areas that cannot be connected to the gas network | Review annually in line with Housing Investment Programme | Annual | Senior Asset and Investment Co-ordinator |
| We will improve energy efficiency and meet our statutory requirements. | Extend the gas pipeline to Avonbridge, California, Letham, Slamannan and Whitecross | Villages to be connected within timescales and resources. | **California**: Expected start Oct 2023, completion April 2024. | Senior Asset and Investment Co-ordinator |
| We will improve energy efficiency and meet our statutory requirements. | Extend the gas pipeline to Avonbridge, California, Letham, Slamannan and Whitecross | Villages to be connected within timescales and resources. | **Avonbridge**: Expected start May 2024, Completion July 2024. | Senior Asset and Investment Co-ordinator |
| We will improve energy efficiency and meet our statutory requirements. | Extend the gas pipeline to Avonbridge, California, Letham, Slamannan and Whitecross | Villages to be connected within timescales and resources. | **Slamannan**: Expected July 2024, completion by the end of 2024/April 2025. | Senior Asset and Investment Co-ordinator |
| We will improve energy efficiency and meet our statutory requirements. | Extend the gas pipeline to Avonbridge, California, Letham, Slamannan and Whitecross | Villages to be connected within timescales and resources. | **Whitecross: E**xpected to start in Sept/Oct 2023, completion by May 2024 | Senior Asset and Investment Co-ordinator |
| We will improve energy efficiency and meet our statutory requirements. | Extend the gas pipeline to Avonbridge, California, Letham, Slamannan and Whitecross | Villages to be connected within timescales and resources. | **Letham: E**xpected start Sept/Oct 2023, completion by March 2024. | Senior Asset and Investment Co-ordinator |
| We will improve energy efficiency and meet our statutory requirements. | Develop projects to utilise Scottish Government Home Energy Efficiency Programmes for Scotland: Area Based Scheme (HEEPS: ABS) funding. | Annually when funding is announced. | Annually, in line with Scottish Government grant funding | Senior Asset and Investment Co-ordinator |
| We will improve energy efficiency and meet our statutory requirements. | Work with RSLs to apply for HEEPS: ABS funding to improve the energy efficiency of Owners homes within their projects. | Annually when funding is announced. | Annually, in line with Scottish Government grant funding | Senior Asset and Investment Co-ordinator |
| We will improve energy efficiency and meet our statutory requirements. | Energy efficiency to be included in the Private Landlord Forum and the private sector newsletters for landlords/ tenants | Annual Forum and Biannual Newsletter | 1 Landlord Forum and 2 Newsletters | Senior Asset and Investment Co-ordinator |
| We will work to assist those experiencing fuel poverty. | Tackle energy efficiency and its impact on fuel poverty. | Ongoing | Ongoing | Senior Asset and Investment Co-ordinator |
| We will work to assist those experiencing fuel poverty. | Front line staff are trained to identify Fuel Poverty and confidently signpost clients for further advice. | Biannual | Spring and Autumn each year | Senior Asset and Investment Co-ordinator |
| We will work to assist those experiencing fuel poverty. | Regularly update fuel poverty advice on the Council website. | Ongoing | Ongoing | Senior Asset and Investment Co-ordinator |
| We will work to assist those experiencing fuel poverty. | Assist those in fuel poverty to access fuel vouchers and cost of living support from Home Energy Scotland and Falkirk Council. | Ongoing | Ongoing | Senior Asset and Investment Co-ordinator |
| We will work to assist those experiencing fuel poverty. | Hold 2 Fuel Forum’s with front line staff, energy companies and third sector organisations to discuss Fuel Poverty and assistance for clients. | Biannual Forums | Spring and Autumn each year | Senior Asset and Investment Co-ordinator |
| We will work to assist those experiencing fuel poverty. | Carry out and monitor a pilot on the Internet of Thing (IOT) mould sensor technology. | Install sensors (2x) into 50 Falkirk Council properties, | 2024/2025 | Performance & Compliance Co-ordinator |
| We will work to assist those experiencing fuel poverty. | We will continue to invest in green energy such as solar and air source heat pumps and use energy efficient lighting in social rented housing. |  |  | Senior Asset and Investment Co-ordinator |
| We will work to assist those experiencing fuel poverty. | We will provide cash first support to help with essential costs via our Household Support Fund | Number of people supported. | 2023-24 | Fairer Falkirk Coordinator |

**LHS priority five - Tackling Fuel Poverty, Climate Change and Energy Efficiency - indicators**

| **Priority 5** |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Indicators** | **Target** | **Baseline** | **Frequency** | **Source** | **Service Partner** |
| Efficient alternatives for Council tenants with electric heating (wet and storage) & solid fuel heating. | Reduce the numbers year on year | Electric heating 1389 | Annually | FC housing system | Asset & Investment Coordinator, Place Services |
| Efficient alternatives for Council tenants with electric heating (wet and storage) & solid fuel heating. | Reduce the numbers year on year | Solid Fuel Heating 85 | Annually | FC housing system | Asset & Investment Coordinator, Place Services |
| Number of homes connected to the existing CHP system. | Increase numbers year on year | 574 Tenants | Annually | FC housing system | Asset & Investment Coordinator, Place Services |
| Number of homes connected to the existing CHP system. | Increase numbers year on year | 88 Owners | Annually | FC housing system | Asset & Investment Coordinator, Place Services |
| Number of households living in Fuel Poverty. | Contribute to a reduction in numbers | SHCS 2017-2019 | Bi-annual | Scottish House Condition Survey | Scottish Government |
| Number of households living in Fuel Poverty. | Contribute to a reduction in numbers | 22% Falkirk | Bi-annual | Scottish House Condition Survey | Scottish Government |
| Number of households living in Fuel Poverty. | Contribute to a reduction in numbers | 24% Scotland | Bi-annual | Scottish House Condition Survey | Scottish Government |
| Number of households living in Extreme Fuel Poverty. | Contribute to a reduction in numbers | SHCS 2017-2019 | Bi-annual | Scottish House Condition Survey | Scottish Government |
| Number of households living in Extreme Fuel Poverty. | Contribute to a reduction in numbers | 10% Falkirk | Bi-annual | Scottish House Condition Survey | Scottish Government |
| Number of households living in Extreme Fuel Poverty. | Contribute to a reduction in numbers | 12% Scotland | Bi-annual | Scottish House Condition Survey | Scottish Government |
| Number of Council staff trained to identify fuel poverty and signpost for advice. | Increase numbers year on year. | 229 Staff Trained | Annually | Home Energy Strategy Officer | Home Energy Strategy Officer |
| Number of people supported with essential costs via Household Support Fund or other similar funds. |  | 5261 adults and 3541 children supported in second round of fund from September 2022 to May 2023 |  |  | Fairer Falkirk |
| % of social rented stock meeting EESSH | Meet EESSH Targets | Council – 96.8% | Annually | Scottish Housing Regulator | Falkirk Council, RSLs |
| % of social rented stock meeting EESSH | Meet EESSH Targets | Link Group Ltd – 93.3% | Annually | Scottish Housing Regulator | Falkirk Council, RSLs |
| % of social rented stock meeting EESSH | Meet EESSH Targets | Paragon – 94.7% | Annually | Scottish Housing Regulator | Falkirk Council, RSLs |
| % of social rented stock meeting EESSH | Meet EESSH Targets | Ark Housing – 84.7% | Annually | Scottish Housing Regulator | Falkirk Council, RSLs |
| % of social rented stock meeting EESSH | Meet EESSH Targets | Bield Housing & Care – 98.3% | Annually | Scottish Housing Regulator | Falkirk Council, RSLs |
| % of social rented stock meeting EESSH | Meet EESSH Targets | Blackwood Homes & Care – 97.4% | Annually | Scottish Housing Regulator | Falkirk Council, RSLs |
| % of social rented stock meeting EESSH | Meet EESSH Targets | Cairn Housing – 86.5% | Annually | Scottish Housing Regulator | Falkirk Council, RSLs |
| % of social rented stock meeting EESSH | Meet EESSH Targets | Castle Rock Edinvar – 91.6% | Annually | Scottish Housing Regulator | Falkirk Council, RSLs |
| % of social rented stock meeting EESSH | Meet EESSH Targets | Key Housing – 99.7% | Annually | Scottish Housing Regulator | Falkirk Council, RSLs |
| % of social rented stock meeting EESSH | Meet EESSH Targets | Kingdom Housing – 99% | Annually | Scottish Housing Regulator | Falkirk Council, RSLs |
| % of social rented stock meeting EESSH | Meet EESSH Targets | Loretto Housing – 100% | Annually | Scottish Housing Regulator | Falkirk Council, RSLs |
| % of social rented stock meeting EESSH | Meet EESSH Targets | Scottish Veterans Housing – 98.7% | Annually | Scottish Housing Regulator | Falkirk Council, RSLs |
| % of social rented stock meeting EESSH | Meet EESSH Targets | Hanover Housing – 84% | Annually | Scottish Housing Regulator | Falkirk Council, RSLs |
| % of social rented stock meeting EESSH | Meet EESSH Targets | Horizon Housing – 100% | Annually | Scottish Housing Regulator | Falkirk Council, RSLs |

**Priority six - Improving Housing Conditions**

| **Priority 6** |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Outcome** | **Action** | **Milestone** | **Timescale** | **Lead** |
| Ensure stock conditions meet statutory requirements. | Social rented stock to meet Scottish Housing Quality Standards |  | Ongoing | Senior Property Co-ordinator, RSLs |
| Ensure stock conditions meet statutory requirements. | Improve stock conditions in mixed tenure and other property blocks and estates |  | Ongoing | Senior Property Co-ordinator |
| Ensure stock conditions meet statutory requirements. | Decrease the time the property a Council buyback is void before being let by piloting an approach to let the property and carry works out whilst tenant in situ. |  | Ongoing | Housing Operations Service Manager |
| Ensure stock conditions meet statutory requirements. | Review of works carried out to buy backs prior to lease to reduce financial costs and reduce waste of non-essential works. |  | 2023/24 | Housing Operations Service Manager |
| Ensure stock conditions meet statutory requirements. | Explore digital technology to assist owners improve property conditions | Liaise internally to ensure introduction of a common repair’s app is supported and that it offers positive choice and assistance to homeowners across FC area. | 2024/25 | Housing Intervention Co-ordinator |
| Ensure stock conditions meet statutory requirements. | Engage with owners to raise awareness about repair and maintenance | Through online information, direct enquiries | Annually | Housing Intervention Co-ordinators |
| Ensure stock conditions meet statutory requirements. | Engage with owners to raise awareness about repair and maintenance | Explore opportunities to offer property conditions seminars |  |  |
| Ensure stock conditions meet statutory requirements. | Review the Scheme Of Assistance in 2024/25 |  | 2024/25 | Housing Intervention Co-ordinators |
| Ensure stock conditions meet statutory requirements | Review the Below Tolerable Standards Strategy in 2025/26 |  | 2025/26 | Housing Intervention Co-ordinators |
| Ensure stock conditions meet statutory requirements | Review the Housing Renewal Area policy in 2026/27 |  | 2026/27 | Housing Intervention Co-ordinators |
| Ensure stock conditions meet statutory requirements | We will explore selling single properties in a block owned by FC when the tenancy ends where improvements have been blocked repeatedly over a period of years by private owners. The sum raised will be invested in improving the current council housing stock. | Identify number of blocks where FC own one property | 2025/26 | Housing Operations Co-ordinator, allocations team |
| Ensure stock conditions meet statutory requirements | We will explore selling single properties in a block owned by FC when the tenancy ends where improvements have been blocked repeatedly over a period of years by private owners. The sum raised will be invested in improving the current council housing stock. | Identify how many times private owners have blocked improvement works. |  |  |
| Ensure stock conditions meet statutory requirements | We will explore selling single properties in a block owned by FC when the tenancy ends where improvements have been blocked repeatedly over a period of years by private owners. The sum raised will be invested in improving the current council housing stock. | Explore the current condition of the blocks where council own one property. Flag for sale when existing tenancy ends |  |  |

**Priority six – Improving housing conditions - indicators**

| **Priority 6** |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Indicators** | **Target** | **Baseline 2021/22** | **Frequency** | **Source** | **Service Partner** |
| % of properties meeting SHQS | 100% | Council – 60% | Annual | Charter returns | Falkirk Council, RSLs |
| % of properties meeting SHQS | 100% | Link Group Ltd – 61% | Annual | Charter returns | Falkirk Council, RSLs |
| % of properties meeting SHQS | 100% | Paragon – 87% | Annual | Charter returns | Falkirk Council, RSLs |
| % of properties meeting SHQS | 100% | Ark Housing – 69% | Annual | Charter returns | Falkirk Council, RSLs |
| % of properties meeting SHQS | 100% | Bield Housing & Care – 85% | Annual | Charter returns | Falkirk Council, RSLs |
| % of properties meeting SHQS | 100% | Blackwood – 75% | Annual | Charter returns | Falkirk Council, RSLs |
| % of properties meeting SHQS | 100% | Cairn Housing – 47% | Annual | Charter returns | Falkirk Council, RSLs |
| % of properties meeting SHQS | 100% | Castle Rock Edinvar Housing – 73% | Annual | Charter returns | Falkirk Council, RSLs |
| % of properties meeting SHQS | 100% | Key Housing – 98% | Annual | Charter returns | Falkirk Council, RSLs |
| % of properties meeting SHQS | 100% | Kingdom Housing – 86% | Annual | Charter returns | Falkirk Council, RSLs |
| % of properties meeting SHQS | 100% | Loretto Housing – 91% | Annual | Charter returns | Falkirk Council, RSLs |
| % of properties meeting SHQS | 100% | Scottish Vets Housing – 100% | Annual | Charter returns | Falkirk Council, RSLs |
| % of properties meeting SHQS | 100% | Hanover Housing – 83% | Annual | Charter returns | Falkirk Council, RSLs |
| % of properties meeting SHQS | 100% | Horizon Housing – 96% | Annual | Charter returns | Falkirk Council, RSLs |
| Decrease void let time for Council buybacks | Buyback void relet figures below council average | 108 days buybacks, 111 days all | Annual | Falkirk Council | Housing Operations |
| Number of owners assisted through Scheme of Assistance repair grants | Reactive to residents needs | 0 | Annual | Housing Statistics Annual Return (HSAR) to Scottish Government | Falkirk Council PST |
| Number of owners assisted through Scheme of Assistance - disabled adaptations. | Reactive to residents needs and received referrals/ applications. | 52 | Annual | HSAR | Falkirk Council housing, HSCP |
| Number of owners assisted through Scheme of Assistance advice and information | 10,000 | 12,130 | Annual | HSAR | Falkirk Council |

**Priority seven - Creating a Sustainable Private Rented Sector**

| **Priority 7** |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Outcome** | **Action** | **Milestone** | **Timescale** | **Lead** |
| We will make the best use of the private rented sector locally. | Continue to engage with private tenants and landlords annually | Through online information and direct enquiries | Annual | Housing Intervention Co-ordinator |
| We will make the best use of the private rented sector locally. | Continue to engage with private tenants and landlords annually | Delivering the Annual Landlord and Letting Agent Forum | Annual | Housing Intervention Co-ordinator |
| We will make the best use of the private rented sector locally. | Continue to engage with private tenants and landlords annually | Issuing two *Renting matters in Falkirk* Newsletters | Annual | Housing Intervention Co-ordinator |
| We will make the best use of the private rented sector locally. | Increase opportunities for engagement with private rented tenants | Explore engagement options with staff and stakeholders. | 2028/29 | Housing Intervention Co-ordinator |
| We will make the best use of the private rented sector locally. | Increase opportunities for engagement with private rented tenants | Explore the introduction of a Private Rented Tenants Forum | 2024/25 | Housing Intervention Co-ordinator |
| We will make the best use of the private rented sector locally. | Increase opportunities for engagement with private rented tenants | Explore the introduction of a Private Rented Tenants Newsletter | 2024/25 | Housing Intervention Co-ordinator |
| We will make the best use of the private rented sector locally. | Introduce a pilot private tenant engagement survey. |  | 2024/25 | Housing Intervention Co-ordinator |
| We will make the best use of the private rented sector locally. | Review the pilot private tenant engagement survey in 2024/5 quarter 1 | Analyse survey results | 2024/25 | Housing Intervention Co-ordinator |
| We will make the best use of the private rented sector locally. | Review the pilot private tenant engagement survey in 2024/5 quarter 2 | Produce Findings Report | 2024/25 |  |
| We will make the best use of the private rented sector locally. | Review the pilot private tenant engagement survey in 2024/5 quarter 3 | Decide next steps for survey | 2024/25 |  |
| We will make the best use of the private rented sector locally. | Introduce a biennial private rented sector tenant survey | Carry out survey in 2025/26 | 2025/26 | Housing Intervention Co-ordinator |
| We will make the best use of the private rented sector locally. | Introduce a biennial private rented sector tenant survey | Carry out survey in 2027/28 | 2027/28 |  |
| We will make the best use of the private rented sector locally. | Introduce a biennial private rented sector tenant survey | Track changes and share findings | Biennially |  |
| We will make the best use of the private rented sector locally. | Monitor private rented sector complaints quarterly. | Reasons for complaint and lessons learned | Annually | Housing Intervention Co-ordinator |
| We will make the best use of the private rented sector locally | Monitor the number of HMO licences and short term let licences | Track activities of wider private sector housing to identify demand and pressures | Annually | Housing Intervention Co-ordinator |
| We will make the best use of the private rented sector locally | Aim to reduce the number of people who present as homeless from the private rented sector. | Explore with stakeholders how to prevent and assist people in the private sector from being homeless | 2028/29 | Housing Intervention Co-ordinator |
| We will make the best use of the private rented sector locally | Continue to review the private sector leasing scheme during 2023/24. | Increase attractiveness of scheme to landlords | 2024/25 | Housing Intervention Co-ordinator |
| We will make the best use of the private rented sector locally | Continue to explore the opportunities to increase the number of private sector leased properties. | Engage with internal and external stakeholders to identify opportunities | 2028/29 | Housing Intervention Co-ordinator |
| We will make the best use of the private rented sector locally | Aim to increase private tenant satisfaction biennially. | Measures to provide information and advice | 2028/29 | Housing Intervention Co-ordinator |
| We will make the best use of the private rented sector locally | Provide information, monitor and take enforcement action, where necessary, against private landlords who fail to meet statutory requirements and report annually. | On a case-by-case basis, progress all enforcement cases timeously | Annually | Housing Intervention Co-ordinator |
| We will make the best use of the private rented sector locally | Monitor the need for rent pressure zones. | Review available information | Annually | Housing Intervention Co-ordinator |

**Priority seven - Creating a Sustainable Private Rented Sector – Indicators**

| **Priority 7** |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Indicators** | **Target** | **Baseline** | **Frequency** | **Source** | **Service Partner** |
| Number of Landlord Forums | 1 | 1 | Annual | Private Sector Service Development Officer (PSSDO) | Private Sector Team (PST), Landlords & Letting Agents |
| Number of Newsletters issued (Renting Matters in Falkirk) | 2 | 2 | Annual | PSSDO | PST |
| Number of Tenant Forums | 1 | 0 | Annual | PSSDO | PST, private tenants |
| Number of tenants on distribution database | 20 | 0 | Annual | PSSDO | PST, private tenants |
| Number of tenants on Engagement database | 20 | 0 | Annual | PSSDO | PST, private tenants |
| Ratio of private sector to FC complaints | Maintain | 3:362 | Annual | PSSDO | PST, private tenants |
| Number of HMO Licences | Check licencing | 28 | Annual | Licensing | Licensing, S&D |
| Number of short term lets | Check licencing | 2 | Annual | Licensing | Licensing, S&D |
| Number of Homeless presentations from the private rented sector | Reduce | 143 | Annual | Housing Needs Team | Housing Needs Team (HNT), S&D, PST |
| Number of private sector leased properties | Increase | 28 | Annual | PSSDO | PST, HNT |
| Private tenant satisfaction levels of PRS property condition | Increase | 73% | Biennial | PSSDO | Landlords & Letting Agents, PST |
| Number of landlords on the landlord register on 31 March | stabilise to + or - 4% | 4,797 | Annual | PSSDO | PST |
| Number of private rented properties on the landlord register on 31 March | stabilise to + or - 4%. | 6,330 | Annual | PSSDO | PST |
| Number of Rent Penalty Notices issued | 0 | 1 | Annual | PSSDO | PST |
| Number of unregistered landlords identified in the PRD | Reduce | 15 | Annual | PSSDO | PST, S&D |
| Number of unregistered properties identified in the PRD | Reduce | 81 | Annual | PSSDO | PST, S&D |
| Number of prescribed Information checks issued | Increase | 231 | Annual | PSSDO | PST |
| Number of Action Plans raised. | Reduce | 242 | Annual | PSSDO | PST |
| Number of third-Party applications referred to the Housing and Property Chamber | Reduce | 27 | Annual | PSSDO | PST |
| Number of landlords reported to Police Scotland/ Procurator Fiscal | 0 | 0 | Annual | PSSDO | PST |
| Number of Landlord Registrations revoked | 0 | 0 | Annual | PSSDO | PST |

Key

Affordable Housing Supply Programme (AHSP)

Below Tolerable Standard (BTS)

Combined Heat and Power (CHP)

Energy Efficiency in Scottish Social Housing (EESSH)

Health and Social Care Partnership (HSCP)

Homeless 1 (HL1) – Scottish Government return

Housing Investment Programme (HIP)

Home Energy Efficiency Programmes Area Based Schemes (HEEPS: ABS)

Housing Revenue Account (HRA)

Housing Statistics Annual Return (HSAR)

Light -emitting diode (LED)

Local Heat and Energy Efficiency Strategy (LHEES)

Internet of Things (IoT)

Registered Social Landlord (RSL)

Scottish House Condition Survey (SHCS)

Scheme of Assistance (SOA)

Secure Housing on Release for Everyone (SHORE)

Solar photovoltaic (PV)

Strategic Housing Investment Plan (SHIP)