



Consultation

A research and discussion topic paper to inform
the development of the Local Housing Strategy
2017-2022

Comments or questions about this Strategy, including requests for supporting information or documentation, should be made to:

Local Housing Strategy
North Ayrshire Council
Physical Environment (Housing)
FREEPOST SCO2742
Irvine
KA12 8BR

Telephone: 01294 324031

Fax: 01294 324624

Email: developmentandstrategy@north-ayrshire.gov.uk

This document is available in other formats such as audio tape, CD, Braille and in large print. It can also be made available in other languages on request.

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਰੂਪਾਂ ਵਿਚ ਵੀ ਮਿਲ ਸਕਦਾ ਹੈ, ਜਿਵੇਂ ਸੁਣਨ ਵਾਲੀ ਟੇਪ 'ਤੇ, ਸੀ ਡੀ 'ਤੇ, ਬ੍ਰੇਲ ਅਤੇ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ।
ਮੰਗ ਆਉਣ 'ਤੇ ਇਹ ਹੋਰ ਬੋਲੀਆਂ ਵਿਚ ਵੀ ਦਿੱਤਾ ਜਾ ਸਕਦਾ ਹੈ।

یہ دستاویز دیگر شکلوں میں بھی دستیاب ہے، جیسے آڈیو ٹیپ، سی ڈی، بریل اور بڑے حروف کی
چھپائی میں۔ درخواست کرنے پر یہ دستاویز دیگر زبانوں میں بھی مہیا کی جا سکتی ہے۔

該文件還有其他形式，如語音磁帶、CD、盲文版本及大字體版本。如有需求，還提供
其他語言版本。

Ten dokument jest do uzyskania w różnych formatach: na taśmie dźwiękowej, płycie
CD, brajlem i dużym drukiem. Na żądanie, można go także otrzymać w innych
wersjach językowych.

Contents

| | |
|--------------------------------------|----|
| Introduction | 1 |
| Consultaton Events..... | 8 |
| Local Housing Strategy Surveys | 38 |
| Housing Live Surveys | 46 |
| Focus Groups | 58 |
| Stakeholder Interviews | 77 |
| References..... | 87 |

Introduction

1. The Housing (Scotland) Act 2001 places a duty on local authorities to develop Local Housing Strategies. Under the Act local authorities are required to consult on their proposed Local Housing Strategy. Local authorities should also be aware of the statutory public sector equality duties on disability, gender and race. These require public authorities to involve, consult and engage with communities as widely as possible. Central and local government have made an explicit commitment to support and develop community empowerment. This work is ongoing and is expected to help support local people's involvement in the preparation of the Local Housing Strategy.
2. A range of consultation methods are required to ensure that all people and communities have equality of opportunity for being involved in the process. In line with best practice, the consultation section of the Local Housing Strategy contains information on Stakeholders' specific involvement in the consultation process.
3. This topic paper presents the consultation process during the production of the Local Housing Strategy 2017-2022, in terms of addressing local housing issues. The North Ayrshire Council Local Housing Strategy has been developed through a collaborative process involving officers from across Council departments, our partners, stakeholders, and with input from communities.
4. Consultation is one of a number of topic specific papers that together comprise the North Ayrshire LHS 2017-2022, and these strands are summarised in figure 1.

FIGURE 1: TOPIC PAPERS OF THE LOCAL HOUSING STRATEGY 2017-2022



5. It is envisaged that following final consultation, the strategic interventions identified through the development of the topic papers, will be subsumed into the overall North Ayrshire Local Housing Strategy 2017-2022.
6. The full consultation process is detailed within this topic paper. The strategic process has sought to ensure that all policy interventions identified have appropriate and effective responses.

Legislative Drivers

7. The Housing (Scotland) Act 2001 is the principal legislative driver for Local Housing Strategy. It places a statutory requirement on local authorities in Scotland to produce a Local Housing Strategy which sets out its strategy, priorities and plans for the delivery of housing and related services.
8. Other legislative influences which relate to this strand of the LHS include:
 - Homelessness (Scotland) Act 2003
 - Environmental Assessment (Scotland) Act 2005
 - Housing (Scotland) Act 2006
 - Housing (Scotland) Act 2010
 - Equality Act 2010
 - Housing (Scotland) Act 2014
 - Public Bodies (Joint Working) (Scotland) Act 2014
 - Private Housing (Tenancies) (Scotland) Act 2016

National Strategic Drivers

9. The Scottish Government states its purpose is to focus government and public services on creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable economic growth. It has set 16 National Outcomes which, if met, should achieve the Government's purpose (Scottish Government, 2016a).
10. Housing makes a vital contribution to achieving a number of these outcomes. Four of the National Outcomes are of relevance to the development of North Ayrshire's Local Housing Strategy:

- We live in well-designed, sustainable places where we are able to access the amenities and services we need.
- We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.
- We value and enjoy our built and natural environment and protect it and enhance it for future generations.
- Our people are able to maintain their independence as they get older and are able to access appropriate support when they need it (Scottish Government, 2016a).

11. It is important that this topic paper outlines the consultation process in the development of the Local Housing Strategy, which acknowledges how it contributes to achieving National Outcomes.

Local Housing Strategy Guidance 2014

12. The Housing (Scotland) Act 2001 requires local authorities to consult on the development of their Local Housing Strategy.

13. The Local Housing Strategy guidance advises on early engagement with key stakeholders and partners in identifying priorities. This process should identify key issues and highlight areas for investigation in producing outcomes and actions for delivery.

14. Notably, the consultation process should engage with stakeholders and residents through a range of mediums and media to promote inclusive communication throughout this process (Scottish Government, 2011).

15. This topic paper identifies the consultation methodology and processes involved within the development of the Local Housing Strategy 2017 – 2022. This topic

paper should outline the measures used to ensure effective consultation outlined within the guidance.

Local Strategic Drivers

Single Outcome Agreement

16. The North Ayrshire Single Outcome Agreement (SOA) between the North Ayrshire Community Planning Partnership (CPP) and the Scottish Government sets the priority outcomes for North Ayrshire. The Agreement details how the CPP will work towards achieving these priorities, and how they contribute to the delivery of national priorities.

17. There are three outcomes within the Single Outcome Agreement that are supported by this strategy:

- A working North Ayrshire.
- A healthy and active North Ayrshire.
- A safe and secure North Ayrshire.

Council Plan

18. The Council Plan 2015-2020 sets five key priorities for North Ayrshire:

- Priority 1: Growing our economy, increasing employment and regenerating towns.
- Priority 2: Working together to develop stronger communities.
- Priority 3: Ensuring people have the right skills for learning, life and work.
- Priority 4: Supporting all of our people to stay safe, healthy and active.
- Priority 5: Protecting and enhancing the environment for future generations.

19. Under each of these priorities are a set of outcomes which the Council will seek to achieve by 2020 in order to deliver on these priorities. Housing has a role to play in achieving a number of these outcomes:

- To have towns that are more vibrant with a wider choice of quality housing as well as retail and leisure facilities (Priority 1).
- To have sustainable island communities (places where people want to live and work, now and in the future. They meet the diverse needs of existing and future residents, are sensitive to their environment, and contribute to a high quality of life) (Priority 1).
- There to be a supply of high-quality, affordable housing that meets the changing needs of our communities (Priority 4).
- To prevent homelessness and make sure that people who have been made homeless have access to permanent housing (Priority 4).
- Less antisocial behaviour in North Ayrshire (Priority 4).
- Buildings, homes and our work to be energy efficient, fit for purpose and high quality (Priority 5).

20. This topic paper outlines the consultation process of the Local Housing Strategy. It is important that the Local Housing Strategy contributes to achieving priorities set within the Council Plan and assists in achieving the outcomes set within the Single Outcome Agreement.

Equality Statement

21. We are committed to ensuring equality of opportunity for all North Ayrshire residents and to addressing any form of discrimination on the grounds of:

- Age
- Disability
- Race
- Religion or Belief
- Gender
- Gender Reassignment
- Sexual Orientation, and
- Maternity or Pregnancy

22. We will eliminate discrimination and harassment from the services we are responsible for and we will take appropriate action to achieve this, including legal and non-legal remedies.

Consultation Events

23. The Scottish Government's consultation good practice guidance outlines consultation as a 'time-limited exercise when we provide specific opportunities for all those who wish to express their opinions on a proposed area of our work to do so in ways which will inform and enhance that work (Scottish Government, 2008).'
24. Scottish Government guidance directs consideration towards widening access to consultation by using different methods of engagement (Scottish Government, 2008). Traditional methods have previously been used by North Ayrshire Council to consult on the Local Housing Strategy including strategic meetings/forums and extensive online surveys.
25. Such methods are successful at engaging with people who are actively interested and engaged with the strategic management of housing within North Ayrshire. However, the responses gathered by such means may not necessarily represent the views of the general public and those that do not normally engage with such processes.
26. A review of previous consultation methods used with regards to the Local Housing Strategy (LHS) recommended a localised approach to consulting. This influenced the introduction of Housing Live to actively engage with people in North Ayrshire using alternative consultation methods.
27. As part of the development of the North Ayrshire Council Local Housing Strategy 2017-2022 it is important to seek input from as varied and broad a section of North Ayrshire society as possible. The Housing Live approach was to organise

housing specific events within each of locality of North Ayrshire to actively engage with members of the general public.

28. We invited members of the general public to offer their views, experiences and perceptions of housing within North Ayrshire by visiting main streets, supermarkets and shopping centres within Irvine, Kilbirnie, Kilwinning, Largs and Saltcoats. This approach offered the Strategy and Private Sector teams the opportunity to talk to people within the localities who may not have previously engaged with strategic housing issues or formal consultation techniques.
29. The strategic housing teams within North Ayrshire Council Housing Services have engaged in additional consultation events, open days and strategic forums. These events have contributed towards recording, researching, analysing and developing our understanding of the key housing issues currently present within North Ayrshire.
30. To develop our strategic response it is fundamentally important that North Ayrshire Council acknowledges the views and opinions of the residents of North Ayrshire. Therefore, over the past year we have engaged with the consultation process, organising and attending key events
31. Consultation records of each consultation event conducted by Housing Services are detailed in chronological order:

Tenants Fun Day

| | |
|---|--|
| Consultation Type: Tenants Fun Day | |
| Date | 05/09/2015, 27/08/2016 |
| Venue | St. Matthews Academy, Saltcoats, Kilwinning Academy, Kilwinning |
| Stakeholders | Residents of North Ayrshire |
| LHS Area | To inform LHS Topic Paper(s) |
| | Accountability <input type="checkbox"/> |
| | Homelessness <input checked="" type="checkbox"/> |
| | Independent Living & Specialist Provision <input checked="" type="checkbox"/> |
| | Private Sector <input checked="" type="checkbox"/> |
| | Rural Housing <input checked="" type="checkbox"/> |
| | Supply & Place Making <input checked="" type="checkbox"/> |
| | Sustainability (including Fuel Poverty) <input checked="" type="checkbox"/> |
| Analysis | <ol style="list-style-type: none"> 1. More than 650 North Ayrshire residents attended the Council's annual Tenants Fun Day in September 2015 with many contributing their thoughts on housing in North Ayrshire to our 'Talking Wall'. 2. The event allowed us to engage with current and future tenants as well as many young families living in other tenures. 3. The 2016 Tenant's Fun day was held on the 27/08/2016 but in contrast to the year previously, responses were collected using the same format which had been adopted for Housing Live. Respondent's surveys were collated along with the other responses collected throughout the housing live process. |

4. Housing Live data analysis is located within the Housing Live Survey analysis reports of this topic paper.

Outcome

The event offered attendees a platform to indicate their general views on housing in North Ayrshire. As a consequence, responses were general and not focused on one particular aspect of the Local Housing Strategy. Responses from the 2015 Tenant's Fun Day are detailed below:

What do you like about Housing?

- Repairs dealt with promptly
- ANCHO – Prompt with repair – Great Service
- Fun days are great
- Like security of high flats (Owner)
- Thinks the Council are good at responding to repairs on street.
- Good experience from Housing Office when moved in. (Council Tenant)
- Repairs dealt with very quickly (IHA Tenant)
- Like Common Housing Register (Council tenant)
- Council maintain common areas really well (Owner)
- Good area. Good big house(Council tenant)
- Ramp was put in really quickly after we moved in (Council Tenant)
- Like the size of my house. (Council tenant)
- I love the fun day.
- I like that the Council maintain their properties.
- North Ayrshire is a lovely place for a family to stay. (Owner)
- No road outside – good for children playing. (Owner)

- I like the new Council Housing there is play facilities for all the community. (Owner)

What do you not like about Housing?

- Would be good to have a more regular warden service. (Owner)
- Not enough wheelchair accessible housing.
- Would like more Council houses. (Private tenant)
- Would always like more time slot for call out repairs. (Council Tenant)
- Pennyburn Square – double parking – no access for fire engines etc. (Owner)
- Walls are too thin in amenity bungalows. (Council tenant)
- Would like a driveway. (Private tenant)
- Need a new kitchen and bathroom – not due until 2020. Been in property for 14 years.
- Uneven back garden. (Council tenant)
- More dog fouling bins
- Wants off street parking. (Council tenant)
- Too much fly tipping.
- Not happy with repairs. (Council tenant)
- Communal areas bushes should be cut more often. (IHA tenant)
- No off street parking. (Owner)
- Repairs service is slow. (Council tenant)
- Council homes patched up too much. Too old.
- Unfair that I can't get amenity housing despite my disability as I am not old enough. (Council tenant)

- There is inadequate transparency re; repairs in mixed tenure blocks – stresses older owners.
- Upstairs tenants shouldn't have laminate flooring. (Council tenant)
- Letting agents to have better regulations – e.g. not to take holding deposits.
- Don't like the waiting list. Son penalised because he stays with parents and have three rooms.

Independent Living and Specialist Provision Workshop

| | |
|---------------------------|--|
| Consultation Type: | Independent Living and Specialist Provision Workshop |
| Date | 07/09/2015 |
| Venue | Cunninghame House, Irvine |
| Stakeholders | <p>Alison Diamond - Team Manager, Property Management and Investment, Housing Services</p> <p>Carol Nelson - Divisional Manager, Housing Services</p> <p>Colin Thomson - Team Manager, HSCP</p> <p>Dale Meller - Team Manager, HSCP</p> <p>David Hammond - Senior Manager, Energy & Sustainability</p> <p>David Rowland - Head of Service - Health & Community Care, HSCP</p> <p>Helen McArthur - Senior Manager Service Delivery, HSCP</p> <p>Julie Thomson - Team Manager, HSCP</p> <p>Lesley McVeigh (Wells) - Planning Officer, Strategic Planning & Infrastructure</p> <p>Linda Martin - Senior Architect, Property Management and Investment, Housing Services</p> |

Lynne Richardson – Team Manager (Affordable Housing), Housing Services

Marianne Kilgour - Team Manager, HSCP

Marianne McManus - Divisional Manager, Housing Services

Trudi Fitzsimmons – Senior Manager (Strategic Housing & Business Planning), Housing Services

Yvonne Baulk - Head of Service, Housing Services

| LHS Area | To inform LHS Topic Paper(s) |
|----------|--|
| | Accountability <input type="checkbox"/> |
| | Homelessness <input type="checkbox"/> |
| | Independent Living & Specialist Provision <input checked="" type="checkbox"/> |
| | Private Sector <input type="checkbox"/> |
| | Rural Housing <input type="checkbox"/> |
| | Supply & Place Making <input type="checkbox"/> |
| | Sustainability (including Fuel Poverty) <input type="checkbox"/> |

- Analysis**
1. This workshop was set up to consider ways in which we can address the goals and challenges of the Health and Social Care Partnership, and the role Housing Services can play in meeting them. Housing and the Health and Social Care Partnership should be working together to ensure we provide services that are fit for purpose. The test of success will be a higher number of people living independently at home; fewer emergency admissions; and fewer people residing in care homes.
 2. The structure of the workshop was such that all members were encouraged to give their general views on the topic initially in a question and answer session.

3. The workshop members were split into 2 groups to ponder 2 main questions:

- What are we good at?
- What are the key challenges and aspirations?

Outcome

The responses from the workshop are detailed below:

What are we good at?

- The sheltered housing re-provisioning programme has already started producing high quality sheltered accommodation;
- We have recognised that dementia design plays a big part in maintaining independence and have incorporated this in our new sheltered housing developments;
- Consultation with older people have informed some of the plans for recent developments;
- The creation of hubs provides a great opportunity to address some of the needs of older people;
- We are looking at better use of existing sites to provide additional accommodation by building upwards;
- Stevenson Institute has provided high quality amenity housing with excellent links to local services;
- The recent new build amenity housing on Cumbrae and Arran;
- Partnership working is working well and consistently improving;
- Castlecraigs Court has been a big success;
- Arts and crafts and visiting services have proven popular;

- The hugely ambitious change program should bring order to service planning;
- There is enough houses (although not all suitable);
- There is a variety of support available for those with learning disabilities in Kilwinning;
- The “Breaking Ground” gardening project; and
- The Anam Cara dementia respite centre provides an excellent service.

Key Challenges and Aspirations

- There is a lack of flexible housing options;
- People are leaving hospital and are sometimes becoming homeless;
- There could be greater planning for crisis rather than relying on being reactive when it comes;
- The pressure on hospital beds and increased discharges;
- There is limited housing options in some localities;
- Useful land will become available in Largs once new school is built. Can be used to create a good mix of housing to address the balance of care;
- There is a lack of capacity in care homes in the north coast due to a recent closure. There has also been issues around recruiting new care staff;
- There is an opportunity to develop a new focal point for Care at Home at the Largs Campus;
- Issues around finding staff to work in Arran. Particularly the inability to recruit a radiographer has had considerable ramifications;

- Planning are working alongside the Highlands and Islands to address the problem of affordable housing on Arran;
- There is a lack of amenity housing in Kilbirnie and the Garnock Valley;
- Increasing number of elderly and dementia sufferers leading to pressure on service provision;
- With the huge numbers of older people in North Ayrshire there is a danger that younger people are not going to have enough support directed their way;
- Age cut off of 60 for sheltered Housing. Could this be lowered;
- Ardrossan Harbour development. Council are vacating a lot of properties in town centres of the 3 towns which could be allocated to housing;
- Health and Social Care have identified the North coast and the 3 towns as a potential area to pilot a “Dementia Village”
- Potential to introduce Castlecraigs model at other sites e.g. Caley & Canal Court; and
- Reacting to these challenges and opportunities on a limited budget.

These discussions contributed to subsequent strategic plans and assisted in the direction of the LHS and in the production of the Independent Living and Specialist Provision Topic Paper.

Supply & Place Making Workshop

| | |
|--|--|
| Consultation Type: Supply & Place Making Workshop | |
| Date | 05/10/2015 |
| Venue | Cunninghame House, Irvine |
| Stakeholders | Internal stakeholders from Place and the Health & Social Care Partnership, including: Housing, PM&I, Sustainability, Development Plans, Roads, Streetscene, Community Care, and NHS Ayrshire & Arran |
| LHS Area | To inform LHS Topic Paper(s) |
| | Accountability <input type="checkbox"/> |
| | Homelessness <input type="checkbox"/> |
| | Independent Living & Specialist Provision <input type="checkbox"/> |
| | Private Sector <input type="checkbox"/> |
| | Rural Housing <input checked="" type="checkbox"/> |
| | Supply & Place Making <input checked="" type="checkbox"/> |
| | Sustainability (including Fuel Poverty) <input checked="" type="checkbox"/> |
| Analysis | <ol style="list-style-type: none"> 1. The purpose of the workshop was to utilise an inter-service approach to discuss ambitions and aspirations for North Ayrshire's future, and to build on current successes and areas of outstanding performance. 2. The workshop involved reviews of each of the six localities on a case by case basis to identify opportunities for investment, provision of services, partnership working and the potential for asset rationalisation. The workshop was structured into three sessions which identified good performance, outlined aspirations and sought to design a plan of action. |

3. Session 1: Discover - A group discussion focussing on current outstanding performance, areas of high quality service delivery, success stories, and recognising good practice on a service by service basis.

4. Session 2: Dream - The group will build on success by embarking on a 'blue sky' process which sets out ambition and aspirations for positive future outcomes.

General Comments from the session included:

- We should attempt to link services when we develop housing in an area (e.g. Stevenson Court model).
- We should explore the 'Dementia Demonstrator House' idea and utilise sponsorship, working with partners to make this achievable.
- We should work to reduce fuel poverty, and bring in new measures to improve in this area.
- We should give people their own outdoor space in new housing.
- We should work to improve the infrastructure that supports our services with better transport links and enhancing the road networks (e.g. remove pot holes, increase parking provision).
- We (Housing) should link with Economic Growth and look more closely at Town Centre Planning.
- We should make best use of our assets and rationalise where possible (e.g. number of play parks).

- We should encourage the community to lead on addressing antisocial behaviour (e.g. promote/encourage community safety champions).
- We should work with communities to restore pride in their local areas.
- We should encourage intergenerational work as a method for improving community cohesion.
- We should promote the health and wellbeing message from a young age. Education should underpin all of the work we do within communities.
- We should have a clear plan or strategy for addressing each individual issue (Elected Members like to see a plan of action).

5. Session 3: Design - Applying the outputs from the morning session, the group were asked to share good practice and seek to realise ambitions, while recognising the realities of the existing external environment and internal constraints. This session reviewed each of North Ayrshire's neighbourhoods on a case by case basis.

Outcome

The event offered stakeholders a platform to generate a cross service appraisal of housing, supply and infrastructure in North Ayrshire. As a result, a wide range of issues and opinion were generated from discussions.

The discussion points raised at the full day event were formulated into a distinct supply and place making action

plan to be taken forward by the services involved. Notably the actions raised influenced and informed the Supply and Place Making topic paper, illustrating issues needing addressed within North Ayrshire.

Care & Support North Ayrshire

| | |
|---|--|
| Consultation Type: Care and Support North Ayrshire | |
| Date | 07/10/2015 |
| Venue | - |
| Stakeholders | Residents of North Ayrshire, Service users, Service Providers |
| LHS Area | To inform LHS Topic Paper(s) |
| | Accountability <input type="checkbox"/> |
| | Homelessness <input type="checkbox"/> |
| | Independent Living & Specialist Provision <input checked="" type="checkbox"/> |
| | Private Sector <input type="checkbox"/> |
| | Rural Housing <input type="checkbox"/> |
| | Supply & Place Making <input type="checkbox"/> |
| | Sustainability (including Fuel Poverty) <input type="checkbox"/> |
| Analysis | 1. Care & Support North Ayrshire is an annual event which brings together over 130 exhibitors from the health and social care professions. It provided an excellent opportunity to engage with service users and providers and capture their views on current and future specialist housing provision. |

2. A wide range of views were captured from older homeowners to social housing tenants, district nurses and specialist support providers for vulnerable families and those living with learning disabilities.

Outcome

The event offered attendees a platform to indicate their views on specialist housing provision in North Ayrshire. Responses are detailed below:

Tell us your thoughts on housing?

- Re. Mental Health Issues, where there is a dual diagnosis tenants are put into areas where there are drug & alcohol issues and they relapse.
- There is a real lack of sheltered housing in North Ayrshire.
- Our families feel housing can be quick and there are a lot of options e.g. rent deposit
- More support for vulnerable people to access housing register
- Happy having security of being a home owner
- Council housing is more affordable than a mortgage
- Need for more larger (4-bed) properties – all seem to be concentrated in certain areas
- Where individual units have had doors widened for tenants, front doors left too narrow so tenants trapped.
- Build more homes use spare land
- Some families fear reporting anti-social behaviour and need moved.

- Make better use of vacant land (build more homes)
- Sheltered and amenity housing needs a bit of TLC
- Prefer quieter neighbourhood

The responses informed the development of the Independent Living and Specialist Provision Topic Paper.

Barnardos Children & Families Open Day

| | |
|--|---|
| Consultation Type: Barnardos Children & Families Open Day | |
| Date | 16/11/15 |
| Venue | Barnardos North Ayrshire Families Service, Kilwinning |
| Stakeholders | Residents of North Ayrshire, Barnardo's service users |
| LHS Area | To inform LHS Topic Paper(s) |
| | Accountability <input type="checkbox"/> |
| | Homelessness <input checked="" type="checkbox"/> |
| | Independent Living & Specialist Provision <input checked="" type="checkbox"/> |
| | Private Sector <input checked="" type="checkbox"/> |
| | Rural Housing <input checked="" type="checkbox"/> |
| | Supply & Place Making <input checked="" type="checkbox"/> |
| | Sustainability (including Fuel Poverty) <input checked="" type="checkbox"/> |
| Analysis | <ol style="list-style-type: none"> 1. Barnardos celebrated the opening of their new offices at (39) Kilwinning Main Street, by inviting families that they support, along with other members of the public, to attend an afternoon event and view the new facilities. 2. Housing Services and three other stall holders were in attendance (homelessness, parenting support and SHINE Charity), and there were also free activities for children. |

3. The small size of event proved to be beneficial in that everyone who visited our stall were quite happy to get involved with the discussion. A wide range of views were gathered at the event, with comments from a number of young parents.

Outcome

The event offered attendees a platform to indicate their general views on housing in North Ayrshire. As a consequence, responses were general and not focused on one particular aspect of the Local Housing Strategy.

Responses are detailed below:

What do you like about housing?

- New housing design is very attractive.
- Regeneration of Vineburgh was positive.
- Front and Back door properties.
- Council housing providing more secure accommodation
- Driveway would be good.
- Playparks good for promoting healthy lifestyle among children.
- Private lets too expensive.
- Well maintained.
- Use Community Service teams to help with maintenance of neighbourhoods.
- Greater communication between council departments re: Council tax is required.

What do you not like about housing?

- Tenancy support should start earlier. Get in to help before home becomes hard to manage.

- Furnished tenancy grant should be increased.
- Larger properties needed in Glengarnock for growing families.
- Lack of pavements in new estates.
- Lack of knowledge of Council grants. Only to be told after you sign missive.
- Make better use of vacant land (Glengarnock).
- Not enough 1 bedroom council housing.
- Need a better watch of size of property to size of household.
- Not enough affordable homes (forced into private lets).
- Lack of pedestrian walkways in areas such as Dalry.
- Build more playparks especially in areas with lots of kids.
- More thought into area of choice to allow family support network.
- Greater support to maintain tenancy.

Housing Live: Pilot event

| | |
|---------------------------|--|
| Consultation Type: | Housing Live: Pilot event |
| Date | 20/06/2016 |
| Venue | Rivergate Centre, Irvine |
| Stakeholders | North Ayrshire residents, Cunninghame Housing Association, Scottish Fire and Rescue Service, Police Scotland. North Ayrshire Council: Tenant Participation team, Welfare Reform team, Streetscene and L.E.A.F. Sustainability Team |

| LHS Area | To inform LHS Topic Paper(s) |
|-----------------|---|
| | Accountability <input type="checkbox"/> |
| | Homelessness <input type="checkbox"/> |
| | Independent Living & Specialist Provision <input checked="" type="checkbox"/> |
| | Private Sector <input checked="" type="checkbox"/> |
| | Rural Housing <input checked="" type="checkbox"/> |
| | Supply & Place Making <input checked="" type="checkbox"/> |
| | Sustainability (including Fuel Poverty) <input type="checkbox"/> |
| Analysis | <ol style="list-style-type: none"> 1. The Housing Live pilot event was held at the Rivergate Centre in Irvine on 20th June 2016. The event took place within the entrance of the shopping centre, located next to the escalators and lift. 2. The purpose of Housing Live was to actively engage with people in North Ayrshire using alternative consultation methods. This offered the Strategy and Private Sector teams the opportunity to talk to people within Irvine who may not have previously engaged with strategic housing issues or formal consultation techniques. 3. The event took place between 11am and 3pm on 20th June 2016. There was a total of 8 stakeholders present at the Housing Live event who had stalls open to the general public. Stalls offered general advice ranging from fire safety from the Scottish Fire and Rescue |

service to dealing with bogus callers from Police Scotland

4. The purpose of the stakeholder stalls was to give added draw to the event and attract more people over to talk to housing staff members. Additionally, a face painter and balloon modeller were hired for the event as children's entertainment. It was hoped that attracting families with children to the event would increase the number of respondents taking part in surveys.
5. The Housing Strategy and Private Sector teams were involved in the consultation process. This entailed members of the teams talking to attendees about housing issues and offering them the opportunity to fill in quick five question surveys created on postcards for the event.
6. Following the event, results were input into Survey Monkey to gather the information recorded. In total there were 137 respondents at the pilot event. Two responses had to be excluded due to details being filled incorrectly.
7. As part of the event, respondents were given the chance to display any additional views or concerns regarding housing in North Ayrshire on our talking wall, an A0 poster on display at the events. This approach was adopted so the full views and opinions of respondents were captured and not just the information which we asked for.

8. This format was implemented for all Housing Live events conducted within North Ayrshire’s localities following our pilot event. Other Housing Live events were conducted without stakeholder stalls.
9. Consultation records of each of the Housing Live Surveys can be located in the Local Housing Strategy Surveys chapter of this topic paper.

| | |
|----------------|---|
| Outcome | Results pulled into the Housing Live survey analysis reports for; General survey, Private Landlord Survey, Private Tenant survey and Housing for People with Disabilities survey. |
|----------------|---|

Older Person’s Housing Event

| | |
|--|--|
| Consultation Type: Older Person’s Housing Event | |
| Date | 13/05/2016 |
| Venue | Ardeer Centre, Stevenston |
| Stakeholders | Ayrshire Care & Repair Ayrshire Independent Living Network Care and Support North Ayrshire CLASP Cunninghame Housing Association - Citrus Energy North Ayrshire Citizens Advice Service North Ayrshire Council - Welfare Reform, Tenant Participation, Information & Culture Police Scotland Quarriers |

Residents/Older People in North Ayrshire.
 Unity Enterprise

Presentations

Complete Community Care
 Food Train
 KA Leisure
 Laughter for Health
 Opportunities in Retirement

| | | |
|-----------------|--|-------------------------------------|
| LHS Area | To inform LHS Topic Paper(s) | |
| | Accountability | <input type="checkbox"/> |
| | Homelessness | <input type="checkbox"/> |
| | Independent Living & Specialist Provision | <input checked="" type="checkbox"/> |
| | Private Sector | <input checked="" type="checkbox"/> |
| | Rural Housing | <input checked="" type="checkbox"/> |
| | Supply & Place Making | <input checked="" type="checkbox"/> |
| | Sustainability (including Fuel Poverty) | <input type="checkbox"/> |

Analysis

1. The Older Persons Housing Event is held annually at the Ardeer Centre in Stevenston. The event provides local residents and stakeholders with the opportunity to discuss a range of housing issues which specifically affect older people within North Ayrshire.
2. The event was structured by having guest speakers in the morning from a range of services to inform older people of housing issues and support available to them. The afternoon had a range of activities and stalls offering further information to those who attended.

3. Part of the day involved attendees taking part in a power point vote exercise and answering questions on the current supply of housing for older people, and what factors are important to older people when looking at moving property.

Outcome

The responses from the power point vote consultation are detailed below:

Please state whether you agree that there is an adequate supply of each of the following housing options.

| | Strongly Agree | Agree | Neither Agree/Disagree | Disagree | Strongly Disagree |
|----------------------------|-----------------------|--------------|-------------------------------|-----------------|--------------------------|
| Ground level accommodation | 7% | 2% | 15% | 43% | 34% |
| Amenity Housing | 5% | 3% | 7% | 52% | 33% |
| Extra Care | 5% | 5% | 14% | 32% | 43% |
| Care Homes | 3% | 3% | 25% | 38% | 31% |
| Dementia Friendly Housing | 3% | 0% | 7% | 34% | 54% |
| Sheltered Housing | 2% | 5% | 8% | 30% | 55% |

If you were ever to consider moving house how important would the following factors be.

| | Strongly Agree | Agree | Neither Agree/Disagree | Disagree | Strongly Disagree |
|----------|-----------------------|--------------|-------------------------------|-----------------|--------------------------|
| Size | 47% | 25% | 11% | 7% | 11% |
| Location | 79% | 13% | 3% | 5% | 0% |

| | | | | | |
|------------------------------------|-----|-----|-----|----|----|
| Ease of Access | 87% | 10% | 0% | 2% | 2% |
| Tenure | 68% | 19% | 5% | 5% | 3% |
| Affordability | 94% | 2% | 4% | 0% | 0% |
| Crime Rates | 88% | 13% | 0% | 0% | 0% |
| Proximity to family and friends | 67% | 16% | 14% | 2% | 2% |
| Proximity to Healthcare facilities | 74% | 11% | 8% | 3% | 3% |

Results from the PPT vote informed the development of the Independent Living and Specialist Provision Topic Paper.

North Ayrshire Network meeting

| | |
|--|---|
| Consultation Type: North Ayrshire Network meeting | |
| Date | 17/11/2016 |
| Venue | Greenwood Conference Centre, Greenwood Gate, Irvine KA11 4GZ |
| Stakeholders | Alex Younger – North Ayrshire Network Amanda McFarlane – North Ayrshire Network Cate Weir – North Ayrshire Network Mary Hood – North Ayrshire Network Helen Malcolmson – North Ayrshire Network Kelly Malcolmson – North Ayrshire Network Tracey Wilson – North Ayrshire Council, Tenant Participation David Shaw – North Ayrshire Council, Tenant Participation |

| | | |
|----------|---|-------------------------------------|
| LHS Area | To inform LHS Topic Paper(s) | |
| | Accountability | <input checked="" type="checkbox"/> |
| | Homelessness | <input type="checkbox"/> |
| | Independent Living & Specialist Provision | <input type="checkbox"/> |
| | Private Sector | <input type="checkbox"/> |
| | Rural Housing | <input type="checkbox"/> |
| | Supply & Place Making | <input type="checkbox"/> |
| | Sustainability (including Fuel Poverty) | <input type="checkbox"/> |
| Analysis | <ol style="list-style-type: none"> 1. The North Ayrshire Network facilitates discussion and networking between different communities. The network examines the work of North Ayrshire Council's Housing Service to ensure continual improvements in delivery of the service. 2. A review of practices towards the end of the Local Housing Strategy 2011 – 2016 detailed that stakeholder engagement was on the decline. 3. A review of Tenant and Consultation methods with the North Ayrshire Network outlined that the frequency, duration and the formal setting of events was unattractive to attendees. Notably, the information presented to stakeholders was critical. Technical information and jargon should be avoided to make it easier to process. 4. Consultation with the North Ayrshire Network prior to the development of the Local Housing Strategy 2017- 2022 outlined a more interactive format was beneficial to effective consultation. Similarly, forum events should be scheduled annually, be shorter in duration and more concise. | |

Outcome

5. Information on proposed accountability, governance structure, outcome plans and monitoring performance was presented to the North Ayrshire Network meeting.
6. The Network were asked to consider the detailed approach and advise if they considered it more likely to support ongoing strategic engagement. It was stressed to the Network that the purpose of the revisions were to ensure that stakeholders and partners remain integral to the ongoing strategic process. The Council will employ these engagement methods:
 - Hold local workshops and events as required;
 - Involve all partners at all stages of the Local Housing Strategy process;
 - Make greater use of new technologies; and,
 - Use 'pop-up' interactive stalls in public places.
7. This session outlined further the consultation methods already currently employed in the development of the Local Housing Strategy 2017- 2022 including the introduction of Housing Live (an interactive event held within public places in North Ayrshire). The benefits of this format and quality/ quantity of responses were discussed with those present.
8. Proposals also demonstrated that the Local Housing Strategy 2017- 2022 will be monitored through the use of Outcome Plans (Action Plans). Each plan is reviewed annually, allowing fluidity and scope to change interventions to support the delivery of strategic outcomes.

9. A 'Strategic Housing Board' will oversee the implementation and delivery of the Local Housing Strategy 2017-2022 comprising of senior officers and strategic decision makers. This board will be responsible for ensuring meaningful engagement and responsible for the delivery of the Local Housing Strategy 2017-2022.
10. The board has the ability to agree updates, amendments and ensure strategic direction is embedded within all member organisations.
11. Long life working groups and short-life project groups will be organised to deliver specific strategic interventions identified within Outcome Plans for each strand of the Local Housing Strategy 2017-2022.
12. Chairpersons of working groups will be delegated to partner organisations where possible.
13. The North Ayrshire Network agreed to these proposals following this consultation.

Building Solutions Workshop

| Consultation Type: | Building Solutions Workshop |
|--------------------|--|
| Date | 01/12/2016 |
| Venue | Ardeer Centre, Stevenston |
| Stakeholders | David Dunlop - Area Housing Manager Councillor Anthea Dickson - Elected Member, Kilbirnie and Beith Elaine Dodds - Senior Occupational Therapist John Riddell – Fairlie Community Council Alison Smart - Area Housing Manager (Kilwinning) Stewart Griffiths - Common Housing Register Team - Housing Officer |

Neil Wilkinson - Housing and Property Officer, Isle of Arran Homes
 Amanda Green - Private Landlord
 Allan Green - Private Landlord
 Robin Knox - Team Manager - Infrastructure
 Claire Reid - Project Officer
 Chris McNey - Planning Officer
 Gillian Boyd - Sustainability Officer
 Joan Perry – Glengarnock Community Council
 Catherine Wigzell – Glengarnock Community Council
 Neale McIlvanney - Strategic Planning Manager
 Alasdair Laurenson - Team Manager (Regeneration)
 Karen McIntyre - Team Manager: Family Placement and Disability
 Kevin Anderson - Business Manager
 Jim Heaney - Fly Tipping Officer
 Cate Weir – North Ayrshire Network
 Barbara Conner- The Ayrshire Community Trust
 George Hunter - Senior Manager (Tourism & Coastal Economy)
 Jill O'Rourke - Team Manager - Housing Support
 Shelagh Campbell - Team Manager - Housing Advice Team
 Sheena Campbell - Strategy and Violence against Women
 Coordinator
 Paula Buckley - North Ayrshire Network

| | | |
|----------|---|-------------------------------------|
| LHS Area | To inform LHS Topic Paper(s) | |
| | Accountability | <input checked="" type="checkbox"/> |
| | Homelessness | <input checked="" type="checkbox"/> |
| | Independent Living & Specialist Provision | <input checked="" type="checkbox"/> |
| | Private Sector | <input checked="" type="checkbox"/> |
| | Rural Housing | <input checked="" type="checkbox"/> |
| | Supply & Place Making | <input checked="" type="checkbox"/> |
| | Sustainability (including Fuel Poverty) | <input checked="" type="checkbox"/> |

Analysis

1. On 1 December 2016 Housing Services held a workshop event aimed at developing the outcomes and interventions the Council's Local Housing Strategy should seek to deliver on.
2. The workshop undertook an innovative and original approach to engaging with key stakeholders, based around the popular Scottish sitcom Still Game.

3. Still Game characters were used to provide delegates with a familiar face with whom they could empathise. The purpose was to develop actions which could allow the particular needs of the characters to be met. Each table discussed characters with similar profiles (eg. one table concentrated on discussing 'older people' issues, another considered the needs of those with disabilities).
4. Stakeholders did not require any prior knowledge of the show as they were provided with details of the character profile.
5. This format was in keeping with the review of consultation methods presented within the Accountability Local Housing Strategy 2017 - 2022 topic paper. Consultation should be less formal, more interactive, shorter and more concise. Technical information and jargon should also be avoided to make it easier to process.
6. This workshop bore these principles in mind and attempted to deliver strategic consultation that was interactive and easy to digest for the consultees.

Outcome

7. Part one of the session was aimed at identifying key housing issues and solutions to these, based on meeting the diverse needs of Still Game characters. This section addressed Homelessness and Independent Living and Specialist Provision.
8. Some of the emerging themes outlined within this sessions were:
 - Check house meets needs (if needed)
 - More Information needed in Millport for residents. No ready access to 'officers' for help.
 - Availability of advice in case of eviction
 - Better social inclusion, share information re: clubs, groups, interests
 - Future proof properties, dementia friendly adaptations.

9. Part Two of the workshop was aimed at developing a response to four key issues (fuel poverty, placemaking, private rented sector, rural housing).
10. Discussion on rural housing centred on access to services, infrastructure, costs and difficulty developing housing on the islands, ageing population, house prices, affordability and the suitability of the available housing stock.
11. Discussion on supply and placemaking centred on affordable housing for sale – more support in accessing financial support to buy.
12. Respondents were asked to fill out a feedback form at the end of the event to indicate how successful they felt the event and format was. The results from the feedback forms is detailed in the table below.

Building Solutions - Respondent Feedback

| Question | Strongly Agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | Total |
|---|----------------|-------|----------------------------|----------|-------------------|-------|
| 1. Did you feel today was valuable? | 12 | 13 | 3 | 0 | 0 | 28 |
| 2. Do you feel you were able to contribute to the LHS process? | 13 | 13 | 1 | 1 | 0 | 28 |
| 3. Do you think the themed approach to the day made the strategic process more enjoyable? | 14 | 8 | 7 | 1 | 0 | 28 |
| 4. Did the themed approach allow you to empathise with people in different situations? | 12 | 7 | 5 | 4 | 0 | 28 |
| 5. Would you like to see the themed approach being used more regularly? | 13 | 9 | 6 | 0 | 0 | 28 |

13. The event was a success with significant support from respondents for both the format of the event and their ability to effectively engage with the Local Housing Strategy process as a result.

Local Housing Strategy Surveys

32. As part of the consultation process to inform North Ayrshire Councils Local Housing Strategy 2017-2022, residents from across North Ayrshire were invited to share their views and opinions on housing by completing a series of surveys. Surveys were advertised and made available through the North Ayrshire Council website and Housing Services Facebook page (North Ayrshire Council, 2016).
33. Surveys were also distributed to key service providers and stakeholders to offer widespread accessibility to service users who may not have been able to gain access to the surveys online. At the request of community groups on the island, surveys were also distributed to Garrison House in Millport.
34. There were five surveys in total: Supply and Place Making; People with Disabilities; Housing for Older People; Private Tenant; and Private Landlord.
35. Surveys were accessible online and open for submission from the 28th March 2016. Due to demand the deadline for surveys was extended beyond the initial closing date of 20th June 2016. Extending the deadline gave the Housing Strategy team the opportunity to collect a significant number of additional responses.

Supply and Place Making Survey

| | |
|--|--|
| Consultation Type: Supply and Place Making Survey | |
| Date | 28/03/16 – 01/09/16 |
| Venue | n/a |
| Stakeholders | Residents of North Ayrshire |
| LHS Area | To inform LHS Topic Paper(s) |
| | Accountability <input type="checkbox"/> |
| | Homelessness <input type="checkbox"/> |
| | Independent Living & Specialist Provision <input type="checkbox"/> |
| | Private Sector <input type="checkbox"/> |
| | Rural Housing <input checked="" type="checkbox"/> |
| | Supply & Place Making <input checked="" type="checkbox"/> |
| | Sustainability (including Fuel Poverty) <input type="checkbox"/> |
| Analysis | <p>1. In total, 489 people from across North Ayrshire responded to the Supply and Place Making Survey. The extensive survey asked respondents questions on a range of issues. Questions were focused on town centre living, access to facilities, what tenure/type of housing was required in North Ayrshire, the quality of their own home and housing in their area.</p> <p>2. Respondents were asked where North Ayrshire Council should concentrate on developing new affordable homes over the next five years. 415 respondents answered this question, 74 skipped it. 57% of respondents said they think North Ayrshire Council should concentrate developing affordable homes in the Three Towns, compared with only 53% thinking NAC should concentrate development in</p> |

Irvine. Respondents were able to select more than one area for this question.

3. Respondents were asked what type of housing they would like to see North Ayrshire Council prioritise for new build and regeneration over the next five years. 423 respondents answered this question, 66 skipped it. 331 respondents said they would like to see houses prioritised for new build and regeneration. Only 102 respondents think flats should be prioritised. The majority of respondents thought amenity and wheelchair accessible housing should be prioritised (353).
4. Respondents were asked how important they felt it is to live close to their local town centre. 429 respondents answered this question, 60 skipped it. Just over half of all respondents think it is important to live close to their local town centre (51%).
5. Respondents were asked how they would rate their local town centre. 429 respondents answered this question, 60 respondents skipped it. The vast majority of respondents rated their town centre as 'average. More respondents rated their town centre as poor/very poor than good/very good.
6. 143 respondents answered on whether there was enough suitable housing to allow them to move home if they wished to do so. 90 of these respondents

| | |
|----------------|--|
| | believed there was not enough suitable housing within their local area to allow them to move, 53 believed there was enough suitable housing. |
| Outcome | Survey analysis and findings have contributed towards the production of both the Supply and Place Making and Rural Housing topic papers. |

Older People Housing Survey

| | |
|---|--|
| Consultation Type: Older People Housing Survey | |
| Date | 28/03/2016 – 01/09/2016 |
| Venue | N/A |
| Stakeholders | Residents of North Ayrshire |
| LHS Area | To inform LHS Topic Paper(s) |
| | Accountability <input type="checkbox"/> |
| | Homelessness <input type="checkbox"/> |
| | Independent Living & Specialist Provision <input checked="" type="checkbox"/> |
| | Private Sector <input type="checkbox"/> |
| | Rural Housing <input type="checkbox"/> |
| | Supply & Place Making <input type="checkbox"/> |
| | Sustainability (including Fuel Poverty) <input type="checkbox"/> |
| Analysis | 1. In total, 254 people from across North Ayrshire responded to the survey. The survey covered a range of issues including the supply of specialist housing provision, and the support and services available to older people. |

2. Respondents were asked whether they believed there was a sufficient supply of specialist housing provision within North Ayrshire. 49% of respondents disagree there is an adequate supply of extra care housing, 48% disagree there is an adequate supply of Sheltered Housing, 42% disagree there is an adequate supply of ground level housing and 41% of respondents disagree there is an adequate supply of amenity housing. 38% disagree there is an adequate supply of dementia friendly housing.
3. The results from this question suggest people think there is an inadequate supply of supported accommodation for older people across the different specialist housing models.
4. The overwhelming majority of respondents when asked said they are not considering a move within the next 5 years. Of the 174 who answered no, 118 currently live in Sheltered Housing accommodation, which suggests they are satisfied with the accommodation. Of the 33 respondents who answered yes, 17 currently live in a detached, semi-detached or terrace house which suggests they would be looking to move to more accessible accommodation in the future.
5. Almost 52% of respondents said they would be considering a move for medical reasons, and 45% would be moving to downsize. Only two said they would be

moving to be nearer family and only 9 require level access.

6. From the findings, a large proportion of respondents already resided in Sheltered Housing (57.9%) and rented from the Council (80%) perhaps offering a one sided perspective of older people’s housing. It would perhaps have been beneficial to have received more responses from older people living in private rented or owner/occupied housing, who do not currently have their housing needs met.

Outcome

Survey analysis and findings have contributed towards the production of Independent Living and Specialist Provision topic paper.

Housing for People with Disabilities Survey

| | |
|---|--|
| Consultation Type: Housing for People with Disabilities Survey | |
| Date | 28/03/2016 – 01/09/2016 |
| Venue | N/A |
| Stakeholders | Residents of North Ayrshire |
| LHS Area | To inform LHS Topic Paper(s) |
| | Accountability <input type="checkbox"/> |
| | Homelessness <input type="checkbox"/> |
| | Independent Living & Specialist Provision <input checked="" type="checkbox"/> |
| | Private Sector <input type="checkbox"/> |
| | Rural Housing <input type="checkbox"/> |
| | Supply & Place Making <input type="checkbox"/> |
| | Sustainability (including Fuel Poverty) <input type="checkbox"/> |

Analysis

1. In total, 74 people from across North Ayrshire responded to the survey. The survey covered a range of issues including: the supply of specialist housing provision, support and services available to people with disabilities.
2. Respondents were asked whether they believed there was an adequate supply of Ground Level or Amenity Housing in North Ayrshire. The majority of respondents either disagree or strongly disagree that there is an adequate supply of Ground Level or Amenity Housing (61% and 60% respondents respectively).
3. Less than half of the respondents disagreed or strongly disagreed that there is an adequate supply of Extra Care Housing. Only 28% of respondents disagreed or strongly disagreed there is an adequate supply of Care Homes, whereas 46% respondents neither agreed nor disagreed. The results from this question suggests that there is an inadequate supply of Ground Level and Amenity Housing across North Ayrshire.
4. 38% of respondents who answered were considering a move within the next five years. 92% of the responses said they would move for medical reasons. Of those who are moving for medical reasons: 75% also said they require level access, 50% also said they are moving to a smaller house (downsizing), 25% are moving nearer family and 17% find their home difficult to heat and there aren't enough facilities.

5. The small number of responses to this survey makes the quality of data and information less robust.

Unfortunately, the small numbers of responses were further diminished with only half responding to several of the questions.

Outcome

Survey analysis and findings have contributed towards the production of the Independent Living and Specialist Provision topic paper.

Housing Live Surveys

36. Residents from across North Ayrshire were invited to share their views and opinions on housing at North Ayrshire Council’s Housing Live Events. As mentioned earlier in this paper, Housing Live visited main streets, supermarkets and shopping centres within Irvine, Kilbirnie, Kilwinning, Largs and Saltcoats

37. The Housing Strategy and Private Sector teams were involved in the consultation process. This entailed members of the teams talking to attendees about housing issues and offering them the opportunity to fill in quick five question surveys created on postcards for the event.

38. Following the events, results were input into Survey Monkey to gather the information recorded. Over the course of the six Housing Live events in Irvine, Kilbirnie, Largs, Saltcoats, Kilwinning and at the Tenant’s Fun Day in Kilwinning, 504 people from across North Ayrshire were consulted. Table 1 documents the number of surveys returned from each Housing Live event.

TABLE 1. DATE, LOCATION AND NUMBER OF SURVEYS FROM HOUSING LIVE!

| Housing Live | Location | Date | No. of survey's returned |
|----------------|---|--|--------------------------|
| Irvine – Pilot | Rivergate Shopping Centre | Monday 20 th June 2016 | 135 |
| Kilbirnie | Tesco Foyer | Friday 29 th July 2016 | 72 |
| Largs | Promenade | Monday 22 nd August 2016 | 64 |
| Saltcoats | Promenade | Friday 26 th August 2016 | 73 |
| Kilwinning | Tenants Fun Day – Kilwinning Academy | Saturday 27 th August 2016 | 48 |
| Kilwinning | Town Centre | Monday 29 th August 2016 | 112 |
| Total | | | 504 |

39. The results from the Housing Live surveys are documented within the following consultation records:

Housing Live General Survey

| | |
|---|--|
| Consultation Type: Housing Live General Survey | |
| Date | 20/06/16 – 26/08/16 |
| Venue | Rivergate Centre, Irvine, Kilwinning High Street, Sainsbury's Saltcoats, Tesco Kilbirnie and Largs High Street |
| Stakeholders | Residents of North Ayrshire |
| LHS Area | To inform LHS Topic Paper(s) |
| | Accountability <input type="checkbox"/> |
| | Homelessness <input type="checkbox"/> |
| | Independent Living & Specialist Provision <input type="checkbox"/> |
| | Private Sector <input type="checkbox"/> |
| | Rural Housing <input checked="" type="checkbox"/> |
| | Supply & Place Making <input checked="" type="checkbox"/> |
| | Sustainability (including Fuel Poverty) <input type="checkbox"/> |
| Analysis | <ol style="list-style-type: none"> 1. In total, 349 people from all Housing Live events answered questions from the Housing Live! General survey. An overview of results from this survey are detailed within this record. 2. Respondents were asked to rate the quality of their own home and homes in their area. There were 347 responses. Of those that answered, 301 (86.74%) rated their current home as very good/good. 12 respondents (3.46%) rated their current home as poor/very poor. 34 respondents remained neutral. 3. 59 respondents (17%) rated the quality of homes in their area as very good and 192 respondents (55%) rated them as good. 17 respondents rated the quality of homes in their area as poor while only 3 respondents |

rated them as very poor. 72 respondents remained neutral.

4. From this question, it can be concluded that over all, people in North Ayrshire are of the opinion that their own home, and homes in their area are of good quality.
5. Respondents were also consulted on what housing they would like to see more of in North Ayrshire. Respondents could select from the following: housing For Sale, Private Rent, Shared Ownership or Social Rent. They could select more than one option. 317 respondents answered this question, 32 skipped the question.
6. The majority of respondents indicated that they would like to see more social housing in North Ayrshire (267, 84%). 56 respondents said they would like to see more houses for private rent and 53 respondents said they would like to see more houses for sale. Only 44 respondents (13.88%) said they would like to see more houses for shared ownership.
7. From this question, it can be concluded that the vast majority of respondents would like to see more social housing in North Ayrshire.

Outcome

Survey analysis and findings have contributed towards the production of both the Supply and Place Making and Rural Housing topic papers.

Housing Live! Private Tenant Survey

| | |
|---|--|
| Consultation Type: Housing Live! Private Tenant Survey | |
| Date | 20/06/16 – 26/08/16 |
| Venue | Rivergate Centre, Irvine, Kilwinning High Street, Sainsbury's Saltcoats, Tesco Kilbirnie and Largs High Street |
| Stakeholders | Residents of North Ayrshire's localities: |
| LHS Area | To inform LHS Topic Paper(s) |
| | Accountability <input type="checkbox"/> |
| | Homelessness <input type="checkbox"/> |
| | Independent Living & Specialist Provision <input type="checkbox"/> |
| | Private Sector <input checked="" type="checkbox"/> |
| | Rural Housing <input type="checkbox"/> |
| | Supply & Place Making <input type="checkbox"/> |
| | Sustainability (including Fuel Poverty) <input type="checkbox"/> |
| Analysis | <p>4. 67 people from all Housing Live events responded to the Housing Live! Private Tenant survey. An overview of results from this survey are detailed within this record.</p> <p>5. Respondents were asked whether they believed there are enough high quality private rented homes available in North Ayrshire. 62 respondents answered this question, five respondents skipped it.</p> <p>6. Of the 62 who answered, 40 answered no (65%) and 22 answered yes (32%), suggesting that the majority of people do not think there are enough high quality private rented homes in North Ayrshire.</p> |

7. Respondents were asked whether they believe there is enough support to help tenants stay in their homes. 58 respondents answered this question, nine respondents skipped it.
8. Of the 58 respondents who answered this question, 35 (60%) are of the opinion that there is not enough support to help tenants stay in their homes. 23 respondents answered yes, there is enough support. This suggests that people think more could be done to help support private tenants stay in their homes.
9. Respondents were asked whether they were happy with the service provided by their landlord. 64 respondents answered this question, only 3 skipped it. Of the 64 who responded, the majority answered yes, they are happy with the service provided by their landlord (45 respondents, 70%). 19 (30%) respondents answered no, they are not happy with the service provided by their landlord.
10. This suggests that the majority of private tenants are happy with the service provided by their landlord.
11. Respondents were asked whether the private sector meets all needs (e.g. older people or specialist needs). 61 respondents answered this question, six respondents skipped it. Of the 61 who answered, 43 (70%) said no, they do not think the sector meets all needs. The

remaining 18 (30%) think that the sector does meet all needs.

12. This suggests that more could be done to ensure the needs of older people, or those with specialist needs are better met within private sector housing.

13. 57 respondents responded on whether they believed empty homes are a problem in North Ayrshire, 10 skipped it. Of the 57 who responded, 38 (67%) answered yes and 19 (33%) answered no. This suggests that people in North Ayrshire are of the opinion that empty homes are a problem in the area.

Outcome

Survey analysis and findings have contributed towards the production of the Private Sector Housing Topic Paper.

Housing Live! Private Landlord Survey

| | |
|---------------------------|--|
| Consultation Type: | Housing Live! Private Landlord Survey |
| Date | 20/06/16 – 26/08/16 |
| Venue | Rivergate Centre, Irvine, Kilwinning High Street, Sainsbury's in Saltcoats, Tesco in Kilbirnie and Largs High Street |
| Stakeholders | North Ayrshire private landlords |

| LHS Area | To inform LHS Topic Paper(s) |
|-----------------|---|
| | Accountability <input type="checkbox"/> |
| | Homelessness <input type="checkbox"/> |
| | Independent Living & Specialist Provision <input type="checkbox"/> |
| | Private Sector <input checked="" type="checkbox"/> |
| | Rural Housing <input type="checkbox"/> |
| | Supply & Place Making <input type="checkbox"/> |
| | Sustainability (including Fuel Poverty) <input type="checkbox"/> |
| Analysis | <ol style="list-style-type: none"> 1. Nine private landlords responded to the Housing Live! Private Landlord survey. The results from this survey are detailed in this report. 2. Landlords were initially asked whether they believed there were enough high quality private rented homes available. Eight respondents answered this question, with one skipping it. Opinion was split 50/50 with four answering yes, and four answering no. 3. Landlords were asked whether there is enough support to help tenants stay in their homes. All nine respondents answered this question. Six respondents (67%) answered yes, there is enough support to help tenants stay in their own homes. Three respondents (33%) answered no, there is not enough support to help tenants stay in their homes. |

4. This result is in contrast with the opinion of Private Tenants, where 60% of respondents felt that there is not enough support to help tenants stay in their homes.
5. Six respondents (67%) said they are aware of the Private Sector Advice Line when asked. 3 respondents (33%) said they are not aware of the Private Sector Advice Line.
6. Double the number of landlords are aware of the advice line than not. This shows that awareness levels are high, although since a third were not aware, it might be worthwhile to carry out an awareness raising exercise.
7. Landlords were asked whether they thought that the private sector meets all needs (eg. older people or specialist need). Eight respondents answered this question, one skipped it. Of the eight that responded, 75% (6) think that no, the sector does not meet all needs. Only two respondents (25%) are of the opinion that the sector does meet all needs.
8. This result is similar to that of Private Tenants, where 70% answered no, and 30% answered yes. This shows a mutual opinion amongst private tenants and landlords that the sector could do more to support and meet all tenant needs.

| | |
|----------------|--|
| | <p>9. Landlords were then consulted on whether empty homes are a problem in North Ayrshire. Eight respondents answered this question, one skipped it. Of the eight that responded, 63% (5) said no, they do not think they are a problem. The remaining 3 (37%) said yes, they think they are a problem.</p> <p>10. Again, these results conflict with the opinion of private tenants, where 66% think they are a problem and 33% do not think they are a problem.</p> |
| Outcome | Survey analysis and findings have contributed towards the production of the Private Sector Housing Topic Paper. |

Housing Live: Housing for people with disabilities survey

| | |
|---|--|
| Consultation Type: Housing Live: Housing for people with disabilities survey | |
| Date | 20/06/16 – 26/08/16 |
| Venue | Rivergate Centre, Irvine, Kilwinning High Street, Sainsbury's in Saltcoats, Tesco in Kilbirnie and Largs High Street |
| Stakeholders | Residents of North Ayrshire's localities: |
| LHS Area | To inform LHS Topic Paper(s) |
| | Accountability <input type="checkbox"/> |
| | Homelessness <input type="checkbox"/> |
| | Independent Living & Specialist Provision <input checked="" type="checkbox"/> |
| | Private Sector <input type="checkbox"/> |
| | Rural Housing <input type="checkbox"/> |
| | Supply & Place Making <input type="checkbox"/> |
| | Sustainability (including Fuel Poverty) <input type="checkbox"/> |

Analysis

1. 79 people from all Housing Live events responded to the Housing Live! Housing for People with Disabilities survey. The results from this survey are detailed in this report.
2. Respondents were asked whether their current home met their needs. All 79 respondents answered this question. 52 respondents answered yes, and 27 answered no. Of those who answered some of the reasons for homes not meeting respondents needs are detailed below:
 - Need a bath put in
 - Garden, seat needed, equipment needed for shower
 - Stairs
 - Need ground floor living
 - Need extra bedroom
 - Need a stair lift
3. The vast majority of respondents cited issues with stairs and said they required ground floor accommodation (16 respondents). Three respondents indicated issues with shower facilities and four respondents said they had issues with storage, space and overcrowding in their home. One respondent indicated that while their home doesn't meet their needs, this is in the process of being remedied.
4. Respondents were asked whether they believed there should be more of specific types of specialist housing in

North Ayrshire. 66 respondents answered this question, 13 skipped it.

5. Respondents could choose from the following: amenity; sheltered; extra care; care homes:
 - 46 respondents felt there should be more amenity housing
 - 43 respondents felt there should be more sheltered housing
 - 33 respondents felt there should be more extra care housing
 - 33 respondents felt there should be more care homes
6. The responses for this question indicate an appetite for more amenity and sheltered housing throughout North Ayrshire.
7. Respondents were asked which services they were aware of in North Ayrshire. 62 respondents answered this question, 17 skipped it. Respondents could choose from Telecare; Care & Repair; Foodtrain; Care at home; Equipment and Adaptations.
8. The majority of respondents were aware of Care at Home and equipment and adaptations, each with 41 respondents. 27 respondents were aware of Care and Repair.

9. Only 16 respondents were aware of Foodtrain and only 14 respondents were aware of Telecare, indicating that perhaps these services are not being communicated and advertised effectively.

Outcome

Survey analysis and findings have contributed towards the production of the Independent Living and Specialist Provision Topic Paper.

Focus Groups

40. To generate discussion and to get a greater depth/insight to some of the core issues, focus groups and discussion events were held with key stakeholders. Rural Housing focus groups were organised on both Arran and Cumbrae to discuss key issues on rural housing. Older people's housing focus groups and housing for people with disabilities focus groups were held in Cunninghame House, Irvine to discuss independent living and specialist housing provision. The Private Sector team held a landlord discussion event at the Greenwood Centre in Dreghorn and used this as a platform to consult with landlords.

Rural Housing

41. To inform the production of the Rural Housing topic paper, focus groups were held on both Arran and Cumbrae to seek input from North Ayrshire's rural island communities. Arran and Cumbrae are defined by the Scottish Government as 'remote rural' by the Urban Rural classification system (Scottish Government, 2016). LHS guidance notes that any distinctive issues associated with addressing housing and housing related services within a rural context should be fully taken into account (Scottish Government, 2014).

42. To ensure North Ayrshire Council consultation was as broad as possible it was vital that service providers, community bodies, tenants and residents from Arran and Cumbrae were included within this process. As a result two focus groups were organised to collect the views of those living on both islands regarding housing issues and services.

43. Both focus groups followed the same format around four key themes, explored in depth to identify respondent's views on the distinct housing issues present on the island. The themes discussed during the focus group included living on an

island, housing supply & development, household size & condition and looking forward.

Arran Focus Group

| | |
|---------------------------|--|
| Consultation Type: | Rural Housing Focus Group – Arran |
| Date | 08/07/2016 |
| Venue | Ormidale Sports Pavilion, Brodick |
| Stakeholders | <p>Bill Calderwood - Brodick Improvements, Colin Mackenzie - Arran Community Council, Fiona Brown - Arran Elderly Forum Janet Lacey - Private Tenant Jeanette Price - Homeowner Jim Nichols - Arran CVS Joanna Voisey - Trust Housing Association Katy Dickson - Scottish Land and Estates Rachel Armitage - Private Landlord Sheena Borthwick - Arran Economic Group Vicki Yuill - Arran CVS</p> <p>North Ayrshire Council Staff</p> <p>Trudi Fitzsimmons - Senior Manager (Strategic Housing & Business Planning) Lynne Richardson - Team Manager (Affordable Housing) Bobby Todd - Empty Homes Coordinator Chris Morton - Affordable Housing Coordinator (Strategy) Patrick Rodger - Policy Officer (Strategy)</p> |

| LHS Area | To inform LHS Topic Paper(s) |
|-----------------|---|
| | Accountability <input type="checkbox"/> |
| | Homelessness <input type="checkbox"/> |
| | Independent Living & Specialist Provision <input type="checkbox"/> |
| | Private Sector <input type="checkbox"/> |
| | Rural Housing <input checked="" type="checkbox"/> |
| | Supply & Place Making <input checked="" type="checkbox"/> |
| | Sustainability (including Fuel Poverty) <input type="checkbox"/> |
| Analysis | <ol style="list-style-type: none"> 1. To inform the production of the Rural Housing topic paper, focus groups were held on both Arran and Cumbrae to seek input from North Ayrshire's rural island communities. Arran and Cumbrae are defined by the Scottish Government as 'remote rural' by the Urban Rural classification system (Scottish Government, 2016). 2. To ensure NAC consultation was as broad as possible it was vital that service providers, community bodies, tenants and residents from Arran and Cumbrae were included within this process. On the 8th July 2016, the Arran focus group was held within the Ormidale Sports Pavillion in Brodick. This venue was identified due to its central location on the island, easy accessibility from the mainland via the ferry and for residents attending using the bus service. 3. The focus group respondents discussed what they envisaged were the important issues facing housing on |

the island. Developing more housing is seen as crucial to the island in encouraging professionals to move. Discussion centred on the need to attract doctors, teachers, vets etc. but appropriate housing is the stumbling block in preventing these professionals from moving to the island.

4. There are jobs on the island, however, retaining employees is difficult as many face issues acquiring housing. There is a shortage of care staff, particularly care at home staff and commuting from the mainland is not practical due to the long hours.
5. With consideration to developing housing, suggestions focused on obtaining community support through the rural housing fund. Respondents indicated that developments should have rural housing burdens attached and provisions should be made which make them the principal property of the owner.
6. A rural housing initiative for self-build properties was suggested. It was agreed by respondents present that re-establishing a Rural Housing working group would be of benefit to the community in achieving progress on the island.

Outcome

Results informed the development of the Rural Housing Topic Paper.

Cumbræ Focus Group

| | |
|--|---|
| Consultation Type: Rural Housing Focus Group – Cumbræ | |
| Date | 28/06/2016 |
| Venue | Garrison House, Millport |
| Stakeholders | <p>Chris Johnstone - Cunninghame Housing Association</p> <p>Christine MacCulloch - Cumbræ Community Council</p> <p>Councillor Grace McLean - 8 North Coast & Cumbræ, North Ayrshire Council</p> <p>Jean Kerr - Cumbræ Elderly Forum</p> <p>Phyllis Compston - NAC Tenant</p> <p>North Ayrshire Council Staff</p> <p>Bobby Todd - Empty Homes Coordinator</p> <p>Lynne Richardson - Team Manager (Affordable Housing)</p> <p>Louise Osborne – Policy Officer (Strategy)</p> <p>Patrick Rodger - Policy Officer (Strategy)</p> <p>Trudi Fitzsimmons - Senior Manager (Strategic Housing & Business Planning)</p> |
| LHS Area | To inform LHS Topic Paper(s) |
| | Accountability <input type="checkbox"/> |
| | Homelessness <input type="checkbox"/> |
| | Independent Living & Specialist Provision <input type="checkbox"/> |
| | Private Sector <input type="checkbox"/> |
| | Rural Housing <input checked="" type="checkbox"/> |
| | Supply & Place Making <input checked="" type="checkbox"/> |

Analysis

1. To inform the production of the Rural Housing topic paper, focus groups were held on both Arran and Cumbrae to seek input from North Ayrshire's rural island communities. Arran and Cumbrae are defined by the Scottish Government as 'remote rural' by the Urban Rural classification system (Scottish Government, 2016).
2. To ensure North Ayrshire Council consultation was as broad as possible it was vital that service providers, community bodies, tenants and residents from Cumbrae were included within this process
3. Respondents on Cumbrae identified a settled, safe and close community present on the island with acknowledgement of an ageing population and a need to address the housing needs of those in the future. This was a particular worry for those living on Cumbrae with concerns on the suitability of the housing stock, characterised by tenement flats, and an aspiration for more amenity housing.
4. Respondents outlined a concern regarding the available housing stock and a lack of variety in the type and size of housing. There is a large proportion of older people living in 3 bed properties and a need for more 1 and 2 bed properties was expressed.

5. There is a desire to attract younger people to the island as they are viewed as the future and will help to develop the community. There is currently a feasibility study being conducted by the Elderly Forum to develop a care home (20/30 bed unit). The development is hoped to be similar to Vennel Gardens, a sheltered housing complex in Irvine.
6. With the development of a care hub proposed by community groups it is hoped that it will attract young people for employment.
7. Looking forward, the respondents saw the importance in encouraging people to move to the island to benefit the school and community. Any age is welcome but the proposed care hub would hopefully attract younger people for employment. The vast majority of people are living in Millport which is a close knit community where everyone looks out for one another and it is important to maintain this.
8. The main issue is employment opportunities, particularly amongst older people and getting younger people involved in island life as they are viewed as the future of the island.

Outcome

Responses informed the development of the Rural Housing Topic Paper.

Independent Living and Specialist Provision

44. North Ayrshire Council is committed to meeting the needs of the population in North Ayrshire by providing the right type of accommodation in the right place. Therefore, consideration towards housing supply, specialist provision and developing sustainable places for older people and those with disabilities in North Ayrshire is of importance to North Ayrshire Council.
45. Local Housing Strategy guidance describes independent living as being about freedom, choice, dignity and control for those with a disability or long term health condition, those who have become frail or those in need of support. Wherever possible, independent living should be supported within a person's own home, but in some instances, other types of accommodation may be more appropriate (Scottish Government, 2014).

Older People's Focus Group

46. A broad range of stakeholders attended the focus groups. There was representation from North Ayrshire Health and Social Care Partnership, North Ayrshire Elderly Forum, Carers Centre, various Housing Associations as well as Sheltered Housing Unit residents and Council and Registered Social Landlord tenants.
47. Participants were asked a series of questions relating to housing and remaining independent in their own home, with questions split in to three sections: sustaining independence at home; moving home to facilitate independence; health and wellbeing to prolong independence.

Consultation Type: Older People's Focus Groups**Date** 05/07/16**Venue** Cunninghame House, Irvine**Stakeholders**

Betty Weir - Age Concern

Cate Weir - Tenant, NA Network

Claire Robertson - West of Scotland HA

Elizabeth Williamson - NA HSCP

Ian Wallace - North Ayrshire Elderly Forum

Jenny Hill - Tenant, NA Network

Jessie McHaig - Tenant, NA Network

John MacWhirter - Tenant, Cheviot Court SHU

Marion Muir - NA Carers Centre

Mary Scott - NA Connected Communities

Patricia Mason - Tenant, Vennel Gardens SHU

Phyliss Rodgers - Irvine Housing Association

Rosemary Byrne - NA Elderly Forum

Vera Anderson - Tenant, Dickson Court SHU

North Ayrshire Council Staff

Ailean Watt - NAC PMI

Chris Morton - NAC Housing Services

David Dunlop - NAC Housing Services

Elaine Dodds - NA HSCP

Isabel Marr - NA HSCP

Julie Thomson NA HSCP

Lynne Richardson - NAC Housing Services

Louise Osborne - NAC Housing Services

Robert Todd - NAC Housing Services

Trudi Fitzsimmons - NAC Housing Services

| LHS Area | To inform LHS Topic Paper(s) |
|----------|--|
| | Accountability <input type="checkbox"/> |
| | Homelessness <input type="checkbox"/> |
| | Independent Living & Specialist Provision <input checked="" type="checkbox"/> |
| | Private Sector <input type="checkbox"/> |
| | Rural Housing <input type="checkbox"/> |
| | Supply & Place Making <input type="checkbox"/> |
| | Sustainability (including Fuel Poverty) <input type="checkbox"/> |

Analysis

1. The Older People’s Focus Groups provided a detailed insight in to the wants and needs of older people in order to help them remain independent in their own home. As the population ages, their needs and abilities will change and it is imperative that North Ayrshire Council does what it can to cater for these changes through providing suitable accommodation, adaptations, support and access to relevant services.

2. From the issues discussed in the older people’s focus group, it can be concluded that level access properties, with a minimum of 2 bedrooms, ample storage space and the ability to be further adapted in the future is the ideal type of accommodation to facilitate older people living independently in their own home for as long as possible.

3. While most would prefer to remain in their own home and would only consider moving if it was absolutely necessary, more are open to the idea of living in a Sheltered Housing Unit. It would perhaps be beneficial,

as one participant suggested, to hold open days at SHU's so older people can gain a full understanding of the support available, and the level of independence that can still be retained in a Sheltered Housing Unit.

4. When a move is being facilitated with a Council or Registered Social Landlord tenant, consideration could be made for proximity to family and avoiding a move away from the community they have known for years. Participants at the focus groups raised the issue that many older people rely on family for extra support, and while this support may not be enough to keep them in their own home, it may still be necessary even after a move and could also increase levels of isolation.
5. Participants of the focus groups ultimately concluded that the availability of choice of suitable accommodation, and person centred support for the ever changing needs of older people was of utmost importance.

Outcome

Results informed the development of the Independent Living and Specialist Provision Topic Paper.

Disabilities Focus Group

48. The Disabled People's Focus Group provided a detailed insight in to the wants and needs of disabled people to help them remain independent in their own home for as long as possible. The Scottish Government advocate that, wherever possible, independent living should be supported within a person's own home. It is about ensuring people of all ages are able to maintain their independence,

and are able to access appropriate support when they need it (Scottish Government, 2016).

49. Independent living means all disabled people having the same freedom, choice, dignity and control as other citizens at home, at work and in the community. It does not necessarily mean living by yourself or fending for yourself. It means rights to practical assistance and support to participate in society and live an ordinary life (Independent Living in Scotland, 2016).

50. This focus group centred on the provision of specialist housing for disabled people and support required to enable independent living. Participants were asked a series of questions relating to housing and remaining independent in their own home, with questions split in to two sections: sustaining independence at home and moving home to facilitate independence.

| | |
|--|---|
| Consultation Type: Disabilities Focus Group | |
| Date | 05/07/16 |
| Venue | Cunninghame House, Irvine |
| Stakeholders | <p>Claire Robertson - West of Scotland Housing</p> <p>Donna Curran – Resident</p> <p>Kayleigh Hunter - Carer</p> <p>Kenneth Stirling - Cornerstone</p> <p>Louise Whannel - Resident</p> <p>Maggie Joyce – Tenant</p> <p>Marion Muir - Carer</p> <p>Michael Gallacher - West of Scotland Housing Association</p> <p>Pam Johnstone - Irvine Housing Association</p> <p>Peter Joyce - Tenants/North Ayrshire Access Panel</p> <p>William Hendry - NAC Tenant</p> |

Wilma Morrin - Tenant, NA Network

North Ayrshire Council Staff

Ailean Watt - NAC PMI

Chris Morton - NAC Housing Services

Elaine Dodds - NAC HSCP Occupational Therapist

Lynne Richardson - NAC Housing Services

Louise Osborne - NAC Housing Services

Mary Francey - NAC HSCP Locality Services

Robert Todd - NAC Housing Services

Trudi Fitzsimmons - NAC Housing Services

| LHS Area | To inform LHS Topic Paper(s) |
|----------|---|
| | Accountability <input type="checkbox"/> |
| | Homelessness <input type="checkbox"/> |
| | Independent Living & Specialist Provision <input checked="" type="checkbox"/> |
| | Private Sector <input type="checkbox"/> |
| | Rural Housing <input type="checkbox"/> |
| | Supply & Place Making <input type="checkbox"/> |
| | Sustainability (including Fuel Poverty) <input type="checkbox"/> |

Analysis

1. From the discussions in the Focus Groups, it can be concluded that supporting disabled people to live independently in their own home requires a person centred approach. There is no 'one size fits all' solution: the needs of disabled people vary from person to person, and can change over time.
2. Properties that are easily adaptable to meet changing and future needs would help disabled people remain at home independently. But to reach this stage, involving the disabled person, their family,

Occupational Therapist and/or health specialists etc. in the design process of adapted properties would ensure they are appropriate for the person being housed in it. It would also be beneficial for architects designing these properties to have a deep understanding of disabled needs when designing a property, for example, the logistics of manoeuvring a wheelchair. Ground floor or level access is deemed the most suitable.

3. Accommodation that is forward thinking and innovative in its design, i.e. ample storage for equipment, automatic lights inside cupboards, light switches beside beds and varnished wood work are all small changes that can make a massive difference.
4. It is important that NAC acknowledges the factors which may necessitate a move and provide suitable support for tenants to live independently in their own home before it reaches crisis point.

Outcome

Results informed the development of the Independent Living and Specialist Provision Topic Paper.

Private Sector Housing

Private Landlord Discussion Event

51. To inform the Private Sector Housing Topic paper for North Ayrshire Council's Local Housing Strategy 2017-2022, a Private Landlord Discussion Event was held on 14th July 2016. The aim of the event was to discuss housing issues within the private rented sector.

52. Housing Supply was a key area for discussion as well as how to attract growth and investment opportunities. Other topics for discussion included improved property management and how to meet the needs of tenants and landlords.

| Consultation Type: Private Landlord Discussion Event | |
|--|--|
| Date | 14/07/2016 |
| Venue | Greenwood Centre, Dreghorn |
| Stakeholders | Allan Green - Private Landlord Amanda Green - Private Landlord Avril Ferguson - Private Landlord Connor Heath - Home Energy Scotland Dave Adair - Private Landlord David Rhodes - Private Landlord Frank Robertson - Private Landlord James Cowan - Private Landlord James Dillon - Private Landlord Janet Robertson - Private Landlord Janette Boyle - Private Landlord Jim Boyle - Private Landlord John Alexander - Scottish Fire and Rescue Service Judith Fullarton - Private Landlord Mary Dillon - Private Landlord |

Peter Carlin - Representing Wilma Carlin (Landlord)

Sheila Welsh - Private Landlord

Susan Rhodes - Private Landlord

Tom Lawless - Private Landlord

North Ayrshire Council Staff

Andrew Moynihan - NAC Trading Standards

Chris Pollock - NAC Licensing

Emma Anderson - NAC Housing Services

Jade Wallace - NAC Housing Services

Rachel Kennedy - NAC Housing Benefit

Robert Todd - NAC Housing Services

LHS Area

To inform LHS Topic Paper(s)

Accountability

Homelessness

Independent Living & Specialist Provision

Private Sector

Rural Housing

Supply & Place Making

Sustainability (including Fuel Poverty)

Analysis

1. In order to encourage an in-depth discussion, a variety of stakeholders were invited. This included representation not only from Private Landlords but also from North Ayrshire Council Services who have direct responsibility for various parts of Private Sector Housing in the area. Two speakers were selected to give briefings on key areas of interest within the Private Sector and afterwards contributed to the main consultation process.

2. Stakeholders were asked to outline the issues they experienced within the Private Rented Sector (PRS):
 - Antisocial Behaviour – across all tenures
 - Lack of empathy from Council services
 - Deterioration of common areas impacting on value of properties
 - Lack of landlord rights
 - High tenant turnover
 - Poorly coordinated policy
 - Lack of information available to landlords
 - Rent being paid directly to tenants can cause arrears
 - Housing Benefit delays
 - Poor property conditions
 - Landlord and tenant relationships
 - Welfare Reform/ Bedroom tax
 - Mismatch in housing stock available
 - Finding a suitable tenant
 - No housing support available to private tenants
 - Legislation and information is not readily available
 - Tenants who abandon properties
 - Short term renters

3. Stakeholders were asked to consider whether “The Private Rented Sector meets the needs of all people including specialist needs and older people”. Across the stakeholder group it was identified that there is a lack of suitable properties for those with specialist requirements

to access private sector housing. The following reasons were given:

- Landlords are wary of carrying out adaptations as they may not be reinstated;
- Adaptations may impact on the ability to find a suitable tenant for a property;
- There are not enough incentives to carry out adaptations; and
- Not enough financial assistance to actually have equipment installed.

4. Within a North Ayrshire context, records show that there are approximately 884 long term vacant properties (Council Tax Data). Stakeholders viewed these problems were caused as result of Empty Homes:

- Squatters may move in, vandalism and graffiti, increased repairs and associated costs
- Security issues
- Fire risks
- Environmental issues
- Reduction in property value
- Reduction in value of neighbouring properties
- Loss of Earnings (Rent Loss), increased Council Tax bills
- Lack of tradespeople willing to do the work, lack of information provided regarding trusted traders
- Not enough enforcement powers for the Council

Outcome

Results informed the development of the Private Sector Housing Topic Paper.

- The Private Sector Advice Team will continue to work in partnership with letting agents, landlords and home owners to ensure property condition improvement across the sector.
- In line with current practices and suggestions highlighted by stakeholders the team will also work alongside other Council departments. By doing so the team will prevent duplication of work and offer a better service to those who contact.
- The private sector continues to be the largest housing provider across not only North Ayrshire, but across the UK. As such, it is vital to work alongside stakeholders to promote responsible property ownership and attract investment. Doing so can continue to contribute towards the provision of secure and affordable housing and grow the North Ayrshire economy.
- Empty homes were identified as being a part of the overall solution to addressing housing need within North Ayrshire and participants agreed that a holistic approach is required.
- The group concluded that the availability of good quality and affordable housing in the Private Sector is important but that more support and assistance is needed to ensure improvements are achieved.

Stakeholder Interviews

53. To gain greater depth, insight and specialist expertise on emerging issues highlighted during the consultation process, the strategy team conducted one to one stakeholder interviews with councillors, strategic housing organisations and service providers. This process also included individuals and organisations who could not attend the focus groups.
54. The stakeholder interviews afforded the strategy team the opportunity to research issues at greater depth and explore the local knowledge and first-hand experience of frontline officers, HSCP managers, chief executives and councillors. This benefited the consultation process greatly as it contributed a qualitative local context to complement the statistical quantitative research presented within the topic papers.

Supply and Place Making

| Consultation Type: Supply and Placemaking Stakeholder interviews | |
|--|---|
| Date | Various |
| Venue | Various |
| Stakeholders | <p>Alasdair Laurenson - Team Manager (Regeneration)</p> <p>Angela Doran – Self Build Coordinator, Glasgow City Council/Scottish Coordinator, NaCSBA</p> <p>Arlene Inches – Irvine Housing Association</p> <p>Cllr. Tom Marshall</p> <p>Chris McNey - Planning Officer, NAC</p> <p>George Hunter - Senior Manager (Tourism & Coastal Economy), NAC</p> <p>Gillian Boyd - Sustainability Officer, NAC</p> |

Linda Anderson – Director of Operations, Cunninghame Housing Association

Michael Bertram – Chief Executive, Cumbrae Development Council

Neale McIlvanney - Strategic Planning Manager, NAC

Pam Johnstone – Irvine Housing Association

Phil Prentice – Chief Officer, Scotland’s Towns Partnership

Robert Todd – Empty Homes Coordinator, NAC

| LHS Area | To inform LHS Topic Paper(s) |
|----------|--|
| | Accountability <input type="checkbox"/> |
| | Homelessness <input type="checkbox"/> |
| | Independent Living & Specialist Provision <input type="checkbox"/> |
| | Private Sector <input type="checkbox"/> |
| | Rural Housing <input type="checkbox"/> |
| | Supply & Place Making <input checked="" type="checkbox"/> |
| | Sustainability (including Fuel Poverty) <input type="checkbox"/> |

Analysis

1. Interviews were carried out with identified key stakeholders, who were recognised as having knowledge and expertise in the areas of housing supply and placemaking.
2. This included senior staff at registered social landlords and key personnel within North Ayrshire Council and external agencies.
3. Interviews had a semi-structured format; key questions were prepared as prompts for discussions around a range of issues including:
 - Housing supply
 - Planning
 - Rural housing

- Town centre living
- Regeneration
- Self and custom build housing
- Placemaking

Outcome

A number of key themes emerged from the interviews.

These included:

- Strong support for increasing the supply of housing in North Ayrshire, particularly socially rented and amenity and specialist housing.
- Support for diversifying the range of housing options available to residents, particularly older residents who appear to face the choice between unsuitable market housing and sheltered housing in the (perceived) undesirable social rented sector.
- Support for self and custom build, in particular to provide an affordable housing option for young families, 'last-time buyers' and residents on North Ayrshire's islands whose needs are not met by the market.
- Support for town centre living and a recognition of the important role housing has to play in stimulating economic growth.
- Support for housing to play a prominent role in future regeneration initiatives (although there was some disagreement on whether housing should lead or support such initiatives).
- A recognition that there is a lack of a coherent approach to placemaking in North Ayrshire and scope for much better partnership working.

Rural Housing

| | |
|--|--|
| Consultation Type: Rural Stakeholder Interviews | |
| Date | 01/09/2016 – 31/10/2016 |
| Venue | n/a |
| Stakeholders | <p>Alasdair Laurenson - Team Manager (Regeneration)</p> <p>Cllr Bruce</p> <p>Derek Logie – Rural Housing Scotland</p> <p>Linda Anderson – Director of Operations, Cunninghame Housing Association</p> <p>Michael Bertram – Chief Executive, Cumbrae Development Council</p> <p>Neil Wilkinson - Housing and Property Officer, Isle of Arran Homes</p> <p>Pam Johnstone – Irvine Housing Association</p> |
| LHS Area | To inform LHS Topic Paper(s) |
| | Accountability <input type="checkbox"/> |
| | Homelessness <input type="checkbox"/> |
| | Independent Living & Specialist Provision <input type="checkbox"/> |
| | Private Sector <input type="checkbox"/> |
| | Rural Housing <input checked="" type="checkbox"/> |
| | Supply & Place Making <input type="checkbox"/> |
| | Sustainability (including Fuel Poverty) <input type="checkbox"/> |
| Analysis | <ol style="list-style-type: none"> To gain greater depth, insight and specialist expertise on rural housing issues highlighted during the consultation process, one to one stakeholder interviews with councillors, strategic housing organisations and service providers were conducted. Stakeholder interviews followed the same themes which were discussed within the focus groups and many of the |

same issues were highlighted during discussions. Notably, concerns were raised again about the ageing demographic present on both Arran and Cumbrae and the pressures of the local housing markets, restricting individuals accessing housing which is appropriate to their needs

Outcome

3. Private sector housing, the limitations of the private rented sector, expensive lets, high house prices and the high proportions of second/holiday homes were notable concerns raised. The condition and quality of much the private sector housing in Arran and Cumbrae was highlighted by respondents. One respondent noted that there are a lot of people living on the islands who are capital rich (e.g. own a home) but are income poor and cannot maintain their homes. Therefore, homes are in disrepair and much of the housing stock is old, not meeting quality standards.

4. Some private lets are in terrible condition with people expected to live with faulty electrics and without tenancy agreements due to rogue landlords. There is an apprehension from individuals to make formal complaints on their landlords due to a fear of being blacklisted on Arran. Other respondents indicated that fuel poverty is an issue as there is no gas on Arran, many use wood burning stoves and there are high electricity costs.

5. The stakeholder interviews identified limited specialist housing provision on Arran and Cumbrae. The St. Beya Gardens development of amenity bungalows in Millport has been heralded as a successful project but stakeholders indicated there is scope for greater provision on Cumbrae.
6. Work is currently being undertaken by community groups to assess the feasibility of developing some form of care hub or sheltered housing provision in Millport to address the needs of the older age population.
7. Trust Housing Association noted they operate two sheltered housing complexes with a total of 35 units. Gaps in provision were identified, there is a warden in each complex working 27 hours a week each offering a limited level of care. Additionally, it was expressed that those who need care and are under the age of 60 are excluded from specialist provision due to allocations policy. Furthermore, there is no provision for those in need of greater support provided within sheltered housing but are not at the stage of residential care.
8. Cunninghame Housing Association indicated that the Care and Repair Service is difficult to operate on Cumbrae due to travel from the mainland and the number of visits required for residents to receive a good service. Cunninghame Housing Association are reliant on local joiners and handymen as it is not cost effective to send tradesmen over from the mainland.

9. Second/Holiday and Empty homes are notable issues and provide added pressures on the housing supply/market. However, there was recognition amongst respondents that from an economic perspective the islands are reliant on the tourism industry meaning many holiday homes are left empty over the winter months and use up infrastructure capacity.
10. Contrasting opinions were given with regards to housing development and what type of housing is required on Arran and Cumbrae. Housing to attract key workers/young professionals is viewed as vital on both islands by stakeholders such as affordable homeownership. However, respondents noted that the shared equity development in Lamlash by Irvine Housing Association and difficulties in selling the properties, there is an apprehension amongst respondents in the use of low cost homeownership.
11. The ratio between median incomes and house prices is so significant there is an acknowledgement from respondents that affordable options need to assist those looking to rent and owner occupation. Suggestions ranged from more social rented housing, intermediate renting and the facilitation of self-build housing. However, respondents felt that development within a rural context is complex, there is land suitable for

development on the islands but acquiring it from landowners charging significant prices creates barriers.

Independent Living and Specialist Provision

| | |
|--|---|
| Consultation Type: Rural Stakeholder Interviews | |
| Date | 01/09/2016 – 31/10/2016 |
| Venue | n/a |
| Stakeholders | Karen McIntyre, Health and Social Care Partnership Isabel Marr, Health and Social Care Partnership, John McCaig, Health and Social Care Partnership Linda Anderson, Cunninghame Housing Association Councillor Marshall |
| LHS Area | To inform LHS Topic Paper(s) |
| | Accountability <input type="checkbox"/> |
| | Homelessness <input type="checkbox"/> |
| | Independent Living & Specialist Provision <input checked="" type="checkbox"/> |
| | Private Sector <input type="checkbox"/> |
| | Rural Housing <input type="checkbox"/> |
| | Supply & Place Making <input type="checkbox"/> |
| | Sustainability (including Fuel Poverty) <input type="checkbox"/> |
| Analysis | To gain greater depth and insight in to the housing issues faced by older people and people with disabilities, one-to-one Stakeholder Interviews were conducted with councillors, strategic housing organisations and service providers. These interviews afforded the opportunity to ascertain the issues experienced by front line officers in relation to delivering housing support to help achieve independent living. |

Stakeholder interviews followed the same themes which were discussed within the focus groups and many of the same issues were highlighted during discussions. Notably, concerns were raised again aids and adaptations process and accessibility.

Outcome

1. There is a lack of availability of a variety of appropriate housing options for older people. Design and location are key elements that should be taken in to consideration when developing housing for older people. Close proximity to amenities, and level access are among the more important factors.
2. There can be issues with the current housing stock around the ability to install adaptations, due to the fabric of the buildings.
3. Gaps in the provision of social activities for older people is prevalent throughout the region. Several stakeholders spoke of the importance of providing social activities as a way to reduce social isolation and loneliness amongst older people.
4. Stakeholders felt the provision of aids and adaptations on the whole is good, however, work must be done to reduce the lengthy waiting lists and the time it takes to install adaptations.
5. On multiple occasions, stakeholders stressed the importance of incorporating dementia friendly design standards in to housing for older people.
6. Access to transport for older people and people with disabilities (both children and adults) to reach social activities was highlighted as an issue.

7. Stakeholders highlighted issues around the age restrictions on the allocation of amenity housing. This type of accommodation could be beneficial for people with disabilities of all ages.

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Websites:

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North Ayrshire Council website: <http://www.north-ayrshire.gov.uk/Home.aspx>

North Ayrshire Council, Housing Services Facebook Page:
www.facebook.com/nachousingservices