



NORTH AYRSHIRE
Local Housing Strategy
2011-2016

Scheme of Assistance

for Home Owners and the Private Rented Sector

Statement of Assistance

The Housing (Scotland) Act 2006 (s.72)

August 2012



NORTH AYRSHIRE
COUNCIL



This document can also be made available in other formats such as audiotape, CD, braille and in large print. It can also be made available in other languages on request.

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。

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।

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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.

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

Development & Strategy Manager
'Scheme of Assistance'
North Ayrshire Council
Community Care & Housing
FREEPOST SCO2742
Irvine
KA12 8BR

Telephone: 01294 324644
Fax: 01294 324624

Email: psadvice@north-ayrshire.gov.uk

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General Information

North Ayrshire Council's Scheme of Assistance details what information, advice and practical support we, the Council, will provide to help those living in the private sector repair, maintain, improve or adapt their homes.

The type of assistance available and the eligibility criteria for such assistance may change in accordance with the law, and the availability of financial resources. Therefore, the Scheme of Assistance will be reviewed regularly and updated as necessary to reflect any changes.

We will ensure that the most current version of the Scheme of Assistance is available on request and from our website.

VISION & AIMS

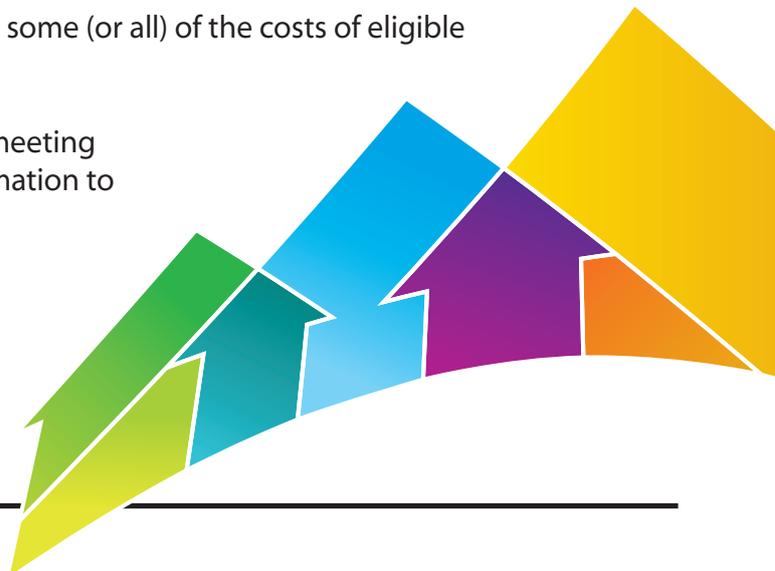
The Scheme is designed to be fair, sustainable and transparent in meeting its aims of:

- helping older people, and people with disabilities, who are living in the private sector make adaptations which allow them to live in their homes for as long as they choose to do so, and
- addressing disrepair in private sector homes by encouraging home owners to recognise that they have the primary responsibility for maintaining their properties.

We will achieve these aims by offering the following types of assistance:

- **Advice and Information**
We will ensure that advice and information on home repairs, maintenance, improvements and adaptations is available to anyone who resides in North Ayrshire's private housing sector
- **Practical Assistance**
We will provide a range of services which offer practical help relating to the repair and maintenance of homes in the private sector, and
- **Financial Assistance**
We will provide financial assistance to cover some (or all) of the costs of eligible disabled adaptations to private properties.

We will evaluate our performance in terms of meeting the aims of the Scheme, and will use this information to improve our service delivery.



The table below summarises the methods of assistance available, and who will be eligible for these.

Table 1: Assistance Available

Type of assistance available under the North Ayrshire Council Scheme of Assistance	Private Tenant	Private Landlord	Home Owner
Advice and assistance delivered by the Council's Housing Services.	✓	✓	✓
Information and advice available from the Council's website.	✓	✓	✓
Information and advice regarding reinstatement of a property that has been previously adapted.	✓	✓	
Mandatory financial assistance to carry out essential adaptations to a home if you are a person with a disability and have been assessed by Social Services.	✓		✓
Independent advice and assistance from the Care and Repair Services, including a small repairs service to assist older people or people with a disability (for additional information see page 16).			✓
We may use enforcement powers in order to improve housing that is in extremely poor condition or below the tolerable standard.	✓	✓	✓
We will provide advice and assistance when a statutory notice has been served on a property.	✓	✓	✓

STRATEGIC CONTEXT

In 2007, the Scottish Government set out 15 National Outcomes which described what the Government wanted to achieve over the next 10 years. North Ayrshire Council's Scheme of Assistance will contribute towards two of these National Outcomes, specifically:

- **National Outcome 10** - We live in well-designed, sustainable places where we are able to access the amenities and services we need, and
- **National Outcome 12** - We value and enjoy our built and natural environment and protect it and enhance it for future generations.

At a local level, the Scheme has been designed to contribute towards meeting the following outcomes from the North Ayrshire Local Housing Strategy 2011 – 2016:

- The supply and quality of housing better meets needs and aspirations
- Housing support measures promote independent living
- Housing is sustainable and contributes to stable communities, and
- Access to high quality information and advice has improved.

Promoting equality and reducing disadvantage is one of the Council's key priorities and the principles of equality and fairness are central to the delivery of all our services. This commitment is described in the Council's Single Equality Scheme which can be found on our website.

RESOURCING THE SCHEME

North Ayrshire Council's Community Care & Housing Service has primary responsibility for the development and implementation of the Scheme of Assistance. A team has been appointed to act as a 'one stop shop' for the provision of information and advice to home owners and the private rented sector.

We are also committed to ensuring our website (www.north-ayrshire.gov.uk) provides clear and concise information and advice about private sector issues. The website will be subject to regular review and will be promoted across all Council services and other agencies.

We will also develop posters and leaflets to publicise the Scheme, and to assist in the provision of advice and assistance. These will be distributed widely throughout North Ayrshire.



ENGAGEMENT

We are committed to ensuring our strategies and processes are informed and directed by local priorities. In order to ensure the Scheme of Assistance is meaningful within the local context, we have identified a number of means by which you can become involved with (or comment on) the Scheme:

Local Events and Meetings

- The Council hosts twice yearly 'Local Housing Forums' which provide an opportunity for home owners or private sector tenants to engage in our strategic process.
- A Private Landlord Working Group meets regularly and identifies specific issues within the private rented sector which require special attention.
- We also hold twice yearly Private Sector Landlord Forums, which are open to all private landlords in the area. These forums provide information to landlords on a range of topics; help inform strategic development; and provide a means by which we can evaluate our performance.

Comment and Feedback

- We have included a 'feedback form' within this document, (see Appendix 5) to allow you to comment on the Scheme of Assistance, alternatively you can use the 'Contact Us' service available through the Council's website.
- All of our public events, such as our Forums, include feedback and comment forms which are analysed for service improvement and event newsletters.
- In addition, you can telephone or email us (see back cover of this document for details).

SERVICE STANDARDS

North Ayrshire Council's Customer Charter sets out the standards of service you are entitled to expect from us. We aim to provide a high quality service we can be proud of and which will meet your needs. You are entitled to expect that we will:

- be polite, respectful and helpful when dealing with people face to face or on the telephone
- wear name badges where appropriate so you can recognise us
- provide an efficient and effective service from the first point of contact, through to conclusion
- observe privacy and confidentiality where appropriate
- respond to your needs in order to access our services, and
- monitor, evaluate and publish our performance.

Our full Customer Charter is available from our website or from any Council office.

APPEALS AND COMPLAINTS PROCESS

While we strive to provide the best possible service, we do recognise that things can go wrong. If you are unhappy about the service you have received, we operate a three stage complaints process (see Appendix 4).



Improving Property Condition

A key aim of the Scheme is to encourage responsible home ownership.

This section outlines the services available to assist home owners maintain, repair and improve their properties. Advice and information will focus on assisting home owners to meet their responsibilities in terms of keeping their properties in a good state of repair.

INFORMATION AND ADVICE

The Private Sector Advice Line is available to any North Ayrshire resident living in the private sector, and provides information and advice on issues such as:

- property condition
- tenancy rights and responsibilities
- common repairs and avoiding disputes
- energy efficiency
- landlord registration, and
- empty homes.



As well as assisting you directly, we can also signpost you to other agencies that may be able to help you.

MAINTENANCE PLANS

By planning maintenance work in advance, a home owner can reduce the likelihood of costly repairs arising.

We can assist home owners to prepare voluntary maintenance plans for their homes. These allow maintenance work and property condition inspections to be scheduled, and include timescales and costs for work.

These plans may be particularly useful for owners of properties with common areas in order to help deal with any future communal repairs and avoid potential disputes.

COMMON REPAIRS

If there is work required to the common parts of a shared building, owners initially should try to make contact with other owners in their block, with whom they share responsibility for the upkeep of the property.

However, we recognise that property owners can experience difficulties managing common repairs, and we can provide impartial advice on this matter, including:

- the rights and responsibilities of owners
- the roles of property factors
- the Tenement Management Scheme, and
- resolving disputes between parties.

If the problem cannot be resolved North Ayrshire Council may choose to use enforcement powers (see "Enforcement Action" on page 10).

TOLERABLE STANDARD

The tolerable standard is a set of criterion which describes the elements of a house which are essential for it to function as a home (see Appendix 3). If a property fails one or more of the criteria then the house can be defined as 'below the tolerable standard'.

The standard focuses only on the building itself, and does not consider internal decoration, heating systems or other utilities in the house.

We have a duty to ensure that all houses in North Ayrshire, which do not meet the tolerable standard, are brought up to the standard, closed or demolished. We have a policy of taking action against poor quality housing, only where this has been reported to us.

MISSING SHARE

The Council has the power to progress common repairs by paying 'missing shares' for owners who have not contributed their share of the costs. We would then recover costs (including administration costs and interest) from the owner.

This action will only be taken by North Ayrshire Council in exceptional circumstances (and if resources permit), and only where it is proven to be a better use of resources to do so than to serve a statutory notice.



ENFORCEMENT ACTION

The Scheme of Assistance aims to encourage and support owners to take responsibility for the condition of their property. However, there may be situations - such as when a property is in serious disrepair - where the Council will consider taking enforcement action.

Any action taken will be permitted through the enforcement powers granted by the Housing (Scotland) Act 2006.

Enforcement action will only be taken where, after taking account of all circumstances, advice and assistance has been ineffective, or the problem has not been addressed in a reasonable period of time.

Whilst the Council has power to serve such statutory notices, it is not legally obliged to do so. Statutory notices will only be served where resources permit.

Maintenance Orders

North Ayrshire Council can serve a maintenance order if an owner has not maintained a property to a reasonable standard.

A maintenance order requires the owner to produce a maintenance plan that demonstrates the works that will be carried out to improve the condition of the property. A maintenance plan should include timescales and the costs of the work.

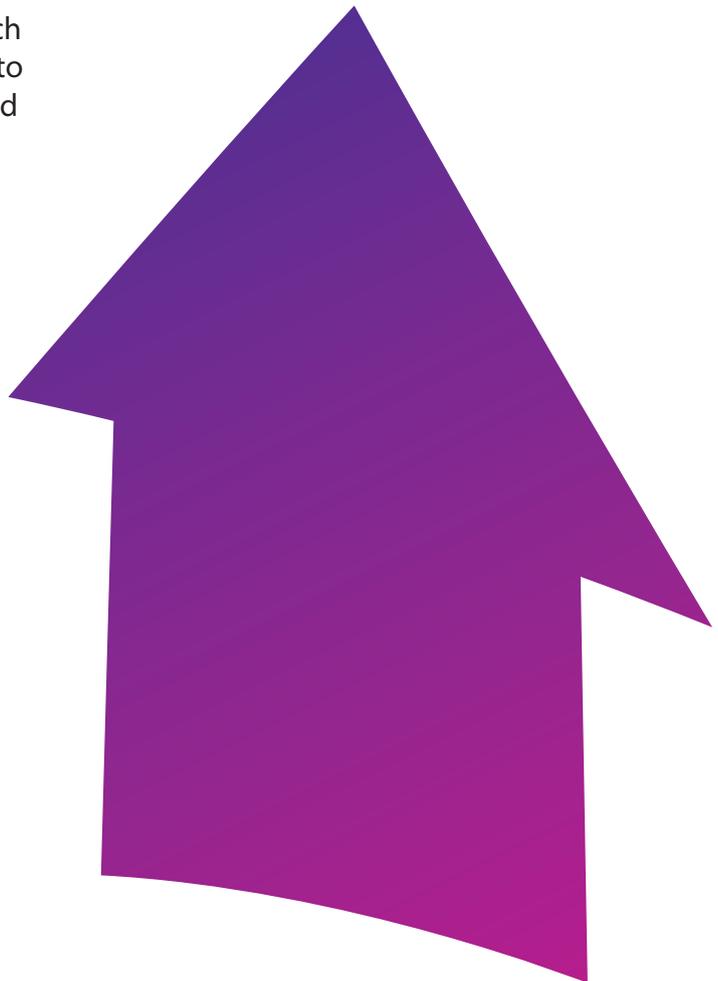
Advice and assistance is available to those served with a maintenance order.

Work Notices

We can serve work notices on owners of properties which are sub-standard. Owners should then arrange to carry out the work themselves. The Council can also carry out the work if the owner agrees and at the owner's expense (however we are not obliged to do so).

If the owner does not comply with the works notice within the time set out, the Council can carry out the work and reclaim all costs from the owner. This can be done by means of a repayment charge which is secured against the title deeds of the property.

Advice and assistance is available to those served with a works notice.



HOUSING RENEWAL AREAS

A Housing Renewal Area is an area that we have identified as one where property conditions and quality needs to be improved; it may comprise just a few properties or could cover a larger area.

We may consider designating a Housing Renewal Area, in response to concerns raised locally, and if:

- there are a significant number of substandard houses in one area (i.e. a minimum of 50%). A property may be substandard if it:
 - doesn't have a basic level of repair and lacks important facilities such as an indoor toilet (i.e. tolerable standard).
 - is in a serious state of disrepair.
 - needs repair and the condition is likely to worsen, or could cause damage to other premises if nothing is done to repair it.
- or, the disrepair of a house or houses is adversely affecting the quality of the surrounding area.

The decision to declare a Housing Renewal Area will be based on the relationship between the property and local neighbourhood, rather than a technical assessment of property condition.

Public consultation with owners of affected properties and an 'Options Appraisal' exercise will be undertaken before we designate a Housing Renewal Area.

EMPTY HOMES

Empty homes are detrimental to the local environment as they are often the target of antisocial behaviour. They are also more likely to fall into disrepair – indeed disrepair is the most common reason for properties remaining unoccupied.

We are working with the Scottish Empty Homes Partnership, set up by the Scottish Government and Shelter Scotland, to help bring empty homes back into the affordable housing supply.

We are also currently in the process of developing an Empty Homes Strategy to support home owners bring their properties up to standard and back into the viable housing supply.



LANDLORD ACCREDITATION SCHEME

The Council has entered into a partnership with Landlord Accreditation Scotland, the national voluntary landlord accreditation scheme that promotes best practice in management standards within the private rented sector.

We will promote membership of the scheme, which is open to all private sector landlords and letting agents. Participation provides tenants with confidence that their landlord strives to achieve good practice in both tenancy arrangements and property condition, and is committed to meeting the standards outlined in the Scottish Core Standards for Accredited Landlords.

MEDIATION SERVICES

Mediation is an informal, voluntary way of resolving disputes between households. These may include disagreements over the need to carry out repairs to common areas, issues of antisocial behaviour, boundary problems or verbal abuse.

Trained mediators do not take sides. They arrange for parties to meet in neutral venues and help those involved in a dispute come to an agreement, which will improve things for everyone concerned.

The North Ayrshire Mediation Service is independent of the Council, confidential and free of charge. Participation does not prevent you from seeking advice from other agencies, or prevent you from taking further legal action.

If you are interested in accessing mediation services within North Ayrshire, contact the Private Sector Advice Line.



Adaptation of Properties



This section outlines the services that are available to people living in the private sector that may need an adaptation within their home.

The Council has a responsibility to assess a person's needs and to arrange appropriate services. However, as funds are limited, we need to ensure that we work with people in the greatest need. To assist us to do this we have developed an assessment process and associated eligibility criteria.

ASSESSING NEED

Before we can consider making any funding available, a 'needs assessment' has to be carried out by North Ayrshire Council's Social Services.

A needs assessment is where an Occupational Therapist helps to establish, in discussion with you: the best way to resolve any difficulties; meet your current needs; and prevent the breakdown of care at home in the community.

Any assessment will look at the main areas of need which can have an impact on your independence, including the health and safety of yourself and others and your ability to manage personal care and daily routines.

The assessment may be carried out over a period of time. If an adaptation to the home is the agreed solution, the Occupational Therapy service will confirm the applicant's needs, proposed works, and level of priority.

Any permanent adaptation work proposed should, wherever possible, take into account how your needs may change and evolve over the medium to longer term. Not only does this help avoid the need for further applications but it also helps avoid more disruption if additional work becomes necessary at a later date.

In private rented accommodation assistance to adapt a property is provided to the tenant, not the landlord, as it is their needs which are being met.

The leaflet Fair Access to Community Care Services in North Ayrshire details how you can arrange to have your needs assessed.

For more information on the above process, please see the flow chart detailed in Appendix 1, which sets out the assessment process, or contact the Private Sector Advice Line.

MANDATORY FINANCIAL ASSISTANCE

We have a duty to contribute to the cost of approved work, where it has been assessed that these are essential to allow a disabled person to live in either owner occupied or private rented accommodation. This contribution is a minimum of 80% of the cost of approved works for standard amenities and is available in the following situations:

- to allow access within your home to standard amenities
- for the provision of an additional or replacement standard amenity, or
- for an extension or structural adaptation to allow provision of, or access to, a standard amenity.

Standard amenities include:

- water closet (flushing toilet)
- sink with both a hot and cold water supply
- fixed bath or shower with both a hot and cold water supply
- financial assistance towards the cost of providing a bathroom external to the main structure of the home (e.g. within a new extension but not including any living accommodation)
- adaptations to a kitchen sink (not units) to make it accessible for use
- alterations to allow access to a standard amenity (e.g. widen doors).

It is important to note that extensions to provide additional living accommodation are not included within the scope of mandatory financial assistance.

CONDITIONS FOR FINANCIAL ASSISTANCE

It is important to remember that the receipt of funding, even after assessment, will be conditional on you acquiring all the appropriate building warrants, planning permissions and the consent of the landlord (for tenants), and of other owners (where the adaptation is likely to impact on common areas of property).

There are often conditions which may apply if you are awarded financial assistance. These conditions will be discussed with you in detail when a formal financial assistance application is made.



HARDSHIP CONTRIBUTION

If you qualify for mandatory financial assistance (i.e. 80% of the cost of approved works), but are unable to afford the remaining 20% cost of the adaptation, the Council may be able to help by providing a hardship contribution to cover the balance.

This contribution will only be provided in exceptional circumstances, such as:

- you are already living in the most suitable type of accommodation for your needs and the assessing officer confirms that the adaptation proposed would be suitable for the longer term
- your assessed needs could only be met by staying in your current property and having it adapted, or
- moving would have a significant detrimental impact on your health.

Even if one of the above criteria is met, we will only increase our funding to 100% of the cost of approved works for those in receipt of the following qualifying benefits (or for those who can demonstrate financial hardship and have no resources to access):

- Income Support
- Income Based Jobseeker's Allowance
- Pension Credit (guarantee element), or
- Employment Support Allowance (income related).

Each application for a hardship contribution will be judged on its own merits and due to demand, such assistance, even in exceptional circumstances, may not be provided.

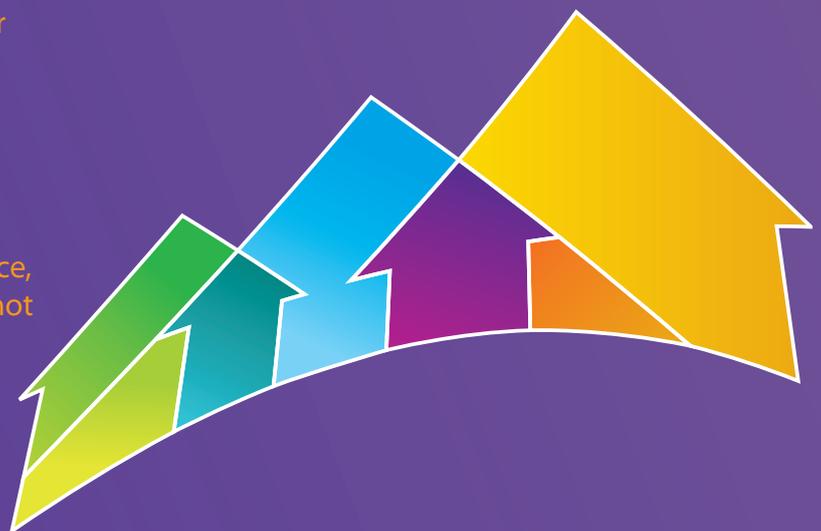
REINSTATEMENT OF AN ADAPTED PROPERTY

We can provide information and advice to tenants and landlords concerning reinstatement of a property that has previously been adapted, to return that property to the original condition (i.e. before the adaptation was carried out).

Where a landlord has agreed to the adaptation but placed a condition requiring reinstatement (in terms of S.52 (5) (b) of the Housing (Scotland) Act 2006), the Council will expect the landlord to firstly look for a new tenant who could make use of the adaptations.

The Council may be able to assist landlords to locate suitable new tenants. If a new tenant cannot be found, in certain circumstances we will meet 80% of reinstatement costs for those adaptations that are making it difficult to re-let the property.

The Council will not give funding for reinstatement to owner occupiers.



NORTH AYRSHIRE CARE AND REPAIR SERVICES

North Ayrshire Care and Repair Service provides those who are over 65 years, and who are home owners or private sector tenants, with access to a wide range of services which are aimed at allowing them to remain living in the comfort and safety of their own home.

Care and Repair Services offer independent advice and assistance to help home owners repair, improve or adapt their homes so that they can live in comfort and safety at home in their own community.

North Ayrshire has two Care and Repair Schemes, one of which provides a service for Arran with the other covering the rest of North Ayrshire. Both Care and Repair Services offer the following:

- advice and information services
- assistance with property repairs
- referrals to other agencies for matters relating to energy saving advice, home safety and benefits entitlement
- home safety and home security measures
- home safety referrals, and
- access to a small repairs service.

For more information on Care and Repair Services, please contact the Private Sector Advice Line.

ADVICE AND ASSISTANCE

Advice and assistance services which will always be offered to residents who require to adapt their home include:

- suggestions for financial solutions (e.g. low cost loans)
- advice on re-letting and selling adapted properties and removal/recycling of equipment
- advice on housing matters, such as landlord and tenant responsibilities
- referrals to agencies who provide advice regarding maximising income and money issues
- referrals for home safety and security checks
- referrals to agencies, such as the Disabled Persons Housing Service to discuss re-housing options, and
- referrals to Social Services and Health to discuss care needs.



Appendix 1

ASSESSMENT PROCESS FOR AN ADAPTATION

You identify that your current property may not be suitable for your needs.

You contact the Private Sector Advice Line, or on Arran, the Arran Social Services Area Team.

Independent Living Service prioritises responses according to need. With your agreement, the social worker/care manager will seek a specialist assessment of your needs from the Independent Living Service.

The Independent Living Service carries out community care assessment or specialist assessment.

The Assessor (on Arran the Assessor works in partnership with Care and Repair) considers whether an adaptation or an alternative option offers the best solution and supports you through the most appropriate process including:

- Advice on the appropriateness of alternative housing
- Advice on equipment and/or care support options, or
- Supply of equipment and the issue of invoices.

The Council considers applications for financial assistance. If the criteria is met, funding is awarded (100% funding is only awarded in exceptional circumstances).

If applicable, you instruct the contractor to proceed.

The Independent Living Service/Arran Social Services checks to confirm that the adaptation has been carried out to a satisfactory standard, and seeks correction if this is not the case.

Appendix 2



CONTACTS

Private Sector Advice Line

North Ayrshire Council
5th Floor Cunninghame House
Irvine
KA12 8EE
Telephone: 01294 324644
Email: psadvice@north-ayrshire.gov.uk

Advice Service Capability Scotland

Telephone: 0131 313 5510
Textphone: 0131 346 2629
E-mail: advice@capability-scotland.org.uk

Antisocial Behaviour Team

North Ayrshire Council
Housing Services - ASB/CSS Team
PO Box 8319
Irvine
KA12 2AL
Telephone: 01294 314692

Care Inspectorate

Compass House
11 Riverside Drive
Dundee
DD1 4NY
Telephone: 01382 207100
Helpline: 0845 600 9527
Web: www.careinspectorate.com

Care and Repair (Isle of Arran)

Isle of Arran Homes
Springbank
Brodick
Isle of Arran
Telephone: 01770 302888
Email: arrancareandrepair@trustha.org.uk

Care and Repair

(North Ayrshire Mainland)

Cunninghame Housing Association
82/84 Glasgow Street
Ardrossan
KA22 8EH
Telephone: 0800 068 1464
Email: care&repair@chaltd.org

Citizens Advice Bureau

22A Eglinton Street
Irvine
KA12 8AS
Telephone: 01294 278051
Fax: 01294 311417
Email: bureau@irvinecab.casonline.org.uk

Energy Officer

North Ayrshire Council
Perceton House
Perceton
Irvine
KA11 2AL
Telephone: 01294 225100

Energy Saving Scotland Advice Centre

Freephone: 0800 512 012

Scottish Association of Landlords (SAL)

22 Forth Street
Edinburgh
EH1 3LH
Telephone: 0131 270 4774
Email: info@scottishlandlords.com
Web: www.scottishlandlords.com

Scottish Public Services Ombudsman

Freepost EH641
Edinburgh
EH3 0BR
Telephone: 0800 377 7330
Email: ask@spso.org.uk
Web: www.spso.org.uk

Appendix 3

TOLERABLE STANDARD DEFINITION

The tolerable standard is a set of criteria which describes the elements of a house which are essential for it to function as a home. The tolerable standard focuses only on the building itself, and does not extend to internal decoration, heating systems or other utilities in the house. The tolerable standard applies to houses of all tenures.

A house meets the tolerable standard if it:

- is structurally stable
- is substantially free from rising or penetrating damp
- has satisfactory provision for natural and artificial lighting, for ventilation and for heating
- has satisfactory thermal insulation
- has an adequate piped supply of wholesome water available within the house
- has a sink provided with satisfactory supply of both hot and cold water within the house
- has a water closet or waterless closet available for the exclusive use of the occupants of the house and suitably located within the house
- has a fixed bath or shower and a wash-hand basin, each provided with the satisfactory supply of both hot and cold water and suitably located within the house
- has an effective system for the drainage and disposal of foul and surface water
- in the case of a house having a supply of electricity, complies with the relevant requirements in relation to the electrical installations for the purpose of that supply
 - “the electrical installation” is the electrical wiring and associated components and fittings, but excludes equipment and appliances
 - “the relevant requirements” are that the electrical installation is adequate and safe.
- has satisfactory facilities for the cooking of food within the house, and
- has satisfactory access to all external doors and outbuildings.

To meet the tolerable standard a house must comply with all the criteria. If the house fails to meet any of the criteria then it is deemed to be below tolerable standard.

Appendix 4

APPEALS AND COMPLAINTS PROCESS

Stage 1- Informal Complaint

You can speak to the staff of the particular Service either in person or by telephone and they will attempt to resolve the matter for you quickly and informally 'on the spot'. You can also use the Council's Listening and Learning Customer Comments Form (available to download from our website), write a letter or send comments electronically using the 'Contact Us' facility available on our website.

Stage 2 – Formal Complaint

If a complaint cannot be resolved right away, or if you are still unhappy following Stage 1, or if you specifically request a written response, the Service involved will investigate the matter and respond in writing to you.

Stage 3 – Review by a Corporate Director

If you still remain unhappy following Stage 2, you can request a review of your complaint. This will be conducted by the Director (or equivalent) of the Service being complained about.

Social Services complaints

Following Stage 3 in the case of complaints about Social Services only, you can also request that the Social Work Complaints Review Committee looks into the matter. Your request should be made within one month of receiving the Stage 3 response.

Where any complaint cannot be resolved, you also have the option to complain to the Scottish Public Services Ombudsman (see Appendix 2 for contact details).

If a Social Services complaint has not been resolved, a further complaint can be made to the Care Inspectorate (see Appendix 2 for contact details).



Appendix 5

FEEDBACK FORM

Consultation is a key part of delivering our Scheme of Assistance and we are committed to continually improving the quality of our communications and events. We would appreciate your feedback and welcome any views you have on how we can improve.

Name: _____ Organisation: _____

Address: _____

Telephone: _____ E-mail: _____

Please rate the following statements in relation to the published North Ayrshire Scheme of Assistance	Strongly Agree	Agree	Disagree	Strongly Disagree
I believe that the range of advice and assistance proposed for those in the private housing sector is sufficient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I think the document addresses the main issues for those in the private housing sector in North Ayrshire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt more informed after reading the document	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

I would be interested in receiving invitations to stakeholder events

Additional comments:

Please return all completed forms to:

Development & Strategy Manager, North Ayrshire Council,
Community Care & Housing, **FREEPOST** SCO2742, Irvine, KA12 8BR

Telephone: 01294 324644 **Fax:** 01294 324624

or alternatively **e-mail** your comments to: psadvice@north-ayrshire.gov.uk

Any comments or queries in relation to this document should be directed to:

Development & Strategy Manager

'Scheme of Assistance'

North Ayrshire Council

Community Care & Housing

FREEPOST SCO2742

Irvine

KA12 8BR

Telephone: **01294 324644**

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NORTH AYRSHIRE
Local Housing Strategy
2011-2016

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