

Shetland Islands Council in partnership with Hjaltland Housing Association, NHS Shetland, Shetland Tenants Forum, Shetland Citizen Advice Bureau and Shetland Council of Social Service.

Shetland's Local Housing Strategy 2011-2016

August 2011

www.shetland.gov.uk/lhs

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Our Aim

It is our aim that the 2011-2016 Local Housing Strategy increases the housing supply to meet high levels of demand, as well as improving the condition and sustainability of our housing. In doing this, we will support our wider economic, social, health and equality aims, and improve our communities in to the future.

Figure 1. Shetland's 2011-2016 Local Housing Strategy Vision



1. The Shetland Context

- 1.1. As an island and the most northerly local authority in Scotland, we do not share a boundary with any other area.
- 1.2. Shetland comprises more than 100 islands, 15 of which are inhabited, and is 100 miles north of the Scottish mainland and 200 miles north of Aberdeen. Nowhere in Shetland is much more than three miles from the sea and very few places are out of sight of it.
- 1.3. We are as close to Bergen in Norway as we are to Aberdeen and lie further north than Moscow and southern Greenland. Our Scandinavian heritage and influences are apparent in our traditions and in the style and high build standard of our homes - a necessity in order to withstand our often harsh winter environment.
- 1.4. The total population of the Shetland Islands is around 22,000 people. The remote and rural nature of Shetland presents particular challenges in delivering services that provide best value within our rural and remote communities in a fragile and unpredictable climate – both in terms of the economy and the weather.
- 1.5. The mainland capital of Lerwick is home to around one third of Shetland's population. Outside of Lerwick, Shetland is characterised by a high proportion of separate and scattered communities, some of which continue to experience significant depopulation and decreasing economic opportunities.
- 1.6. Our dispersed island communities have their own distinct character and landscape. For some of our more remote communities, travelling to and from the mainland requires four ferry journeys – this poses real logistical challenges for people who need to access services in an environment of rapidly increasing fuel and transport costs. This is also a challenge for service providers who aim to provide comprehensive services that are accessible to all, regardless of their location within our local authority area.
- 1.7. Shetland is considered by many to be a local authority area of relative wealth in comparison with other areas of Scotland. Between 2001 and 2005, median incomes in Shetland were on average 8% higher than in Scotland. More recently, figures for 2007 and 2008 show both Scottish and Shetland median incomes are now at similar levels and reflects a decrease in average incomes in real terms. This is of considerable concern locally, given the generally accepted higher cost of living in remote and rural areas.

2. Partnership Working

Housing Strategy Steering Group

- 2.1. The 2011-2016 Local Housing Strategy has been developed in partnership with the Housing Strategy Steering Group (HSSG). This group also developed Shetland's first Local Housing Strategy in 2004.
- 2.2. Some changes to the Steering Group were made in 2010, with the group now chaired by Elected Members as well as Members from each of the seven electoral wards.
- 2.3. A range of local agencies and partners are also represented on the Steering Group.

Housing Strategies Steering Group - Core Members

Elected Members;
Hjaltland Housing Association;
NHS Shetland;
Shetland Citizens Advice Bureau;
Shetland Council of Social Service;
Shetland Tenants Forum;
SIC Community Work;
SIC Planning;
SIC Economic Development;
SIC Education and Social Care;
SIC Environmental Health;
SIC Housing;
SIC Policy Unit.

- 2.4. The Steering Group also directed the production of Shetland's Housing Need and Demand Assessment (HNDA)¹. This provides the evidence of housing need that informs the Local Housing Strategy.

¹ See www.shetland.gov.uk/hnda

3. Strategic Framework

The Scottish Government

- 3.1. **‘Scotland Performs’**² sets out the five strategic priorities of the Scottish Government and their aim to achieve a more successful Scotland:
- Wealthier and Fairer;
 - Smarter;
 - Healthier;
 - Safer and Stronger;
 - Greener.
- 3.2. The five strategic objectives are supported by a number of national outcomes. The Local Housing Strategy has a role to play in delivering housing that works towards meeting these outcomes. These are monitored and reported through Shetland’s Single Outcome Agreement monitoring framework.

We live in a Scotland that is the most attractive place for doing business in Europe.
We live our lives safe from crime, disorder and danger.
We realise our full economic potential with more and better employment opportunities for our people.
We live in well-designed, sustainable places where we are able to access the amenities and services we need.
We are better educated, more skilled and more successful, renowned for our research and innovation.
We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.
Our young people are successful learners, confident individuals, effective contributors and responsible citizens.
We value and enjoy our built and natural environment and protect it and enhance it for future generations.
Our children have the best start in life and are ready to succeed.
We take pride in a strong, fair and inclusive national identity.
We live longer, healthier lives.
We reduce the local and global environmental impact of our consumption and production.
We have tackled the significant inequalities in Scottish society.
Our public services are high quality, continually improving, efficient and responsive to local people’s needs.
We have improved the life chances for children, young people and families at risk.

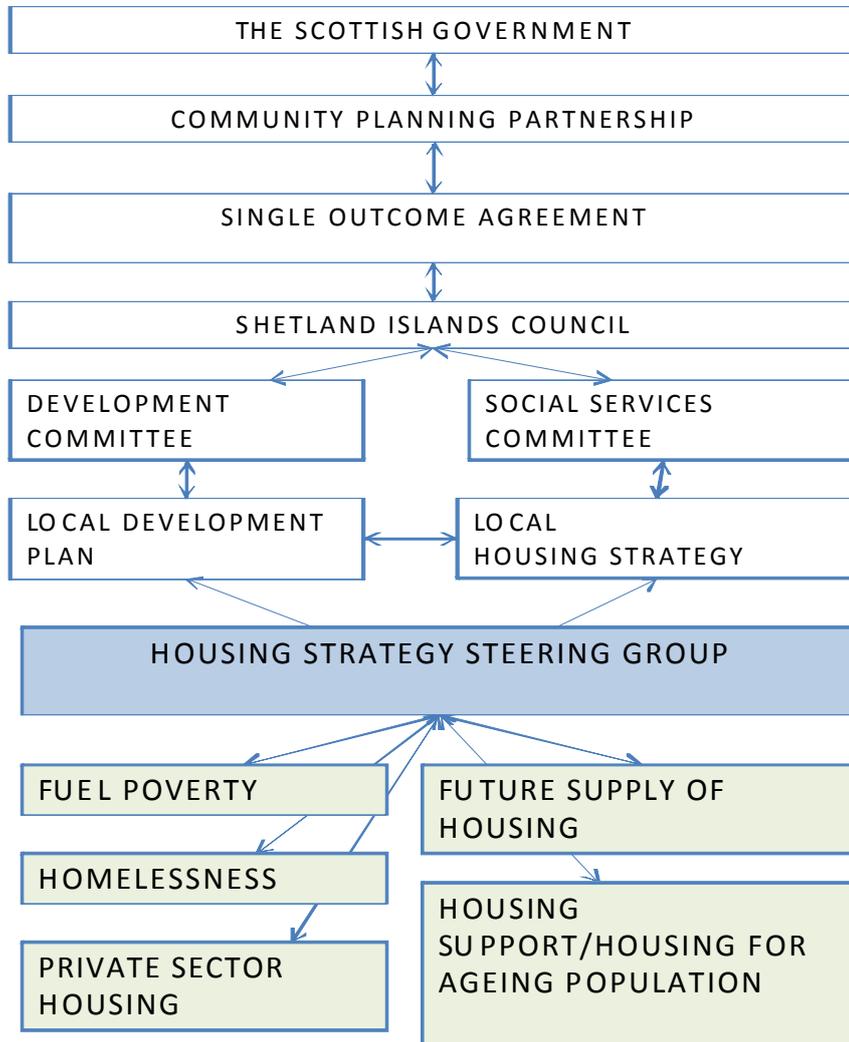
² See www.scotland.gov.uk/About/scotPerforms

- 3.3. **‘Homes Fit for the 21st Century’³** sets out the government’s housing vision and strategic approach from 2011- 2020. Their vision is for a housing system that provides an affordable home for all, and includes the following essential elements:

We recognise the vital role of social housing in providing people with an affordable home and a platform for getting on in life; we oppose UK reforms to Housing Benefit and the tenancy system, which will undermine work incentives.
We also recognise the need for Government support for the growing number of people priced out of home ownership, struggling to afford market rents but unable to access social housing.
We will support home ownership in a balanced and sustainable way, including the growth of innovative products such as shared equity and rent-to-buy.
We will make a decisive change in the way we support new developments, using Government funding to lever in the maximum possible investment from other sources. We will support local innovation by encouraging a wide range of pilots to address supply and other challenges.
We will continue the drive for new sources of finance and innovative financial solutions to help build affordable homes for less, including leverage models such as the National Housing Trust.
We will supplement new supply by making better use of existing homes, limiting the right-to-buy, and increasing the use of empty or under-occupied homes.
We will instigate a wholly new approach to managing housing need by providing a range of housing options for families and individuals across all tenures, and ensuring that people get regular, up-to-date information about their options through “housing health checks”.
We will remove unnecessary barriers to investment and will empower local communities and housing organisations to find solutions that meet local needs.
We will develop a Strategy for Sustainable housing in Scotland to put people at the heart of how we create sustainable communities for the long-term and meet our climate change targets.
We will promote excellence in the design of new housing which contributes to the creation of sustainable places and neighbourhoods which are low carbon and energy efficient, and provide a safe and stimulating environment for young people to grow up in.
We will promote energy efficiency across all tenures, working with partners to boost the green industries in Scotland, and looking to the housing and construction industries to make full use of leading edge technologies.

³ See www.scotland.gov.uk/Publications/2011/02/03132933/0

Figure 2. Local Housing Strategy links.



- 3.4. Figure 2 illustrates the strategic framework within which the Local Housing Strategy operates.
- 3.5. As well as the direct links that are outlined above, the Local Housing Strategy contributes to a broad range of cross-cutting and inter-connected themes including economic growth, employment opportunities, improving health and equalities and tackling poverty and social exclusion.

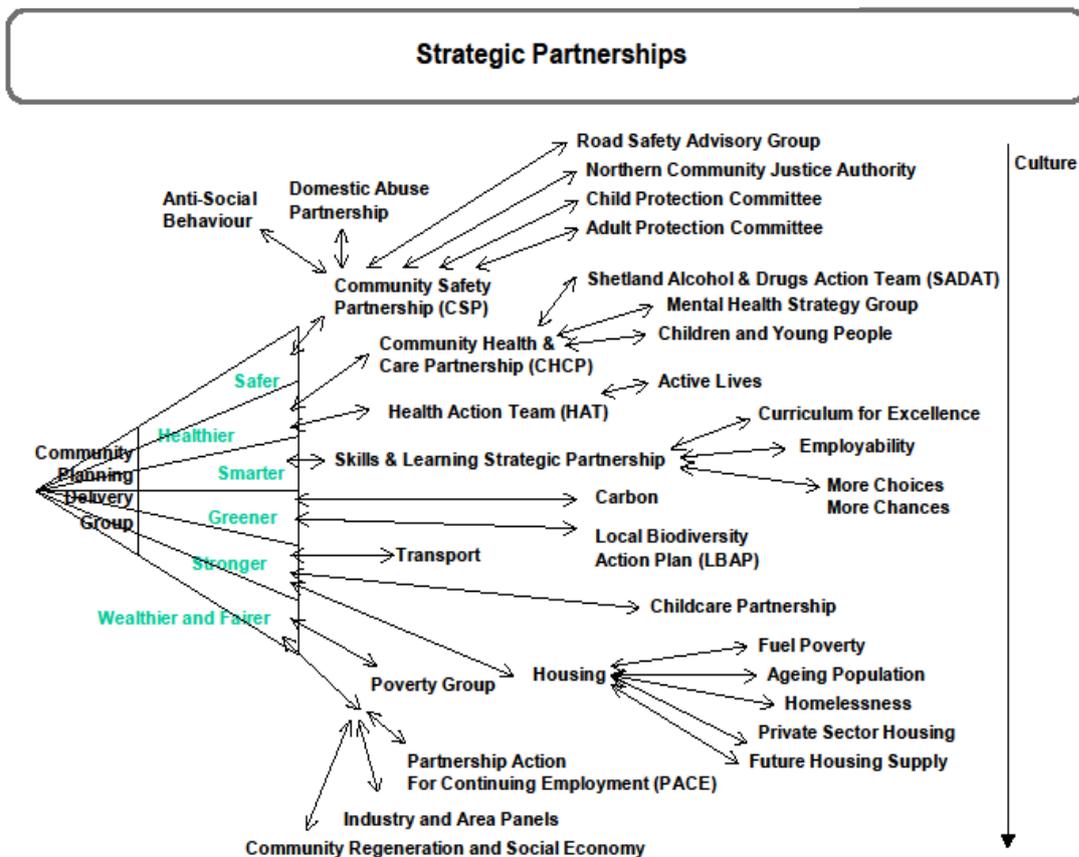
Shetland's Single Outcome Agreement 2010-2011

- 3.6. The Single Outcome Agreement (SOA)⁴ links Shetland to the Scottish Government's national outcomes and strategic priorities.

Key Purpose:

“Maintain the Number of Economically Active People Throughout Shetland”.

Figure 3. Shetland's Strategic Partnerships.



- 3.7. The Local Housing Strategy contributes directly through the 'Stronger' priority outcome:

St.2 – We will ensure the right house is available in the right place at the right price.

⁴ See www.shetland.gov.uk/communityplanning/default.asp

- 3.8. We monitor our progress in achieving this outcome through a range of indicators:

St2.1	The supply of housing across all tenures.
St2.2	The quality of housing: Scottish Housing Quality Standard and private sector housing grants.
St2.3	Ensure all unintentionally homeless households are entitled to settled accommodation by 2012.
St2.4	Monitor the affordability of housing.

- 3.9. The above indicators are included within the Local Housing Strategy monitoring framework, providing a clear and consistent focus at all levels of our strategic planning.

- 3.10. The Local Housing Strategy also contributes to wider outcomes within the Single Outcome Agreement:

Wealthier and Fairer	Increasing economic growth; Tackling inequalities; Improve life chances for children, young people and families; Strengthen the sustainability of peripheral communities.
Smarter	Achieving potential through learning opportunities; Matching skills to economic need.
Healthier	Reduce risks to health; Tackle health inequalities.
Safer	Help our communities to become stronger, safer places to live.
Greener	Protect and enhance our built environment; Move towards sustainable and efficient consumption.

- 3.11. Housing also has a role to play in several other strands of the SOA, reinforcing the extent of partnership working and the breadth of services provided by the Housing service.

Hth.3 We will support and protect the most vulnerable members of the community, promoting independence and ensuring services are targeted at those that are most in need.

F.1 We have reduced levels and the impact of poverty, deprivation and social exclusion in Shetland.

F.2 Socio-economic disadvantage does not impact on the opportunities people have.

- 3.12. A Scenario Planning process is currently underway to help Shetland's Community Planning partners focus and develop a clear and agreed future direction. This will help to re-establish key priorities for the future, as well as further strengthen the progress made in Community Planning so far.

Scottish Planning Policy

- 3.13. Scottish Planning Policy⁵ requires that each Local Authority identify a generous supply of land for housing, with a minimum of 5 years effective land supply at all times through its Local Development Plan.
- 3.14. Scottish Planning Policy states the importance of future sustainability, with a desire to achieve the right development in the right place. The five guiding principles⁶ of sustainable development are:
- Living within environmental limits;
 - Ensuring a strong, healthy and just society;
 - Achieving a sustainable economy;
 - Promoting good governance, and
 - Using sound science responsibly.

Local Development Plan

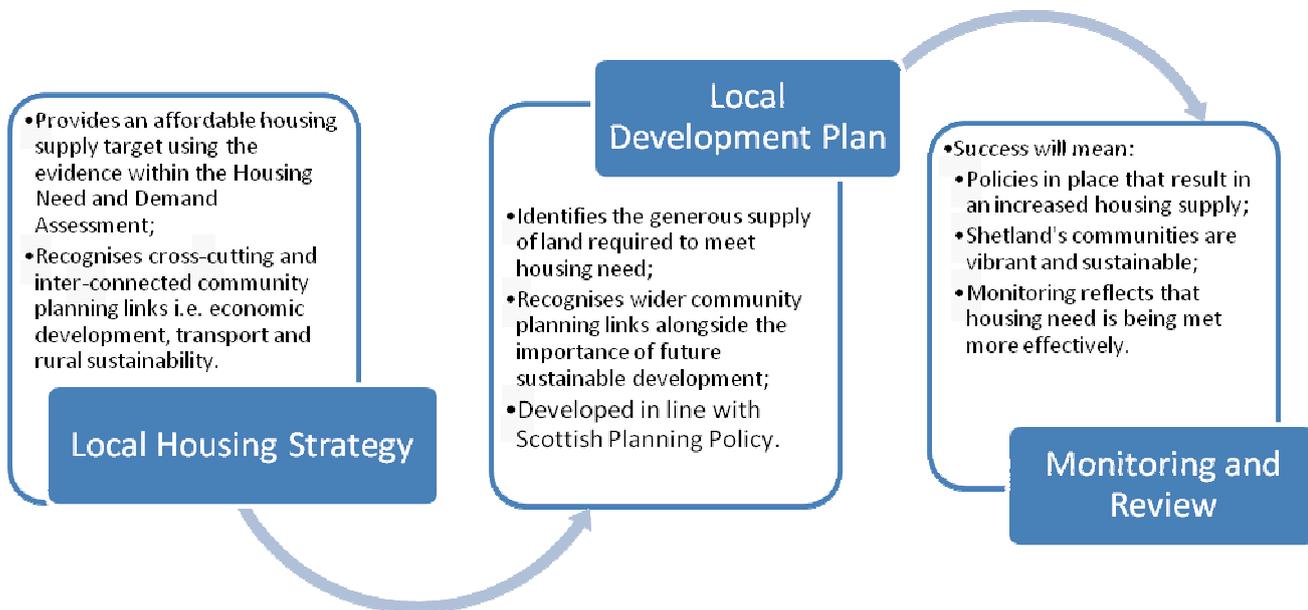
- 3.15. Shetland's Local Development Plan is currently under review and at the time of writing is anticipating adoption in the summer of 2013.
- 3.16. Consultation on the main issues to be addressed within the Local Development Plan was carried out in the spring of 2010, with more information available online at www.planshetland.org.
- 3.17. The progress of the Local Development Plan is a standing item on the agenda of the Housing Strategy Steering Group, providing a structured framework for joint working between the two processes.
- 3.18. The Housing Need and Demand Assessment⁷ completed in September 2010 provides the evidence of affordable housing need in Shetland, and is informing the Local Development Plan process.

⁵ See www.scotland.gov.uk/Resource/Doc/300760/0093908.pdf

⁶ See www.sd-commission.org.uk/data/files/publications/050307One%20Future%20-%20Different%20Paths.pdf

⁷ See www.shetland.gov.uk/hnda

Figure 4. Local Housing Strategy and Local Development Plan - key links.



Community Health & Care Partnership Agreement

- 3.19. The Community Health & Care Partnership Agreement⁸ sets out the funding and management arrangements agreed by Shetland NHS Board and Shetland Islands Council that underpin community health and care service provision in Shetland.
- 3.20. The agreement is reviewed annually and has been expanded over time to include a wider range of services as part of the progress made in shifting the balance of care towards the community.
- 3.21. The levels of service within Shetland are very high, as is the standard of care provided. It is becoming increasingly difficult to maintain this position as the population ages. Shetland's CHCP continues to review and redesign services in order to ensure that the best possible standard and range of services are provided within the resources available.
- 3.22. The key objectives are:
- to maintain the position of zero hospital discharges delayed over 6 weeks;
 - to increase the number of people with long term care needs who are supported to live at home;

⁸ See www.shetland.gov.uk/socialwork-health/documents/CHCP.pdf

- to reduce to zero the number of people waiting for an occupational therapy (OT) assessment; and
 - to reduce admissions to hospital and time spent in hospital for people aged 65+.
- 3.23. The Local Housing Strategy contributes through partners to:
- deliver quality housing support services;
 - improve the quality of existing housing, and in doing so improve health;
 - improve and increase the supply of housing so that it is better equipped to meet our ageing population and projected decreases in household size.

Shetland Transport Strategy

- 3.24. Shetland's Transport Strategy⁹ was developed by Zettrans: Zetland Transport Partnership and was approved in 2008.
- 3.25. The Transport Strategy aims to develop an effective, efficient, safe and reliable transport system for Shetland. The transport system will comprise an integrated network of accessible and affordable internal, inter-island and external links, which will contribute to the development of a safe, healthy, vibrant and inclusive society; a diverse, successful and self-sufficient economy, and enhanced environmental quality.
- 3.26. The Local Housing Strategy recognises the importance in upholding our internal and inter-island connectivity; by doing so we can support, improve and enhance our rural and islands communities in to the future.
- 3.27. The need for a sustainable transport system that supports connectivity of homes and settlements is also recognised, as part of a wider integrated approach to land use, housing need, economic development, transport and the environment.

Housing (Scotland) Act 2006

- 3.28. The Housing (Scotland) Act 2006 aims to improve the condition of privately owned homes and also raise living standards in the private rented sector.
- 3.29. The Act will improve the condition of privately owned homes through the introduction of a seller's survey, and in doing so encourage home owners to keep their homes in a good state of repair. The Act also provides local authorities with powers to enforce good standards of repair through works notices and maintenance orders.

⁹ See www.zettrans.org.uk/consultation/documents/ShetlandTransportStrategy050508.pdf

- 3.30. The Act also introduces the Scheme of Assistance that provides advice and financial assistance to assist home owners carry out certain repair or maintenance works to their homes. Locally, this is administered by Hjalmland Housing Association through their One Stop Shop¹⁰.
- 3.31. Housing Renewal Areas can also be declared where an area has a number of homes that are in need of repair, or where the homes are damaging to the standard of a particular area. It is not expected that any Housing Renewal Areas will be declared within the lifetime of this Local Housing Strategy.
- 3.32. The SIC's Environmental Health Service take the lead role locally in overseeing standards within the private housing sector, and are a partner in the Housing Strategy Steering Group.

Climate Change (Scotland) Act 2009

- 3.33. The Climate Change (Scotland) Act 2009¹¹ requires public bodies to take action in adaptation, mitigation and sustainability, and also:
- creates a statutory framework for reducing greenhouse gas emissions; sets mandatory emission reduction targets for 2020 and 2050, and requires Scottish Ministers to set annual emissions and energy efficiency targets, and;
 - Includes measures relating to adaptation, energy efficiency and waste reduction.
- 3.34. The Local Housing Strategy can take action to mitigate harmful emissions in the existing housing stock through energy efficiency measures.
- 3.35. Energy efficiency in social rented housing will be improved as we work towards targets to meet the Scottish Housing Quality Standard¹² by 2015.
- 3.36. Any new build stock will be subject to low carbon standards within Planning and Building Standards legislation, guidance and policy.
- 3.37. Lerwick has had a District Heating scheme¹³ since 1998, where hot water is pumped through underground insulated pipes to homes, supplying heat and hot water. The heat is generated at a Waste to Energy Incinerator, which burns domestic and commercial waste from Shetland, Orkney and the offshore oil industry, reducing the amount of waste going to landfill and

¹⁰See www.hjalmland.org.uk/about/grants.html

¹¹ See www.scotland.gov.uk/Topics/Environment/climatechange/scotlands-action/climatechangeact

¹² See www.scotland.gov.uk/Topics/Built-Environment/Housing/16342/shqs

¹³ See www.sheap-ltd.co.uk/

provide an affordable heating option. The scheme is a great success and currently running at capacity and exploring options for new heat sources.

- 3.38. Improving energy efficiency in Shetland's private housing sector will be taken forward through actions to provide advice and information to households on ways to reduce their fuel costs, improve energy efficiency and house condition.

Third Sector

- 3.39. The Third Sector¹⁴ supports individuals and households with a wide range of housing need and welfare advice, benefit health checks, debt advice as well as advocacy, befriending, and mediation services.
- 3.40. These services provide a critical front-line role in the success of the Local Housing Strategy through helping households to sustain their current housing, reduce levels of fuel poverty, and provide information and support to individuals seeking to access statutory housing services.

Strategic Housing Investment Plan

- 3.41. The Strategic Housing Investment Plan¹⁵ (SHIP) is a statement of the investment and resources required to deliver on the Local Housing Strategy.
- 3.42. This plan is updated annually in partnership with relevant organisations and is reported to the Housing Strategy Steering Group.

Homelessness and Fuel Poverty Strategies

- 3.43. Separate strategies for specific issues such as homelessness and fuel poverty are no longer required. These issues are still reflected within the five main themes that are part of this Local Housing Strategy, and a range of possible actions were identified to meet the national targets for homelessness and fuel poverty particularly.

¹⁴ voluntary and not-for-profit organisations

¹⁵ See Appendix 5.

4. Housing Need and Demand Assessment

- 4.1. The 2011-2016 Local Housing Strategy is informed by Shetland's Housing Need and Demand Assessment¹⁶ (HNDA). This evidence of housing need and demand was developed in line with Scottish Government guidance¹⁷ and was approved by the Scottish Government in September 2010 as 'robust and credible' and fit for the purpose of informing the Local Housing Strategy and informing a new Local Development Plan for Shetland.
- 4.2. In developing the 2011-2016 Local Housing Strategy, we have used the evidence provided by the Housing Need and Demand Assessment to inform our future housing priorities.
- 4.3. We also use the HNDA to inform a housing supply target, in line with Scottish Government guidance.
- 4.4. The HNDA is also used by the SIC Planning Service as they develop the generous land supply that is required to meet the need for housing as part of the emerging Local Development Plan¹⁸.
- 4.5. The full HNDA is available online at www.shetland.gov.uk/hnda and paper copies are also available on request.
- 4.6. Key parts of the HNDA will be updated annually to ensure we continue to accurately assess housing need and demand throughout the lifetime of the Local Housing Strategy.

Housing Market Areas

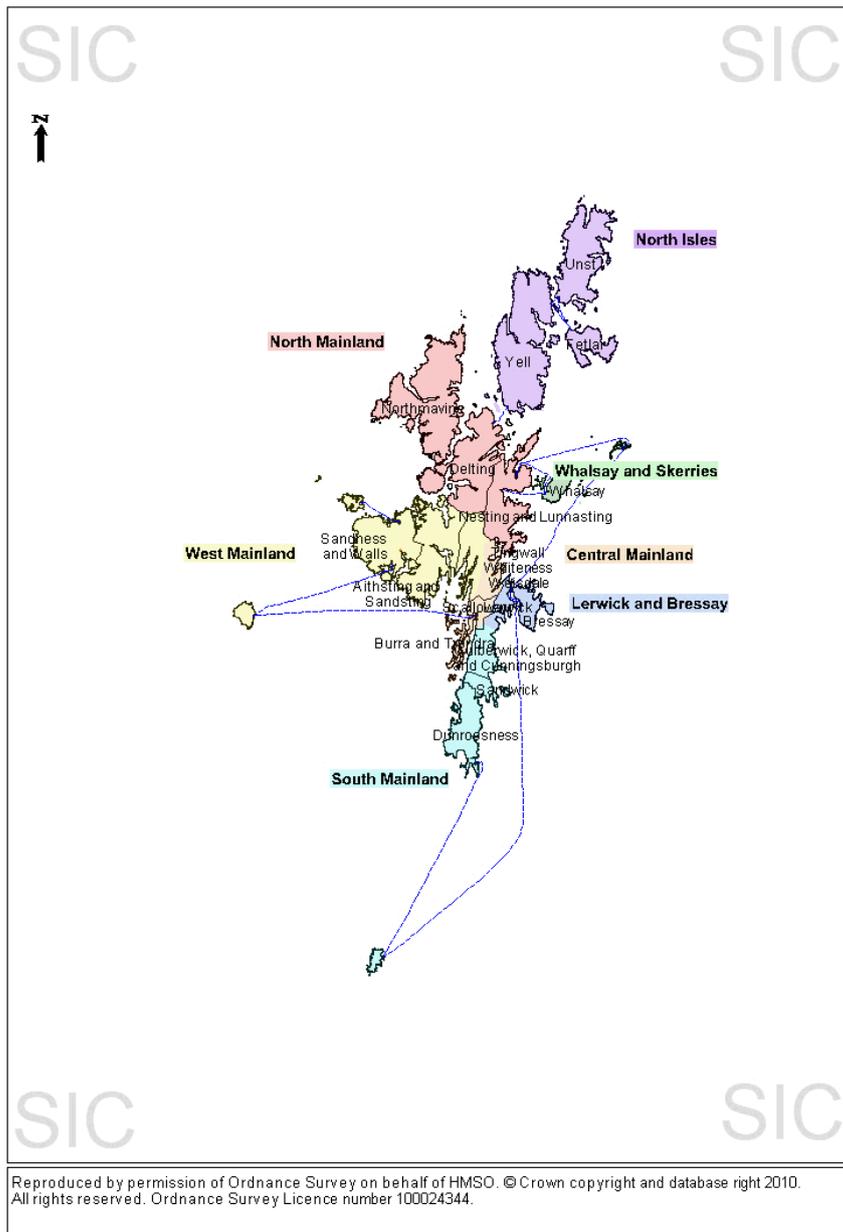
- 4.7. In developing the HNDA we considered Shetland's unique geography of dispersed islands, nine of which have ferry links to the mainland. This geographical context helped define the housing market areas that would yield quality information for analysis, and are shown in Figure 5.

¹⁶ See www.shetland.gov.uk/hnda

¹⁷ See www.scotland.gov.uk/Topics/Built-Environment/Housing/supply-demand/guidance/guidance-info

¹⁸ See www.planshetland.org

Figure 5. Shetland's Housing Market Areas



- 4.8. Historically, Community Councils Areas have been used in previous housing market studies and housing plans.
- 4.9. The use of Community Council Areas alone has its limitations in providing statistically robust evidence in areas with small datasets to analyse. To resolve this, the Housing Strategy Steering Group agreed it pragmatic to aggregate data upwards to seven larger localities. These areas provide a broader perspective and are broadly in line with Shetland's Electoral Wards.

- 4.10. The new Local Development Plan is taking a similar approach in its approach, ensuring continuity and comparison across both strategic plans.
- 4.11. Our approach to aggregating data from Community Council Area to locality for the purpose of the Housing Need and Demand Assessment is outlined in Figure 6.

Figure 6. Community Council Areas and Electoral Wards.

Community Council Area	Locality/Electoral Ward
Fetlar Unst Yell Skerries Whalsay	North Isles Whalsay & Skerries
Delting Nesting & Lunnasting Northmavine	North Mainland
Burra & Trondra Scalloway Tingwall Whiteness Weisdale	Central Mainland
Bressay Lerwick	Lerwick & Bressay
Sandness & Walls Sandsting & Aithsting	West Mainland
Gulberwick, Quarff & Cunningsburgh Dunrossness Sandwick	South Mainland

- 4.12. In considering the HNDA evidence, the steering group identified five key themes as the main areas for future strategic action.
- 4.13. The five key themes are:
- Future Supply of Housing;
 - Fuel Poverty;
 - Housing Support/Housing for an Ageing Population;
 - Homelessness;
 - Private Sector Housing.

- 4.14. Short-life subgroups were formed to take forward each of the five topics, with each subgroup chaired by an Elected Member.
- 4.15. Several meetings of each subgroup were held, with a clear remit that included investigating the HNDA evidence in more detail, alongside considering the requirements for the Local Housing Strategy.
- 4.16. The subgroups reported back to the main Housing Strategy Steering Group with a number of draft actions and policy proposals for further discussion and consideration.
- 4.17. This approach helped clear and focused progress to be made on each topic area that the 2011-2016 Local Housing Strategy encompasses.

5. Our Strategic Priorities

5.1. We have developed five strategic priorities that focus on delivering and improving housing services locally as well as meeting national strategic priorities:

- Priority A [Future Supply of Housing](#)
- Priority B [Fuel Poverty](#)
- Priority C [Housing Support/Housing for an Ageing Population](#)
- Priority D [Homelessness](#)
- Priority E [Private Sector Housing](#)

5.2. Progress reports will be presented to the Housing Strategy Steering Group, as well as through Shetland Islands Council Committee Structure and Shetland's Single Outcome Agreement.

5.3. We will also publish updates and progress reports online at www.shetland.gov.uk/lhs.

Figure 7. National and Local Strategic Priorities.

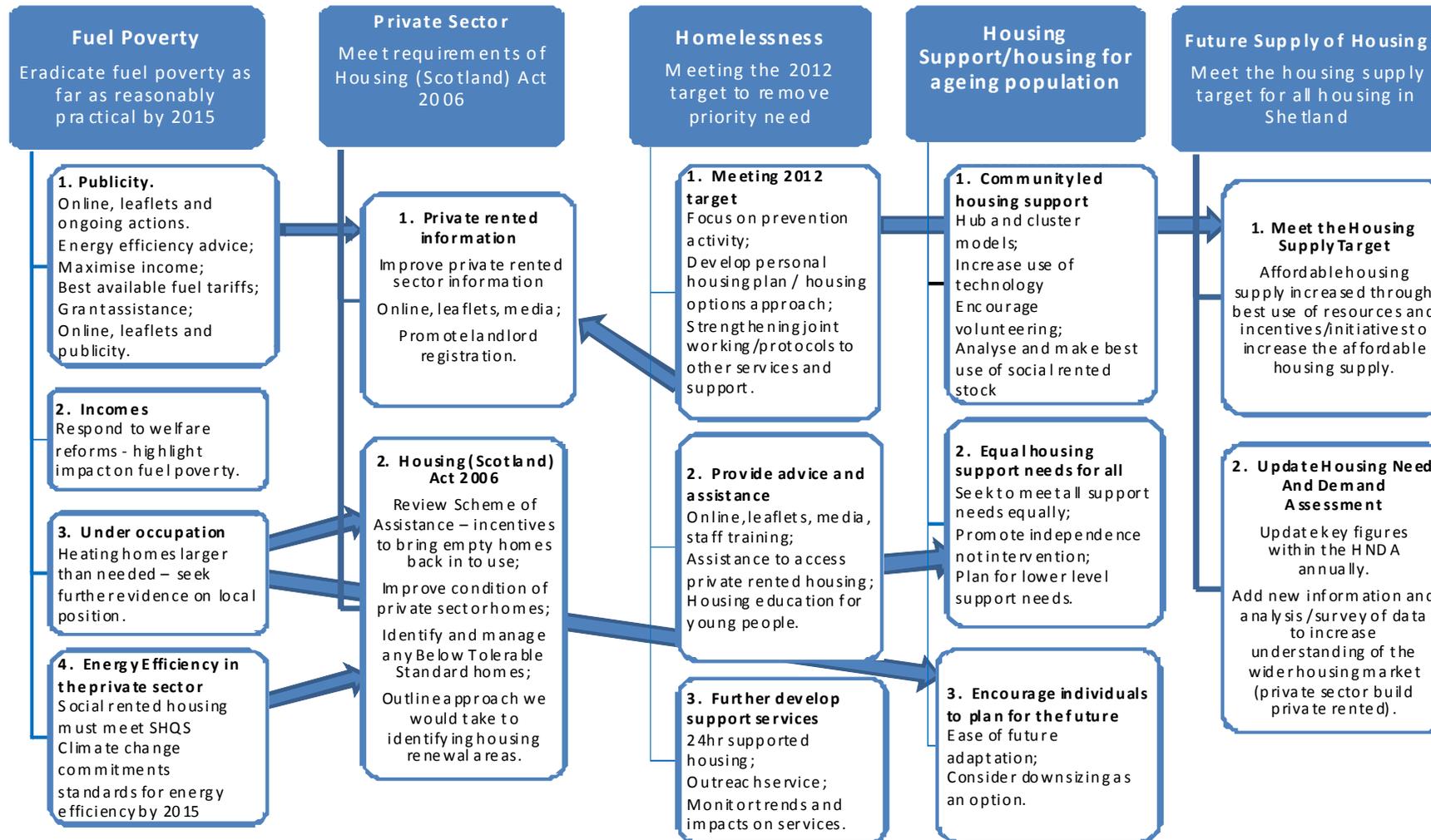
Priority	National Priority	Local Priority
A. Future Supply of Housing	Scottish Government strategy for Housing 2011-2020 'Homes Fit for the 21 st Century' ¹⁹ .	Shetland has a housing supply that can meet current and future housing needs, and offers a range of housing options that are affordable and achievable for all.
B. Fuel Poverty	Eradicate fuel poverty, as far as practically possible, by 2016.	Assist Shetland's householders to improve the energy efficiency of their homes and reduce fuel poverty.
C. Housing Support / Housing for an Ageing Population	Ensure housing support needs for vulnerable clients are met.	Work with partners to provide housing support to vulnerable members of our communities, focusing on the importance of support at home to maintain residency in the community
D. Homelessness	Ensure all unintentionally homeless households are entitled to a settled home by 2012.	Focus on preventing homelessness through improved housing options, early intervention and advice and assistance. Where homelessness is experienced, provide a good quality service and support households as they progress to settled accommodation.
E. Private Sector Housing	Meet legislative commitments within the Housing (Scotland) Act	Improve the quality and supply of owner occupied and privately rented homes across Shetland.

¹⁹See www.scotland.gov.uk/Publications/2011/02/03132933/0

	2006.	
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6. Cross Cutting Themes

Although there are links across all of the themes/actions, we have outlined some of the key links below.



7. Our Priority

Shetland has a housing supply that can meet current and future housing needs, and offers a range of housing options that are affordable and achievable for all.

Why this is a priority

- 7.1. The Scottish Government recognises through its housing strategy and action plan 'Homes Fit for the 21st Century'²⁰ the importance of increasing the housing supply across Scotland in all existing tenures, as well as seeking innovative new solutions for those whom the traditional tenures of social rented, private rented or owner occupation are not an achievable option.
- 7.2. The Housing Strategy Steering Group also recognise that a good housing supply provides a wider role in supporting our key purpose of maintaining Shetland's economically active population, alongside supporting economic growth, improving health, tackling poverty and inequality and building confidence and capacity in all of our communities.
- 7.3. Working in partnership, we will seek to find ways of making it affordable and practical for households to continue to live in and contribute to our diverse communities, our wider population and our economy, recognising that we need to make the best use of the limited resources available.
- 7.4. The Local Housing Strategy focuses on the need for affordable homes – traditionally those for social rent or those bought with some level of subsidy, including shared ownership, shared equity and other models of innovative funding, investment and partnership working.
- 7.5. It is widely accepted that demand for housing in Shetland is high, and this demand is evidenced through the HNDA²¹ which shows a need for an additional 530-721 affordable homes over the 10 years between 2010-2020.
- 7.6. This means an additional 53-72 affordable homes are required each year in order to successfully house the predicted number of households in Shetland. Although Shetland's population is predicted to decrease slightly, we start from a position of high unmet need alongside falling household sizes and an ageing population.

²⁰ See www.scotland.gov.uk/Publications/2011/02/03132933/0

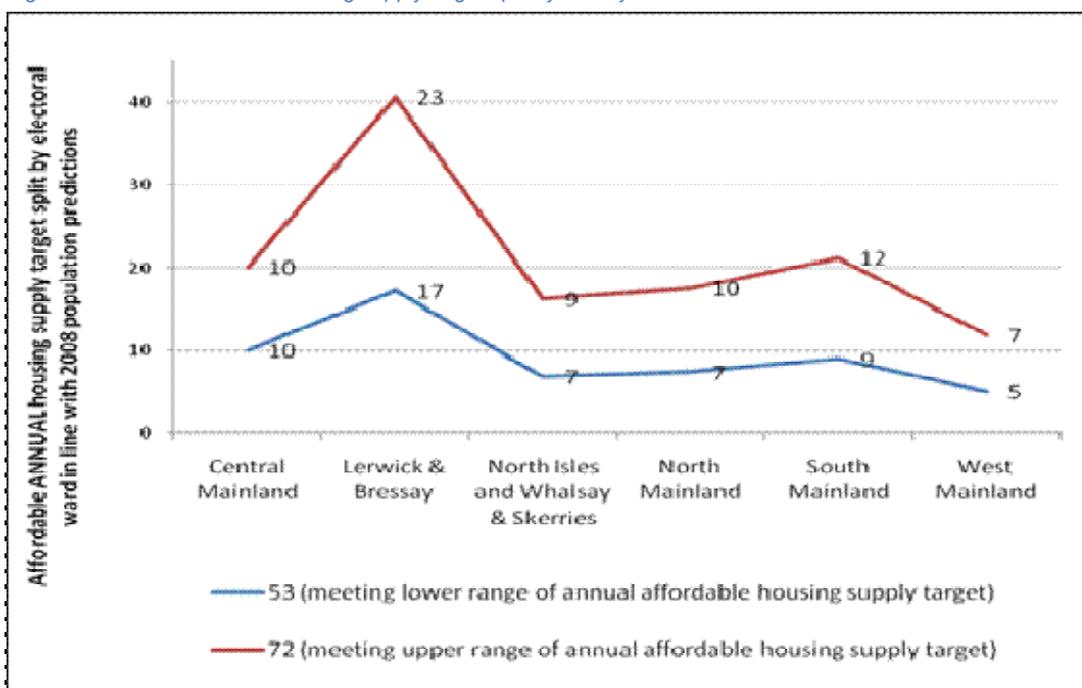
²¹ See www.shetland.gov.uk/hnda

Priority A

Future Supply of Housing

- 7.7. The housing need figures produced through the HNDA will be reviewed annually, and we will amend and report any changes to our projections or housing supply figures.
- 7.8. Increasing the affordable housing supply is a significant challenge in a climate of decreasing public funding and the principle of doing 'more with less'.
- 7.9. Resourcing our housing supply targets will require us to explore a range of funding possibilities and to seek innovative solutions outwith the traditional models of central or local Government investment.
- 7.10. Improving ways of working across the public and private sectors will provide new opportunities to meet housing need in ways that improve value for money and meet a wide variety of housing needs across traditional and newer tenure types, such as intermediate renting.
- 7.11. Figure 8 shows the annual affordable housing supply target split across all areas of Shetland, and is provided to give an indication of the increases in all types of affordable housing supply that could be achieved in each locality, depending on a variety of factors including sufficient funding and suitable available land being identified through the Local Development Plan.

Figure 8. Annual Affordable housing supply target split by locality



What the Housing Need and Demand Assessment tells us

- 7.12. A total of 530-721 homes are needed over a ten year period (2010 to 2020) to meet the affordable housing need identified through the HNDA. This is 53-72 homes per year.
- 7.13. In the three years between 2006 and 2008, an average of 52 new social rented homes were completed each year, mostly by Hjaltland Housing Association, with the Quoys development in Lerwick a significant factor in achieving this level of new stock. In the previous years (2000 to 2005) an average of 12 new social rented homes were completed each year.
- 7.14. Even though the overall population is predicted to decline 6% by 2031, the number of people living in each household is decreasing at a faster rate. Less people living in each home means that more homes are needed to house the same population. The number of households in Shetland is predicted to increase 12% by 2031.
- 7.15. Around 20% of Shetland's total housing stock is one or two bedroomed. With an estimated 72% of homes occupied by one or two adults and household predictions estimating this will increase to 86% by 2031, this demonstrates significant levels of stock imbalance.
- 7.16. HNDA evidence shows demand for social rented housing is at its highest in Lerwick and the surrounding Community Council Areas. The evidence also shows that social rented demand is high across all areas of Shetland, particularly for smaller sized homes where the demand for smaller homes can outstrip the total supply by as much as 39 times.
- 7.17. Empty homes account for around 5% of Shetland's total housing stock (565 homes). Thirty six percent (206) of these homes were empty for over a year and a further 29% (163) were classed as a second home. A further 17% had been vacant for less than 12 months and 9% (53) were vacant and in need of repair. The remaining 8% were either a purpose built holiday home or were a second home owned by those currently living in tied accommodation elsewhere.
- 7.18. New build completions in the private sector have resulted in 778 new homes build in Shetland between 2000-2008. 72% (561) of these were single houses (generally considered self build) with the remaining 28% (217) forming part of a wider development (either social rented or homes for sale). On average, 117 homes were built each year between 2000-2008.

- 7.19. New build completions between 2000-2008 were highest in Shetland's Central and South Mainland areas (29% and 28% of all completions

Priority A

Future Supply of Housing

respectively). The percentage of new build completions in the South Mainland increased 61% in the last two years of this period (2006-2008). Lerwick & Bressay completions from 2000-2008 represent 16% of the total. This is followed by the North Mainland (12%), the West Mainland (9%), the North Isles (3%) and Whalsay & Skerries (3%).

- 7.20. Self-build is generally not considered a housing option for those who require a form of affordable housing (such as social rent or shared equity etc), as the household is still required to have access to their own funding - whether this is through their ability to obtain a mortgage, existing savings or through releasing funds from existing capital.
- 7.21. Affordability of private sector housing is a significant issue, particularly for single income households where the HNDA evidence finds only the West Mainland, the North Isles and Whalsay & Skerries affordable for single income households looking to enter the housing market with access to an 80% mortgage. Dual income households able to access an 80% mortgage were considered unable to afford to enter the housing market in the South or Central Mainland.
- 7.22. Most applicants on the joint SIC and HHA housing register are living in unsuitable circumstances that include overcrowding, sharing or lacking amenities, having an independently assessed medical or social need for a move.

Our Actions

7.23. We will work towards increasing the affordable housing supply in Shetland and meeting the housing supply target through:

- Enabling households in need of affordable housing to gain access to a home of their own across Shetland and across a mix of tenures.
- Investigating and implementing a range of incentives and initiatives that:
 - demonstrate value for money;
 - increase the affordable housing supply across Shetland, and ;
 - seek to redress the imbalance in stock and household size.
- Providing affordable homes that meet the requirement to assist homeless households to settle in a permanent home.
- Investigate the feasibility of using SIC owned land for possible subsidised housing sites.
- Provide full housing options advice, so that those seeking a home can consider all feasible options, dependent on their circumstances.
- Carry out further research to supplement the HNDA knowledge of all housing sectors, including investigation of the reasons for planning permissions not proceeding to build.
- Ensure we effectively communicate the changing profile of housing need and housing stock/household size information through annual updates to the HNDA.

8. Our Priority

Assist Shetland's householders to improve the energy efficiency of their homes and reduce fuel poverty.

Why this is a priority

- 8.1. The Scottish Government is committed to ensuring that by November 2016; so far as is reasonably practicable, no-one in Scotland is living in fuel poverty.
- 8.2. Fuel poverty is where, in order to maintain a satisfactory heating regime, a household is required to spend 10% or more of the household income (including Housing Benefit or Income Support for Mortgage Interest) on all household fuel use.
- 8.3. The three main factors that place a household in fuel poverty are the:
 - cost of household fuel;
 - household income;
 - energy efficiency of the home.
- 8.4. Shetland, along with other remote and rural authorities, does not have access to mains gas as an option for household fuel, and although prices are increasing across all fuel types, this is still widely accepted as the cheapest household fuel option.
- 8.5. Low income householders are most at risk of fuel poverty, particularly those who rely on benefits for their income. The greatest impacts of fuel poverty are often burdened on our most vulnerable households, often pensioners or disabled households as well as households in work that are on low incomes.
- 8.6. Shetland's social rented housing stock (SIC and HHA housing) must address climate change and reducing overall emissions²² as well as meet the Scottish Housing Quality Standard²³ by 2015. Good levels of energy efficiency and insulation are one of the five areas of the quality standard that must be achieved. Both Hjaltland Housing Association and Shetland Islands Council are making good progress in meeting this target, with compliance across all five standards at 92% (HHA) and 84.5% (SIC) at April 2010. Although meeting this standard alone will not remove

²² See www.scotland.gov.uk/Topics/Environment/climatechange/scotlands-action/climatechangeact

²³ See www.scotland.gov.uk/Topics/Built-Environment/Housing/16342/shqs

households in the social rented sector entirely from fuel poverty, it does mean we will be confident that our social rented homes are insulated to a

Priority B **Fuel Poverty**

standard that minimises fuel poverty. The other significant factors of low household income and high fuel costs will unfortunately remain.

- 8.7. The Scottish Fuel Poverty Statement²⁴ outlines the national progress being made towards the Scottish Government's fuel poverty target. Within this, modelling exercises show that every time energy prices increase by 5%, a further 2% of households will be pushed in to fuel poverty. Similarly, every time incomes increase by 3%, around 1% of households will be taken out of fuel poverty.
- 8.8. The 2011-2016 Local Housing Strategy takes a realistic approach to the Scottish Government target of eradicating fuel poverty by 2016. We recognise that with fuel prices increasing and economic concerns impacting on household income, we must focus our attention to the areas where we have the most influence to help Shetland's householders to reduce their fuel costs and maximise their incomes where possible to live in warm, comfortable homes.
- 8.9. Technologies that can provide efficient household heating at lower running costs are an area we will aim to explore in future, particularly in relation to meeting the affordable housing supply target.
- 8.10. In considering the evidence, the Housing Strategy Steering Group did feel that the term 'fuel poverty' could be discouraging to some householders. To encourage householders to seek advice on maximising their income or reducing their fuel costs, we will use other terms in our publicity or information campaigns.

²⁴ See www.scotland.gov.uk/Resource/Doc/332313/0108135.pdf

What the Housing Need and Demand Assessment tells us

- 8.11. Fuel poverty levels are calculated nationally using the Scottish House Condition Survey²⁵. This is a continuous survey carried out by the Scottish Government and provides consistent and statistically valid data across all Scottish local authorities.
- 8.12. The 2007-09 Scottish House Condition Survey²⁶ shows fuel poverty in Shetland has increased from 25% in 2005 to 35% in 2009. In 2005, Shetland had the third highest levels of fuel poverty in Scotland (Eilean Siar 34%, Orkney 31%). Shetland is now estimated to have the sixth highest levels of fuel poverty in Scotland, with fuel poverty levels having worsened locally by an estimated 10%. The increase of 10% has occurred during a period of fast-paced fuel price increases, and this is widely accepted to be the main contributing factor in pushing more households in to fuel poverty. Fuel prices are governed largely by wholesale markets, and as such are an area where both the Scottish and UK Governments have limited powers to influence change.
- 8.13. The Scottish House Condition Survey also shows two thirds (66%) of pensioner households in Shetland are considered fuel poor. Almost a quarter (24%) of families are fuel poor, as are 23% of other households.
- 8.14. Fuel poverty levels are also estimated at 37% in the private sector and 32% in social rented housing.
- 8.15. Day degree data shows that Shetland has the lowest temperatures and highest wind speeds in the UK. This means that heating is often required throughout the year and households in Shetland will, on average, heat their homes on more days of the year than anywhere else in the UK.
- 8.16. In line with our evidence of decreasing household sizes and a larger housing stock, another contributory factor in fuel poverty may be households living in homes larger than required. This can mean a higher proportion of the income is spent maintaining an acceptable heat level throughout the home, or, only certain rooms are heated leaving others susceptible to damp and damage to the fabric of the home.
- 8.17. The SIC's Scheme of Assistance prioritises financial assistance to fuel poor households. Data from the scheme will be available in the future to augment the data available nationally and enable our own analysis of fuel poverty in private sector homes.

²⁵ See www.scotland.gov.uk/Topics/Statistics/SHCS

²⁶ See www.scotland.gov.uk/Publications/2010/11/SHCSLA0709

8.18. Research from 2005 produced a Fuel Poverty Indicator for all areas of Scotland. Figure 9 shows the relative risk of fuel poverty that was identified at the time throughout Shetland.

Figure 9. Scottish Fuel Poverty Indicator Mapping Project, 2005 based.

Risk of Fuel Poverty	Electoral Ward Area
Most at risk	Unst and Fetlar Yell Northmavine, Muckle Roe and Busta Lerwick North Central
Above Average Risk	Lerwick Clickimin Lerwick Breiwick Lerwick South Central Lerwick Harbour & Bressay Scalloway Sandsting, Aithsting & Weisdale Walls, Sandness & Clousta
Below Average Risk	Lerwick North Delting West Delting East & Lunnasting Burra and Trondra Cunningsburgh & Sandwick Sandwick, Levenwick & Bigton Dunrossness Lerwick Sound Lerwick Upper Sound, Gulberwick & Quarff Nesting, Whiteness, Girlsta & Gott

Our Actions

8.19. The actions we have developed for tackling fuel poverty in Shetland are:

- Publicise the wide range of assistance already available, making it easier to access:
 - energy efficiency advice;
 - the best available electricity tariffs;
 - local One Stop Shop and Scheme of Assistance;
 - national schemes including the Energy Assistance Package.
- Publicise information to householders to help them maximise their income, including:
 - The services available to help households apply for benefits / tax credits;
 - Respond to central government on welfare reforms and the impact these will have on our most vulnerable households, and the impact on fuel poor households.
- Carry out further analysis including:
 - under occupation and any impact on fuel poverty levels;
 - assistance provided through the Scheme of Assistance;
- Continue to work to improve energy efficiency in both the social and private housing sector.
- Continue to work towards achieving the Scottish Housing Quality Standard in all social rented homes by 2015.
- Consider the potential community benefits of any renewable projects, and the impact these could have in helping Shetland's households to reduce fuel poverty, possibly through increased insulation levels.

9. Our Priority

Work with a range of partners to provide housing support to vulnerable members of our communities, focusing on the importance of support at home to maintain residence in the community.

Why this is a priority

- 9.1. Shetland prides itself on its community spirit and the support that individuals, communities and organisations can offer those in need.
- 9.2. The nature of housing support continues to change, with national and local emphasis focusing on the importance of providing support to people in their own homes and within their own communities.
- 9.3. Advances in Telecare and other health technologies make this an increasingly desirable option. It is also the most cost-effective way of supporting vulnerable householders who are able to remain in their own home to do so, whilst providing additional services both remotely and in person.
- 9.4. Partner agencies, Social Care, NHS Shetland and the voluntary sector recognise importance of supporting increasing numbers of older people to remain in their own home, or in homely environments within their own communities. A cluster of extra care housing was piloted in Unst during 2009/10, with great success. The project saw under-utilised sheltered housing being converted to form a cluster of extra care housing, providing greater support to the tenants in partnership with the local care centre.
- 9.5. The level of outreach support available for homeless households has increased in recent years, reflecting the need to support some homeless households to manage their temporary or permanent tenancy, increasing the likelihood of stable resettlement in to the future.

What the Housing Need and Demand Assessment tells us

- 9.6. The Shetland population is ageing, although at a slightly slower rate than that predicted for Scotland as a whole.

- 9.7. Average household size is predicted to decrease from 2.33 persons per home (2004) to 1.84 persons per home in 2031.

Priority C

Housing Support / Housing for an ageing population

- 9.8. By 2031, 86% of homes in Shetland are predicted to be occupied by one or two adults. There is a significant stock imbalance with 20% of Shetland's current housing stock being one or two bedroomed. Demand for smaller social rented homes is also significant, with demand far outstripping the total supply.
- 9.9. By 2031, Shetland's pensionable population (aged 65+) is predicted to increase by 50% and the number of households headed by someone aged 75+ is predicted to increase by 65%.
- 9.10. Care homes in Shetland are reaching their capacity, and plans are in place to increase capacity through the Community Health and Care Partnership²⁷.
- 9.11. Life expectancy rates at birth (2005-2007) is an estimated 76.1 years for males and 82.6 for females. Life expectancy at age 65 for men is 18.4 years (83.4 years) and 21 years (86 years) for women. Shetland has replaced Aberdeenshire as the highest ranking local authority area for female life expectancy. It is important to note that increased life expectancy can and does mean many of our older population will continue to have healthy and productive lives beyond retirement age, although there are also implications for the provision of support services in advancing old age associated with decreasing physical and mental health capacity.
- 9.12. Five percent of applicants on the joint housing register (between 2005 and 2009) stated that they were registered disabled.
- 9.13. Analysis of medical points awarded between August 2007-March 2009 (249 applicants) shows the majority of applicants awarded these points require either a bedroom/bathroom on the same floor (42%, 104 applicants) or a level access property (32%, 79 applicants).
- 9.14. The majority of applicants with the maximum award of medical points (69%) remain on the joint SIC and HHA housing register a year later. This is a strong indication of the lack of accommodation available to meet the household's medical needs. Future-proofing the housing stock could help to meet medical needs without the need for a house move.
- 9.15. Projections for Shetland's learning disabled population identify the need for current 'independent living' tenancies that provide accommodation and

²⁷ See www.shetland.gov.uk/socialwork-health/JointFutures.asp

permanent support to increase by over 200% by 2015. There are 23 current tenancies with a projected need for a further 48.

Priority C

Housing Support / Housing for an ageing population

9.16. The HNDA recorded 44 applicants on the joint SIC and HHA social housing register for 'sheltered housing'. Of these, 39% were assessed as requiring the highest priority of Sheltered or Very Sheltered housing (support 24 hours a day). The remaining 61% required less support in the home but still have a requirement for some level of assistance. It is important to stress that although sheltered housing is traditionally associated with older households, this is a housing option available to households of all ages that require support.

Our Actions

9.17. The actions we have developed for improving housing support / housing for an ageing population are:

- Work with partners to provide housing support to vulnerable members of our communities, focusing on the importance of support at home to maintain residence in the community.
- Ensure information and advice on housing support is easily accessible.
- Promote the idea of future-proofing all our homes when planning to buy, build or extend.
- Increase the use of smart technology to help provide some types of housing support.
- Reduce the length of time applicants on the joint SIC and HHA social housing register wait for accommodation that meets their needs.
- Promote volunteering for social support.
- Remove the labels attached to certain areas or schemes of social rented housing (sheltered housing etc) to focus on housing support needs rather than address/area.

10. Our Priority

Prevent homelessness through improved housing options, early intervention and advice and assistance. Where homelessness is experienced, provide a good quality service and support households as they progress to settled accommodation.

Why this is a priority

- 10.1. Tackling homelessness is a high priority associated with fighting poverty and reducing inequality across Scotland.
- 10.2. The Scottish Government has set all local authorities a target that, by December 2012, all unintentionally homeless households will be entitled to settled accommodation.
- 10.3. The SIC Housing Service has the statutory responsibility for assessing homelessness, and introduced local policy changes in both April 2010 and April 2011 to help it work towards meeting the national December 2012 target.
- 10.4. As well as the Scottish Government target outlined above, other national priorities are also taken in to account in tackling homelessness. These include:
 - Focusing on the prevention of homelessness;
 - Implement statutory guidance on the best interests of children facing homelessness;
 - Implement Section 32A of the Housing (Scotland) Act 1987 where it may be appropriate to provide non-permanent accommodation under certain circumstances;
 - Consider whether the private rented sector could be used as an affordable housing option locally for homeless households;
 - Publicise the need for all landlords to inform the local authority if they are raising legal proceedings for possession;
 - Ensure adequate housing support is in place to support homeless households with the longer term aim to prevent repeat homelessness;
 - Provide information and education to our public on what homelessness means in Shetland, including the differences between homelessness and the perception that homelessness means sleeping rough.

- 10.5. The Housing Strategy Steering Group also recognise the importance of tackling potential homelessness, where early positive action and support can avoid the crisis of homelessness and result in a successful housing outcome. The Steering Group support the progress being made locally towards an early intervention and preventative approach.
- 10.6. The Steering Group also recognise that the success in tackling homelessness is interlinked with increasing the affordable housing supply. This is a substantial driver in the ability to reach an appropriate housing solution.
- 10.7. Housing support services provided through the voluntary sector and SIC Housing Outreach are of vital importance in assisting some of our homeless households to build the life skills and confidence required to manage their own independent tenancy successfully in to the future.
- 10.8. Proposed central government changes to Housing Benefit entitlement will be closely monitored in relation to the types of accommodation that are suitable and affordable for homeless applicants.
- 10.9. Close monitoring of all homeless applications, decisions made and final outcomes for applicants is reported to the Scottish Government on a quarterly basis. This monitoring ensures that the relevant legislation is being implemented appropriately, and ensures we are meeting the targets set nationally.

What the Housing Need and Demand Assessment tells us

- 10.10. Homeless presentations increased 60% between 2004/05 and 2008/09. The most common reason for presenting as homeless continued to be applicants being asked to leave their home.
- 10.11. Single people represent the majority of all homeless applicants, with over 70% of the homeless applications received in 2008/09 from single people.
- 10.12. More than half of all applicants each year are aged between 25-59. Applicants aged 16-25 account for an average of 44% of homeless applicants each year.
- 10.13. The HNDA highlights a significant undersupply of smaller homes and this is reflected in the high number of homeless presentations from single households. In practice, this means since people can spend a significant

period of time in temporary accommodation until a suitable permanent home is identified.

Priority D

Homelessness

- 10.14. Increasing the supply of smaller homes through the Local Housing Strategy could help to both prevent homelessness by providing individuals with realistic and affordable housing options, and also ensure that where homelessness was unavoidable, applicants are provided with settled accommodation within an acceptable time frame.
- 10.15. Significant work undertaken by the SIC Housing Service in recent years has successfully reduced the number of households living in temporary accommodation by 61%. This is only possible where there is housing available that enables homeless households to move on to a settled home and in general has assisted households that require two or more bedrooms.
- 10.16. In 2008/09, the SIC had no legal duty to assist almost 40% of those who applied as homeless. This means many households were in housing need and ineligible for assistance under the homeless legislation. This indicates the wider housing need that is not being met in the existing housing market, due in the main to the shortage of affordable social or private rented housing identified through the HNDA.

Our Actions

- 10.17. The actions developed to help successfully address homelessness are:
- Meet the national target to ensure all unintentionally homeless households are entitled to settled accommodation by December 2012.
 - Aim to prevent homelessness where possible;
 - Shift the focus of work to prevention activity;
 - Develop a personal housing plan / housing options approach to help those in housing need consider all practical housing options;
 - Develop shared social rented housing as a housing option e.g. friendship tenancies;
 - Strengthen links to the private rented sector as a feasible housing option and work with landlords to build confidence in the availability of housing support;
 - Develop the existing rent deposit scheme.
 - Further develop the housing information and advice strategy:
 - Promote and improve joint working;

- Work in partnership with relevant agencies on projects such as GIRFEC and With You For You (previously Single Shared Assessment) processes;

Priority D

Homelessness

- Work to improve the health of homeless people through the NHS led Health and Homelessness Action Plan;
 - Work in partnership with a range of statutory and voluntary agencies to provide homeless and housing support services;
 - Develop protocols for discharge from hospital, armed forces, prison and other institutions.
- Ensure we provide adequate support services to homeless or potentially homeless households;
 - Continue to work to develop 24 hour supported housing for young people leaving care or with complex needs;
 - Provide training for staff working with homeless families;
 - Ensure enquiries are made in to how children within a family are coping;
 - Increase opportunities for education, training or employment for homeless applicants;
 - Assist households through the Furnished Tenancy Scheme to settle in to a permanent home.
 - Ensure the temporary accommodation in use is fit for purpose and is of a standard that is able to meet needs:
 - Comply with the requirements of the Unsuited Accommodation Order 2004;
 - Set minimum standards for temporary accommodation.
 - Improve the analysis of homelessness in Shetland, including;
 - Impact of high homeless quota on other routes in to housing (waiting and transfer lists);
 - Impact of benefit reforms;
 - Impact of suspending the local connection duty;
 - Impact of the power to investigate intentionality;
 - Accessibility of temporary accommodation e.g. transport; availability and costs for homeless households.
 - Develop improved user feedback and service user involvement.

11. Our Priority

Maintain and improve the quality and supply of owner occupied and privately rented homes across Shetland.

Why this is a priority

- 11.1. Through the Local Housing Strategy we seek to maintain good quality and improve homes across owner occupied and private rented housing.
- 11.2. The Housing (Scotland) Act 2006 places additional duties and responsibilities on the private housing sector, and is aimed at helping to improve housing conditions across Scotland.
- 11.3. It is a statutory requirement that the Local Housing Strategy outlines the local authority policy on the enforcement and assistance powers available through the Housing (Scotland) Act 2006. The SIC takes the approach of encouraging and supporting owners in the private sector to access the assistance that is available, and policy is to consider the use of enforcement powers as a last resort.
- 11.4. Powers are available to enable local authorities to designate a Housing Renewal Area²⁸ in locations where:
 - a significant number of the houses are sub-standard, or
 - the appearance or state of repair of any houses is adversely affecting the amenity of the area.

The Housing Strategy Steering Group considers it unlikely during the lifetime of this Strategy there will be a requirement to consider any Housing Renewal Areas locally.
- 11.5. Shetland's Scheme of Assistance is a further statutory requirement, and is in place to provide advice, information and assistance to homeowners, eligible tenants and disabled occupants living in private sector housing. The Scheme provides advice and information as well as financial assistance, and is accessed through the One Stop Shop²⁹.
- 11.6. Homes assessed as below the tolerable standard³⁰ are entitled to help under the Scheme of Assistance.

²⁸ See www.scotland.gov.uk/Publications/2008/04/07144231/22

²⁹ See www.hjaltland.org.uk/about/grants.html

³⁰ See www.shetland.gov.uk/environmentalhealth/Housing.asp

- 11.7. The Scheme of Assistance currently prioritises assistance towards households living in fuel poverty, however through the Local Housing Strategy we seek to investigate the possibility of enabling owners to bring empty homes back in to use, where it is realistic, beneficial and doing so meets a housing need.
- 11.8. A handyman service is also planned, and through this small repairs and adaptations will be available for eligible private sector households.
- 11.9. It is also a requirement of the Housing (Scotland) Act 2006 that private landlords register with the local authority as a "fit and proper person" to let property³¹. It is an offence to let any house without being registered. We will continue to encourage landlords to register locally.
- 11.10. Improving energy efficiency in Shetland's private housing sector to meet climate change requirements³² will be taken forward through actions to provide advice and information to households on ways to reduce their fuel costs, improve energy efficiency and house condition under our themes of private sector housing and fuel poverty.

What the Housing Need and Demand Assessment tells us

- 11.11. The private housing sector represents around 80% of Shetland's housing stock.
- 11.12. Shetland has a strong and long-established tradition of self-build, with single houses accounting for 72% of house completions in the 2000-2008 period.
- 11.13. An estimated 1.7% of Shetland's private sector housing stock was vacant in 2005. National figures estimate this increased to 6% in 2007 and 5% in 2008 and 2009. This is an estimated 500 homes.
- 11.14. One percent of Shetland's housing stock is used as a second home.
- 11.15. Eight percent of Shetland's homes are privately rented. This compares to an estimated 27% across Scotland.
- 11.16. Shetland's private rented housing is split between long-term lets and summer holiday accommodation/short term winter lets.

³¹ See www.scotland.gov.uk/Topics/Built-Environment/Housing/privaterent/landlords/registration

³² See www.scotland.gov.uk/Topics/Environment/climatechange/scotlands-action/climatechangeact

11.17. The HNDA indicates private rented accommodation was bordering on unaffordable (using 2007-2009 figures). Private rented costs will have increased for a number of reasons locally and will be reviewed through future HNDA annual updates. Our indications are that private rented housing in Shetland is currently largely unaffordable for households at average income levels.

Our Actions

11.18. The actions developed to improve private sector housing are:

- Continue to implement the Housing (Scotland) Act 2006:
 - Continue to aim to improve the condition of Shetland's private sector housing stock;
 - Review the Scheme of Assistance to consider the feasibility of bringing homes in disrepair back in to use where it is realistic, beneficial and doing so meets a housing need;
 - Work in partnership to identify and manage any Below Tolerable Standard housing stock;
 - Outline the approach that would be taken in future to identify any housing renewal areas.

- Improve the information provided in the private rented sector:
 - Provide detailed information online and in leaflets on tenants and landlords rights and responsibilities;
 - Remove barriers to accessing homes in the private rented sector through providing benefits advice and tenancy deposits or guarantees;
 - Seek to gain robust and up to date information on the local private rented market;
 - Actively encourage and promote Landlords Registration³³;

³³ See www.landlordregistrationscotland.gov.uk/

12. Consultation

- 12.1. The consultation on the Local Housing Strategy was held between 25th April 2011 and 17th June 2011.
- 12.2. A range of methods were used to appeal to as broad range of respondents as possible, including:
- An information campaign launched with the assistance of the SIC Communications Office. This included distributing poster and leaflet information to local shops, health centres and other information points, as well as press releases, radio and newspaper articles throughout the consultation period.
 - Local meetings - advertised weekly on local radio and through online and printed local newspapers.
 - Close involvement of Community Work Officers, both in promoting the consultation within the community, attending meetings and by personally inviting relevant local contacts and groups to participate in the consultation.
 - Community Work Officers were also involved in targeting particular groups, including promoting the consultation through social media sites targeted at young people in Shetland.
 - Members of the Housing Strategy Steering Group as well as a wide range of other relevant stakeholders were invited to participate in the consultation.
 - Drop-in sessions were held in every electoral ward in Shetland to answer questions on the strategy in an informal way.
 - Evening meetings were also held in every electoral ward, with invitations sent specifically to relevant groups and stakeholders in the area as well as advertising the meetings to the general public. These meetings discussed how the strategy has been developed so far, the evidence base that informed the strategy and each of the five main topics identified in more detail. Although some of the meetings were not well attended, there was a good quality of discussion at each venue.
 - Summary notes from these meetings are online at www.shetland.gov.uk/lhs.
 - Two surveys (a full survey and a shorter summary version) were also available. The survey could be completed online, on paper or by telephoning a dedicated phone line.

- The draft Local Housing Strategy documents were available on paper from the SIC Housing office and local Community Work offices as well as online for public viewing throughout the consultation period.

12.3. A separate report showing the consultation findings is attached as Appendix 2.

13. Risk Assessment

Equalities

- 13.1. In accordance with the public sector duties introduced by the Race Relations (Amendment) Act 2000, Disability Discrimination Act 2005 and Equality Act 2006, the Local Housing Strategy has considered at all stages of its development the housing needs of equalities groups within Shetland.
- 13.2. In line with Scottish Government guidance, an Equality Impact Assessment has been carried out on the Local Housing Strategy, and is attached as Appendix 3.

Strategic Environmental Assessment

- 13.3. It is a legal requirement³⁴ under the Environmental Assessment (Scotland) Act 2005 that all plans, programmes or strategies screen their risks to the environment through the SEA screening process.
- 13.4. A screening report was submitted to the SEA Gateway in June 2011, and the documents are attached as Appendix 4.
- 13.5. The screening report outlined that the Local Housing Strategy is a document that provides the strategic direction required to tackle housing need and demand and also informs future investment in housing and related services. The Local Housing Strategy does not direct or take decisions on the overall provision or location of land for housing, but aligns closely with the Local Development Plan currently under development through the SIC Planning Service to meet the requirements of Scottish Planning Policy³⁵. As such, as full SEA was not felt to be required on this Local Housing Strategy.

³⁴ See www.scotland.gov.uk/Topics/Environment/SustainableDevelopment/14587

³⁵ See www.scotland.gov.uk/Publications/2010/02/03132605/0

14. Monitoring Framework

- 14.1. Annual updates will be provided throughout the lifetime of the 2011-2016 Local Housing Strategy, and these will be published on our website at www.shetland.gov.uk/lhs.
- 14.2. The Housing Strategy Steering Group will also monitor the implementation of the 2011-2016 Local Housing Strategy on a regular basis.
- 14.3. Our annual updates will include:
- Updating the evidence on housing need through annual updates to the Housing Need and Demand Assessment.
 - Annual performance updates to the Local Housing Strategy priority tables.
 - Annual performance updates through Shetland's Single Outcome Agreement.

15. Appendices

Appendix 1	Housing Need and Demand Assessment	August 2010
Appendix 2	Local Housing Strategy Consultation Findings	June 2011
Appendix 3	Equalities Impact Assessment	June 2011
Appendix 4	Strategic Environmental Assessment Screening Report	June 2011
Appendix 5	Strategic Housing Investment Plan	November 2010

16. Acknowledgements

- 16.1. The Housing Strategy Steering Group would like to thank all of those who have given their time, knowledge and skill to develop both the Housing Need and Demand Assessment and the Local Housing Strategy.

17. Contact Details

- 17.1. If you would like any further information on Shetland's Local Housing Strategy for 2011-2016, please contact:

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Priority A - Future Supply of Housing

Priority	Our Indicators	Source	Date	Baseline	Timescale
Shetland has a housing supply that can meet current and future housing needs, and offers a range of housing options that are affordable and achievable for all.	The supply of housing across all tenures.	St2.1 - Single Outcome Agreement	2010	2008. Social rented = 2180. Private sector = 8179.	Annual
	The number of homes provided through housing led incentives or initiatives.	SIC Housing Service HHA	2010	HNDA. Total annual affordable supply range = 53-72.	Annual
	Percentage of households unable to afford to buy or rent in the market.	St2.4 - Single Outcome Agreement	2010	HNDA 2008 =29%.	Annual
	The number of new build completions not part of the affordable supply (single build or other private developments).	SIC Planning Service	2008	HNDA. Average single build completions 2003-2008 = 70. Total completions = 106.	Annual
	The number of households provided with full housing options advice.	SIC Housing Service	TBC	To be confirmed following implementation of policy changes	Annual
	Provide information on Shetland's housing need and demographic change predicted over the next 20 years.	SIC Housing Service	2010	HNDA. Annual update.	Annual
Key Actions and commitment by local Partners for this priority	<ol style="list-style-type: none"> 1. Identify the generous land supply required through the Local Development Plan to meet the annual affordable housing supply target of 53-72 each year over the next ten years. 2. Support development across Shetland where it is in line with the findings of the HNDA, LHS and LDP and primarily will help meet the housing supply targets. 3. Investigate the reasons for planning permissions gained not proceeding to build. 4. Seek to introduce a full housing options advice service to provide households with a holistic approach to their housing needs and the options available to them. 				

Priority B – Fuel Poverty

Priority	Our Indicators	Source	Date	Baseline	Timescale
Shetland’s householders improve the energy efficiency of their homes.	The percentage of Shetland households living in fuel poverty.	Scottish House Condition Survey	2007-09 data	35%	Annual
	Produce up to date information for Shetland households on improving energy efficiency and the types of assistance available to maximise incomes and reduce fuel poverty. Market this as a means of improving energy efficiency and reducing costs, given the stigma surrounding the term ‘fuel poverty’.	SIC Housing Service Website	2011	Information provided online	2011-12.
	The number of referrals from the One Stop Shop to Energy Assistance Package.	One Stop Shop.	2010.	2010 = 30.	Annual
	Analyse the evidence available on under occupation to assess how much of an impact this may have on fuel poverty levels.	SIC Housing Service	2010	HNDA 2010 Baseline to be set following HNDA update in late 2011.	2011-12.
	The percentage of homes meeting the SHQS indicators.	St2.2 Single Outcome Agreement	2010	SIC = 86.5% HHA = 92%	Annual
Key Actions and commitment by local Partners for this priority	<ol style="list-style-type: none"> 1. Improve house conditions in the social rented sector through meeting the Scottish Housing Quality Standard. 2. Consider the community benefits of any renewables potential in helping Shetland’s households reduce fuel poverty levels and improve energy efficiency. 3. Implement the Climate Change (Scotland) Act 2009 and improve energy efficiency in existing housing. 4. Lobby for more affordable household fuel in Shetland. 5. Encourage any new build developments to use sustainable and/or renewable technologies. 6. Encourage all front line staff to actively support vulnerable households improve energy efficiency in the home. 				

Priority C – Housing Support / Housing for an ageing population

Priority	Our Indicators	Source	Date	Baseline	Timescale
Work in partnership to provide housing support to vulnerable members of our communities, focusing on the importance of maintaining households in their own home.	Number of clients receiving a care at home service each week.	SIC Social Care			Annually to 2016
	Number of clients on a waiting list for permanent residential care.	SIC Social Care			Annually to 2016
	Percentage of dwellings where adaptations are required by householders.	Scottish House Condition Survey	2007/09	3%	Annually to 2016
	Percentage of households with maximum award of medical or social care need points not rehoused within one year.	Annually, SIC Housing Service			Annually to 2016
	Number of households using remote technology for housing support.	Annually, SIC Social Care			Annually to 2016
Key Actions and commitment by local Partners for this priority	<ol style="list-style-type: none"> 1. Use hub and cluster models to provide core support services. 2. Ensure information and advice on the housing support services available locally is easily accessible 3. Increase the use of technology as a support resource. 4. Encourage volunteering as an option in providing some community focused housing support. 5. Investigate developing information for householders on the long-term benefits of future-proofing their homes when planning to buy, build, alter or extend a home. 6. Remove the labels attached to certain areas or schemes of social rented housing (sheltered housing etc) to support the change required in focusing on housing support needs regardless of location. 7. Consider a local design award scheme for accessibility / lifelong homes to promote the importance of good, fully accessible design. 				

Priority D - Homelessness

Priority	Our Indicators	Source	Date	Baseline	Timescale
Prevent homelessness through improved housing options, early intervention and advice and assistance. Where homelessness is experienced, provide a good quality service and support households as they progress to settled accommodation.	Ensure all unintentionally homeless households are entitled to a permanent home by December 2012.	St2.3 Single Outcome Agreement	2009/10	Percentage of homeless presentations accepted = 64.4%.	
	The prevention activity introduced to reduce the number of homeless presentations.	SIC Housing Service			
	Number of households recorded as breaching the Unsuitable Accommodation Order (2004)	HL2, SIC Housing Service	2009/10	0.	
	The length of time households spend in temporary accommodation (by size of house required)	SIC Housing Service			Annual
	The percentage of homeless households who are reassessed within 12 months	SIC Housing Service	2009/10.		Annual
Key Actions and commitment by local Partners for this priority	<ol style="list-style-type: none"> 1. Increase the supply of settled accommodation and maximise opportunities to rehouse homeless households. 2. Complete and implement the temporary accommodation strategy. 3. Continue to map homeless services and needs in Shetland, and assess the impacts of changes to current services. 4. Investigate the possibility of using private sector accommodation as a solution to homelessness. 5. Implement the housing advice and information strategy. 6. Promote and improve joint working, particularly on projects such as GIRFEC and With You For You, Health and Homeless Action Plan and protocols for institutional discharge. 7. Continue to work jointly to develop 24 hour supported housing for young people with complex needs. 				

Priority E – Private Sector Housing

Local Housing Strategy Priority	Our Indicators	Source	Date	Baseline	Timescale
Improve the quality and supply of owner occupied and privately rented homes across Shetland.	Number of private sector households provided with financial support (and type of support) through the Scheme of Assistance.	HHA One Stop Shop	2010/11.	30 referrals at EAP.	Annual
	Number of private sector households accessing the handyperson service (and type of assistance).	HHA One Stop Shop	2010/11	0	Annual
	Number (and value) of Improvement grants approved for below tolerable standard houses	Scottish Government Improvements statistics - IMP1b BTS	2009/10	0 (£0)	Annual
	Percentage of private sector houses with any urgent disrepair	Scottish House Condition Survey	2007/09	33%	Annual
	The number of households accessing tenancy deposit or guarantee scheme	SIC Housing Service	2010	0	Annual
Key Actions and commitment by local Partners for this priority	<p>Private Rented Sector:</p> <ol style="list-style-type: none"> 1. Improve the evidence base on the private rented sector locally. 2. Actively promote landlord registration. 3. Provide easily accessible information on tenants and landlords rights and responsibilities. 4. Remove barriers to accessing private rented accommodation through financial advice and tenancy deposits or guarantees. 5. Implement the Climate Change (Scotland) Act 2009 and improve energy efficiency in existing housing. <p>Private Sector Housing:</p> <ol style="list-style-type: none"> 6. Consider reviewing the financial aid available through the Scheme of Assistance to prioritise bringing empty homes back in to use. 7. Work in partnership to identify and manage any Below Tolerable Standard housing stock locally. 8. Continue to aim to improve the condition of Shetland’s private sector housing stock. 9. Outline the approach that would be taken in future to identifying any housing renewal areas. 				

Information can on request be provided in Braille, on tape, in large print and in different languages.

For further information please telephone SIC Housing on 01595 744360 or email us at housing@shetland.gov.uk.

www.shetland.gov.uk/lhs