Common Places, Common Goals

The Place Standard, housing and local environmental quality

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Purpose

- **To talk about Keep Scotland Beautiful's experience of working with housing associations and local communities around the issue of place and local environmental quality**

- **To consider the challenges facing housing associations around place, local environmental quality and engaging communities**

- **To provide a perspective on opportunities around the Place Standard and our National Award for Environmental Excellence ® to engage communities and improve local environmental quality**

Introducing Keep Scotland Beautiful

Sustainable Development Education

Local Environmental Quality

Sustainability and Climate Change

Sustainable Development Education

We provide education initiatives for children, young people and educators which focus on environmental issues to improve understanding and encourage positive action.

Local Environmental Quality

We provide advice and support to help create and maintain cleaner, safer and healthier local environments where people and communities can thrive.

Sustainability and Climate Change

We work with organisations and communities to help people to reduce carbon emissions, improve local areas and adapt to the impacts of climate change.

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Our work around place and local environmental quality

- **Working with all 32 councils**

- **Working with housing associations**

- **Working with local communities**

- **Working with other third sector organisations and, where appropriate, with the private sector**

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Local environmental quality in decline - 2017 Update Report

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Local environmental quality in decline
Further analysis by Keep Scotland Beautiful

The impact of declining local environmental quality on Scotland's communities

October 2017

Original report – March 2016

Update published – October 2017

Extensive media coverage

Political Engagement

Communications Activity

Key messages

No overall improvement in quality of Scotland's local environments

Nationally, Scotland's local environmental quality standards are at their lowest in a decade.

Over the last eighteenth months there has been marked increased in the presence of flytipping, graffiti, weeds and litter in Scotland's communities.

Public perception surveys indicate that the quality of the local environment is an issue which matters to people.

Communities in deprived areas are those most affected by poor local environmental quality.

The decline in local environmental quality has done so at a much faster, more severe rate in Scotland's most deprived communities than in the least.

The gap between local environmental quality standards between the most deprived and the least deprived is growing.

More than a million people in Scotland's most deprived communities are now living in places where the quality of the local environment is declining more rapidly than even the national average.

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Key messages

Poor local environmental quality has wider impacts across a number of policy areas

Crime: Poor local environmental quality significantly impacts on people's fear of crime and how safe they feel in the area that they live in.

Health and Wellbeing: Those who perceive their local environments to be poor, are more likely to report poorer physical and mental health.

Economy: Spaces with poor local environmental quality are not conducive to helping local business economies thrive.

Our solution

More strategic, coordinated and integrated action in and across all sectors.

All sectors to support and empower communities across Scotland to build capacity to take action to reverse the decline, especially those in deprived areas.

Collective recognition of the wider impacts of poor local environmental quality on communities across Scotland, and broader engagement by the wider public sector across policy areas.
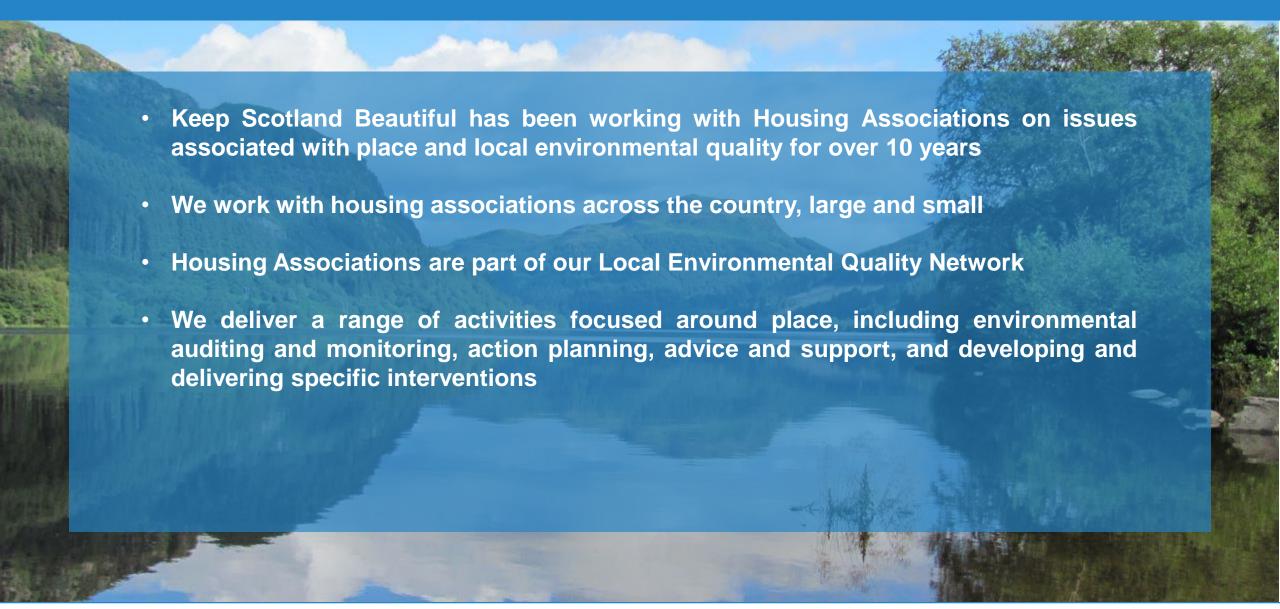
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Wider impacts

Diagram showing "Local environmental quality" at the centre, surrounded by: Health and Wellbeing, Tourism, Economic growth, Crime and perception of crime, Education and lifelong learning.

Our work with housing associations

- **Keep Scotland Beautiful has been working with Housing Associations on issues associated with place and local environmental quality for over 10 years**

- **We work with housing associations across the country, large and small**

- **Housing Associations are part of our Local Environmental Quality Network**

- **We deliver a range of activities focused around place, including environmental auditing and monitoring, action planning, advice and support, and developing and delivering specific interventions**

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Our work with housing associations

What is the Place Standard?

- Assess and improve the quality of both new and existing places;

- Bring communities, the public sector, private sector and third sector to work together to deliver high quality places;

- Promote consistency so everyone across Scotland has an equal chance of living in a good quality area;

- Ensure people's physical and social environments support them to live healthy, happy lives.

The Place Standard Tool's Themes

Moving around	Public transport	Traffic and parking	Streets and spaces
Natural space	Play and recreation	Facilities and amenities	Work and local economy
Housing and community	Social contact	Identity and belonging	Feeling safe
Care and maintenance	Influence and sense of control		

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Local people are the experts

How do I feel about it?

What's my experience of it?

What are my priorities?

How does this place make me feel?

What is it like to live here?

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A challenging environment…

- National Priorities – 50,000 new houses over the next three years – but what about the quality of the place as well as the quality of the home…

- The ongoing impacts of welfare reform on communities and individuals

- Health and wellbeing – health and social care integration

- Community Empowerment, Community Planning and Locality Planning

- Declining local environmental quality, particularly in deprived communities

- Ongoing funding reductions across public sector and partner organisations

- **How to address the challenges associated with people, assets and environment in an integrated way?**

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Opportunities created by using Place Standard …

Moving beyond traditional forms of engagement..

Building dialogue with local residents and communities to understand not only about what they think about the place they live but how they feel about it

<u>Understanding</u> priorities and needs of local residents and communities

An opportunity to unpick issues and explore connections between them, recognise that although they may not be issues specifically for a single organisation they do have wider impacts

Allows development of collaborative actions with a wider range of partners (public/private/third sectors), from behaviour change through to practical environmental improvements

Our engagement with Place Standard

Strategic Development

Keep Scotland Beautiful has been engaged with the development and implementation of Place Standard for over three years and has worked closely with NHS Health Scotland and other key stakeholders on a wide range of issues relating to the use of the tool.
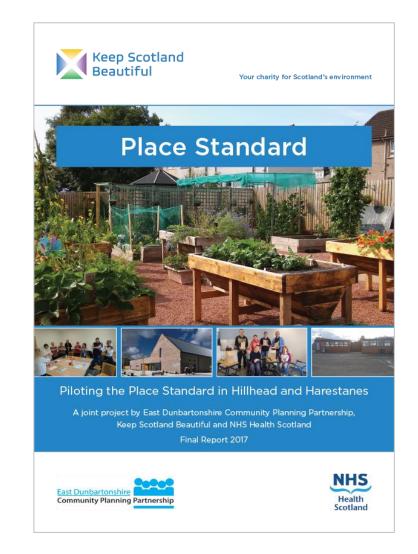
East Dunbartonshire Pilot Project

In 2016/2017, worked with East Dunbartonshire Council and NHS Health Scotland to undertake a pilot project focused on stakeholder engagement and informing development of Locality Plan. A report on the pilot project was produced, along with a case study, highlighting the activities undertaken, the results achieved and the lessons learned.

Housing Associations

Keep Scotland Beautiful has been engaged by a number of housing associations to provide advice and support in relation to the Place Standard, including working with board members and senior management, supporting community engagement and undertaking a full Place Standard assessment.

Place Standard Learning Resource

Keep Scotland Beautiful were commissioned in January 2018 to develop a Place Standard Learning Resource specifically for third sector organisations and communities –available in late 2018.

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Place Standard

Piloting the Place Standard in Hillhead and Harestanes

A joint project by East Dunbartonshire Community Planning Partnership, Keep Scotland Beautiful and NHS Health Scotland

Final Report 2017

East Dunbartonshire Community Planning Partnership

NHS Health Scotland

Benefits of using Place Standard

- A structured process for engagement, not only with local communities, but with other stakeholders across the public, private and third sectors

- A platform for a dialogue with a community based on their priorities and needs, not only about what they think about the place they live but how they feel about it

- An opportunity to understand and unpick the connections between issues locally, recognising that communities face multiple, complex, inter-related challenges

- An integrated approach to addressing the challenges associated with people, assets and the environment as well as delivery of key Social Housing Charter outcomes

- A focus on developing collaborative action, that recognises that no one organisation can effectively address these challenges on their own

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National Award for Environmental Excellence ®

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Background

- Until four years ago, there had been no standardised national established method for assessing the effectiveness of the improvements made to environmental quality practices implemented by organisations.

- As a result, Keep Scotland Beautiful created the *National Award for Environmental Excellence ®*.

- At the heart of this model is a scoring system, designed to measure changes over time and support continuous improvement and innovation in managing environmental quality.

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Levels of Achievement

There are 3 levels of achievement in the Award

- **Gold**   (Over 80%)
- **Silver**   (60% to 80%)
- **Bronze**   (50% to 59%)

For any score of less than 50% no award is given

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National Award for Environmental Excellence ®

- Administration

- External Environment

- Internal Environment

- Waste Management

- Community Participation

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MSF Scoring - External

2	Environmental - External (On Site Assessment)	Element 2	Score Weighting
2a	Safety features	Emergency Services Block Information (Yellow Sign)	10
2b	Car Park	Staining	10
		Weeds	10
		Detritus	10
		Surface	10
		Litter/Dog fouling	10
		Lining	10
2c	External Appeal - Overall	Overall impression	30
		Floral displays	Yes/No
		Trees	Yes/No
		Shrubs	Yes/No
		Play area	Yes/No
		Recreational Grounds	Yes/No
2d	Safety Features - Impression of safety	Overall impression	10
		CCTV	10
2e	External Lighting	Appropriate for site?	10
		Working order	Yes / No
		Vandalised	Yes / No
2f	External Walls	Clean/free of graffiti/paintwork in order	10
2g	Visual indicators on hard standing surfaces	Gum	10
		Graffiti	10
		Dog fouling	20
		Flytipping/bulk waste	10
		Other issues	10

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MSF Scoring - External

2	Environmental - External	(On Site Assessment)	Element 2	Score Weighting
2h	Overall External Littering Score		Grade A (30)	30
			Grade B (20)	20
			Grade C (10)	10
			Grade D (0)	0
	Grassed Areas		Cut appropriately?	10
			Maintained?	10
			Litter?	20
Total				270

MSF Scoring - Internal

3	Environmental - Internal (On Site Assessment)	Element 3	Score Weighting
3a	**Main Entrance**	**Secure & Welcoming**	**10**
		Operational	**10**
		Clean & litter free	**10**
		Lighting	**10**
		Graffiti	**10**
3b	**Foyer**	**Lighting**	**10**
		Notice Boards	**10**
		Walls & Ceilings	**10**
		Flooring	**10**
		Clean & litter free	**10**
		Graffiti	**10**
3c	**Lifts**	**Walls & Ceilings**	**10**
		Flooring	**10**
		Clean & litter free	**10**
		Odour	**10**
		Graffiti	**10**
		Functional	**10**
3d	**Landings**	**Lighting**	**10**
		Walls & Ceilings	**10**
		Flooring	**10**
		Clean & litter free	**10**
		Graffiti	**10**
		Windows	**10**
		Bulk items	**10**

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MSF Scoring - Internal

3	Environmental - Internal (On Site Assessment)	Element 3	Score Weighting
3e	Stairwells	Banisters	10
		Lighting	10
		Walls & Ceilings	10
		Flooring	10
		Clean & litter free	10
		Graffiti	10
		Windows	10
		Bulk items	10
3f	Internal Signage	Fire exits/waste chute/no entry/electrics	10
		Overall impression	10
3g	Facilities Areas	Overall impression	10
		Drying Areas	Yes / No
		Laundry Room	Yes / No
		Storage / Bulk Items Storage	Yes / No
Total			350

Waste Management

MSF Scoring – Waste Management

4	Waste Management	(On Site Assessment)	Element 4 Continued	Score Weighting
4e	Waste Management Areas		Size & Volume of allocated bins appropriate for area	10
			Recycling Facility offered and appropriate for area	10
			Correctly labelled bins (General, Recycling, Food etc)	10
4f	Waste Area		Clean?	10
4g			Secure?	10
			Signage and Positioning appropriate for site	10
4h			Waste and recycling schedules are clear	10
Total				70

Desk top analysis - Administration

1	Administration (Head Office)	Element 1	Score Weighting
1a	**Corporate Social Responsibility Strategy and Policy**	Model 1 - Value Creation (30)	30
1b		Model 2 – Risk Management (20)	20
1c		Model 3 – Corporate Philanthropy (10)	10
1d	**Policy, Plans & Procedures**	Health and Safety	10
1e		Environmental	10
1f		Litter Prevention	10
1g		Waste prevention	10
1h		Training for staff	10
1j		Tenant engagement	10
Total			**90**

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Desk top analysis – Waste Management

	Waste Management (Head Office)	Element 4	Score Weighting
4a	Waste Management Policy	Appropriate for organisation	20
4b	Waste Management Practices	Staff provided with guidance and support to manage waste	20
4c		Waste streams separated and stored, collected regularly	20
4d		Tenants provided with guidance and support to manage waste	20
Total			**80**

Desk top analysis – Community Participation

	Community Participation	Element 5	Score Weighting
5a	Community Engagement Policy	Appropriate for, driven by tenants, e.g. local primary, nursery schools	10
5b		Reviewed in past 12 months	10
5c	Tenant Engagement	Resident groups are encouraged and supported	10
5d		Resident disputes are managed quickly and effectively	10
5e		Tenant satisfaction surveys set and achieve targets	10
5f		Regular tenant meetings	10
5g		Tenant Committee in place	10
5h		Support provided to tenants to manage meetings and take ownership of plans	10
5j		Tenants have right to have their say in decisions	10
5k		Targets for engagement set and achieved	10
5l	Complaints Process	Clear process in place	10
5m		Complaints are acted upon and feedback given	10
5n	Locality Activity	Community gardens encouraged	10
5o		Food production, edible borders	10
Total			**140**

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Benefits of the National Award for Environmental Excellence ®

- Provides an independent assessment and recognition of achievement.

- Contributes to delivery of key Social Housing Charter outcomes.

- Fits in with the holistic European Foundation for Quality Management Excellence Model (EFQM).

- Provides a benchmark of performance and environmental impact both internally and externally.

- Provides a detailed report and action plan to track improvements.

- Identifies areas in need of investment.

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Questions

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